

Saltash Neighbourhood Plan Business Questionnaire

Monday, May 28, 2018

28

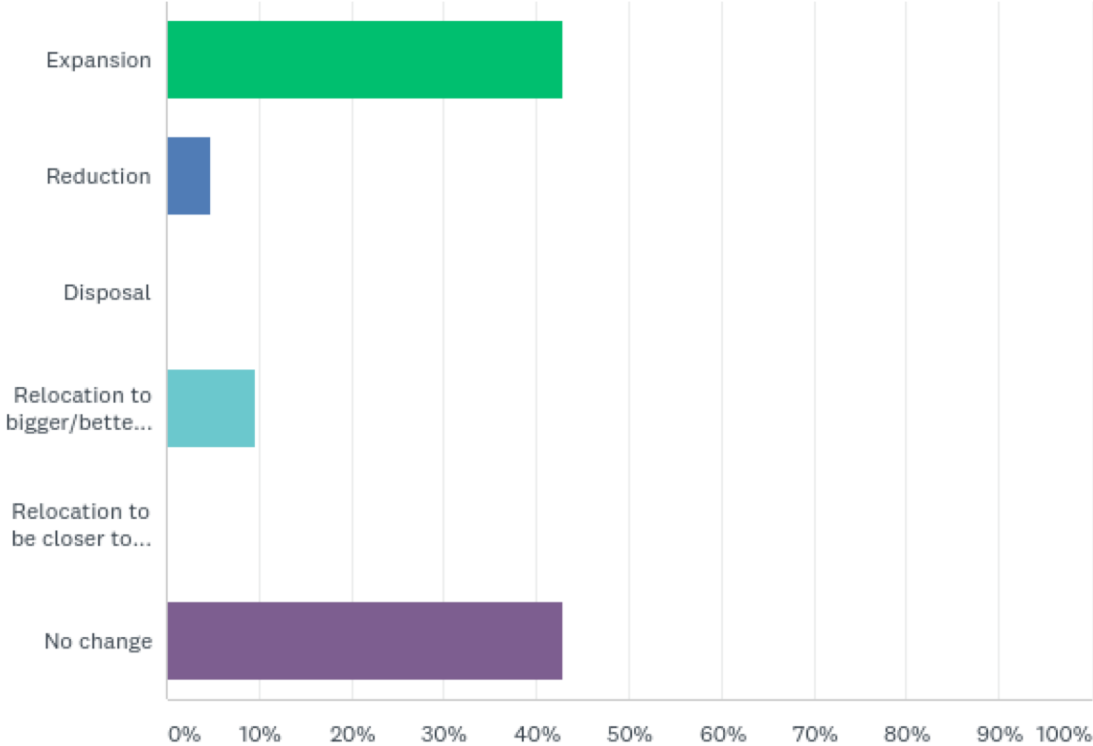
Total Responses

Date Created: Tuesday, July 07, 2015

Complete Responses: 18

Q1: What are your future business plans? Please tick one choice

Answered: 21 Skipped: 7



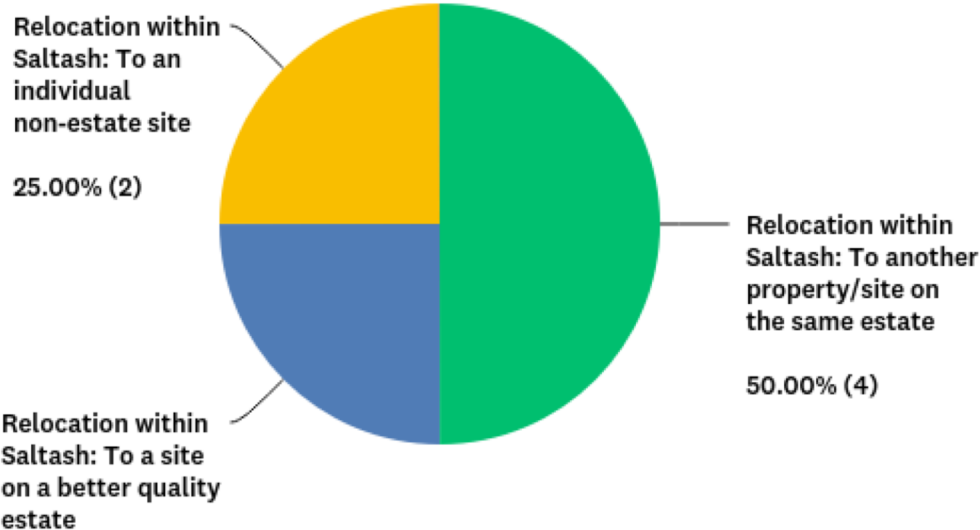
Q1: What are your future business plans? Please tick one choice

Answered: 21 Skipped: 7

ANSWER CHOICES	RESPONSES	
Expansion	42.86%	9
Reduction	4.76%	1
Disposal	0.00%	0
Relocation to bigger/better premises	9.52%	2
Relocation to be closer to market	0.00%	0
No change	42.86%	9
TOTAL		21

Q2: If you are intending to relocate, please say to what area:

Answered: 8 Skipped: 20



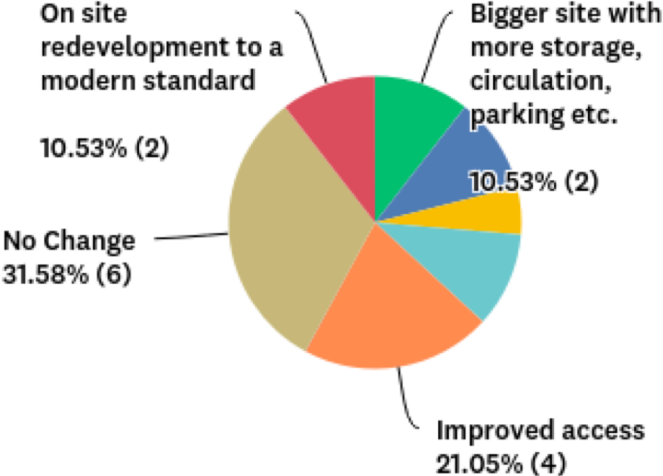
Q2: If you are intending to relocate, please say to what area:

Answered: 8 Skipped: 20

ANSWER CHOICES	RESPONSES	
Relocation within Saltash: To another property/site on the same estate	50.00%	4
Relocation within Saltash: To a site on a better quality estate	25.00%	2
Relocation within Saltash: To an individual non-estate site	25.00%	2
Relocation out of Saltash: To somewhere else in Cornwall	0.00%	0
Relocation out of Saltash: To Plymouth	0.00%	0
Relocation out of Saltash: To elsewhere in the SW	0.00%	0
Relocation out of Saltash: To elsewhere in the UK	0.00%	0
Relocation out of Saltash: Abroad	0.00%	0
TOTAL		8

Q3: What land and property requirements will you require for your business plans? Please tick as many choices as apply

Answered: 19 Skipped: 9



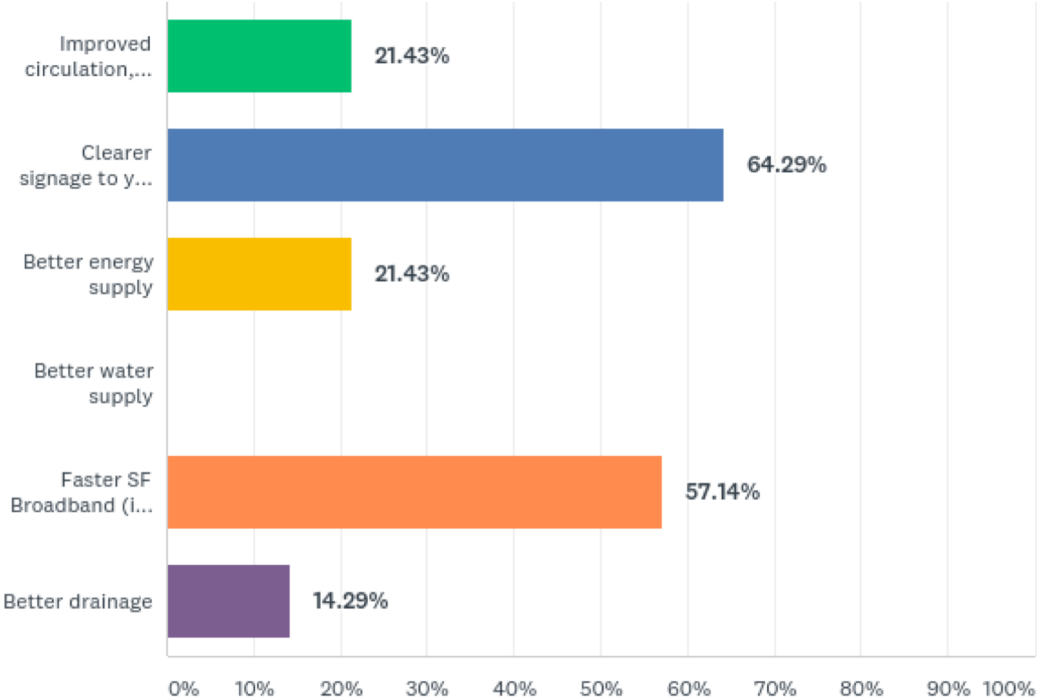
Q3: What land and property requirements will you require for your business plans? Please tick as many choices as apply

Answered: 19 Skipped: 9

ANSWER CHOICES	RESPONSES	
Bigger site with more storage, circulation, parking etc.	10.53%	2
Larger building	10.53%	2
Modern, higher standard building	5.26%	1
Specialist building able to accommodate specific requirements (eg clean room, security measures, specialist equipment, bio-safety, etc)	10.53%	2
Improved access	21.05%	4
Smaller site	0.00%	0
Serviced land only	0.00%	0
No Change	31.58%	6
On site redevelopment to a modern standard	10.53%	2
TOTAL		19

Q4: Are there any off-site improvements required that would help your business over the next 20 years? Please tick as many choices as apply

