

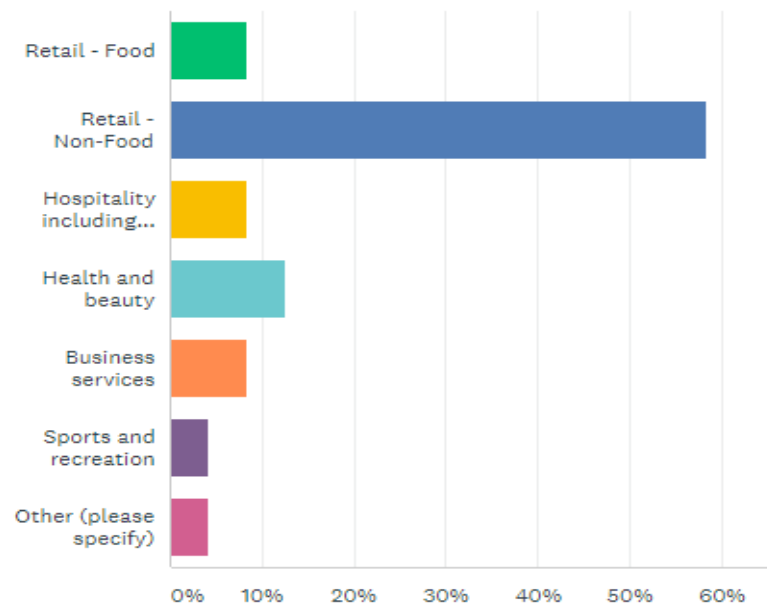


Knaresborough Chamber

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

What is your primary category of business?

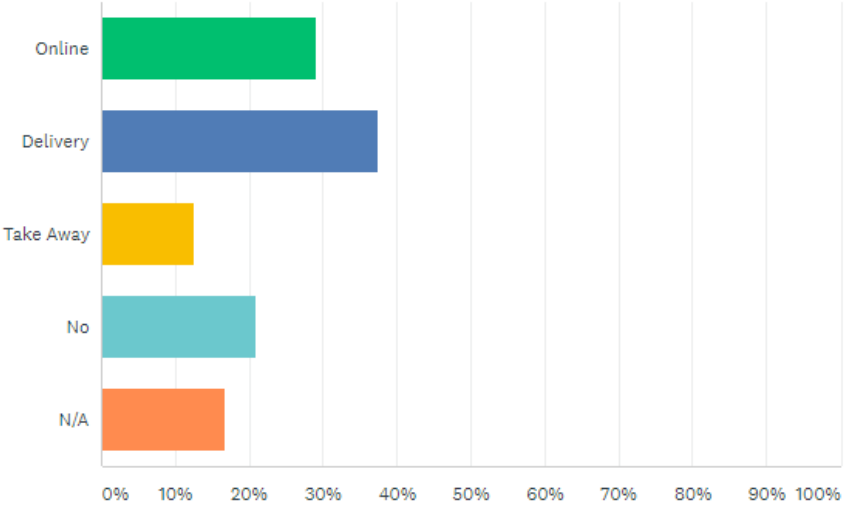
Answered: 24 Skipped: 0



Approx. 70% retail businesses

Did you trade online or for delivery/take-away only during the lockdown?

Answered: 24 Skipped: 0

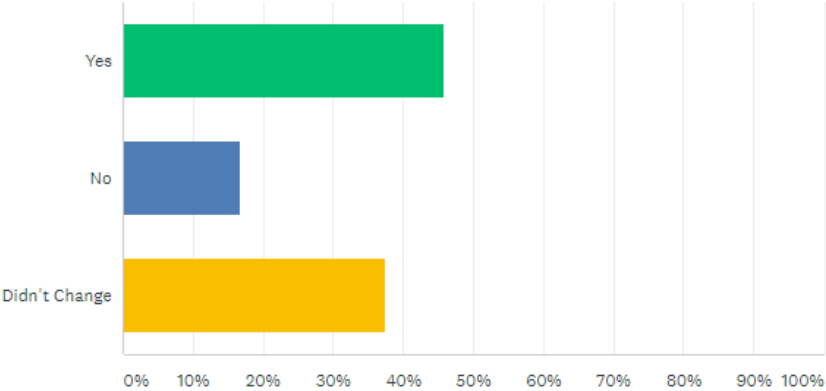


- A third traded online
- Approx. half provided a delivery/take-away service
- 1 in 5 didn't do anything

