

## From the Hambledon Action Plan (HAP) Team

Dear Villagers'

Please see below a letter from Lee Norris the new manager of the People's Market. This has been produced in partnership with us to better comply with Government Social Separation guidelines and keep us as safe as possible from infection.

**It is vitally important that we all take responsibility for making this work, which includes keeping personal distance and challenging (nicely and politely) those who do not.**

The Shop is doing amazingly well, with up to 4 times normal volumes of sales, but this needs careful management with a very small team.

We are using volunteers to keep us safe at busy times, but I hope this to be temporary once we have settled down, this works at Boots in Denmead, for example, so that we can stand the volunteers down once this has settled.

Keep safe

Paul Quinn

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Chair PC and HAP tea  
Dear Hambledon Villagers

I am writing to let you know that The People's Market is taking active steps to protect our shoppers and staff. As the new manager, I am working with Chris, the new owner, and Paul Quinn, the Chair of the Parish Council, to make sure we are following the government's guidelines on social distancing to prevent the spread of the Covid 19. At this time of unprecedented demand, we are keen to provide you with vital supplies in a safe environment.

Many thanks to everyone who has emailed in highlighting issues and sharing ideas. We have taken all of this on board. As of today we will be putting the following procedures in to place:

- We are allowing three people in to the shop at one time – a Hambledon Action Plan (HAP) volunteer will be outside at peak times helping the one-in-one-out policy.
- We politely ask you to respect social distancing and **stand two metres apart** whilst queueing outside the shop and **to stay two metres apart** from other customers and staff **once you are inside**.
- Cashless and contactless payment is encouraged as this will help reduce unnecessary contact.
- The People's Market will be closed between 8 and 11 am on Mondays, Wednesdays and Fridays mornings when we will be restocking shelves. This means that we do not have to re-stock shelves with customers in the shop and reduces risk substantially. Timings are approximate since it depends on when the delivery arrives.
- All delivery orders must be emailed to [peoplesmarket@yahoo.com](mailto:peoplesmarket@yahoo.com). **Please do not call to place orders – we do not have the manpower to answer the phone.** At the moment I will be delivering shopping outside work hours so please be patient – it's just me and there are about 1,000 people in the village. We can serve you if you follow the guidelines.

If you have any trouble placing an order by email, please contact the HAP team at:

**Jo Tester**, the PC Clerk. [clerk@hambledon-pc.gov.uk](mailto:clerk@hambledon-pc.gov.uk). 07701 018321 (mobile) 02392 632106 (landline)  
**Paul Quinn**, Chair PC. [p.quinn@hambledon-pc.gov.uk](mailto:p.quinn@hambledon-pc.gov.uk), 07850 646755 (mobile) 02392 632946 (Landline)  
**Sam Meeson**. Volunteer [thameesonfamily@gmail.com](mailto:thameesonfamily@gmail.com). 07770 924258 (mobile). 02392 632451 (landline)

For a volunteer to be allocated to manage your shopping for you. This is for those isolating under Government guidelines.

Please be aware that The People's Market is a small, privately-owned company and we do not have the infrastructure, manpower or resources of bigger chains. We know that some measures will cause inconvenience but they will help keep us safe. Please bear with us.

Thank you for your continued support and cooperation at this time and a huge thank you to our incredible staff in The People's Market who are doing a brilliant job in difficult circumstances.

Please stay safe and well,

Lee

Manager of The People's Market