Survey of Knaresborough Businesses Post-Covid 19 Lockdown – July 2020

Approx. 70% retail businesses
Of those that changed 75% are going to continue their new services.

- A third traded online
- Approx. half provided a delivery/take-away service
- 1 in 5 didn’t do anything
Did you re-open for normal or restricted hours?

Answered: 24  Skipped: 0

- Just under half have re-opened with restricted hours

Re-opening month:
- May 8%
- June 46%
- July 17%
- Did not shut 29%
What is your sense of footfall?

- Significantly less than pre-COVID
- Less than pre-COVID
- About what I’d expect at this time
- More than pre-COVID

What % of takings are you experiencing compared with pre-COVID?

- Significantly less < 50%
- Between 50% and 80% of...
- Slightly less than usual...
- The same or slightly higher...

- Fairly similar across the 4 options
- However, 50% think less than pre-covid

- Almost 2/3rds lower takings to some degree
Did you take advantage of Government/HBC support?

Answered: 23  Skipped: 1

- Furlough
- Rate relief grant
- Business bounceback loan
- Other - 1 was the rate relief grant and the other self employed income support scheme
What did you do during lock-down to improve your prospects when re-opening?

Answered: 23   Skipped: 1

Other – 1 was the marketing/PR and the other major improvements and social distanced working environment
Do you have any other comments to make, including any suggestions about improving the prospects of local businesses?

- Footfall to the business vastly increased during market days / recent car-free trial days in the square.
- Promoting Knaresborough over on-line shopping !!
- Keep the market place open - if it is pedestrianised it will harm business further
- Very concerned
- A removal of parking restrictions by HBC
- As a small shop the rotation of two in two out will only restrict our takings.
- A better on line presence and click and collect service
- I think we are lucky Knaresborough is a town which values it’s local shops, people seem to feel safer shopping locally at present
- We need to continue to work together.
- I think we should have a joint meeting of businesses to discuss