Of those that changed 75% are going to continue their new services

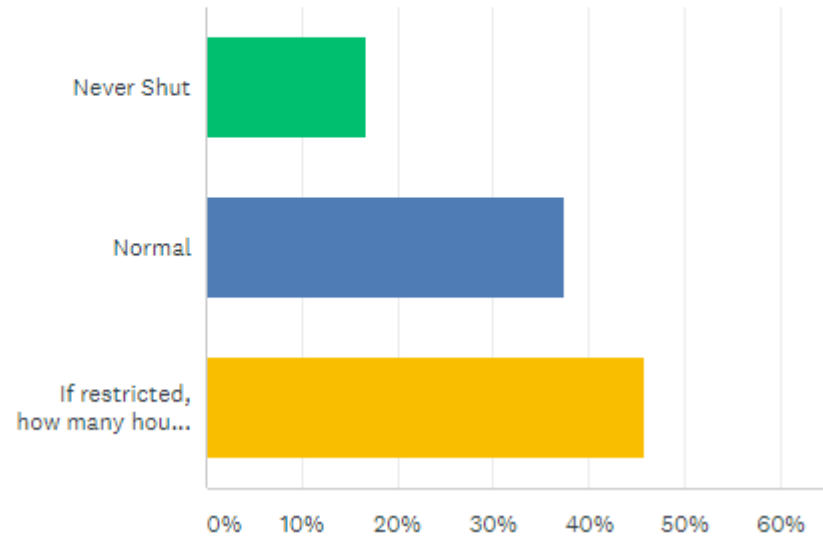
If you changed your business operations to continue trading during the lockdown, are you going to continue these services into the future?

Answered: 24 Skipped: 0



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%

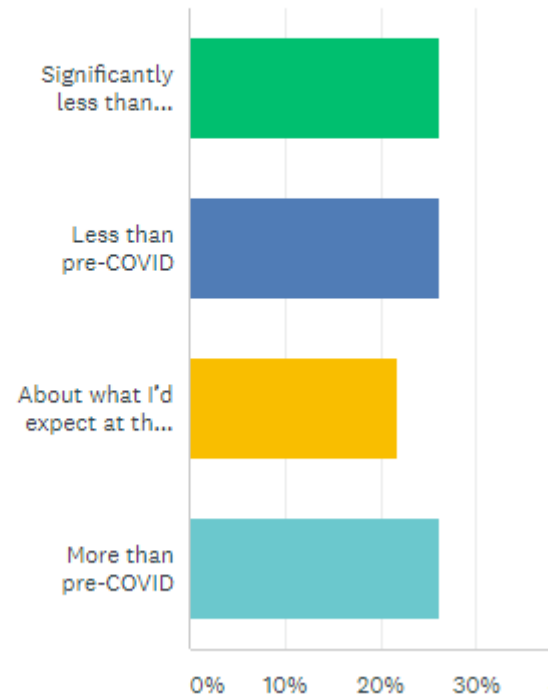
June 46%

July 17%

Did not shut 29%

What is your sense of footfall?

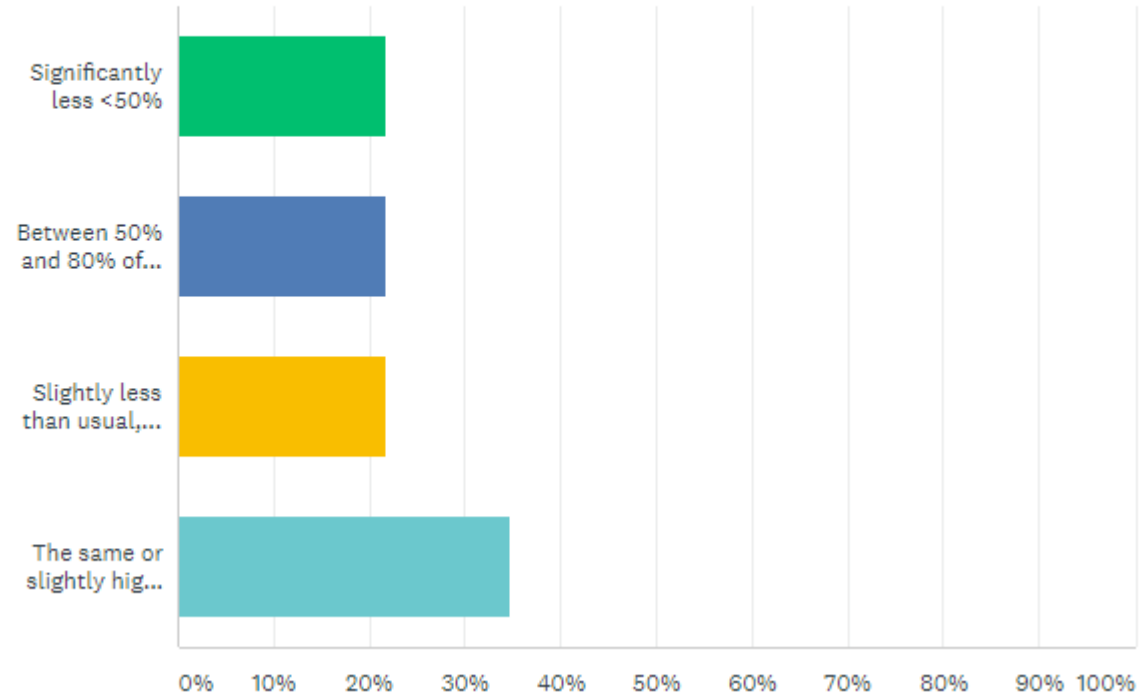
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- Fairly similar across the 4 options
- However, 50% think less than pre-covid

