



It must be noted that the economic performance of businesses which can be directly attributed to the closure of Castle Street is extremely difficult because of other external factors, namely COVID-19. Therefore any owners who have looked to compare against budgets and targets etc or trading figures for the equivalent week in 2019, have found this very difficult. We have not conducted any specific surveys in relation to the closure of the road and its impact on businesses for this reason.

In August, the Castle Quarter Café generated circa £360k worth of sales (source: Yoello) for the businesses who were a part of it. This is the month where footfall has been at its highest during COVID related restrictions.

Initially, when the road was closed, some businesses were angry that they had had little time to plan for a change in where deliveries would need to take place, and how they and their staff could get to work. Individual businesses have complained about a direct detrimental impact to their business as it relies on being fully accessible to users. The detour if accessing from North Road to head west was deemed to be difficult to determine even if people knew their way round Cardiff. Lack of consultation and forewarning were highlighted by businesses.

There has been a lot of criticism of the closure of Queen's Terrace to allow vehicles to access Capitol and St. David's Car Parks – the closure has been felt necessary to support buses because of the closure of Castle Street. Early on in the road closure businesses have complained about customers missing appointments. Criticism has been raised by businesses and Shopping Centre Managers.

Businesses who have been directly involved in Castle Quarter Café through the signing up to be part of the scheme have generally been delighted with how it has helped their businesses. These are:

- Bru Coffee & Gelato
- Bute & Co Coffee House
- Bwyta Bwyd Bombai (3Bs)
- The Coconut Tree
- Dusty Knuckle
- Eleven's Bar & Grill
- FABurgers Ltd
- The Grazing Shed
- Heavenly Desserts
- Keralan Caravan
- Marco Pierre White's Steakhouse Bar & Grill
- Mother Nature Cafe

- Nata & Co
- Queens Vaults
- Subway
- Wally's Deli & Kaffeehaus
- Wiwo Noodle Bar
- Wok to Walk
- Zerodegrees Cardiff

In terms of promoting Cardiff when restrictions were eased, the awareness of the road closure and the offer in place as a result was very positive and will have drawn people to this area out of curiosity as well as to actually utilise the seating area. It is difficult to gauge the impact of the road closure on bike usage and change of habits directly attributable to the road closure but it will only have helped. Conversely, it is also unknown if the road closure will have put people off coming into the city centre because of the diversions or lack of understanding of alternative ways and means to access where they want to go.

I hope that this helps.

Regards

Adrian Field  
**Executive Director**



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