Answered: 14 Skipped: 14



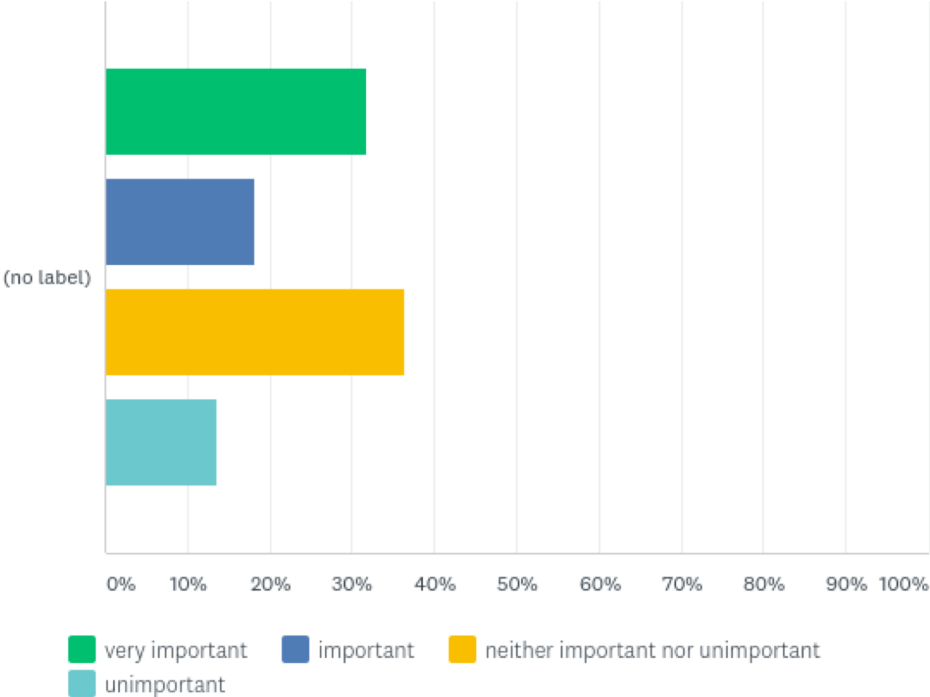
Q4: Are there any off-site improvements required that would help your business over the next 20 years? Please tick as many choices as apply

Answered: 14 Skipped: 14

ANSWER CHOICES	RESPONSES	
Improved circulation, road widths etc. on industrial estate.	21.43%	3
Clearer signage to your location	64.29%	9
Better energy supply	21.43%	3
Better water supply	0.00%	0
Faster SF Broadband (ie Fibre-to-the-Premises (FTTP at 300mbps)	57.14%	8
Better drainage	14.29%	2
Total Respondents: 14		

Q6: Is 'buying local' for your business important? Please tick one box:

Answered: 22 Skipped: 6



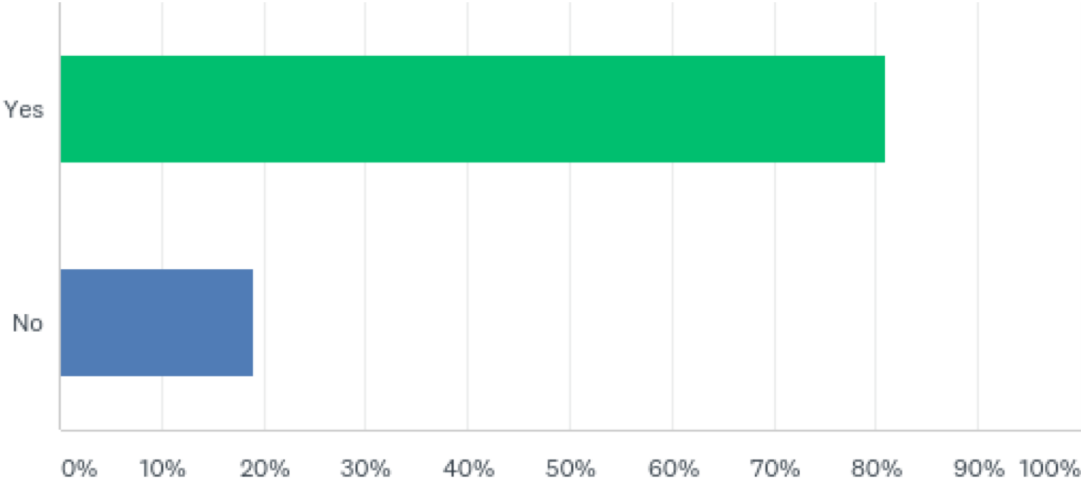
Q6: Is 'buying local' for your business important? Please tick one box:

Answered: 22 Skipped: 6

	VERY IMPORTANT	IMPORTANT	NEITHER IMPORTANT NOR UNIMPORTANT	UNIMPORTANT	TOTAL	WEIGHTED AVERAGE
(no label)	31.82% 7	18.18% 4	36.36% 8	13.64% 3	22	2.32

Q7: Would you support the location and development of businesses whose activity might complement yours? For example using your waste, your products, providing your main input material, or enabling you to expand the work you could jointly tender for? Please tick one choice

Answered: 21 Skipped: 7



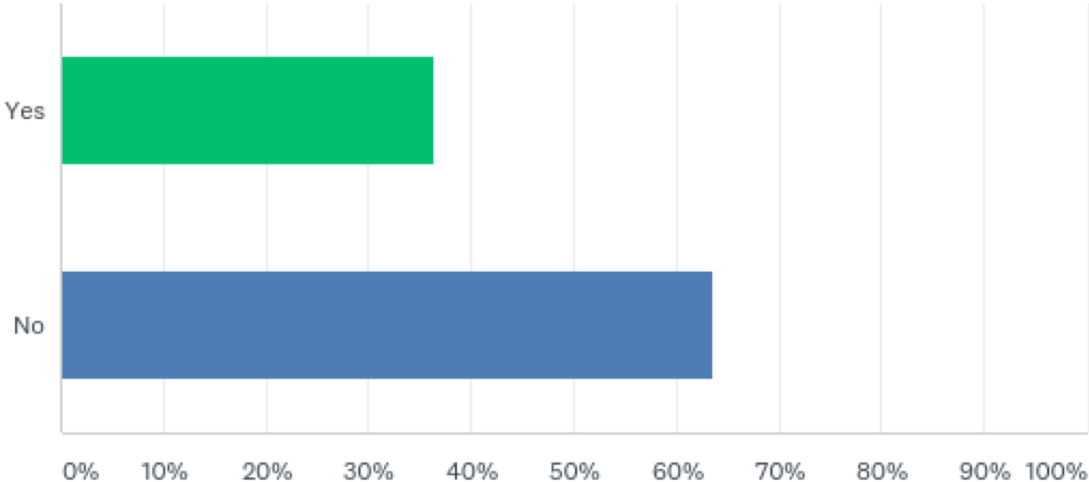
Q7: Would you support the location and development of businesses whose activity might complement yours? For example using your waste, your products, providing your main input material, or enabling you to expand the work you could jointly tender for? Please tick one choice

Answered: 21 Skipped: 7

ANSWER CHOICES	RESPONSES	
Yes	80.95%	17
No	19.05%	4
TOTAL		21

Q8: Have you had any problems with recruiting employees with the right skills and/or qualifications in the last 12 months? Please tick one choice

Answered: 22 Skipped: 6



Q8: Have you had any problems with recruiting employees with the right skills and/or qualifications in the last 12 months? Please tick one choice

Answered: 22 Skipped: 6

ANSWER CHOICES	RESPONSES	
Yes	36.36%	8
No	63.64%	14
TOTAL	22	

Q9 What skills and/or qualifications are under available? Please describe briefly

- Auto technicians
- General admin
- Sports qualified coaches
- Motor Vehicle Technicians
- Plant Engineers, Sales Training
- Site operatives - Skilled workers
- Need trained School leavers
- Engineers
- Hard working and willing
- IT
- Marine trades
- N/A
- None

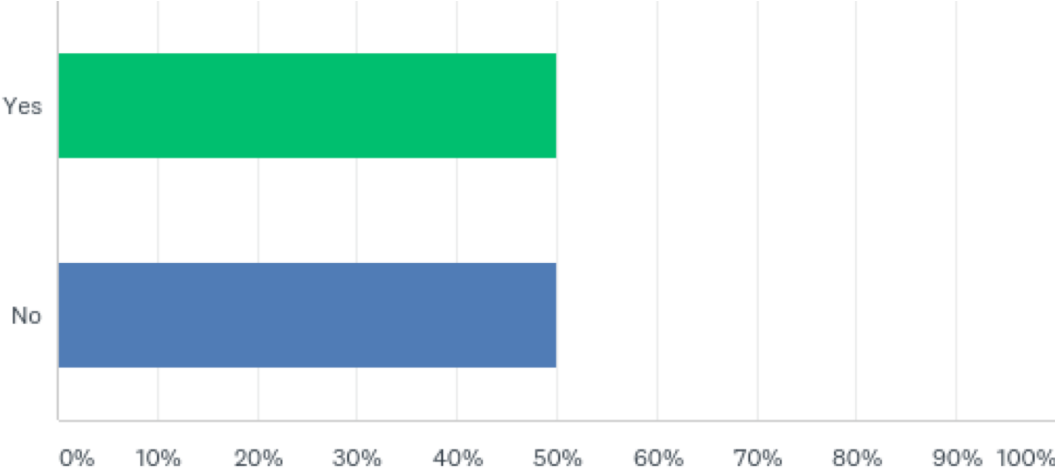
Q10

What promotion/training opportunities would you like to see made available to local people to help you recruit locally? Please describe briefly

- Bypass colleges as too narrow in their training small businesses require training tailored to each company
- Better use of Saltmill Park Training Room
- Not sure
- Sales & Engineering
- Already have Duchy/ Saltash College Rosewarne Bickton
- Promoting of jobs available from local businesses to local people I like to employ people from Saltash if possible
- TOURISM, MANAGEMENT & SPORTS, LEISURE
- Retailing & Marketing

Q11: Have you recruited an apprentice/work experience placement in the last 12 months? Please tick one choice

