

# Creaton Community Benefit Society Limited

Registered with the Financial Conduct Authority no RS007512

## Creaton Village Shop

### Business Plan

#### Appendix 1

Creaton SOS Questionnaire (December 2016)

Creaton SOS Questionnaire Results

Creaton SOS Update Form (March 2017)

<http://www.creatonvillageshop.co.uk>

# Save Our Shop

As you will know, Sylvia and David at Creaton Village Shop and Post Office wish to retire and even though they have had the shop on the market for some time, there has been little interest. Therefore the shop is to close early next year.

This is of course sad news for all of us in Creaton and the surrounding villages who have used the shop to get their newspapers, fresh milk and bread and buy those things you find you have run out of. It will also be bad news for us all as the loss of the Post Office will mean no more cash dispensing, no more posting parcels and packages, no more foreign currency on your doorstep. If you have your prescription delivered to the shop, this will stop.

However, all is not lost. A group of very concerned residents have got together, with the support of the Parish Council, to form a Working Group to launch the **Save Our Shop** campaign.

This questionnaire is the first step on the journey to retaining a shop and Post Office in the village. Please be honest and as realistic as possible in your answers. Your responses will be treated in confidence. It is entirely anonymous, unless you wish to add your name at the end.

Please put your completed questionnaire in the collection box in the village shop by **Friday 9<sup>th</sup> December**.

Local businesses and people who live in the surrounding villages are also invited to complete a questionnaire.

If you live in Creaton, your questionnaire will be collected some time during the week commencing 5<sup>th</sup> December.

A version of the **Save Our Shop** questionnaire is available on the Creaton village website which can be submitted by email. The web address is [www.creaton.org.uk](http://www.creaton.org.uk).

Before you start please tick whether you are completing this for a household or a business, and where you are based:

- |                          |   |                          |              |
|--------------------------|---|--------------------------|--------------|
| <input type="checkbox"/> | Household                                 | <input type="checkbox"/> | Business     |
| <input type="checkbox"/> | Creaton                                   | <input type="checkbox"/> | Cottesbrooke |
| <input type="checkbox"/> | Teeton                                    | <input type="checkbox"/> | Hollowell    |
| <input type="checkbox"/> | Other (please say where in the box below) |                          |              |

1. If a new village shop and Post Office opened in Creaton after the current one closes, would you, or any member of your household or business, use it?

- Yes
- No

2. What products would you be most likely to buy?

- Newspapers/magazines
- Fresh produce (milk, bread, cake etc)
- Groceries
- Alcohol
- Stationery
- Other (please list below)

3. How often do you think that your household would use the shop and Post Office?

- Daily
- 2-3 times a week
- Once a week
- Once a fortnight
- Occasionally
- Not at all

4. What services would you be most likely to use?

- Postal services
- Delivery to your home
- Advertisement board
- Tickets for local events
- E-top up for mobile phones
- Collecting Prescriptions
- Lottery

5. Are there any other products or services not listed above that you would like to see in the village shop and Post Office?

6. On a scale of 1 – 5, where 1 is NOT important and 5 is VERY important, how important do you think it is to have a village shop and Post Office in Creton? Please circle your answer:

NOT IMPORTANT <<< 1 2 3 4 5 >>>VERY IMPORTANT

7. Please state how many people there are in your household, and their ages.

Age Range	Number of People
0 – 16	
17 – 25	
26 – 45	
46 – 65	
Over 65	

8. One of the options that the **Save Our Shop** Working Group are exploring is setting up a community shop. As the title suggests, it is a shop run by the community. There are hundreds of community shops across the country and in Northamptonshire examples can be found in many villages including Sulgrave, Collyweston and Titchmarsh.

At this stage the **Save Our Shop** Working Group are looking for expressions of interest in helping a community shop. Might you or someone in your household or business be interested in:

- Joining the steering group
- Be involved in running the shop/volunteering
- Helping with fundraising
- Making a donation
- Buying a share
- Making a loan
- Providing professional advice/services (see box below)

My professional skills and services are...

If you have answered yes to any of the points in question 8 or would like us to contact you, please write your name, address, contact phone number and email address below.

