

Dear Everyone

I thought it was time to give you an update on what has been happening in the shop and, at the same time, wish you all a good Christmas and a happy and healthy New Year.

Well, it's certainly been an interesting year! We started off in full lockdown, emerged to a summer of record numbers of visitors. We welcomed several new members of staff, volunteers and shareholders, and sadly said farewell to a few. We held our AGM over Zoom for the first time – thank you to those who braved the technology to attend, and we voted to upgrade our Rules to the latest Plunkett-supported version.



Many of you will have seen our new website: <https://claphamvillagestore.co.uk/> . If not, then I do urge you to take a look. We have also stepped up our social media presence this year and intend to continue to do this in 2022. And more traditionally, you may have noticed our new noticeboard outside the shop.

Following on from last year's success, we have published another Winter Brochure which should have arrived though your letter boxes by now. If not, we have spare copies at the shop. As with last year we have lots of seasonal produce on sale as well as our Xmas hampers.

Financially, we have continued to do well with sales up 2020/21, and this has enabled us to invest in upgrading our office space to provide more room for Helen and our bookkeeper as well as some additional space for storage and to make up hampers. I'd like to take the opportunity here to say thank you to all the volunteers who have given their time and expertise to make this happen.

On 25<sup>th</sup> November Plunkett held their annual award ceremony for their Rural Vision Business Awards. Our shop was nominated in the volunteering category where we managed to reach the final three. A real testament to, and acknowledgement of everything that we do to make our community shop such a good place both to help in, and to shop at.

During 2022 we will continue to look at improving our services to ensure we meet the needs of our customers and the community as a whole. We will be looking at ways to improve displays in the shops and will continue to seek out and promote local produce and suppliers. We will also continue to collect donations to local foodbanks.

Finally, before signing off I'd like to thank all of our staff and volunteers for their efforts over the last year. Working in the shop during the pandemic has at times been difficult and stressful, but despite that everyone has met the many challenges we have faced with a smile.

# Harriet Naden

**Chair of the Management Committee**

info@claphamvillagestore.co.uk / 015242 51524