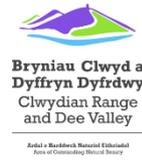




CILCAIN COMMUNITY SHOP NEWS AND SUPPORT IN 2019



Cilcain Community Shop is very grateful for support from the community of Cilcain and the above organisations

PROGRESS SUMMARY

In February last year, a small team of volunteers (the original Steering Group) took on the task of assessing the viability of a Community Shop. There was detailed consultation about the location and aims of the proposed shop. As the project progressed, it became clear that there was overwhelming support for what was emerging, so the Steering Group continued with the project. On 16 June last year the shop was opened - your shop. Many in the community had by then become involved as volunteers, financial contributors, and shareholders.

It is still relatively early days - not yet 8 months since fully opening. In this time, we have extended opening hours, and extended the range of goods for sale - including, most recently, wines and beers. Your shop is trading sustainably and, from feedback both from residents and visitors, it is meeting its community support and visitor welcoming objectives. We have featured in local newspapers and magazines, and on the S4C topical programme, Heno.

SPECIAL MENTION

Tim Johnson, who has been our temporary Assistant Shop Manager for 6 months, will be leaving us soon to pursue his career, and Di Rycroft (see inset picture) will be taking up the position on a permanent basis. We thank Tim for all his hard work, and welcome Di as a valuable new member of the team, working with Sam, your Shop Manager.



Younger members of the village have been supporting your shop by contributing their time to help Milly, the shop's Retail Manager, with stock management, and with counter service. Thanks to them all, and special congratulations to Eleanor Anthony and Alice Tilley (pictured) for achieving their Duke of Edinburgh Awards. Their service in the shop has been the volunteer element of their most recent work for the Awards.

CHANGES AND CHALLENGES IN 2019

The next challenge for the community is maintaining and developing its shop to ensure a successful future. Later this year there will be a Community Shop AGM to which everyone in the village will be invited. Before then, new Management Committee members and additional specialist support for the second year of operation are needed. It is important to have an annual turnover on the Management Committee, to bring in fresh ideas and experience to future shop development planning, and to make sure that no-one has to see it as a permanent role. Please read below for what is needed.

Management Committee members

This role requires good team working, taking the initiative on shop issues, and steering improvements through to successful completion. The commitment is for one year and members are elected by shareholders at the AGM.

Please use the contacts below to learn more about what's involved and to volunteer as a Management Committee member for the shop's second year of operation.

Marketing and publicity

There is a need for expertise in marketing and publicity, which the current management team does not possess. At present publicity is limited to a basic web site and a Facebook page. We would greatly benefit from an effective marketing/publicity plan to inform and attract visitors. This could be an individual, or a team of people, with the necessary skills and enthusiasm, and would play a valuable part in the shop's development. The challenge is to define and deliver an effective plan.

Please use the contacts below to discuss and volunteer.

Shop 'Spring Clean' Team

The shop and kitchen are cleaned daily at the end of each shift, but periodically a more thorough clean is needed – under & behind equipment, freezer defrosting, shelf & cupboard cleaning, for example. We would value a small 'Shop Spring Clean Team' to take charge of this every 3 months. If you can spare the time to be part of such a team, please use the contacts below to volunteer.

Shop operations volunteers

Volunteers are the mainstay of the shop: without them the shop would not be viable. We are always looking for more shop volunteers, so if you think it is something that you might be able to do and have not yet offered your services, please be assured that we provide Induction Training, followed by support on the job until you feel confident. Shifts are just 2 hours long and there are always 2 volunteers on duty at any time, so you are never on your own. Why not drop into the shop, chat to the volunteers and get a taste of what it is like to be a shop volunteer? If you haven't done a shift for a while and feel you would benefit from some refresher training we will be happy to arrange this for you. For more information just contact Sam, our Shop Manager at:

manager@cilcaincommunityshop.co.uk



In recognition of all they do in support of your shop, a celebratory evening for volunteers is being held at the White Horse on 7 February.

The continued success of your shop in serving our community depends absolutely on the time and experience given to support it: we are all of us volunteers. If enough people provide support, the shop will continue to serve us all well into the future, and sharing the work around means that it does not become a burden for anyone. Please decide what you can contribute, and contact us.

Best Regards

Cilcain Community Shop Management Team

Contacts:

Mike Hughes	741162	michaelhughes876@btinternet.com
Roger Pybus	741062	prpybus@gmail.com