The **Local Shop** Report 2019

A report by the Association of Convenience Stores

#LocalShopReport

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Introduction

The Local Shop Report provides a comprehensive view of the UK convenience sector, looking at where stores trade, the colleagues we employ, our contribution to the economy and our essential contribution to local communities.

The information in this report is gathered from our own primary research, surveying 2,371 independent retailers in addition to multiple and co-operative businesses representing over 7,500 stores. The report also draws on data supplied by William Reed, IGD, Plunkett Foundation, Retail Data Partnership and HIM.

Some of the figures in the report have been scaled to reflect the entire convenience sector. Detailed information about the methodology and calculations in the report can be found on pages 22-23 and online at **ACS.org.uk/research**

Who we are

There are **46,388** convenience stores in mainland UK

71% are run by independent retailers

What we offer

75% **Bill payment services**

46% **Free to use cash machines**

34% **Customer operated coffee machine**

Why we are important

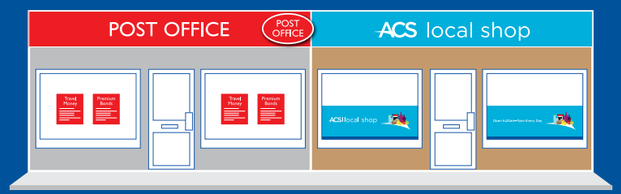
£40.3bn total sales

£8.8bn in GVA

£633m invested

405,000 jobs

Most positive impact on the local area

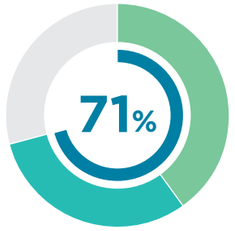


1. Post offices
2. Convenience stores

There are **46,388** convenience stores in mainland UK

Shop ownership

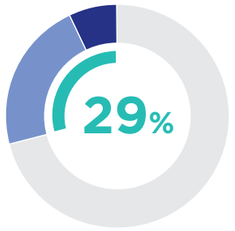
Independent retailers



40% Unaffiliated independents (including unaffiliated forecourts)

31% Symbol group independents (including franchises)

Multiples



7% Co-operatives

22% Other multiples (including multiple owned forecourts and multiples trading under symbol groups)

Source: WRBM 2019

Unaffiliated independents
Independent retailers operating under their own fascia.

Convenience multiples
Retail businesses operating chains of 10 or more convenience stores under a centrally-owned fascia e.g. McColl's.

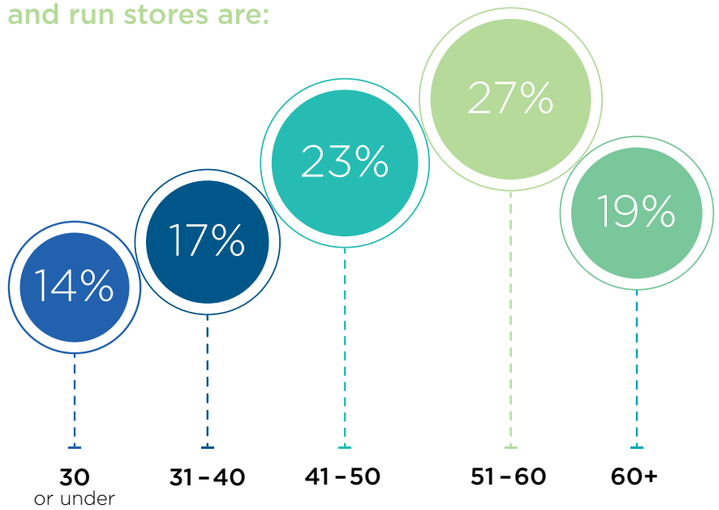
Symbol groups
Independent retailers who trade under a common fascia e.g. Nisa. Multiple businesses can also trade under a symbol group e.g. A.F. Blakemore (SPAR).

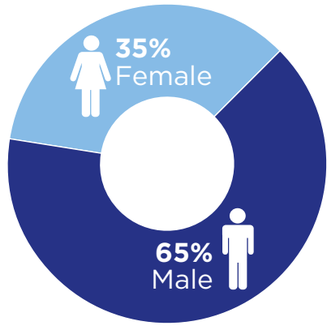
Co-operatives
Groups of stores that are owned by their members.

Forecourts
Convenience stores located on petrol filling stations. Forecourts are included within each of the retailer types and can be unaffiliated, symbol group, multiple or co-operative businesses. For more information about the forecourt sector please see the ACS Forecourt Report.

Entrepreneurs

The people who own and run stores are:





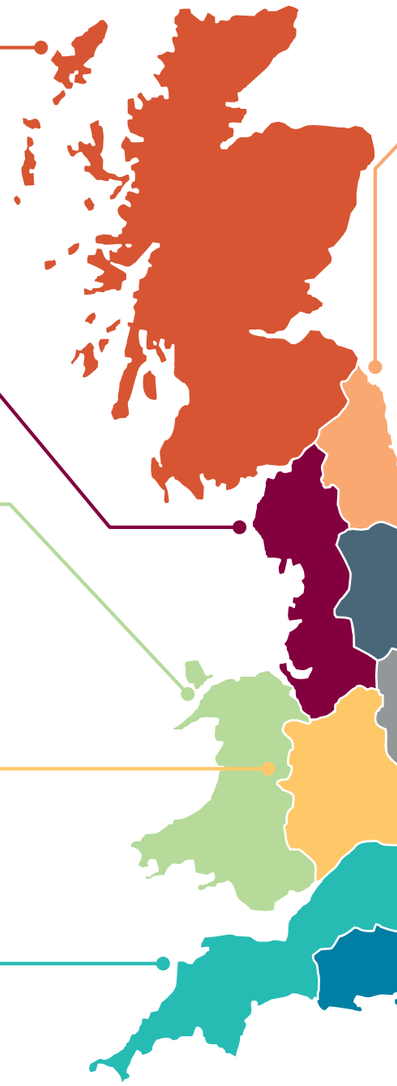
White British	57%
Asian or Asian British	35%
Other	8%

Source: ACS/HIM 2019

There are **46,388** convenience stores in mainland UK

Wales has more shops per head than any other part of mainland UK

Shop numbers



Scotland
4,973
One shop per 1,093 people

North East
2,033
One shop per 1,307 people

England total
38,484
One shop per 1,455 people

North West
5,063
One shop per 1,440 people

Yorks/Humber
3,959
One shop per 1,384 people

East Midlands
3,510
One shop per 1,369 people

Wales
2,931
One shop per 1,071 people

Eastern
3,929
One shop per 1,578 people

West Midlands
4,435
One shop per 1,331 people

London
5,780
One shop per 1,541 people

South West
4,083
One shop per 1,371 people

South East
5,692
One shop per 1,605 people

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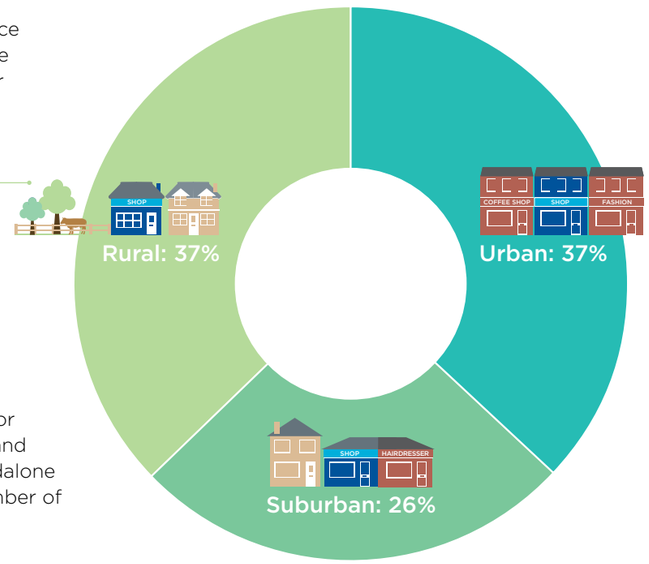
All data on this page – source: WRBM 2019 and ONS 2018

Location

Rural
A 'traditional' convenience store, often providing the only shopping option for the local community.