Answered: 22 Skipped: 6



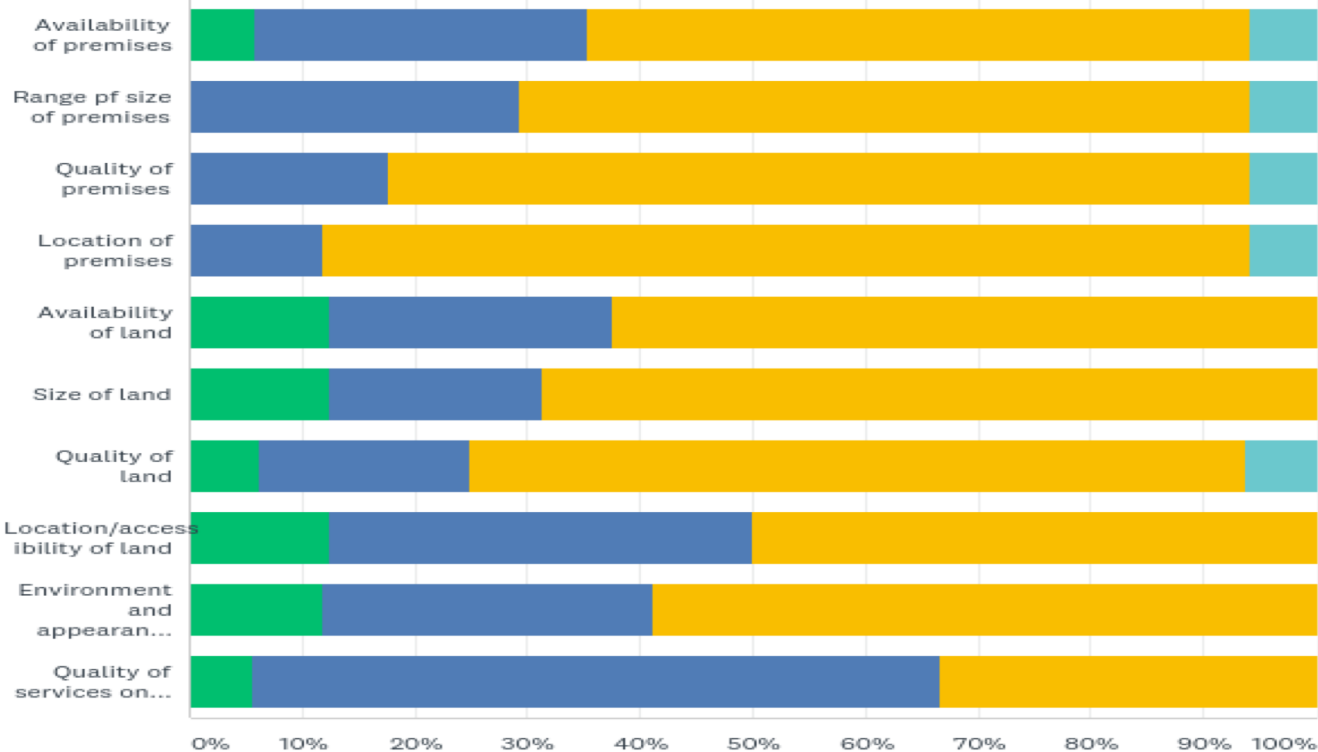
Q11: Have you recruited an apprentice/work experience placement in the last 12 months? Please tick one choice

Answered: 22 Skipped: 6

ANSWER CHOICES	RESPONSES	
Yes	50.00%	11
No	50.00%	11
TOTAL	22	

Q12: What is your view on the workspace and land for businesses to relocate to in Saltash? Please tick one choice in each line.

Answered: 18 Skipped: 10



Very Poor Poor Good Very Good

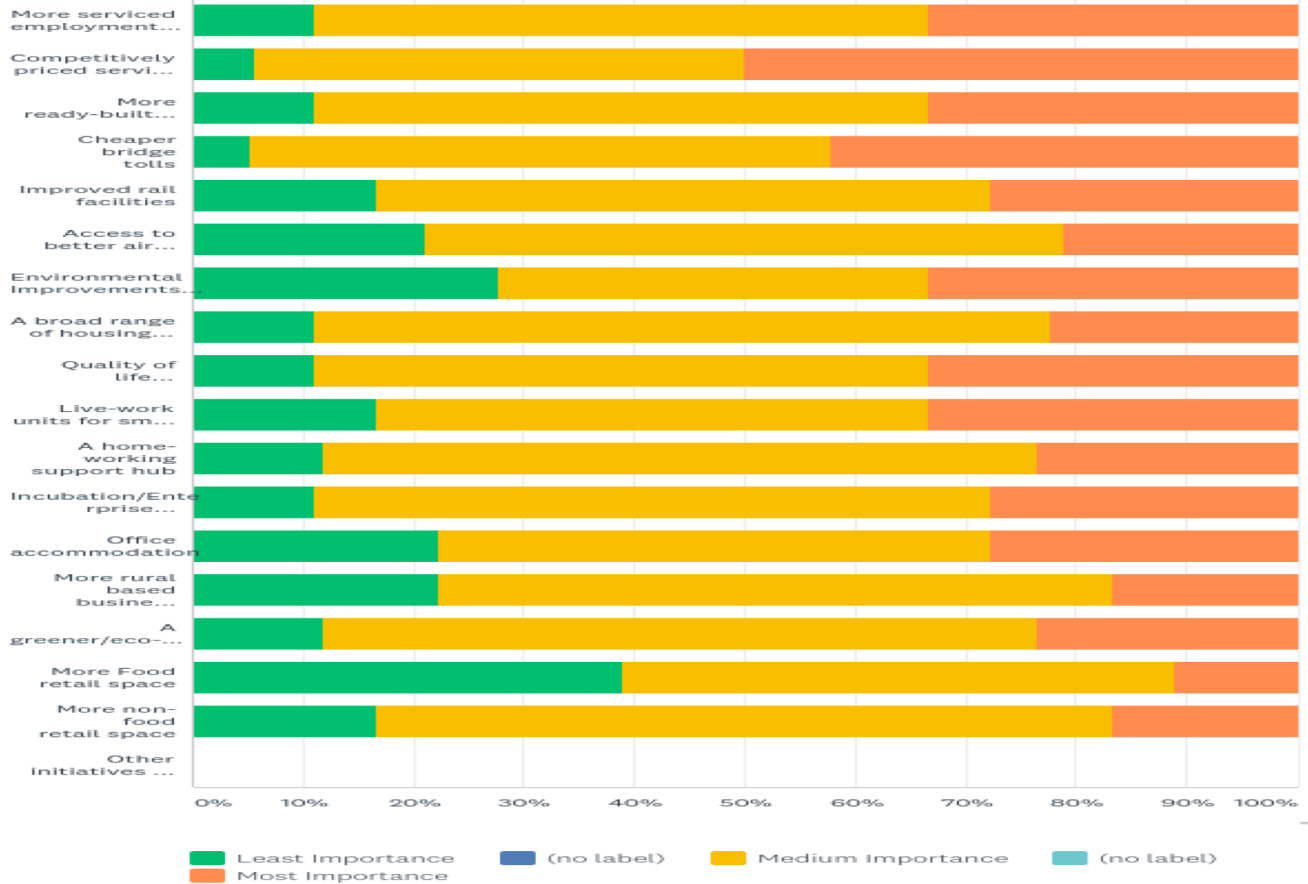
Q12: What is your view on the workspace and land for businesses to relocate to in Saltash? Please tick one choice in each line.

Answered: 18 Skipped: 10

	VERY POOR	POOR	GOOD	VERY GOOD	TOTAL	WEIGHTED AVERAGE
Availability of premises	5.88% 1	29.41% 5	58.82% 10	5.88% 1	17	2.65
Range pf size of premises	0.00% 0	29.41% 5	64.71% 11	5.88% 1	17	2.76
Quality of premises	0.00% 0	17.65% 3	76.47% 13	5.88% 1	17	2.88
Location of premises	0.00% 0	11.76% 2	82.35% 14	5.88% 1	17	2.94
Availability of land	12.50% 2	25.00% 4	62.50% 10	0.00% 0	16	2.50
Size of land	12.50% 2	18.75% 3	68.75% 11	0.00% 0	16	2.56
Quality of land	6.25% 1	18.75% 3	68.75% 11	6.25% 1	16	2.75
Location/accessibility of land	12.50% 2	37.50% 6	50.00% 8	0.00% 0	16	2.38
Environment and appearance of estates	11.76% 2	29.41% 5	58.82% 10	0.00% 0	17	2.47
Quality of services on estates	5.56% 1	61.11% 11	33.33% 6	0.00% 0	18	2.28

Q13: What are the most important things needed to encourage companies to re-locate to Saltash and develop additional employment opportunities? Please tick one choice in each line.

Answered: 19 Skipped: 9



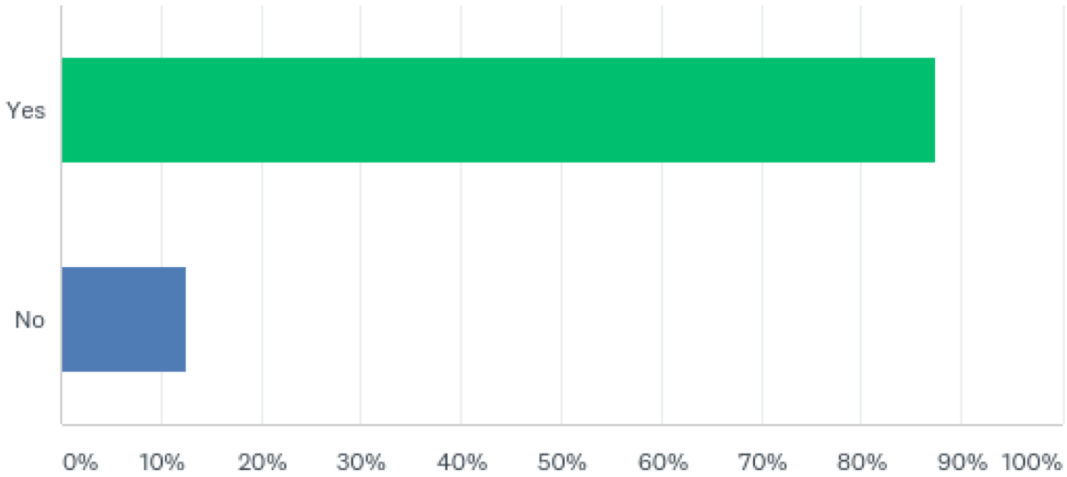
Q13: What are the most important things needed to encourage companies to re-locate to Saltash and develop additional employment opportunities? Please tick one choice in each line.