**Thank you for your time. We shall be making a presentation of the findings and discussing the next steps at a public meeting in early January.**

**Save Our Shop Working Group:**

Simon Bown  
Ken Hall  
James Hill  
Richard Hollingum

Patsy Hollingum  
Charles Matts  
Sylvia Winter

For further information or to offer your help, contact any of the **Save Our Shop** Working Group or email [creatonpc@gmail.com](mailto:creatonpc@gmail.com)

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## Questionnaire Results

Approximately 400 questionnaires were distributed. Every household in Creaton, Cottesbrooke, Hollowell and Teeton received a copy. An electronic version was sent to someone in Haselbech for distribution; copies were left in the pub in Thornby and contacts there notified via Facebook. A number of questionnaires were also given out in the Post Office which resulted in returns from Spratton, Brixworth, Old and Long Buckby.

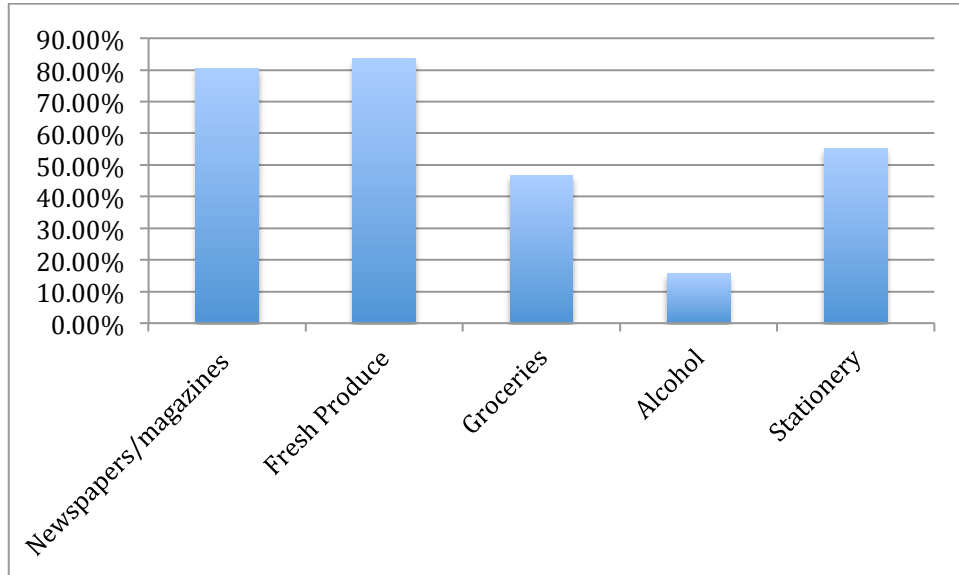
199 questionnaires were returned, 103 from Creaton households (49.67% out of 207 households in the parish). The following results are for Creaton residents only. For information regarding the wider returns (ie from other villages) please contact Richard Hollingum).

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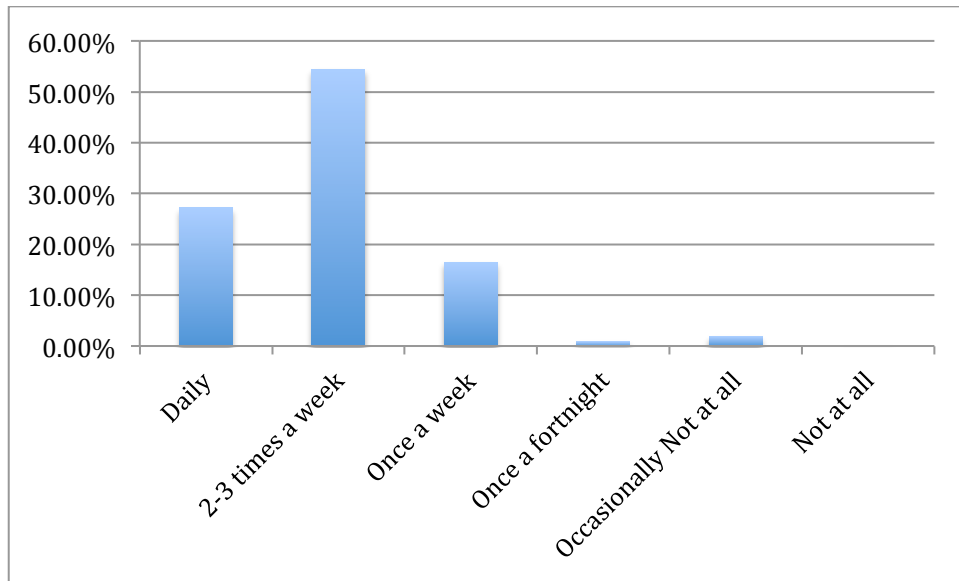
Q1 If a new village shop and Post Office opened in Creaton after the current one closes, would you, or any member of your household or business, use it?

