The Scottish Convenience and Local Small Shops Sector

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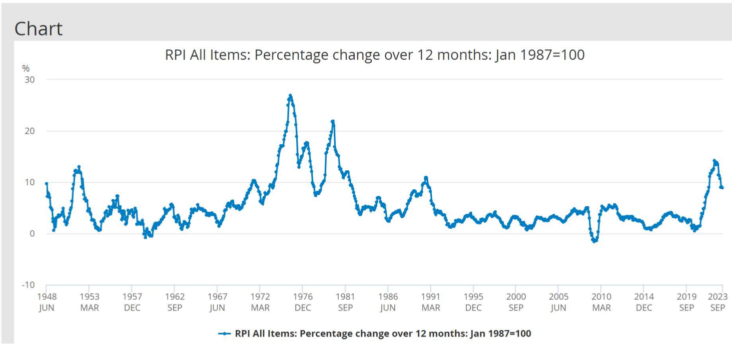
A Shocking Time

Brexit (2016+) – supply, consumers

Covid (2020+) – consumer demand

Ukraine War (2022+) – supply, inflation

What's Next ….



Source: https://www.ons.gov.uk/economy/inflationandpriceindices/timeseries/czbh/mm23

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Brexit

Covid

Ukraine War

Societal Change

Climate Change

Health and Wellbeing

Government Actions

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Convenience and Local Stores

- Local is good
- "Glue" for local communities
- "Go Local" and Healthy Living
- Alcohol and Tobacco
- Pricing Perceptions
- Operational Challenges


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Locally-owned convenience stores and the local economy

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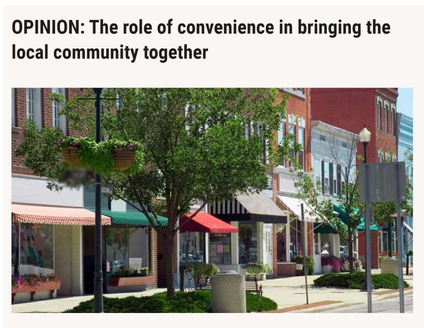
ABSTRACT

The convenience store sector in the UK has been growing strongly in recent years. Anecdotal commentary and media coverage claims that locally-owned stores are more advantageous for community coherence and resilience, being embedded socially and economically more strongly (than chain stores) in their local community. This paper extends our understanding of this. Following a review of the literature on social and economic aspects of convenience store operation, a multi-stage mainly qualitative research process was undertaken. Using four case stores in Scotland, this research demonstrates the local engagement of locally owned convenience stores and points to a stronger awareness and detail of the economic rather than the social aspects of this engagement. Differences with corporately owned convenience stores are identified. In policy terms the research shows that more work needs to be done to identify, quantify and then promote the advantages of local ownership of stores.



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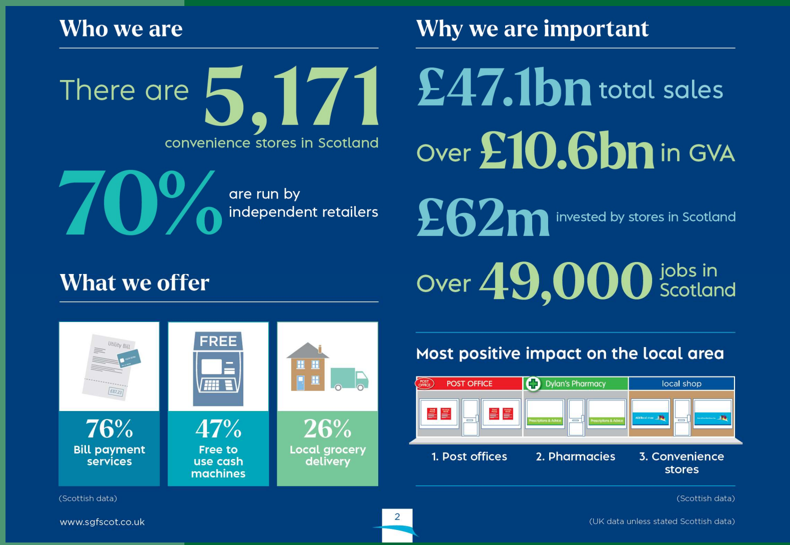

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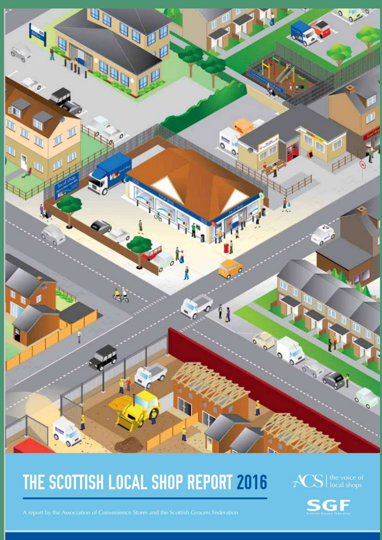