Urban
Operating as part of a mix of stores serving the needs of those living in centres and the shopping needs of workers and residents.

Suburban
Providing a focal point for suburban communities and estates sometimes standalone or alongside a small number of other local services.

Source: WRBM 2019

Neighbouring businesses

38% — **Isolated store**
No other retail/service businesses close by.

42% — **Located on a small parade**
Up to five retail/service businesses close by.

11% — **Located on a larger parade or a high street**
Up to 10 retail/service businesses close by.

10% — **Located on a main high street or within a city centre**
More than 10 retail/service businesses close by.

Source: ACS/HIM 2019 (independents only)

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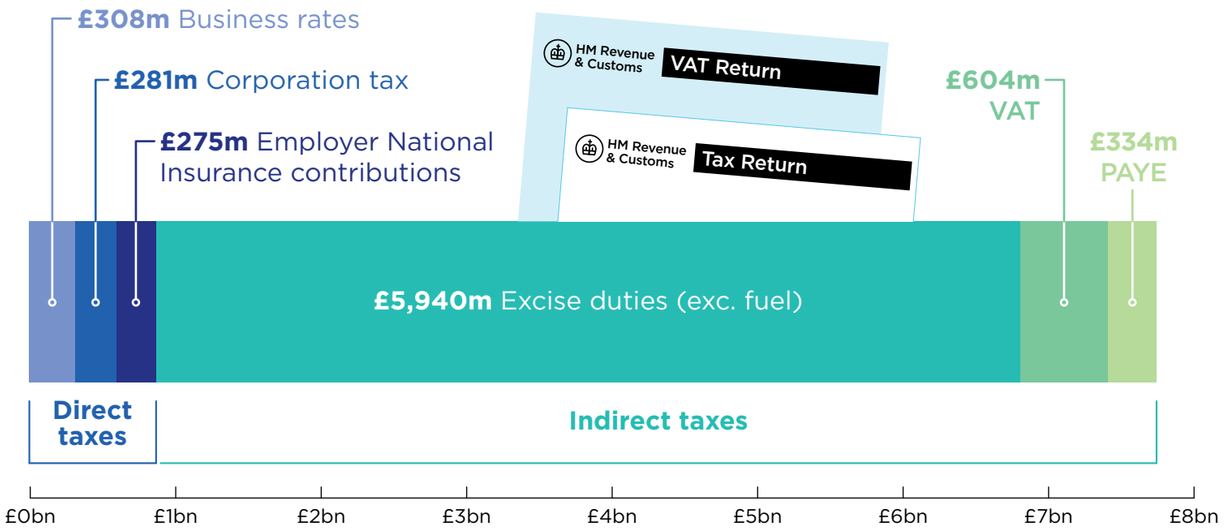
Economic contribution

Over the last year, **the convenience sector contributed**

Over **£8.8bn** in GVA and over **£7.7bn** in taxes



Source: ACS 2019 / Retail Economics 2018

Investment

Over the last year convenience stores have **invested** » **£633m** in their businesses

