

Clapham Community Shop Ltd



Shareholder Update

May 2020

Dear all,

It's getting close to AGM time so I'd like to do two things: Firstly, provide you with an update on how we have been getting on in the shop during the COVID-19 lockdown (some of which you may have read on the village newsletter website). Secondly, I'd like to share with you some of our current thinking regarding the AGM.

The Shop

As you know, life in and around Clapham has been weirdly quiet during the lockdown. However, in contrast the shop has been pretty busy.

In essence we've had to weather a perfect storm. As guidance from Government firmed up, the vast majority of our volunteer workforce, who are over 70, had to step away from the shop and self-isolate. At the same time Ruth, our weekend supervisor decided to leave us, and Will our Saturday assistant was on lambing leave. Then Helen our manager was ill and had to isolate. This all whilst we were trying to set up a delivery service for the vulnerable, extend our prescription services for Townhead and Bentham surgeries and deal with some quite significant supply problems – if this had been on TV, you wouldn't have believed it!

So there we were, a very small bunch of volunteers, trying to keep the shop open, deal with suppliers, set up deliveries and maintain a safe environment. But we've been very lucky – we managed to recruit some temporary assistants to help in the short term, plus we moved an existing volunteer whose job is on hold into a paid post. Also, a number of new volunteers have come forward and are making a huge contribution. We do hope they will stay with us when we get back to some form of normal.

We've had some problems with the supply chain during this time, and we have had to be quite innovative with sourcing as we've tried to source items in short supply. This has led to a few gluts due to ordering from multiple suppliers in the hope that one will be able to provide what we need. There are still a few shortages as manufacturers and suppliers have reduced some ranges being provided/stocked, but we are doing ok, and our local suppliers such as Cornvale, Dales Butchers, Udales, Slacks, and Seasons Bakery have been wonderful.

As most of you will know, we took the decision quite early on to reduce our opening hours so that we can manage both the deliveries into the shop from suppliers and also our delivery service, whilst still maintaining social distancing. This seems to be working well, and we do try to be flexible if someone is in need. As lockdown eases, we will be gradually extending our hours again although always putting the safety of our customers and staff first in terms of managing social distancing and hygiene.



People who are self-isolating have taken up our delivery service wholeheartedly and we are particularly busy with this on Thursday and Fridays. Although we have seen a bit of a drop off in both deliveries and footfall in the last week or so as, we assume, some people are starting to brave the trip out of the village rather than using the shop.

So all in all it's been, and continues to be a challenging time. But we are managing and the shop is continuing to trade successfully. We have now received £8,000 out of the £10,000 match trading grant from the Community Business Trade-Up Programme and, barring disasters, we should qualify for the final £2,000 at the end of June. So far the funds have been used mostly to landscape and furnish the seating area behind the shop but we have also started making some small improvements to the kitchen so that we can develop our takeaway food service when we get back to some form of normality.

We are expecting COVID-19 to have some financial impact on the shop but so far that impact has been positive. Sales for March and April were higher than last year; significantly so for March, and we have also received some extra funding. We were successful in our application for a grant of £2,000 from the Coronavirus Community Fund which has been set up by the Two Ridings Community Foundation, and then by virtue of the fact that we are eligible for Small Business Rate Relief we received £10,000 from Craven District Council. These grants will help to offset the extra costs of providing the home delivery service. They have also enabled us to employ our four temporary retail assistants, providing work experience for them and cover for our volunteers while they are in isolation.

The AGM

Currently the village hall is booked for the AGM on 8 July at 6.30pm. However, COVID-19 means that we are unlikely to be able to hold a normal AGM and the Management Committee has been looking at alternatives. We will reach a view by the end of this month, but would like to share with you our thinking and if you have any thoughts on one approach vs another then we would be interested to hear them.

Essentially, we have three options, albeit there could be a degree of mixing and matching:

1. **Cancel the AGM**

Circulate papers to the membership and deal with any business requiring voting by post/email. This is by far the simplest approach but restricts comment and participation.

2. **Continue with an AGM** in the village hall but with restricted numbers and social distancing to provide a quorate group. Again, a simple approach. Papers would be circulated in advance. But there is a danger that insufficient people are comfortable attending and we might not be quorate.

3. **Use technology to hold an AGM** either using Zoom (an electronic video conferencing/meeting platform that some of you may be using already), or using a file-sharing system where we could put documents into an electronic folder to which you would all be given access to enable you to read and comment.

We are conscious that this approach whilst it could enable a 'fuller' AGM, would exclude those without access to the internet and/or those who are less comfortable using technology.

Please let us know if you have any thoughts on this one way or the other by getting in touch with either me or Diane Elphinstone.

Harriet Naden: email: harrietenaden26@gmail.com
Tel: 0203 3718137

Diane Elphinstone: email: dianeelphinstone@gmail.com
Tel: 015242 51813

Management Committee Nominations

Attached with this newsletter is a nomination form for election to the Management Committee. We are seeking new members so please give this some thought and complete a form and send it to Diane Elphinstone if you would like to stand.

If you'd like to find out more about the role of a Management Committee member or if you do have any other questions or comments then please feel free to contact me or any other member of the Management Committee.

Our best wishes and thanks for all your support.

Harriet Naden

Management Committee Chair

Clapham Community Shop Ltd

Annual Members Meeting

Nominations for additional Management Committee members

1. Clapham Community Shop Ltd is managed by the Management Committee on behalf of the membership, who are the ultimate authority.
2. The Management Committee can comprise of up to twelve members.
3. There are currently seven members who were all elected at the 2019 Annual Members Meeting. These are Harriet Naden, Diane Elphinstone, George Sheridan, Marilyn Galpin, Jill Gates, Iain Crossley and Lynda Christian. Two of these members: George and Iain have come to the end of their terms and are standing for election again.
4. There is also one co-opted member – Nick Burton.
5. It is proposed that Nick becomes a full member of the Management Committee, which means that there are up to 6 places available for new/re-elected members.
6. Organisations who are members can nominate someone from within their own ranks to represent them at the Annual Members Meeting. Organisations may also nominate a representative for election to the Management Committee, informing the Company Secretary accordingly.
7. Completed forms must be returned by **Friday 19 June 2020**. Please return your completed form by email to dianeelphinstone@gmail.com or by post/hand to Diane Elphinstone at Clapham Village Store, Main Street, Clapham, LA2 8DP.

Please put my name forward for membership of the Management Committee.

Name:

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Address:

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Phone:

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Email:

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Why I want to be considered (*no more than 50 words please*):