Yes: 103 (100%)

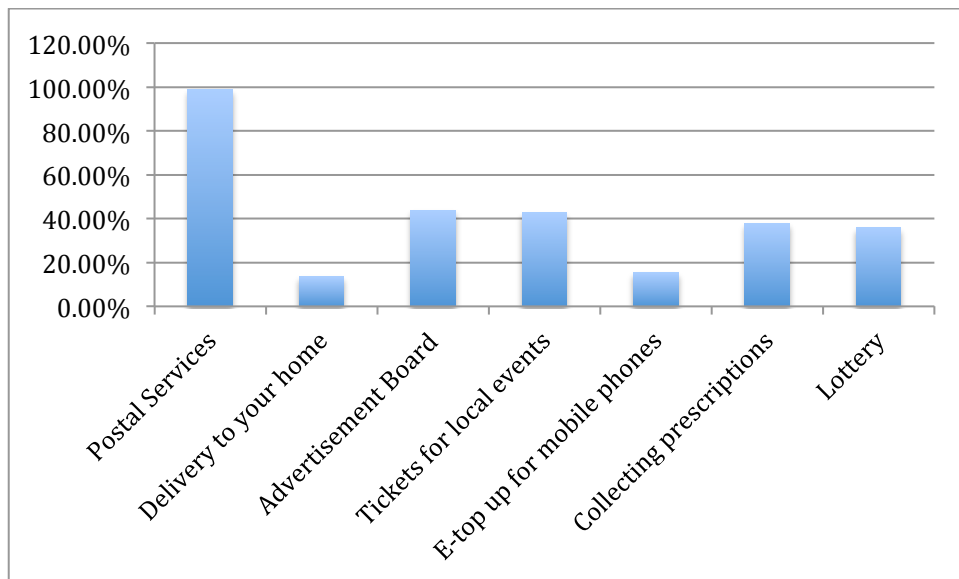
Q2 What products would you be most likely to buy?



Q3 How often do you think that your household would use the shop and Post Office?



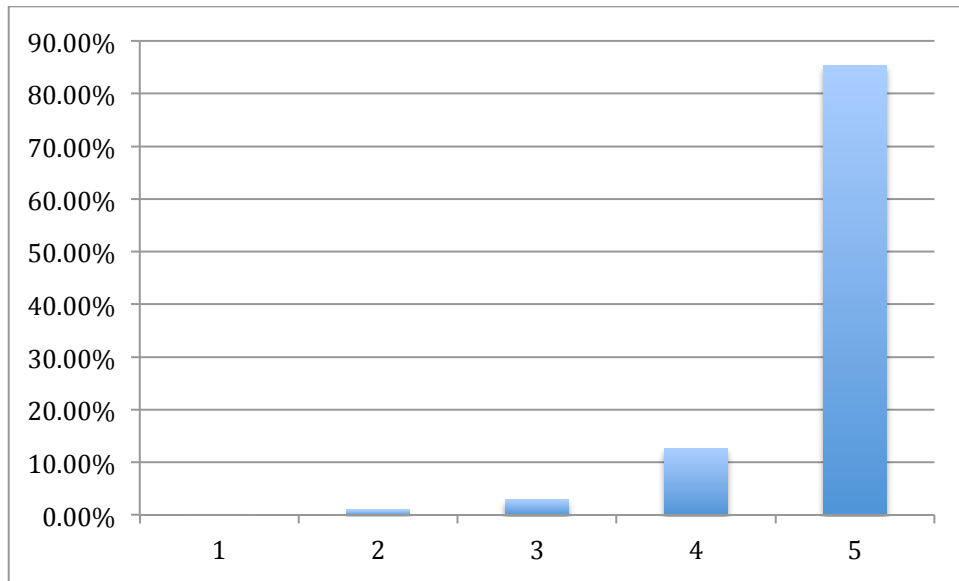
Q4 What services would you be most likely to use?