Average annual investment by store type

Unaffiliated independents: **£7,181**

Symbols **£10,716**

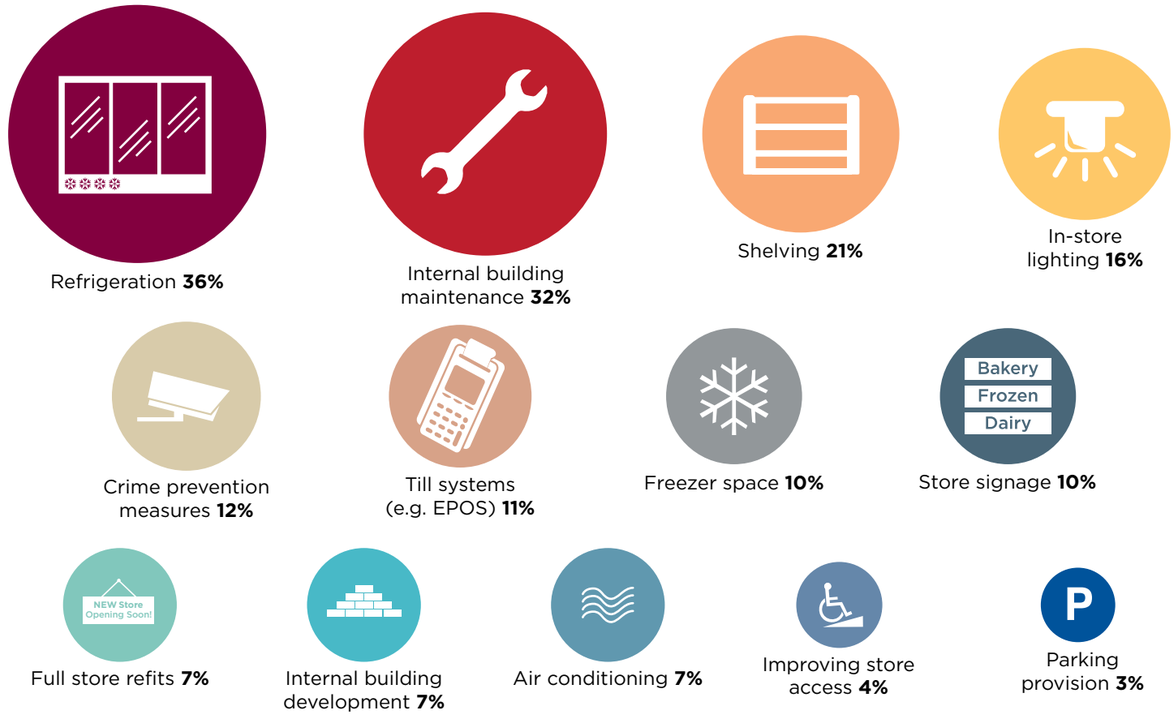
Multiples: **£27,681**

Source: ACS Investment Tracker 2018/2019

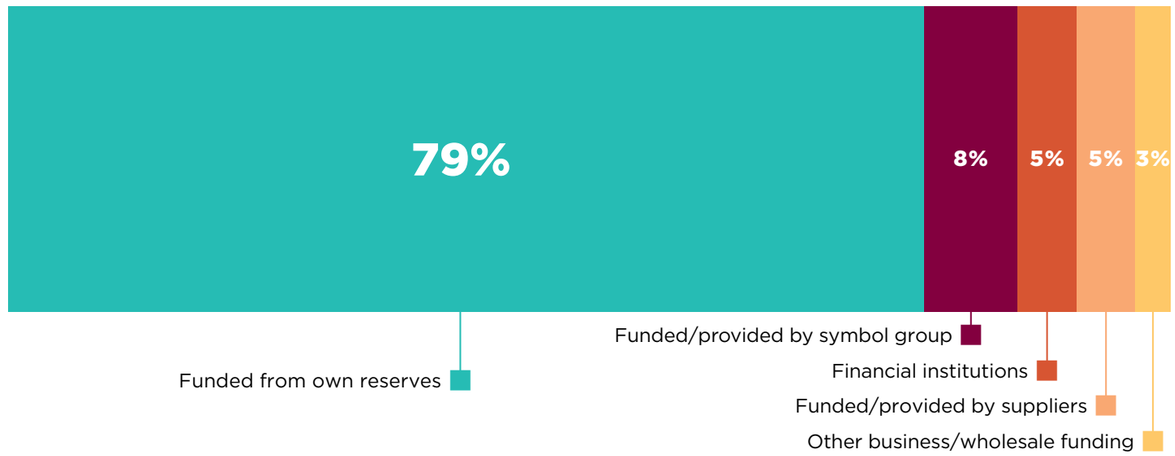
Percentage of stores investing

- 24% Unaffiliated independents
- 26% Symbols
- 43% Multiples

Areas of investment (of those investing)



Sources of investment

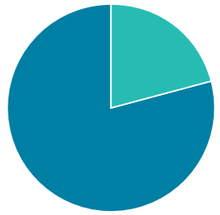


All data on this page – source: ACS Investment Tracker 2018/19
(Sources of investment refers to independents only)

Total value of sales

£40.3bn =

(in the convenience sector in the year to March 2019)



over one fifth of the total grocery market

Source: IGD 2019

A store's product margin typically ranges from: **20% to 28%**

Source: ACS/HIM 2019

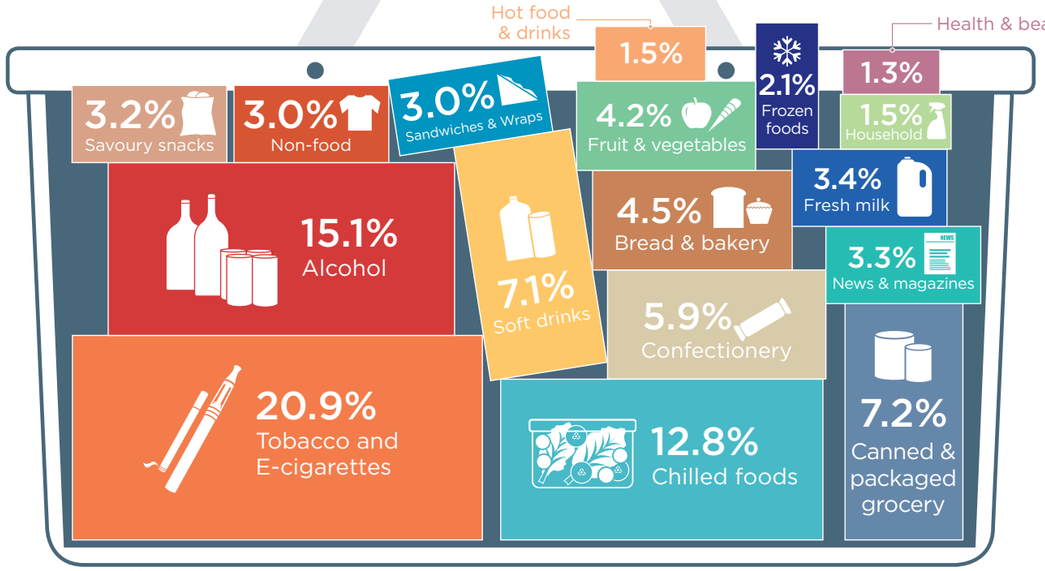
Convenience market share

Store type	Market share of sales
Symbols	37.6%
Multiples	24.0%
Unaffiliated Independents	16.6%
Co-operatives	11.6%
Forecourts*	10.2%

*Excludes forecourt stores operated as symbol, multiple grocer or co-operative fascias. Forecourt sales excludes fuel

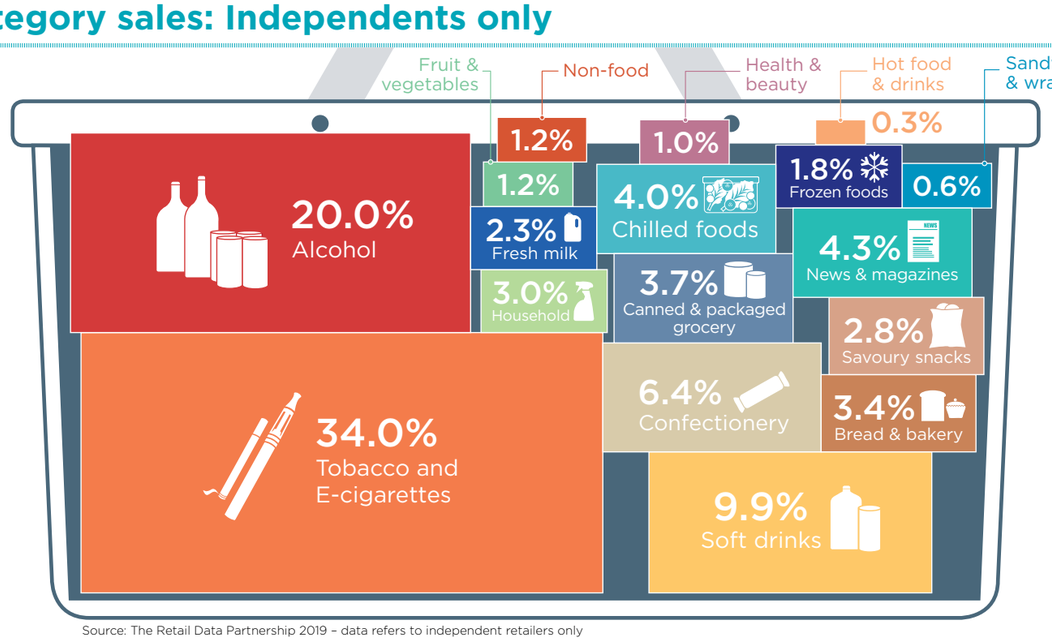
Source: IGD 2019

Category sales: Overall market



Source: IGD 2019 – data refers to overall convenience market

Category sales: Independents only



Source: The Retail Data Partnership 2019 – data refers to independent retailers only

The percentage of stores in the convenience sector that sell each of the following products is:

Alcohol licence 81%

Source: ACS/HIM 2018

Wood/ domestic burning fuel 44%

Source: ACS/Retail Data Partnership 2019

Plants or horticulture products 31%

Source: ACS/Retail Data Partnership 2019

» THE SERVICES AND TECHNOLOGY WE OFFER

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The percentage of stores in the convenience sector that provide each service is as follows:

- 86% Mobile phone top-up
- 83% Lottery
- 75% Bill payment services
- 62% Cash back
- 46% Free to use cash machines
- 27% Loyalty card
- 27% Parcel collection point
- 26% Click and collect service
- 21% Post office
- 19% Home news delivery
- 18% Charged cash machine
- 12% Local grocery delivery
- 9% Dry cleaning
- 8% Recycling bins
- Car wash
  - 6% Jet wash (manual)
  - 4% Automatic machine car wash
  - 2% Hand car wash (attended)
- 4% Photo booth
- 3% Prescription collections
- 2% Key cutting services

Source: ACS/HIM 2018/2019

Food service

- 34% Customer operated coffee machine
- 24% In-store bakery
- 23% Hot food counter or cabinet
- 22% Food preparation area/kitchen
- 14% Serve over coffee machine
- 12% Microwave for customers
- 10% Food-to-go-concession

Source: ACS/HIM 2018/2019

Most valuable services

Consumers think that the **most valuable services** offered in their **convenience store are:**

1. Cash machine
2. Post office
3. Click and collect

ACS Consumer Polling 2019 - conducted by Populus

The percentage of stores in the convenience sector that have each of the following are:

- 74% EPoS
- 37% Store website
- 28% Digital advertising screens
- 19% In-store Wi-Fi
- 13% Mobile marketing platform/ loyalty scheme
- 9% Digital shelf edge labels
- 4%* Power outlets/USB ports for charging customer devices
- 3% Self-service checkouts

91% of stores have CCTV

Social media

- 39% Facebook
- 27% Twitter
- 11% Instagram**
- 9% WhatsApp**

More **customers search** for **convenience stores** on **Google** during the week of Christmas **than any other time of year**

Source: Google Trends 2019

Top five rising searches related to convenience stores

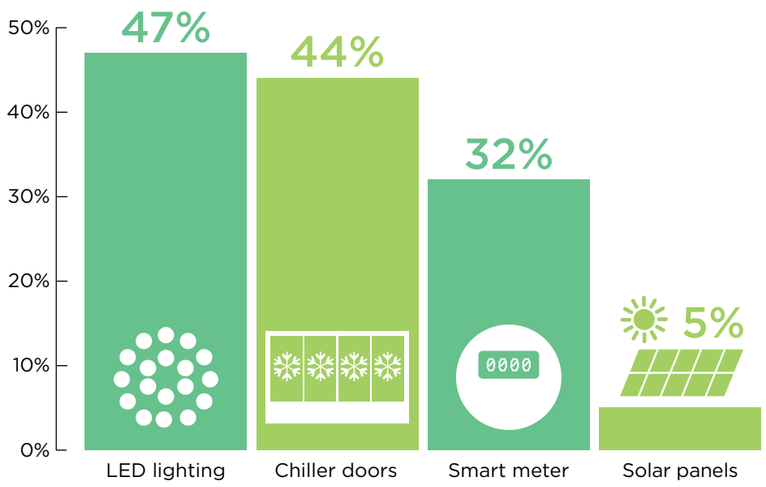
- +80% Convenience store open near me
- +80% Shop near me
- +60% Shops open near me
- +50% 24 hour convenience store near me
- +40% Convenience store near me

Source: Google Trends 2019

Payment methods

- 100% Cash
- 94% Debit card
- 91% Credit card
- 88% Contactless payment
- 80% Mobile payment

Energy saving



All data on this page: Source: ACS/HIM 2018/2019 unless stated otherwise.
* Refers to 2019 only ** refers to independents only.

Convenience stores provide around 405,000 jobs in mainland UK

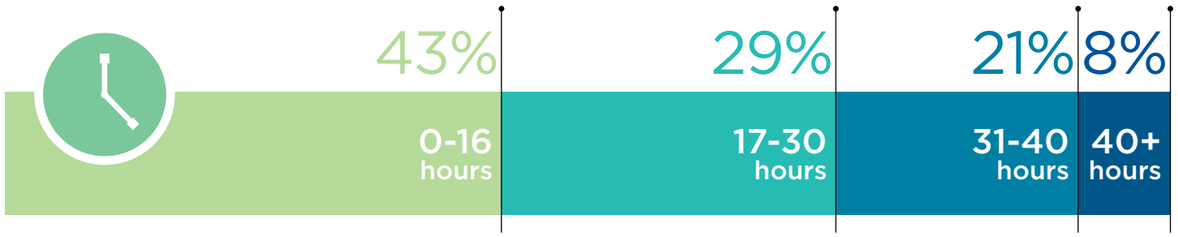
Source: ACS/HIM 2019

Colleagues in the convenience sector are:

Source: ACS Colleague Survey 2019

Source: ACS/HIM 2019

Hours worked



Source: ACS/HIM 2019

30% of colleagues have childcare commitments

23% of colleagues care for other family members

Source: ACS Colleague Survey 2019

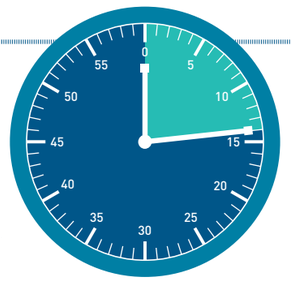
Travel to work

Average travel cost

£1.81 per day

Average travel time

14 minutes



Mode of travel to work

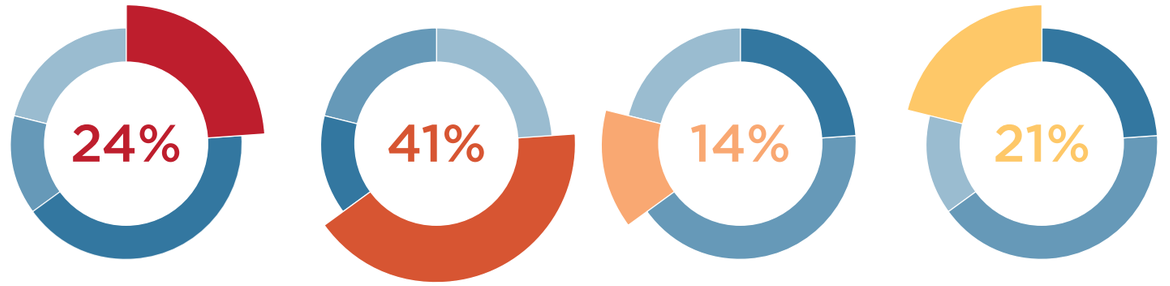
Source: ACS Colleague Survey 2019

69% are satisfied with their job

72% feel valued by their employer

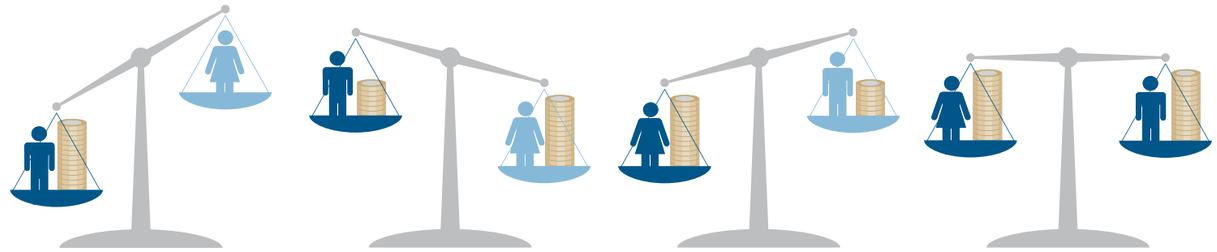
Source: ACS Colleague Survey 2019

Length of employment



Source: ACS/HIM 2019

Contribution to household income



Source: ACS Colleague Survey 2019

What colleagues like about working in convenience

1. Interacting with customers
2. Colleagues they work with
3. Location
4. Working as part of the community

Source: ACS Colleague Survey 2019

Future plans

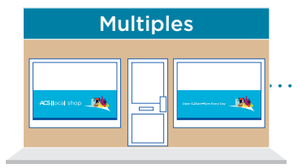
1	The same/similar role with my current employer	37%
2	A more senior role with my current employer	18%
3	A job outside of the sector	18%
4	Not working/retired	9%
5	A similar/more senior role with a different employer in the same industry	8%
6	Other	10%

Source: ACS Colleague Survey 2019

87%
of independents operate **one** store

Typical convenience stores **are open**

Sales space



- 21% — 1-999 sq. ft.
- 42% — 1,000-1,999 sq. ft.
- 38% — 2,000-3,000 sq. ft.

- 60%
- 32%
- 7%

Additional space

23% of independents have **no additional space** in-store

1-499 sq. ft.	500-999 sq. ft.	1,000-1,999 sq. ft.	2,000-3,000 sq. ft.	Over 3,000 sq. ft.
26%	26%	30%	8%	10%

1-499 sq. ft.	500-999 sq. ft.	1,000-1,999 sq. ft.	2,000-3,000 sq. ft.	Over 3,000 sq. ft.
50%	13%	9%	4%	1%

All data on this page – source ACS/HIM 2019

Opening hours

8% are open **24** hours

4% Closed on Sunday

Average opening hours

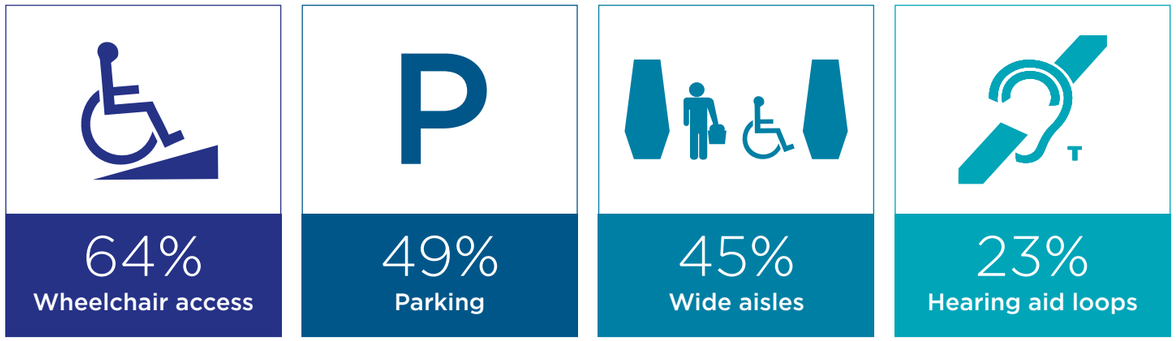
14.8 Monday to Saturday

13.2 Sunday

Source: ACS/HIM 2019

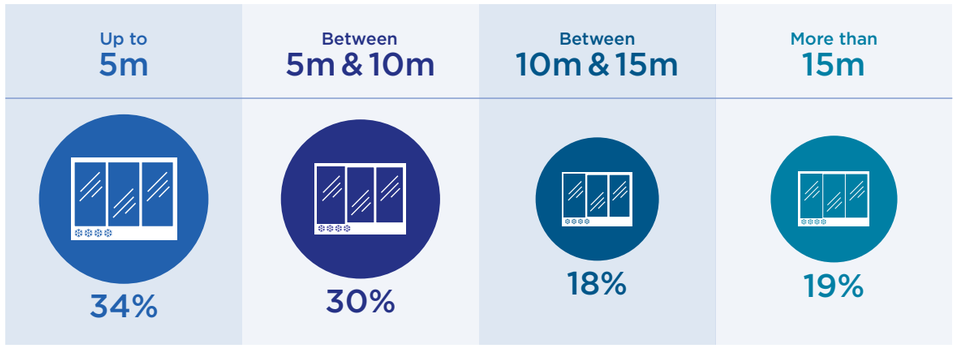
Accessibility in stores

The percentage of convenience stores that have:



Source: ACS/HIM 2018/2019

Amount of refrigeration



78% of retailers have **freezer units**

Source: ACS/HIM 2019. Freezer units – source: ACS/HIM 2018/2019

19% of shop owners **work** more than **70 hours** per week

17% take **no holiday** per year

Source: ACS/HIM 2019 (independents only)

How independent retailers source their products

45%
I get all of my products delivered

21%
I get some products delivered and some from a cash and carry

34%
I get all of my products from a cash and carry

6% Majority from a cash and carry

4% Majority of products delivered

12% Roughly the same amount

Source: ACS/HIM 2019 (independents only)

Premises ownership

32% Own | 68% Rent

67% Own | 33% Rent

Source: ACS/HIM 2019

Business origin

30% inherited family business

70% started business

Employment of family members

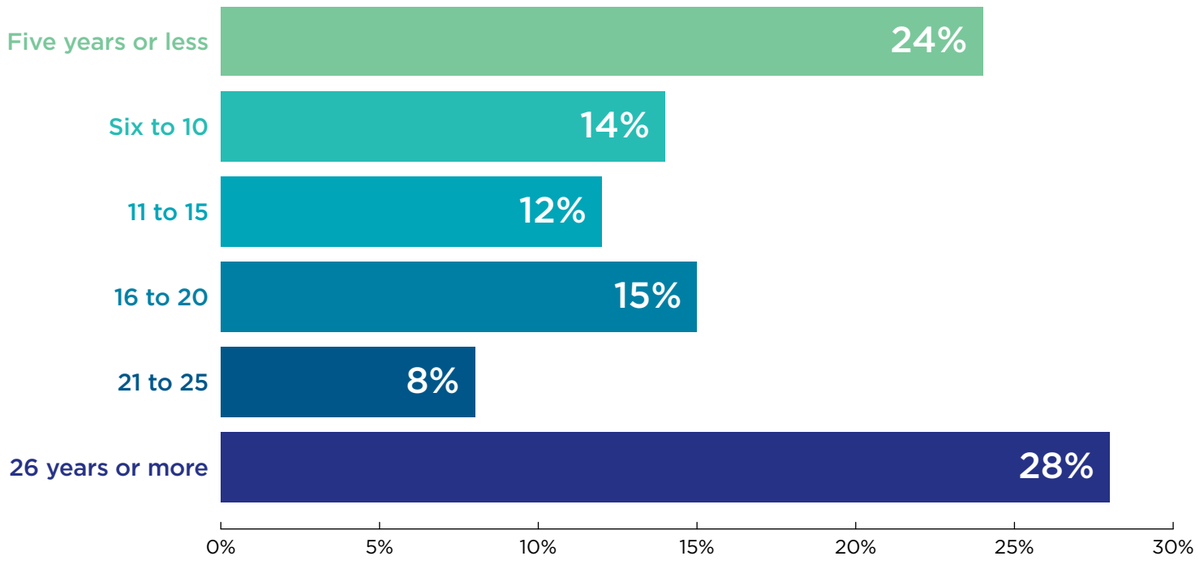
60% of retailers employ at least one family member