Answered: 19 Skipped: 9

	LEAST IMPORTANCE	(NO LABEL)	MEDIUM IMPORTANCE	(NO LABEL)	MOST IMPORTANCE	TOTAL	WEIGHTED AVERAGE
More serviced employment land/sites	11.11% 2	0.00% 0	55.56% 10	0.00% 0	33.33% 6	18	3.44
Competitively priced serviced employment land/sites	5.56% 1	0.00% 0	44.44% 8	0.00% 0	50.00% 9	18	3.89
More ready-built industrial units	11.11% 2	0.00% 0	55.56% 10	0.00% 0	33.33% 6	18	3.44
Cheaper bridge tolls	5.26% 1	0.00% 0	52.63% 10	0.00% 0	42.11% 8	19	3.74
Improved rail facilities	16.67% 3	0.00% 0	55.56% 10	0.00% 0	27.78% 5	18	3.22
Access to better air links	21.05% 4	0.00% 0	57.89% 11	0.00% 0	21.05% 4	19	3.00
Environmental improvements to existing Business Estates (e.g. landscape enhancements and tree planting ,water features, art work etc)	27.78% 5	0.00% 0	38.89% 7	0.00% 0	33.33% 6	18	3.11
A broad range of housing types and values for key workers	11.11% 2	0.00% 0	66.67% 12	0.00% 0	22.22% 4	18	3.22
Quality of life improvements (e.g. Recreational facilities and clubs, arts & culture etc)	11.11% 2	0.00% 0	55.56% 10	0.00% 0	33.33% 6	18	3.44
Live-work units for small scale hopme based businesses	16.67% 3	0.00% 0	50.00% 9	0.00% 0	33.33% 6	18	3.33
A home-working support hub	11.76% 2	0.00% 0	64.71% 11	0.00% 0	23.53% 4	17	3.24
Incubation/Enterprise centres/Business start-up centres	11.11% 2	0.00% 0	61.11% 11	0.00% 0	27.78% 5	18	3.33
Office accommodation	22.22% 4	0.00% 0	50.00% 9	0.00% 0	27.78% 5	18	3.11
More rural based business space	22.22% 4	0.00% 0	61.11% 11	0.00% 0	16.67% 3	18	2.89
A greener/eco-friendly image e.g. green economy	11.76% 2	0.00% 0	64.71% 11	0.00% 0	23.53% 4	17	3.24
More Food retail space	38.89% 7	0.00% 0	50.00% 9	0.00% 0	11.11% 2	18	2.44
More non-food retail space	16.67% 3	0.00% 0	66.67% 12	0.00% 0	16.67% 3	18	3.00
Other Initiatives or approaches.Please specify	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

Q14: Do you think any additional land for employment should be provided up to 2030? Please tick one choice

Answered: 16 Skipped: 12



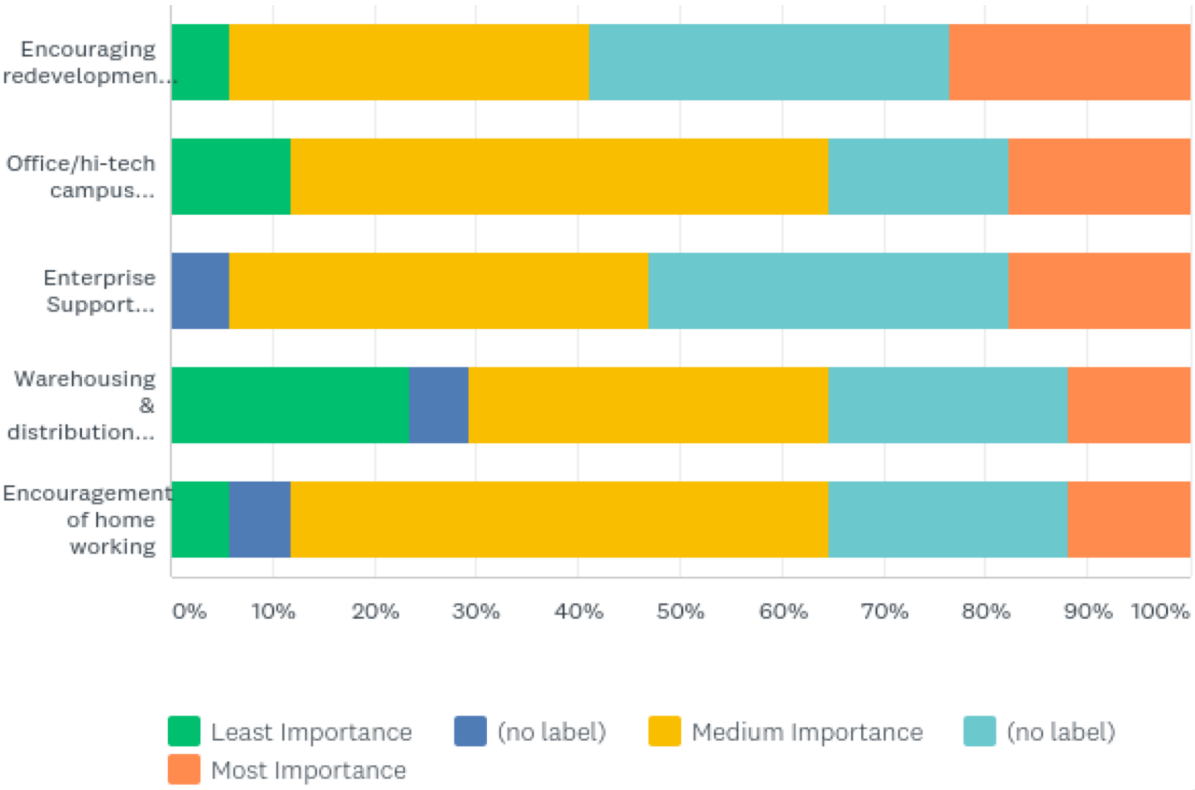
Q14: Do you think any additional land for employment should be provided up to 2030? Please tick one choice

Answered: 16 Skipped: 12

ANSWER CHOICES	RESPONSES	
Yes	87.50%	14
No	12.50%	2
TOTAL		16

Q15: Are there particular types of employment development that should be provided? Please tick one choice in each line.

Answered: 17 Skipped: 11



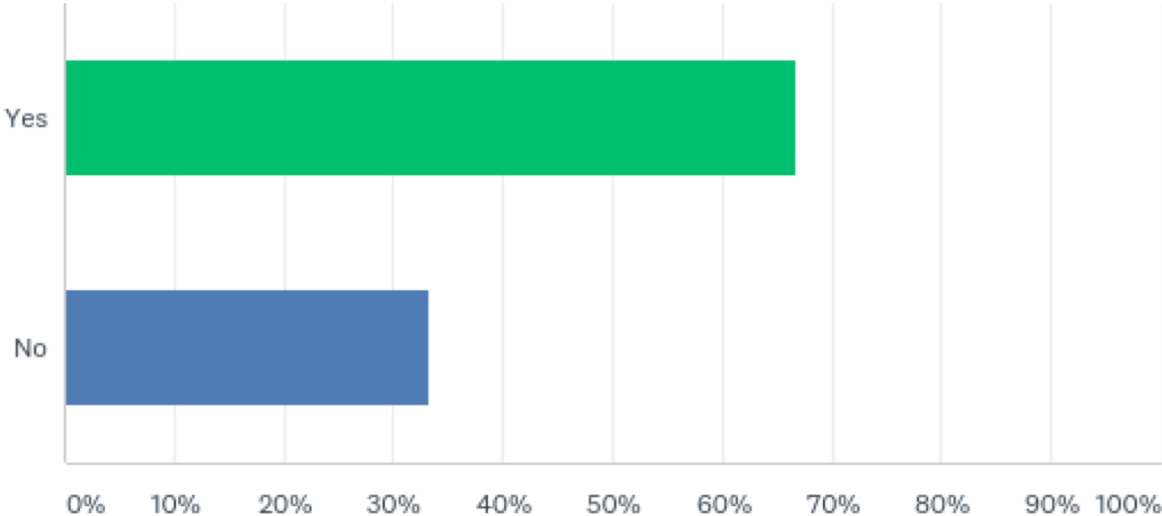
Q15: Are there particular types of employment development that should be provided? Please tick one choice in each line.

Answered: 17 Skipped: 11

	LEAST IMPORTANCE	(NO LABEL)	MEDIUM IMPORTANCE	(NO LABEL)	MOST IMPORTANCE	TOTAL	WEIGHTED AVERAGE
Encouraging redevelopment of older industrial land	5.88% 1	0.00% 0	35.29% 6	35.29% 6	23.53% 4	17	3.71
Office/hi-tech campus developments	11.76% 2	0.00% 0	52.94% 9	17.65% 3	17.65% 3	17	3.29
Enterprise Support centres/Business start-up centres	0.00% 0	5.88% 1	41.18% 7	35.29% 6	17.65% 3	17	3.65
Warehousing & distribution centres	23.53% 4	5.88% 1	35.29% 6	23.53% 4	11.76% 2	17	2.94
Encouragement of home working	5.88% 1	5.88% 1	52.94% 9	23.53% 4	11.76% 2	17	3.29

Q16: Should existing employment sites be protected from changes of use? Please tick one choice

Answered: 18 Skipped: 10



Q16: Should existing employment sites be protected from changes of use? Please tick one choice

Answered: 18 Skipped: 10

ANSWER CHOICES	RESPONSES	
Yes	66.67%	12
No	33.33%	6
TOTAL	18	

Q17 Thinking of Saltash as a location for trade, how would you like to see Saltash marketing itself?

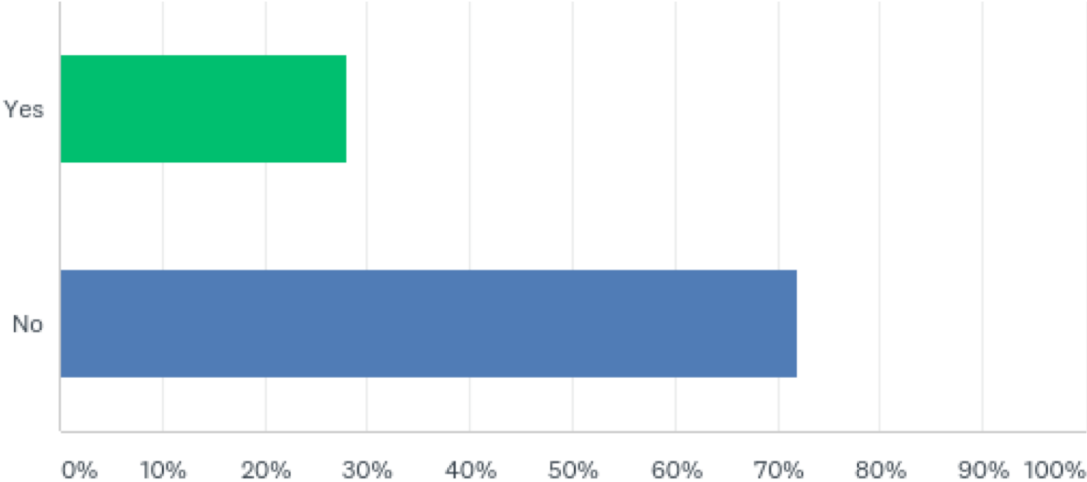
- Maybe too many individual groups all vying from one pot
- With better links to Plymouth, Exeter, Truro & London
- A good pro-active agent to discuss with land 7 property owners and put together a plan of what's available and attract some more household name companies e.g. Costa, KFC
- Up and coming town with good links to Devon & Cornwall
- Gateway to Cornwall
- gateway to cornwall
- Local small businesses
- Friendly good customer service something different to offer
- Easy access, dynamic community hub in beautiful environment
- Professionally
- Vibrant thriving town with extensive facility and good road links
- It needs to determine whether it is competing with or complementary to Plymouth. The Town Council should consider employing/commissioning someone to market the Town and Town Centre especially with the forthcoming Broadmoor

Q18. What one thing would make all the difference to you as a business person running a business in Saltash?