High Level Change 2016-2023

	2016	2023
Shops	5324	5171
Sales (UK)	£37.5bn	£47.1bn
Investment	£70m	£62m
Jobs	c42k	c49K

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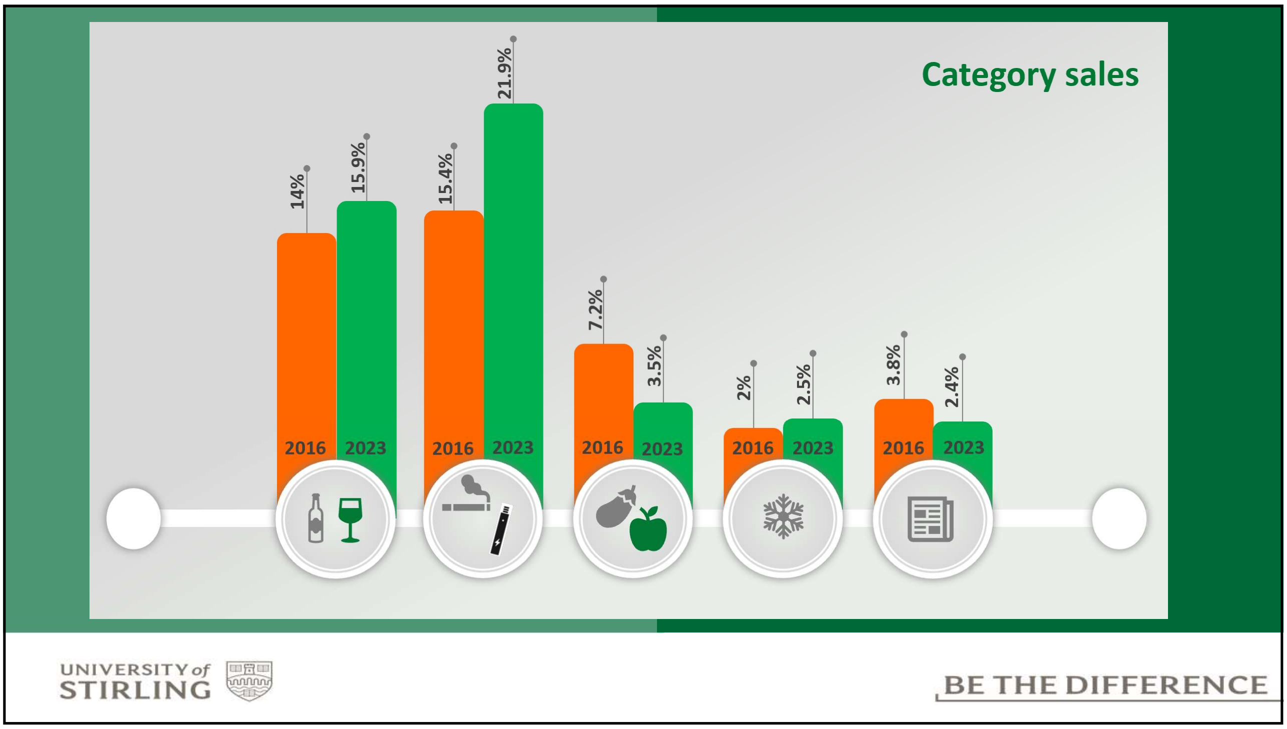

