**Q24 Community facilities: Village Shopping & Eating facilities**

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| Q24 (a) How satisfied are you with Charmouth’s:  A) Food shops: convenience store, butcher, baker?  B) Gift shops?  C) Pubs?  D) Cafés, fish & chips, restaurants?  E) Service shops: post office, hairdressers, chemist?  F) Home & hardware shops?  24 (b) Are there any specific improvements to the existing facilities or additional shops and facilities you would like to see in Charmouth? If so, please give examples. |

**Q24 SUMMARY:**

**There were 85 comments. As borne out in the quantitative results while most people are very happy with the range of shops and services, many respondents highlighted a need for more, or better quality, restaurants or cafés. We also need to support the shops and eating facilities in the winter months in order to keep them; perhaps loyalty cards for residents would help. There are varied suggestions for additional shops and services, including for fresh fish and fresh, local food.**

Comments have been assigned against the categories in the box above plus:

G) General comments

H) Suggestions for other shops and eating facilities

**A) Comments on food shops (convenience store, butcher, baker) (26)**

Butchers

* *Prices exorbitant*
* *Leaves a lot to be desired, cheaper prices would be good or organic meat and then would pay more*

Nisa

* *Supermarket could sell high welfare meat and dairy products*
* *Staff could be politer*
* *Aisles are narrow & circulation poor if using a trolley (2)*
* *Birthday card sales overlap with the PO*

Former chocolate shop

* *Vacant shop – encouragement by Parish Council needed to get vendor to sell as a shop ie fish shop*
* *Old chocolate shops looks a mess*

[NB since the survey was out the former chocolate shop is ‘Sold subject to Contract’]

Suggestions on what we need

* *Decent Deli (4)*
* *Tesco Express or mini Co-op on outskirts of the village*
* *Fresh fish/fishmonger (5)*
* *Decent greengrocers – perhaps mobile? (5)*
* *More fresh local food (2)*

**B) Comments on gift shops (2)**

* *Herringbone & Breeze provide inspiration & there should be more*

Suggestions for what we need:

* *Boutique selling T shirts/jumpers for walking or the beach*

**C) Comments on the pubs (8)**

* *Pubs rather embarrassing*
* *Food below standard*
* *Not good opening hours for tourists*
* *Lack of variety, interest, healthy or vegetarian choices*

Suggestions for what we need:

* *Need pub which serves really good (home cooked) food (3)*
* *Pop up wine-bar*
* **Comments on cafes, fish & chips, restaurants (28)**
* *Satisfied with the Bank Café*
* *Lack of choice & quality of Bistro /restaurants (2)*

Suggestions for what we need:

* *Good quality restaurant/s [inc put Charmouth on foodies’ map?] (16)*
* *Better eateries will result in happier visitors and locals alike*
* *Better eating facilities e.g. Hive Beach at Burton Bradstock*
* *At least one café should be 21st century – could village purchase one and out-source?*
* *Available at lunch time & evenings, all year round*
* *Chinese /Indian Takeaway open all year round (3)*
* *A good coffee shop … open all year round (2)*
* *If café is closed then fish and chip shop could be open that day*
* *Need to use local foods (2)*
* **Comments on service shops: post office, hairdressers, chemist (1)**
* *PO very satisfactory*
* **Comments on home & hardware shops (no comments)**
* **General Comments (13)**

Positive:

* *Very well supplied for a small village*
* *Love the fact that we have so many good shops*

Negative:

* *Some premises need décor update as look old-fashioned and tired*
* *Shops need updating & not to be empty ie chocolate shop*
* *‘Real’ shops only please! Dislike ‘niche’ ones apart from Herringbone which is original and not touristy*
* *Better co-operation between shops & businesses*

Importance of maintaining and expanding what we have including in low season:

* *We need more shops*
* *Need to improve and develop retail outlets as well as community spaces/premises*
* *It’s important to maintain what we have*
* *There need to be initiatives to use the facilities during the winter*
* *Could businesses sponsor a mini bus service once a week from Wootton & Whitchurch in the winter to help with sales?*
* *Better winter opening times for food*
* *Loyalty cards for residents who keep the business running through the quiet times*
* **Suggestions for other shops/services (7):**
* *Small petrol station (2)*
* *Bank*
* *Free ATM other than the PO (3)*
* *Taxis/Pet shop/Amusements*

**APPENDIX: Q24 NUMERICAL SUMMARY:**

94% are happy with the food shops (convenience store, butcher, baker) (Q24.1)

71% are happy with the gift shops (24% have no strong views) (Q24.2)

68% are happy with the pubs (21% have no strong views) (Q24.3)

76% are happy with the cafés, fish & chips and restaurants (11% have no strong views) (Q24.4)

99% are happy with Post Office, hairdressers and chemist (Q24.5)

94% are happy with home and hardware shops (4% have no strong views) (Q24.6)