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

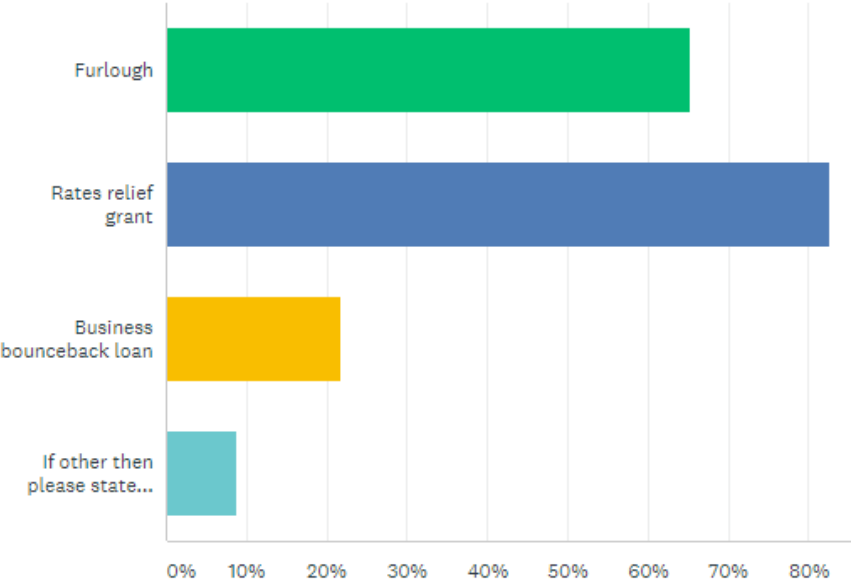
Answered: 23 Skipped: 1



- Almost 2/3rds lower takings to some degree

Did you take advantage of Government/HBC support?

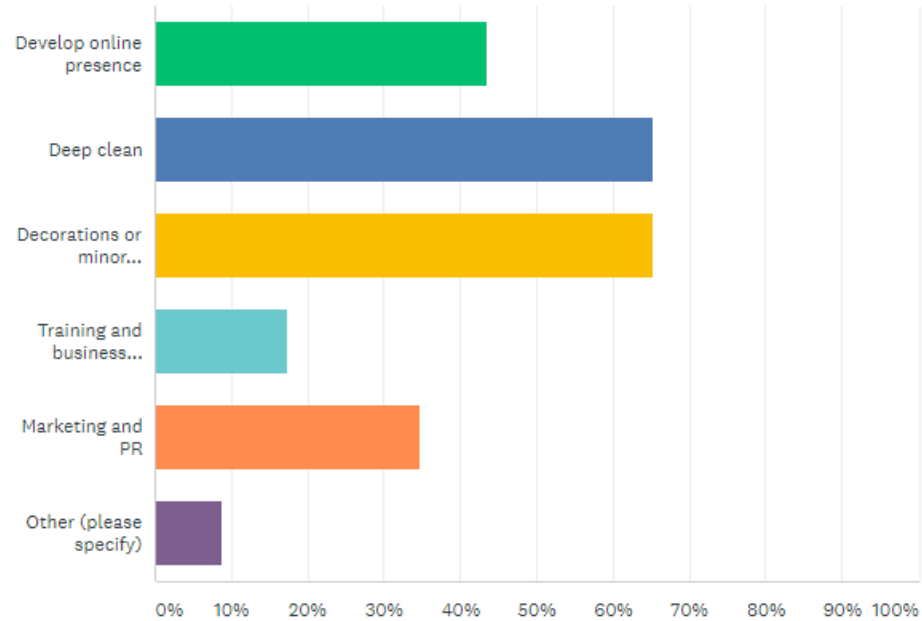
Answered: 23 Skipped: 1



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