40% of retailers employ no family members

18% of retailers employ family only

41% of businesses are owned by **family partnerships**

Time in business



All data on this spread – source: ACS/HIM 2019 (independents only)

Convenience customers are:

51% | 49%

Average age is: 48

Source: HIM CTP 2019

How customers get to store

57% Walk/on foot

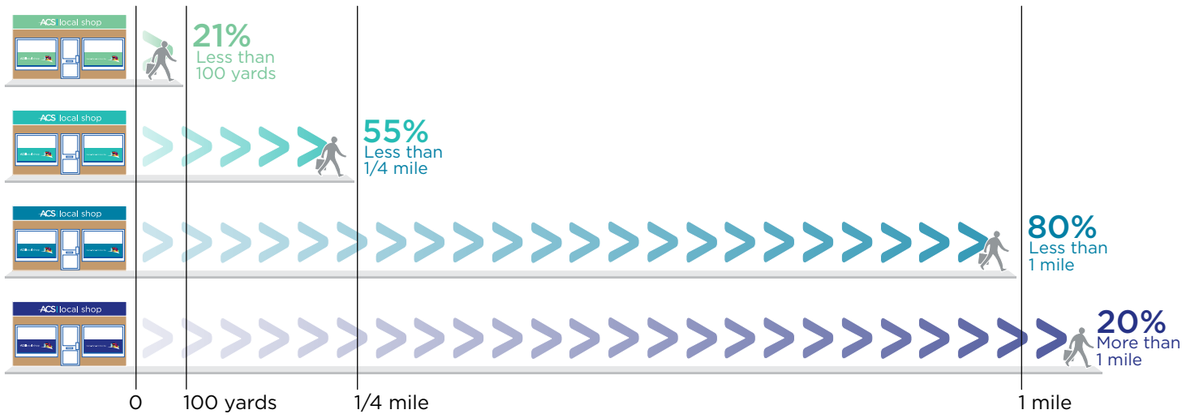
38% Drive

3% Public transport

2% Other

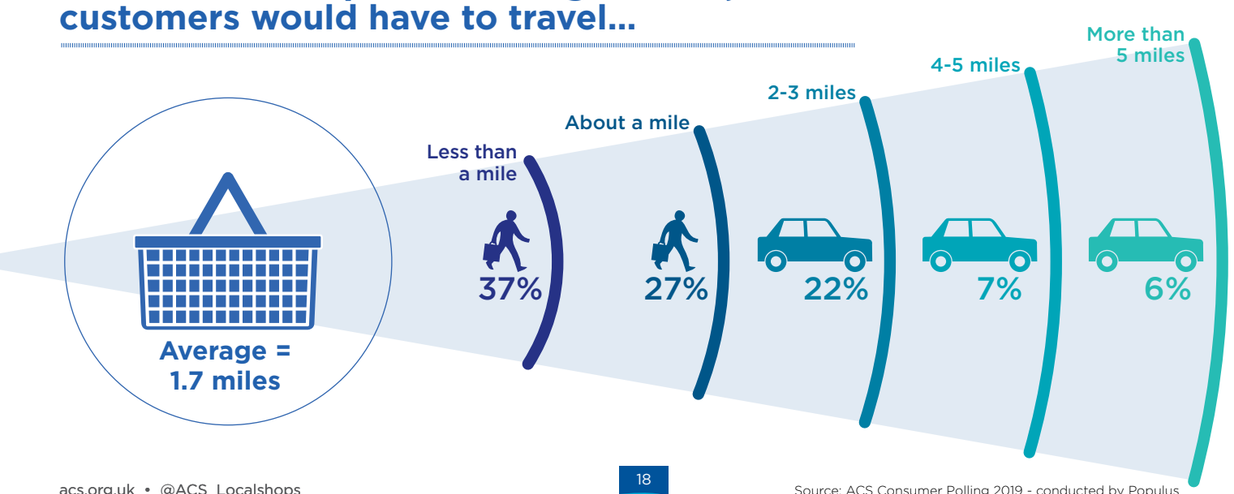
Source: HIM CTP 2019

Distance travelled to store



Source: HIM CTP 2019

If their local shop was no longer there, customers would have to travel...



How often customers visit

Every day — Mon 1, Tue 2, Wed 3, Thu 4, Fri 5, Sat 6, Sun 7 — 26%

Most days (5-6 times a week) — Mon 1, Tue 2, Wed 3, Thu 4, Fri 5, Sat 6, Sun 7 — 15%

Every other day (3-4 times a week) — Mon 1, Tue 2, Wed 3, Thu 4, Fri 5, Sat 6, Sun 7 — 19%

About once a week (1-2 times a week) — Mon 1, Tue 2, Wed 3, Thu 4, Fri 5, Sat 6, Sun 7 — 22%

Less than once a week — Mon 1, Tue 2, Wed 3, Thu 4, Fri 5, Sat 6, Sun 7 — 17%

The average customer visits their local store **3.8** times per week

Source: HIM CTP 2019

Purchases

The average basket size is 2.31 items

The average spend is £6.38

Source: HIM CTP 2019

Customers' relationship with convenience colleagues

9% of customers **know** the people running and working in their local shop **very well**

24% of customers **know** the people running and working in their local shop **quite well**

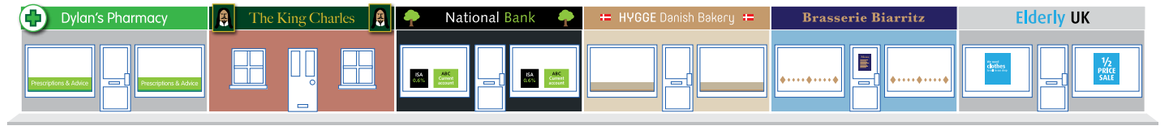
38% of customers **don't know** the people running and working in their local shop **well**, but will **occasionally have a conversation**

28% of customers **don't know** the people running and working in their local shop and **don't interact with them**

Source: ACS Consumer Polling 2019 - conducted by Populus

Most positive impact on the local area

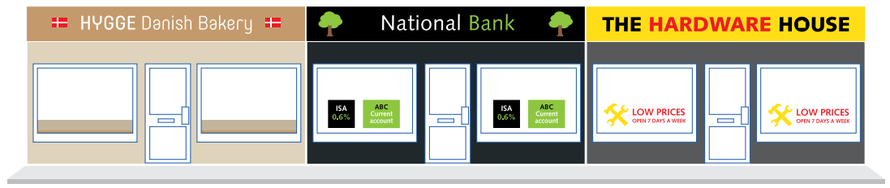
1 Post offices
2 Convenience stores
3 Coffee shops/cafés