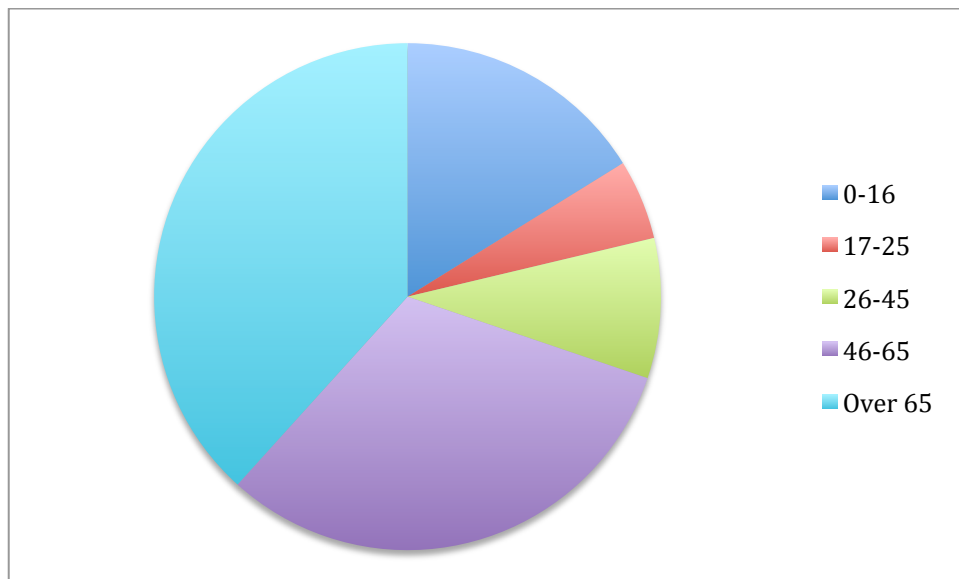
Question 5 asked for other services etc that people would like to see in the shop and Post Office. A detailed table of these responses will follow.



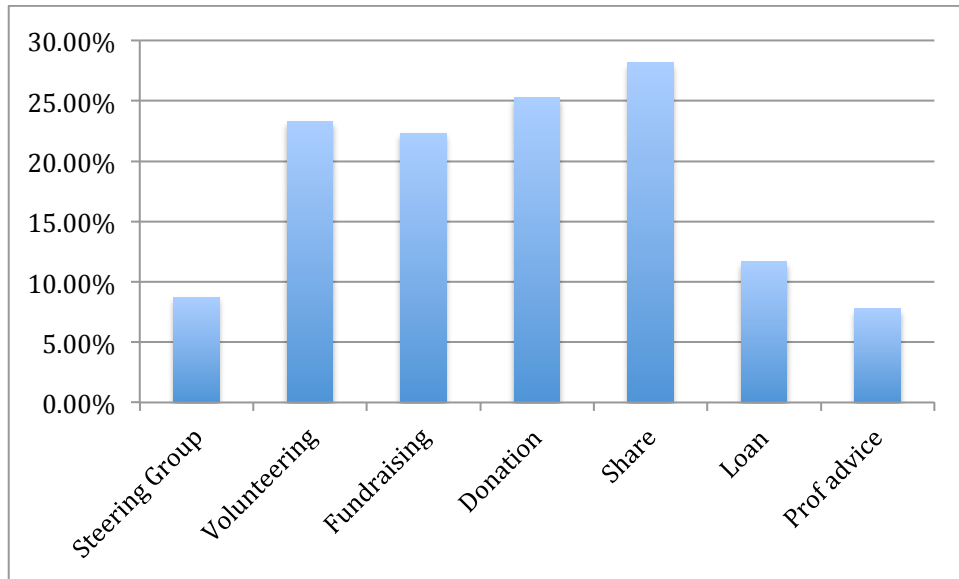
Q6 On a scale of 1 – 5, where 1 is NOT important and 5 is VERY important, how important do you think it is to have a village shop and Post Office in Creton?