- very difficult because of diversity from sports shop to undertaker what have they in common?
- Better Footfall
- Abolish rates on empty buildings
- Superfast Fibre Optic Broadband
- Stop parking on approach roads to cut down congestion
- Better rail links to London/North of England
- rates
- Clarity on business rates
- Affordable! Low rent! low rates! Help with startup costs such as setting up, staffing and stock even if it's a small loan
- improving access from North Road to CFCC
- Reduced business rates
- Free town centre parking
- A more reasonable Business Rates regime

Q19: Are you a home-based business?

Answered: 25 Skipped: 3



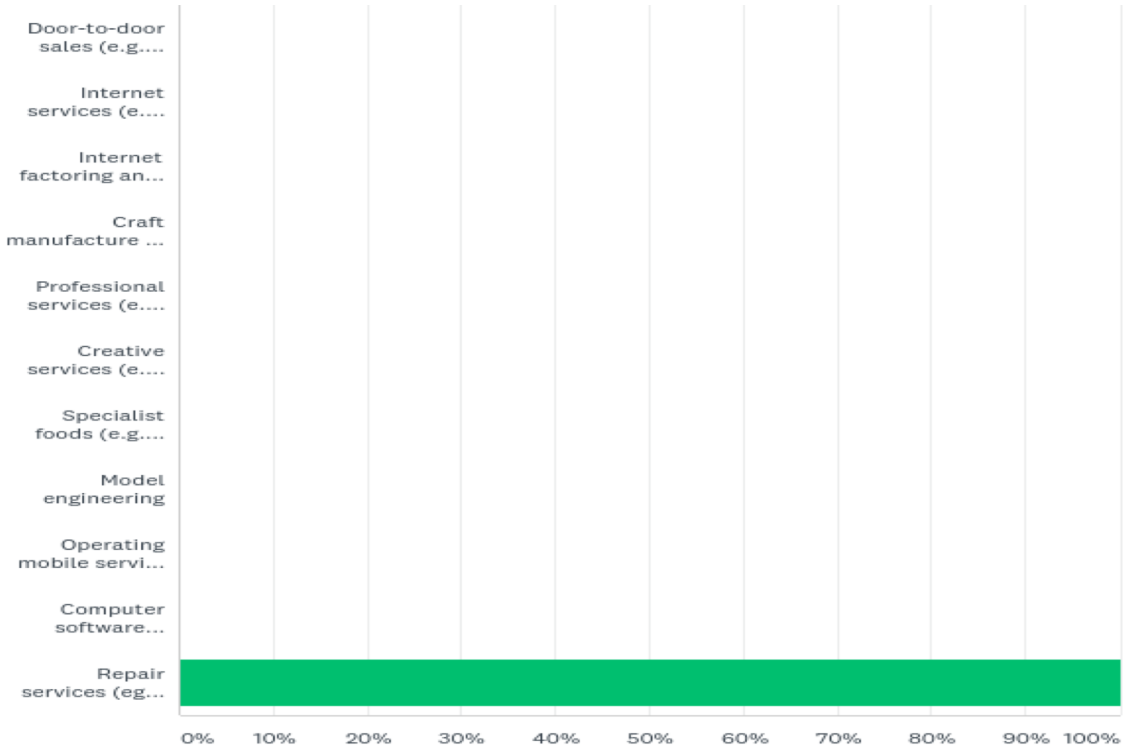
Q19: Are you a home-based business?

Answered: 25 Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes	28.00%	7
No	72.00%	18
TOTAL	25	

Q20: Please tell us what area of work you cover:

Answered: 1 Skipped: 27



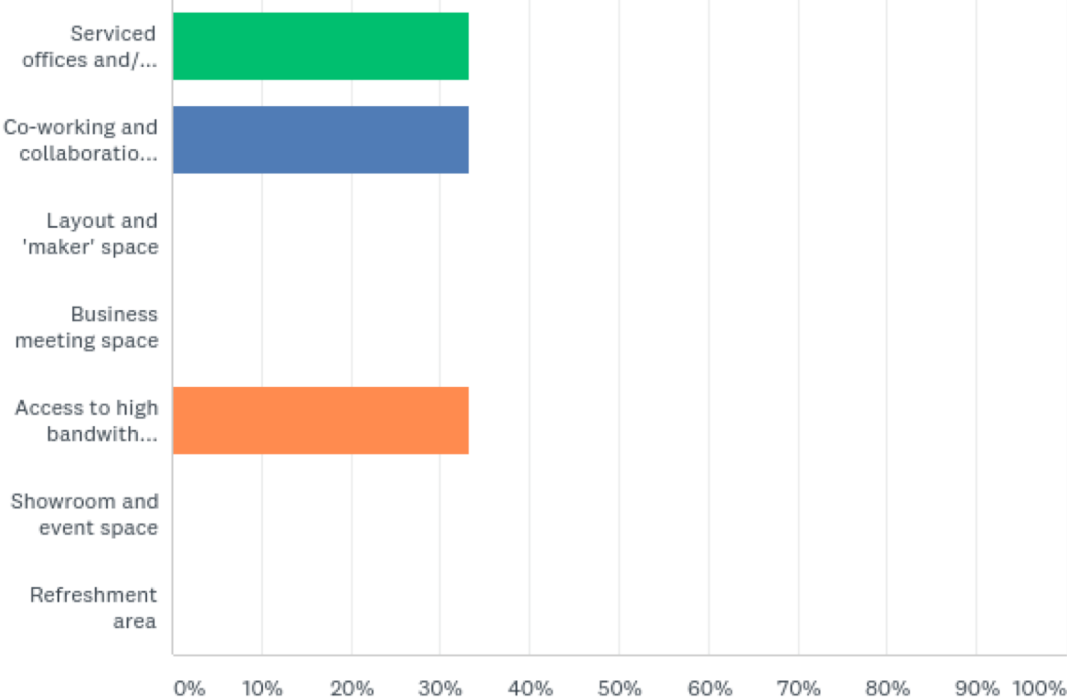
Q20: Please tell us what area of work you cover:

Answered: 1 Skipped: 27

ANSWER CHOICES	RESPONSES	
Door-to-door sales (e.g. cosmetics)	0.00%	0
Internet services (e.g. website creation and maintenance)	0.00%	0
Internet factoring and virtual trading	0.00%	0
Craft manufacture and distribution (e.g. knitting, garments, carpentry, leatherworking, pottery, jewellery etc)	0.00%	0
Professional services (e.g. architecture, financial advice, law, accountancy, quantity surveying, health & safety consultants and other consultancy practices).	0.00%	0
Creative services (e.g. graphic artist, music production, photography)	0.00%	0
Specialist foods (e.g. jams, cake-making)	0.00%	0
Model engineering	0.00%	0
Operating mobile services (eg plumbing, gardening, landscaping etc)	0.00%	0
Computer software development (eg gaming design)	0.00%	0
Repair services (eg sewing machines, computers etc)	100.00%	1
TOTAL		1

Q21: What elements of a home-working support hub would be of most interest to you?

Answered: 3 Skipped: 25



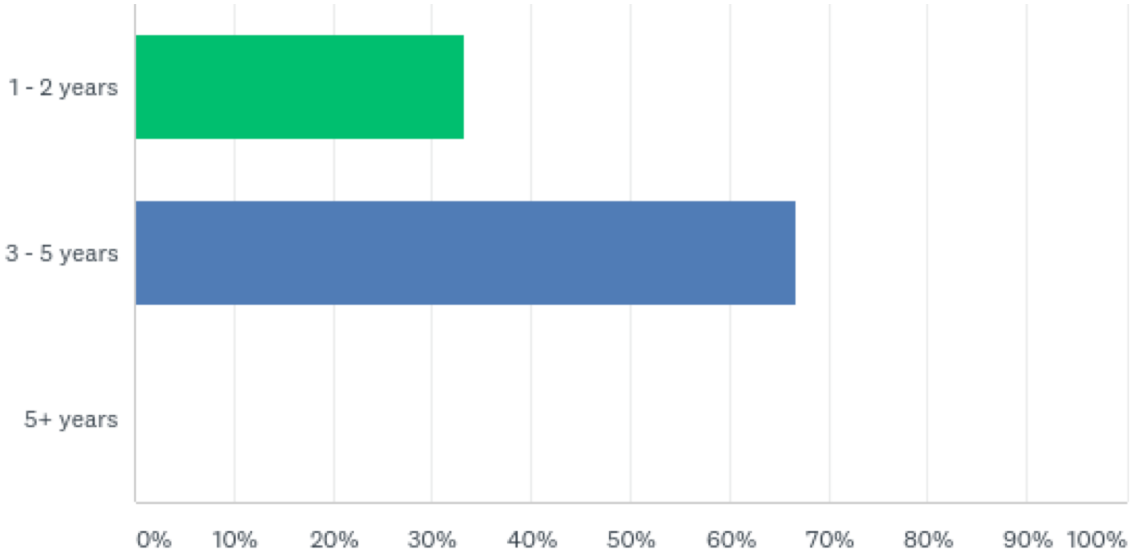
Q21: What elements of a home-working support hub would be of most interest to you?