4 Pharmacies
5 Pubs/bars
6 Banks
7 Specialist food shops
8 Restaurants
9 Charity shops

10 Fast food/takeaways
11 Non-food
12 Petrol stations
13 Betting shops
14 Pawnbrokers

Top three most wanted services



1 Specialist food shops
2 Banks
3 Non-food

Most positive impact in reducing loneliness

1 Cafés/Coffee Shops
2 Pubs/Bars
3 Convenience Stores

Community owned shops

There are **363** community owned shops trading in the UK

Providing essential services to over **1,278** remote, rural communities

1,452 paid jobs created

10,890 volunteer positions created

Community shops generated a combined turnover of over **£59m**

9% of profits are donated to community projects

93% success rate of **community** owned shops

Source: Plunkett Foundation 2019

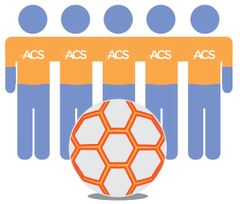
Community activity

78% **of independent** retailers engaged in some form of **community activity** in the past year

70% Collecting money for a national or local charity

14% Providing funding, or in kind support, to a community event

10% Providing sponsorship to a local sports team or other community activity



5% Taking part in community, council or local business association meeting or project

3% Litter picking or other local environmental campaigns

14% Donating to a food bank

Source: ACS VOLS 2018/2019

In-store

Indoor seating areas 9%

Outdoor seating areas 6%

Community noticeboards 47%

Customer toilets 14%

All data on this page – source: ACS Community Barometer 2019

Indoor and outdoor seating – source: ACS/HIM 2019
Community notice boards and customer toilets – source: ACS/HIM 2018/2019

» METHODOLOGY

New primary data for the Local Shop Report was undertaken by ACS in the form of two surveys:

1. Independent Retailer Survey – A sample of 2,371 independently owned convenience store businesses in the UK. ACS commissioned HIM Research and Consulting to aid in the design and delivery of the survey. The survey was carried out over the phone by BCC Marketing between 20th June and 17th July 2019. The telephone survey gathered responses from unaffiliated independent convenience stores, independent forecourt stores and independent stores that are part of a central buying or marketing group (known as 'symbol' groups). These are represented in the survey in the same proportion as they are represented in the market. The survey covers the nine regions of England, along with Wales and Scotland.

2. Multiple Retailer Survey – ACS conducted an online/paper survey of its multiple chain members. This survey was based on the questions asked in the Independent Retailer Survey, where relevant, to ensure consistency and accuracy of results. This survey returned results relating to a sample of 7,556 stores.

The results of these two surveys have been collated and figures for independents and multiples have been combined according to the proportion of stores in the market, in order to determine overall results for the sector.

William Reed Business Media (WRBM) – Store numbers and sector data
WRBM continually updates data through re-registering customers thereby adding changed recipients, closures and new stores. This is through postal, telephone research, online delivery and events, plus the ongoing work of the editorial teams on its brands Convenience Store, Forecourt Trader and The Grocer.

The UK Convenience Market 2019 – IGD (Institute of Grocery Distribution)
This report is compiled by the IGD based on the sales data up to the end of March 2019.

Independent sales category data – The Retail Data Partnership
The Retail Data Partnership (TRDP) supplies EPoS systems to independent retailers throughout the UK. Independent sales data is collected by receiving sales data back from around 3000 sites each day that cover £1.8bn of sales each year.

ACS Economic Report
ACS commissioned Retail Economics to provide an economic overview of the convenience sector in 2018. ACS have updated the figures for 2019 based on revised data.

Convenience Tracking Programme 2019 – HIM Research and Consulting
This programme is a survey of over 20,000 convenience shoppers conducted at the 'moment of truth' In-store.

Population data – The Office of National Statistics
Data is taken from mid-2018 UK population estimates.

Community Barometer
Survation surveyed a nationally representative online sample of 2,016 UK adults aged 18+, between 19th and 20th June 2019. Respondents were surveyed using a questionnaire designed by ACS.

For more Community Barometer results please visit the ACS website or email katie.cross@acs.org.uk

ACS Voice of Local Shops
A quarterly telephone survey with a sample of 1,210 independent retailers, covering the nine regions of England, along with Wales and Scotland. The sample consists of unaffiliated, symbol group and forecourt independents which are represented in the survey in the same proportion as they are in the market. HIM Research and Consulting aid in the design and delivery of the survey.

ACS Investment Tracker – Data obtained in the form of two surveys:
ACS Voice of Local Shops survey – Questions are asked relating to the amount retailers have invested over the past quarter, what they have invested in and how they have funded their investments.

Multiples Investment Tracker survey – A sample of over 3,000 multiple stores in the UK. Questions in the Multiple Investment Tracker survey are based on the questions asked in the Voice of Local Shops survey, where relevant, to ensure consistency of results.

The results of these two surveys are collated and combined according to the proportion of independent and multiple stores in the sector. The ACS Investment Tracker is completed every quarter and an average has been taken across the latest four quarters (August 2018 to May 2019).

ACS Colleague Survey
An online and paper survey with a sample of 2,493 staff working within the convenience sector. The fieldwork was conducted between 4th February and the 15th March 2019. The data in this report excludes store managers and refers to a sample of 1,676 colleagues. Store managers have been excluded from the analysis to be consistent with previous reports. For more Colleague Survey results please visit the ACS website or email katie.cross@acs.org.uk

Community Shops – Plunkett Foundation
The number of community owned shops is obtained from the Plunkett Foundation database. All other data on community shops is obtained from the Plunkett Foundation report 'Community Shops – A better form of business 2018'. The report is based on statutory data sourced from the Financial Conduct Authority and Companies House; electronic questionnaires and follow up telephone surveys; together with information held by Plunkett on every community shop.

ACS Consumer Polling 2019 – Conducted by Populus
Populus surveyed a nationally representative online sample of 2,078 UK adults aged 18+, between 28th and 30th June 2019. Respondents were surveyed using a questionnaire designed by ACS.

References

Who we are (page 3) – Figures sourced from WRBM.
- Total number of convenience stores in mainland UK – Figure sourced from WRBM.
- Shop ownership – ACS calculation based on figures sourced from WRBM.
- Entrepreneurs – Data obtained from the ACS Independent Retailer Survey and reflects independent retailers only (including those who own symbol stores and forecourts). 'Prefer not to say' responses were excluded from analysis. Asian or Asian British' category combined results received for each of the following categories: Asian or Asian British, Indian, Pakistani, Bangladeshi, any other Asian background.