Category sales
14%
15.9%
15.4%
21.9%
7.2%
3.5%
2%
2.5%
3.8%
2.4%
2016
2023
2016
2023
2016
2023
2016
2023
2016
2023
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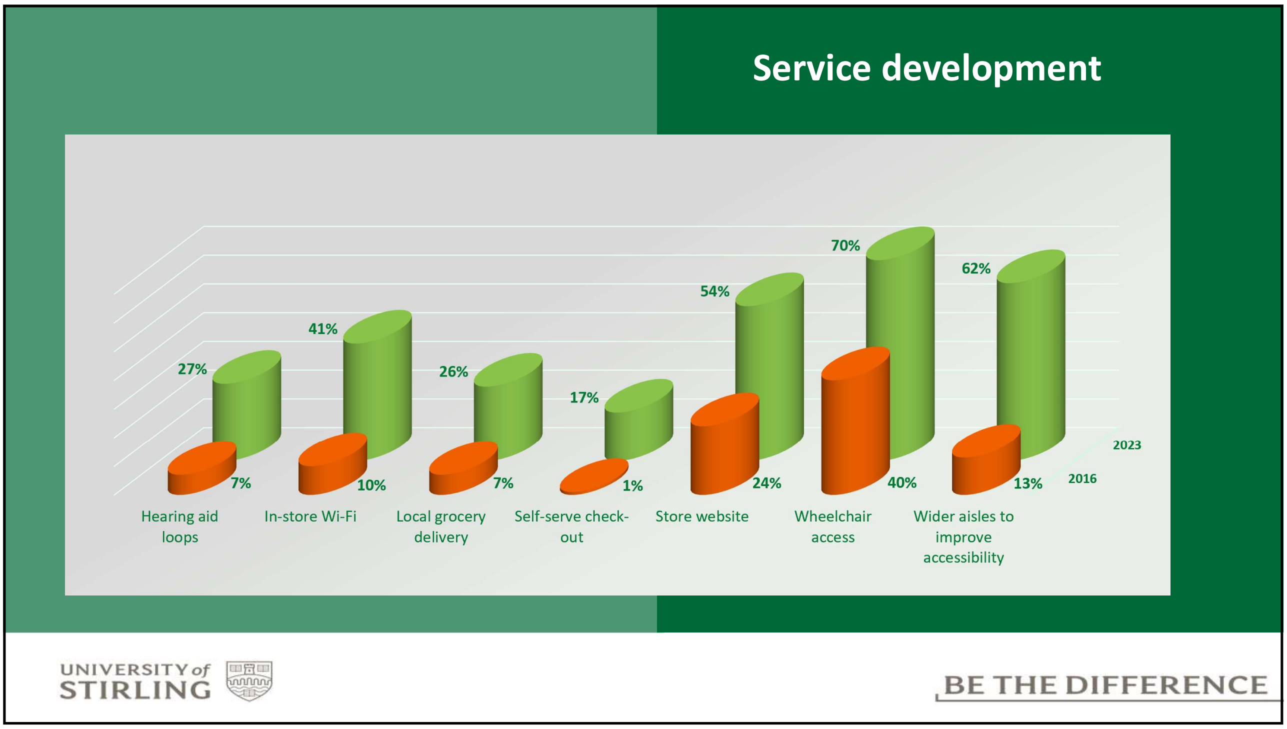

Service development
27%
7%
41%
10%
26%
7%
17%
1%
54%
24%
70%
40%
62%
13%
Hearing aid loops
In-store Wi-Fi
Local grocery delivery
Self-serve check-out
Store website
Wheelchair access
Wider aisles to improve accessibility
2023
2016
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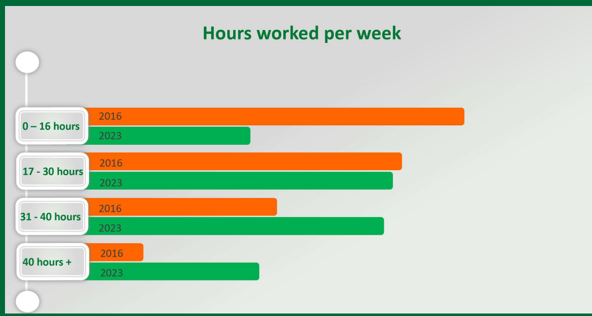
Ownership and Employee working hours



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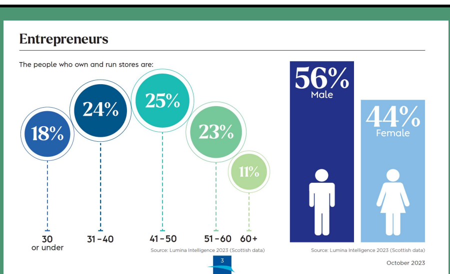
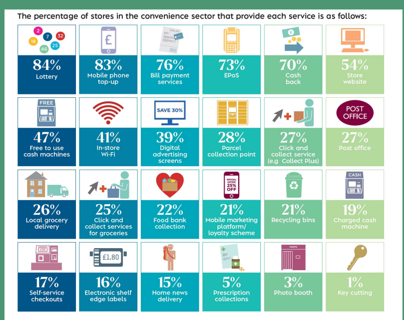
What Do We Draw From This?





The Scale of the sector and its significance

Remarkably robust over the last 7 years, especially given the shocks

High level figures mask the impact of the stores generally and on communities

Equality, diversity and inclusion

Some changes going “against the grain”

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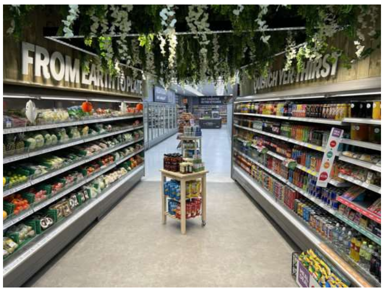
Conclusions?

- “Use it or Lose It” or “You don’t know what you’ve got till it’s gone” ?
- Benefits vs Challenges (the balance and the perceptions)
- The People
- Convenience and local is the future, but it needs shaping and promoting



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THANK YOU FOR LISTENING

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