Answered: 3 Skipped: 25

ANSWER CHOICES	RESPONSES	
Serviced offices and/or 'hot desks' with administrative and clerical support	33.33%	1
Co-working and collaboration space	33.33%	1
Layout and 'maker' space	0.00%	0
Business meeting space	0.00%	0
Access to high bandwidth internet	33.33%	1
Showroom and event space	0.00%	0
Refreshment area	0.00%	0
TOTAL		3

Q22: Do you think that your business will expand beyond your domestic space and require a small workshop and/or office space in the next:

Answered: 3 Skipped: 25



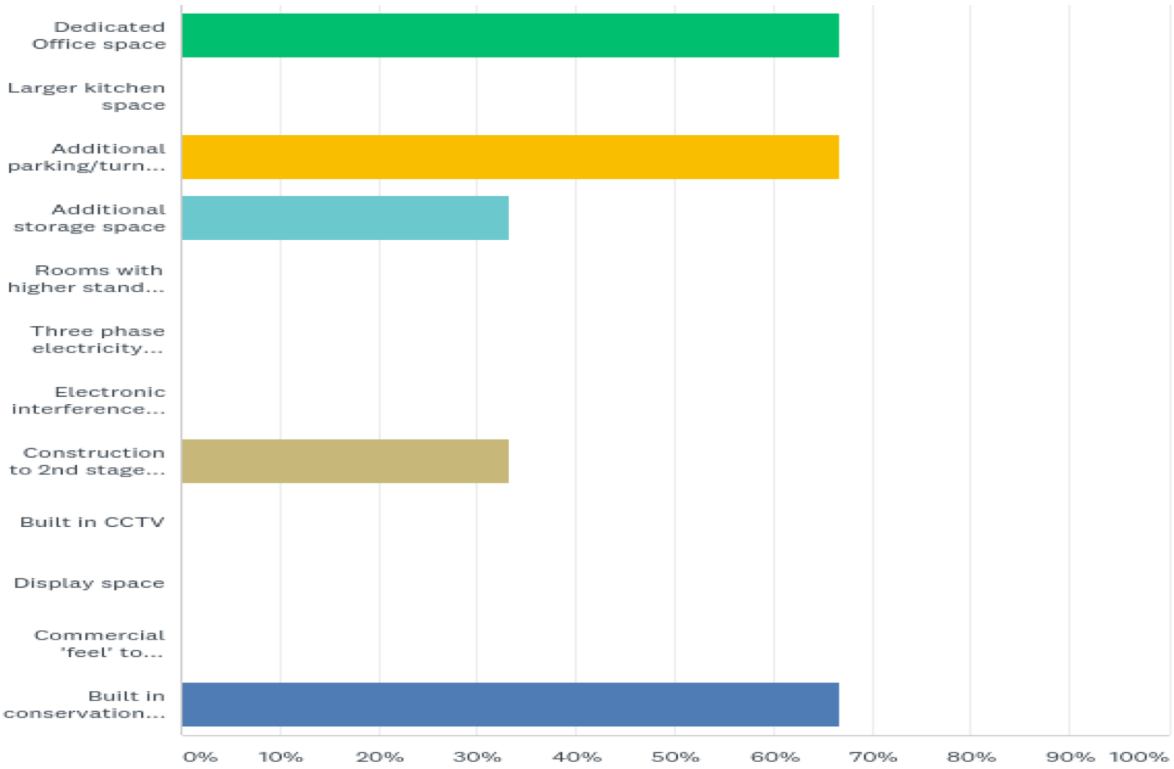
Q22: Do you think that your business will expand beyond your domestic space and require a small workshop and/or office space in the next:

Answered: 3 Skipped: 25

ANSWER CHOICES	RESPONSES	
1 - 2 years	33.33%	1
3 - 5 years	66.67%	2
5+ years	0.00%	0
Total Respondents: 3		

Q23: If new residential properties were provided which were aimed at being 'home business friendly', what do you think would be the key features to be provided:

Answered: 3 Skipped: 25



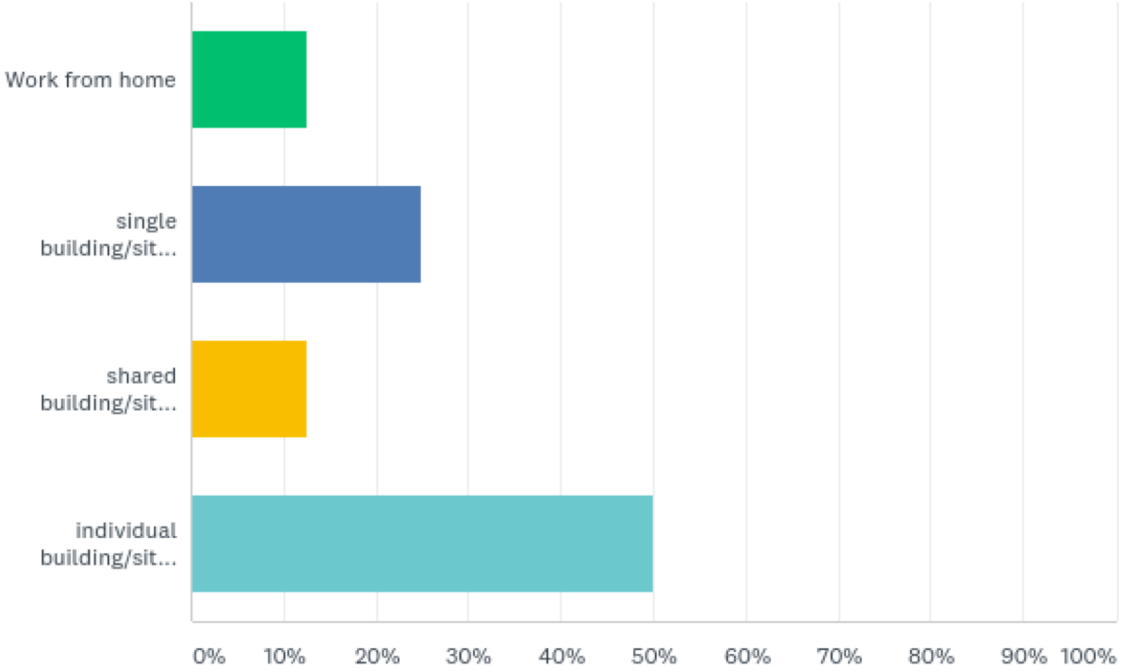
Q23: If new residential properties were provided which were aimed at being 'home business friendly', what do you think would be the key features to be provided:

Answered: 3 Skipped: 25

ANSWER CHOICES	RESPONSES	
Dedicated Office space	66.67%	2
Larger kitchen space	0.00%	0
Additional parking/turning area for deliveries/collections	66.67%	2
Additional storage space	33.33%	1
Rooms with higher standard noise/heat insulation	0.00%	0
Three phase electricity supply	0.00%	0
Electronic interference protection	0.00%	0
Construction to 2nd stage fix only	33.33%	1
Built in CCTV	0.00%	0
Display space	0.00%	0
Commercial 'feel' to frontage	0.00%	0
Built in conservation and energy generation measures (eg photovoltaic panels, ground or air source heat pumps and rainwater harvesting tanks)	66.67%	2
Total Respondents: 3		

Q24: Business Location:

Answered: 16 Skipped: 12



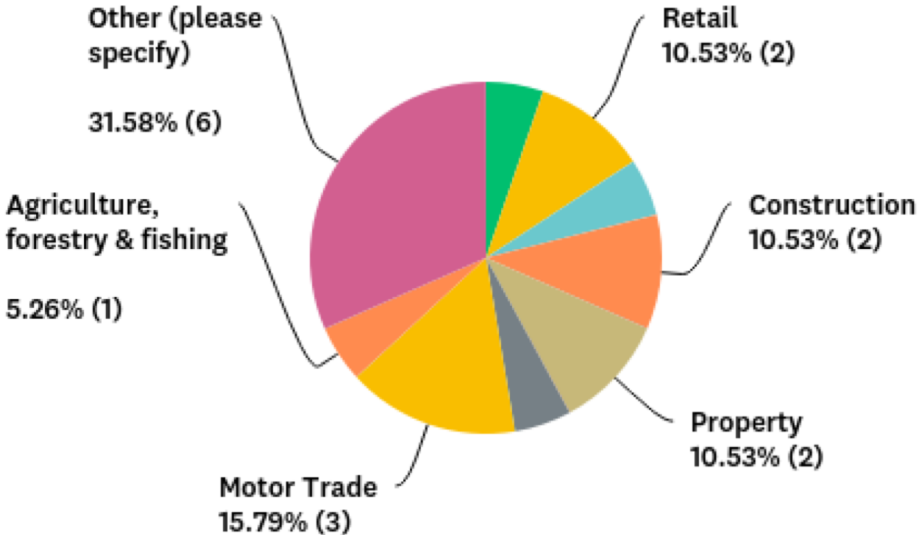
Q24: Business Location:

Answered: 16 Skipped: 12

ANSWER CHOICES	RESPONSES	
Work from home	12.50%	2
single building/site on industrial estate	25.00%	4
shared building/site on industrial estate	12.50%	2
individual building/site on independent site	50.00%	8
TOTAL		16

Q26: Nature of business

Answered: 19 Skipped: 9



Q26: Nature of business

Answered: 19 Skipped: 9

ANSWER CHOICES	RESPONSES	
Professional, scientific, technical	5.26%	1
Business Administration and Support Services	0.00%	0
Retail	10.53%	2
Manufacturing	5.26%	1
Construction	10.53%	2
Accommodation & Food Services	0.00%	0
Financial & Insurance	0.00%	0
Property	10.53%	2
Wholesale	0.00%	0
Information & Communication	5.26%	1
Arts Entertainment & Leisure	0.00%	0
Education	0.00%	0
Motor Trade	15.79%	3
Distribution & Warehousing	0.00%	0
Agriculture, forestry & fishing	5.26%	1
Waste & Recycling	0.00%	0
Other (please specify)	31.58%	6
TOTAL		19

Q26: Nature of business

Charity/community

Construction,

Property,

Motor Trade,

Agriculture forestry and fishing,

Aviation

Diamond drilling 7 concrete cutting

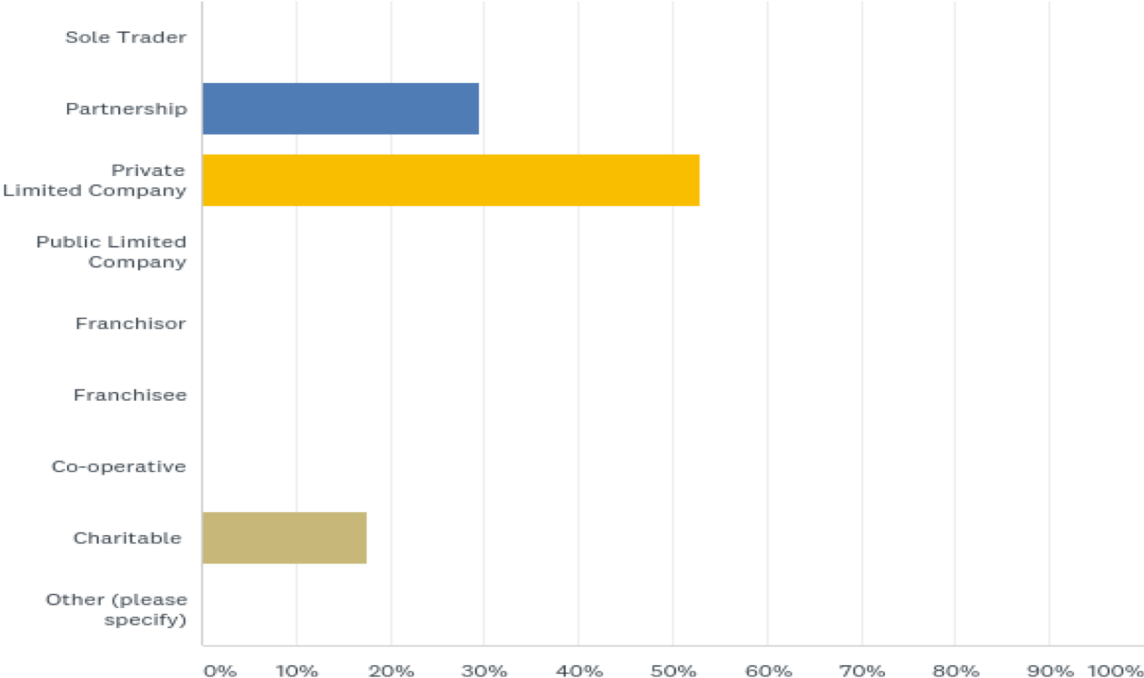
Hotel, Health and Leisure

Home improvement

Health, Leisure & Recreation

Q27: What form of business organisation are you?