Where we trade (page 4-5)
- Store numbers – Figures sourced from WRBM.
- Store numbers were divided by the mid-2018 ONS population estimates to obtain population per store.
- Location - Rural/urban/suburban split sourced from WRBM. Definitions are based on population density and are derived from postcode data:
  - Urban (density above 30 people per sq. km)
  - Suburban (density 10-30)
  - Rural (density 0-10)

What we contribute to the economy (page 6-7)
- Economic Contribution – ACS calculation based on Economic Project conducted by Retail Economics in 2018.
- Annual investment - Average investment per store was obtained quarterly from the Voice of Local Shops survey for independent retailers and from the Multiple Investment Tracker survey for multiples. Respondents were asked to estimate the cost of investment in their store over the last three months. The average investment per store was then multiplied by the number of stores for each store type in the sector, (figures taken from WRBM) and added together to give an investment figure for each quarter. Quarterly results were added together to provide an annual amount invested.
- Top areas of investment – For unaffiliated independents and independent symbol groups the data was obtained from the Voice of Local Shops survey and for multiples, results were obtained from the Multiple Investment Tracker survey. Results for unaffiliated independents, symbol group independents and multiples were collated and combined according to their proportion of stores in the market. The results were calculated for the latest four quarters (August 2018 to May 2019) and an overall average was taken.
- Sources of investment – Data was obtained from the Voice of Local Shops survey and refers to independent retailers only (including unaffiliated and symbol group independents). Results were calculated for the latest four quarters (August 2018 to May 2019) and an overall average was taken.

What we sell (page 8-9)
- Sales/ market share – Figures sourced from the IGD UK Convenience Market Report 2019.
- Overall category sales– Figures sourced from the IGD UK Convenience Market Report 2019.
- Independent category sales – figures sources from the Retail Data Partnership 2019. Data refers to independent sales data only, up to March 2019.
- Products – % of retailers who sell plants and wood/burning fuel were obtained by taking an average of ACS/HIM 2018/2019 surveys and 2019 Retail Data Partnership sales data for independent retailers. Results for independents and multiples were collated and combined according to their proportion of stores in the market, to determine overall results for the sector.

The services and technology we offer (page 10-11)
- Data obtained from independent and multiple retailer surveys. Results for independents and multiples were collated and combined according to their proportion of stores in the market, to determine overall results for the sector. Where specified, data reflects an average of 2018 and 2019 results, as two-year averages to account for any variations in sampling and methodology changes.
- Google trends – Data refers to the search 'convenience stores' in the UK. Top five rising searches refers to queries (relating to convenience stores) with the biggest increase in search frequency over the past year. Searches for specific brands have been excluded. Interest over time refers to search interest relative to the highest search point over the past year. A value of 100 is the peak popularity for the term. A value of 50 means that the term is half as popular. The most popular search point over the past year occurred during the week of Christmas.
- Most valuable services – data obtained from ACS Consumer Poling. Consumers were asked which services they had available to them in their local shop. Consumers were then asked, 'of the services that are available in your local shop/ convenience store, which is the most valuable to you?'

Our colleagues (page 12-13)
- Jobs – Per store employment figures obtained from ACS independent and multiple surveys. An average number of staff per store figure was calculated for both independent and multiple retailers. The average number of staff per store was then multiplied by the total number of stores in the sector (based on figures from WRBM). Results for independents and multiples were collated and combined according to their proportion of stores in the market, in order to determine overall results for the sector.

  The average employment figure was calculated by dividing the total number of jobs in the sector by the total number of stores in the sector. The following averages were identified for jobs per store in each retailer type:

  - Unaffiliated independents (excluding forecourts): 4.52.
  - Independently owned symbol stores (excluding forecourts): 8.5.
  - Independently owned forecourts: 7.65.
  - Multiples (Inc. co-operatives, forecourt multiples, multiply owned symbol stores): 16.77.
  - Sector average: 8.86.

How we operate (page 14-15)
- Sales space – Data obtained from independent and multiple surveys and refers to sales space.
- Additional space – Data obtained from independent and multiple surveys and refers to additional space In-store e.g. office space, food preparation areas, etc. Data excludes don't know responses.
- Opening hours – ACS independent and multiple surveys asked respondents what time of day they open and close for the different days of the week. Results for independents and multiples were collated and combined according to their proportion of stores in the market, to determine overall results for the sector. Average number of hours open includes stores closed on Sunday or open 24 hours. Opening and closing times however exclude those closed on Sunday or open 24 hours.
- Accessibility – Data obtained from independent and multiple retailer surveys. Results for independents and multiples were collated and combined according to their proportion of stores in the market, to determine overall results for the sector. Where specified, data reflects an average of 2018 and 2019 results, as two-year averages account for any variations in sampling and methodology changes.

How we operate (page 16-17)
- Premises ownership – Data obtained from independent and multiple retailer surveys. For independents data reflects an average of 2018 and 2019 results, as two-year averages account for any variations in sampling and methodology changes.

Who we serve (page 18-19)
- Majority of data in this section was obtained from HIM CTP 2019.
- Data relating to customers relationship with convenience colleagues and how far customers would have to travel if their shop was no longer there was obtained from ACS Consumer Polling 2019.

Our communities (page 20-21)
- Most positive impact – respondents were asked "which of the following types of services (if any) do you believe have the most positive impact on your local area? Select up to three. Answers were ranked to reflect opinion.
- Top three most wanted services- respondents were asked "for each of the following types of services, please indicate whether you think that it would be beneficial for your local area to have more or less of these types of services, or if you think the number should remain the same?" A wanted index was calculated for each service by taking the % who stated more away from those who stated less. Answers were ranked to reflect opinion.
- Top three most positive impact on reducing loneliness – respondents were asked "which of the following types of services, if any, do you believe have the most positive impact on reducing loneliness in your local area?". Answers were ranked to reflect opinion.
- Community activity – data was obtained from averaging the results from the most recent four ACS VOLS surveys (August 2018 to May 2019) and reflects independent retailers only (including those who own symbols stores and forecourts).
- Community shops – number of community owned shops obtained from Plunkett Foundation 2019 database. All other data was obtained from Plunkett Foundation Community Shops Report 2018.
- In-store – % of retailers who offer each was obtained from independent and multiple retailer surveys. Results for independents and multiples were collated and combined according to their proportion of stores in the market, to determine overall results for the sector. Where specified data reflects an average of 2018 and 2019 results, as two-year averages account for any variations in sampling and methodology changes.

Throughout the report, where percentages do not add up to 100%, this is due to rounding.

About ACS

The Association of Convenience Stores is a trade association representing local shops across the UK.

We represent our members through effective lobbying, industry leading advice and networking opportunities for retailers and suppliers.

Our membership includes a diverse range of convenience store retailers, from stand-alone family run independent stores to symbol groups and multiple convenience stores. These retailers operate in neighbourhoods, villages, on petrol forecourts and in city centres.

ACS' core purpose is to lobby Government on the issues that make a difference to local shops. We represent the interests of retailers on a range of issues, including business rates, energy, regulation, planning, alcohol and many more.

ACS produces several reports throughout the year, looking in detail at different aspects of the convenience store sector, all of which are available free to members.

We can also provide further breakdowns of the Local Shop Report data to members. Please contact Katie Cross at katie.cross@acs.org.uk for further details.

For more information about ACS, visit our website.

ACS.org.uk

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