Q7 Please state how many people there are in your household, and their ages.



Q8 At this stage the **Save Our Shop** Working Group are looking for expressions of interest in helping a community shop. Might you or someone in your household or business be interested in:



There have been 75 offers of help and support through the questionnaire, some respondees offering assistance though they do not live in the village.

**Items the community would like to see in the shop from the questionnaire returns**

<b>Stationery</b>	<b>Groceries</b>
Gift wrap	Confectionary
Greetings cards	Tobacco, cigarettes
Birthday cards	Convenience top-up shopping
	Confectionary
<b>Hardware</b>	Washing powder etc
Batteries	Dental products
Coal & firewood	Home medications,
Light bulbs	Green grocery
Bin bags	Cold meats, pies
Light bulbs	Chocolate
Cleaning products	Toilet rolls
Electrical sundries	First Aid essentials
Small tools	Sweets and snacks
Pest control	Local fresh produce
	Ice cream
<b>Post Office Services</b>	Non-alcoholic drinks
Banking	Tinned, frozen food
Cash withdrawal	Gift quality chocolates
Foreign currency	Bread
Picking up weekly pension	Milk
Car tax	
Paying rent (DDC)	<b>Coffee Shop</b>
Paying utility bills	Small coffee shop or machine
Bill paying	
Parcel collection	

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If you are able to help or wish to be kept in touch about the news of the new Post Office and shop, please complete the following:

Name	
Address	
Email	
Phone	

I would like to help by:

- Volunteering at the shop
- Offering a loan
- Making a donation


Are you, or anybody you know, able to offer practical skills, eg plumbing, decorating or general maintenance?

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Creaton Community Shop will be looking for a Shop Manager and a Post Master/Mistress. If you are interested in finding out more about these posts, please tick this box.

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When the business plan is produced by Creaton Community Benefit Society (CCBS) would you consider investing in shares in the CCBS?

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If you have ticked this box, we would be pleased to know, on the table on the other side of this page, how much you might be prepared to invest in shares in the Community Benefit Society. **PLEASE NOTE THAT THIS IS AN INDICATION FOR PLANNING PURPOSES ONLY AND IS NOT A BINDING PLEDGE.**

Information:

- Shares will cost £20 each – you can buy 1 share (£20) up to 5000 (£100,000 maximum)
- Shares cannot be transferred to others (except on death or bankruptcy of the shareholder).
- Shares can be withdrawn after a minimum of 3 years (or longer if the Management Committee decides). The share will be repaid at face value out of profits, reserves or new share capital, at the discretion of Management Committee.
- Under the Seed Enterprise Investment Scheme (SEIS), shareholders may benefit from 50% tax relief regardless of the rate of income tax paid.

**Please Turn Over**

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I am considering investing in Creaton Community Benefit Society (Creaton Post Office & Shop) -

	Please tick or write specific amount
One £20 share (minimum)	
Up to £100	
Up to £1000	
Over £1000 (Please indicate if you have an idea of how much)	

Any comments, suggestions, questions? Please use the box below.

Thank you for your support.

**Creaton Community Benefit Society Management Team are:**

Charles Matts, Simon Bown, Michael Rogerson, Bill Warden, James Hill, Ben Hall, Simon Robinson, Sylvia Winter, Patsy Hollingum, Richard Hollingum, Dionne Boyes.

How to keep in touch on line:

- Website: [www.creatonvillageshop.co.uk](http://www.creatonvillageshop.co.uk)
- Email: [enquiries@creatonvillageshop.co.uk](mailto:enquiries@creatonvillageshop.co.uk)
- Facebook: [www.facebook.com/creatonsos](http://www.facebook.com/creatonsos)
- Twitter: @creatonsos

Data Collection

Creaton SOS respects and protects the privacy of anyone providing this information. We will not rent, sell or pass on any personal or contact information to third parties. This data will only be used by Creaton SOS and the subsequent Community Benefit Society to make use of offers of help as detailed above, and to send information regarding the progress of the Community Shop.