Answered: 17 Skipped: 11



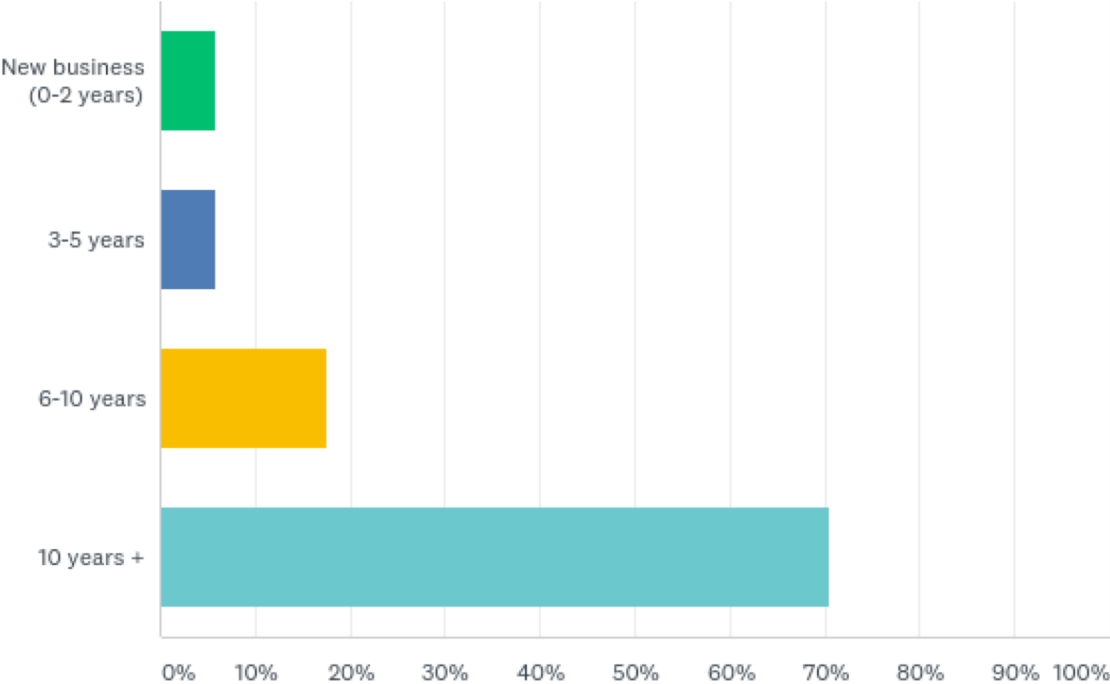
Q27: What form of business organisation are you?

Answered: 17 Skipped: 11

ANSWER CHOICES	RESPONSES	
Sole Trader	0.00%	0
Partnership	29.41%	5
Private Limited Company	52.94%	9
Public Limited Company	0.00%	0
Franchisor	0.00%	0
Franchisee	0.00%	0
Co-operative	0.00%	0
Charitable	17.65%	3
Other (please specify)	0.00%	0
Total Respondents: 17		

Q28: Age of business

Answered: 17 Skipped: 11



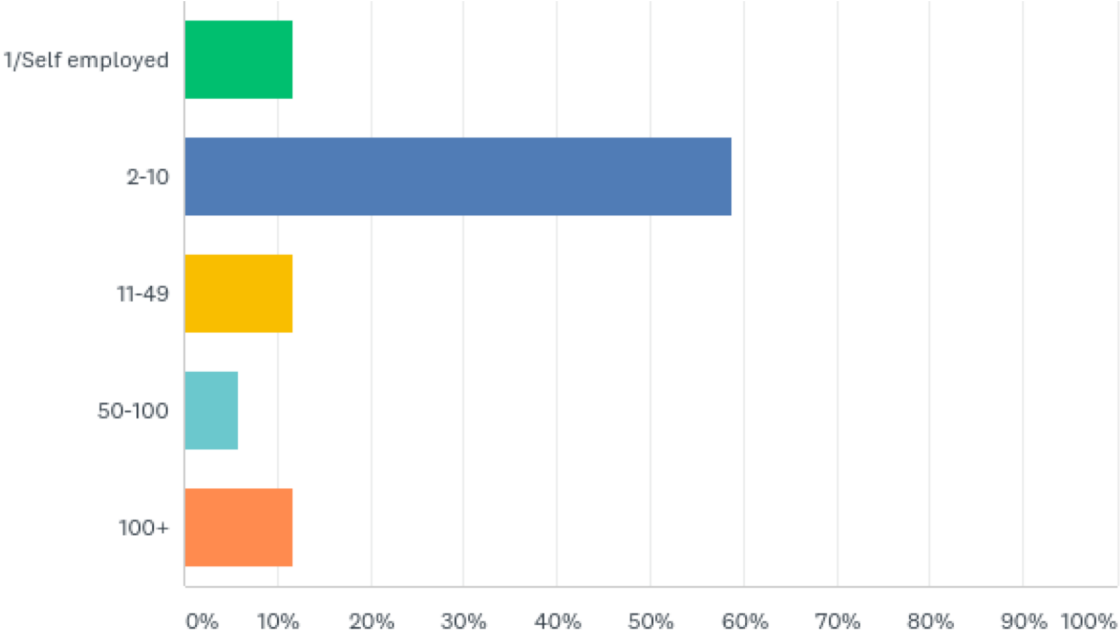
Q28: Age of business

Answered: 17 Skipped: 11

ANSWER CHOICES	RESPONSES	
New business (0-2 years)	5.88%	1
3-5 years	5.88%	1
6-10 years	17.65%	3
10 years +	70.59%	12
TOTAL		17

Q29: Number of Employees

Answered: 17 Skipped: 11



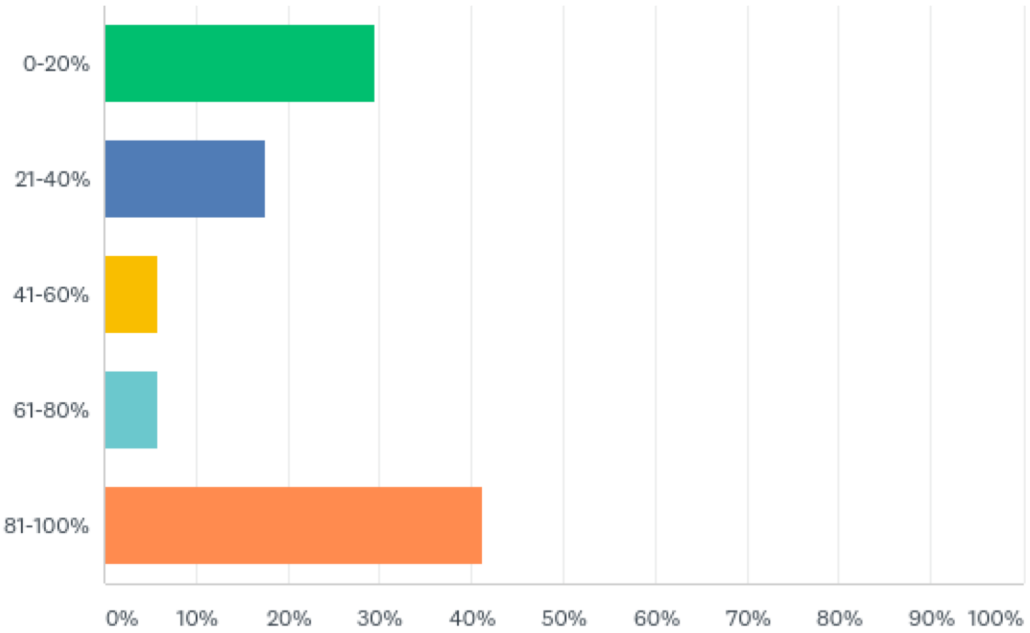
Q29: Number of Employees

Answered: 17 Skipped: 11

ANSWER CHOICES	RESPONSES	
1/Self employed	11.76%	2
2-10	58.82%	10
11-49	11.76%	2
50-100	5.88%	1
100+	11.76%	2
TOTAL		17

Q30: What percentage of your employees live within 2 miles of Saltash?

Answered: 17 Skipped: 11



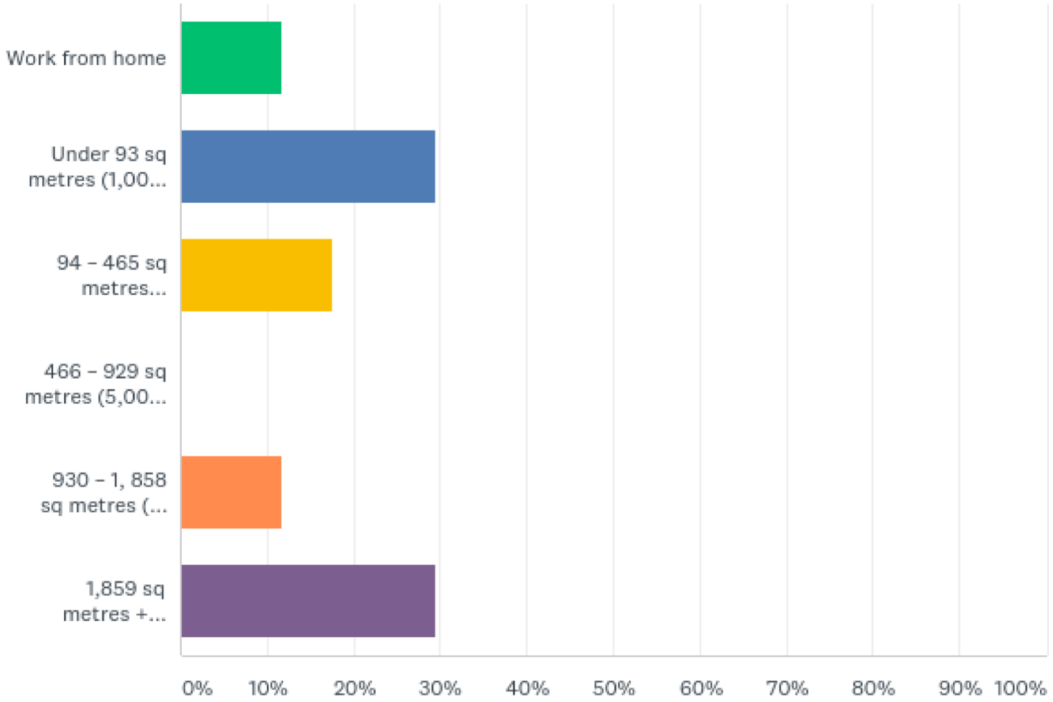
Q30: What percentage of your employees live within 2 miles of Saltash?

Answered: 17 Skipped: 11

ANSWER CHOICES	RESPONSES	
0-20%	29.41%	5
21-40%	17.65%	3
41-60%	5.88%	1
61-80%	5.88%	1
81-100%	41.18%	7
TOTAL		17

Q31: Size of current workspace

Answered: 17 Skipped: 11



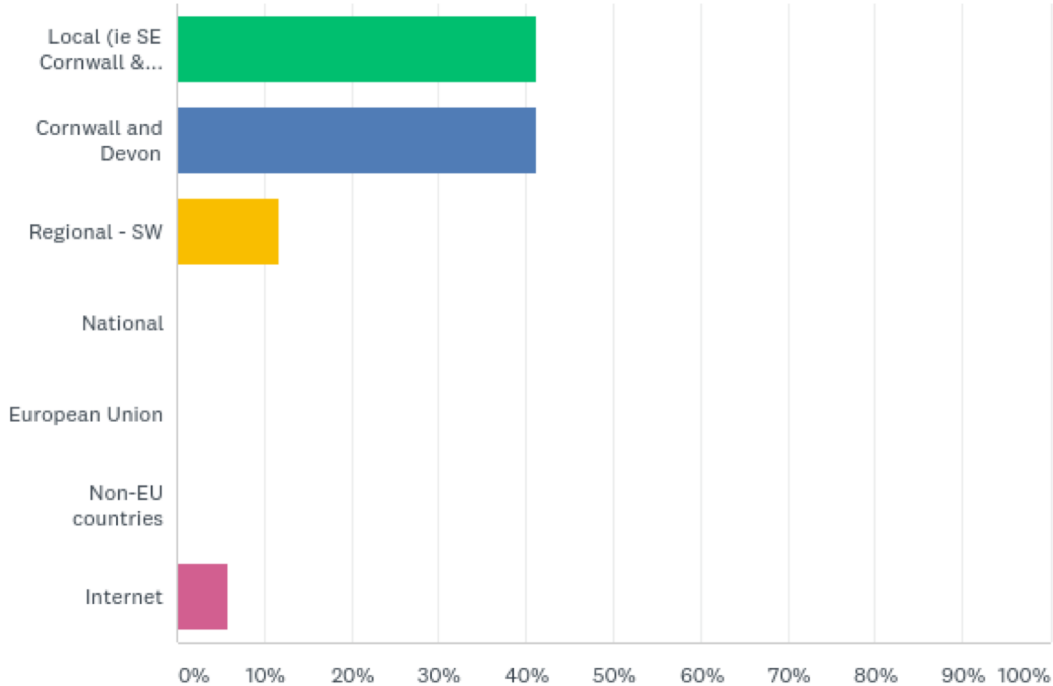
Q31: Size of current workspace

Answered: 17 Skipped: 11

ANSWER CHOICES	RESPONSES	
Work from home	11.76%	2
Under 93 sq metres (1,000 sq feet)	29.41%	5
94 – 465 sq metres (1,001-5,000 sq feet)	17.65%	3
466 – 929 sq metres (5,001 – 10,000 sq feet)	0.00%	0
930 – 1, 858 sq metres (10,001 – 20,000 sq feet)	11.76%	2
1,859 sq metres + (20,000 sq feet +)	29.41%	5
TOTAL		17

Q32: Where is your principal client base?

Answered: 17 Skipped: 11



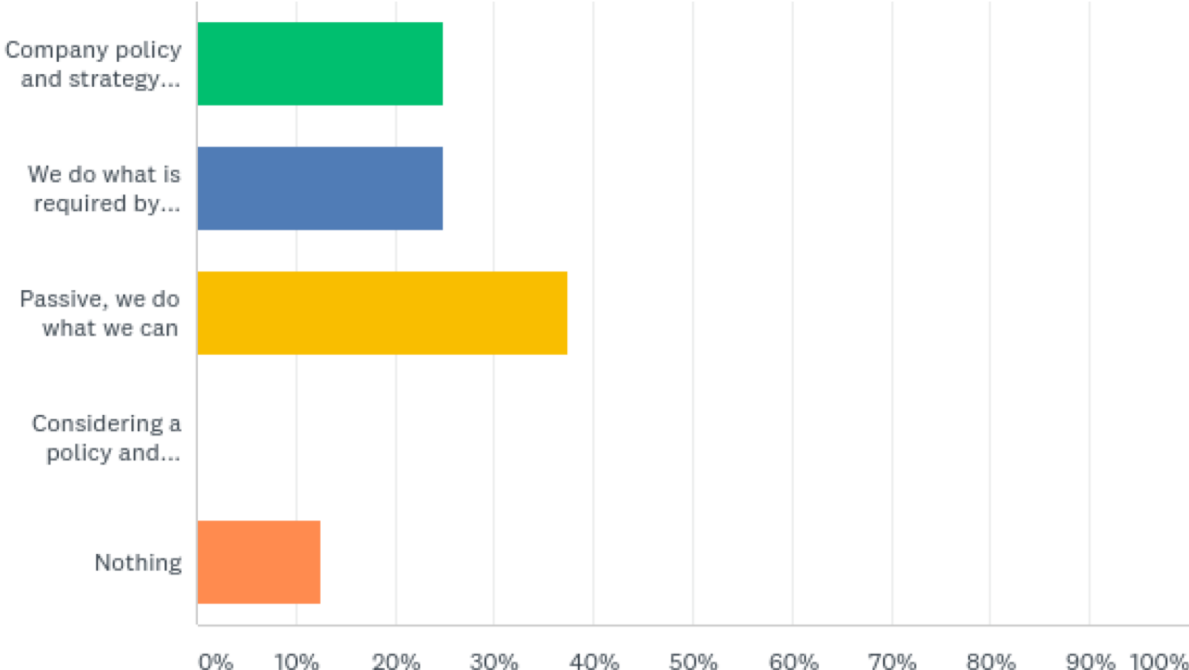
Q32: Where is your principal client base?

Answered: 17 Skipped: 11

ANSWER CHOICES	RESPONSES	
Local (ie SE Cornwall & Plymouth)	41.18%	7
Cornwall and Devon	41.18%	7
Regional - SW	11.76%	2
National	0.00%	0
European Union	0.00%	0
Non-EU countries	0.00%	0
Internet	5.88%	1
TOTAL		17

Q33: What is your present policy on “carbon footprint” reduction?

Answered: 16 Skipped: 12



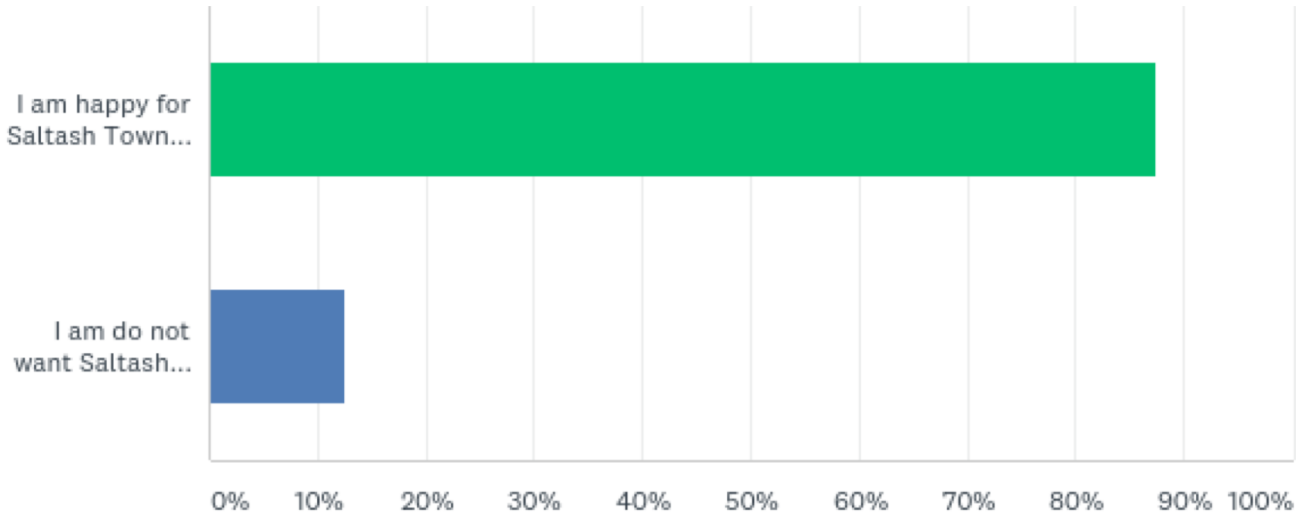
Q33: What is your present policy on “carbon footprint” reduction?

Answered: 16 Skipped: 12

ANSWER CHOICES	RESPONSES	
Company policy and strategy in place and actively pursued	25.00%	4
We do what is required by regulations	25.00%	4
Passive, we do what we can	37.50%	6
Considering a policy and strategy	0.00%	0
Nothing	12.50%	2
TOTAL		16

Answered: 8 Skipped: 20

Q35: The information you have given here will only be used for the purposes of helping with the creation of the Neighbourhood Plan. However, with your consent, the Saltash Town Council would like to use it to contact you about other initiatives where your comments and views would be helpful.



Answered: 8 Skipped: 20

Q35: The information you have given here will only be used for the purposes of helping with the creation of the Neighbourhood Plan. However, with your consent, the Saltash Town Council would like to use it to contact you about other initiatives where your comments and views would be helpful.

ANSWER CHOICES	RESPONSES	
I am happy for Saltash Town Council to contact me/my company about other initiatives	87.50%	7
I am do not want Saltash Town Council to contact me/my company about other initiatives	12.50%	1
TOTAL		8