

# Saltash Neighbourhood Plan Town and Local Centre Business Questionnaire

Monday, May 28, 2018

# 20

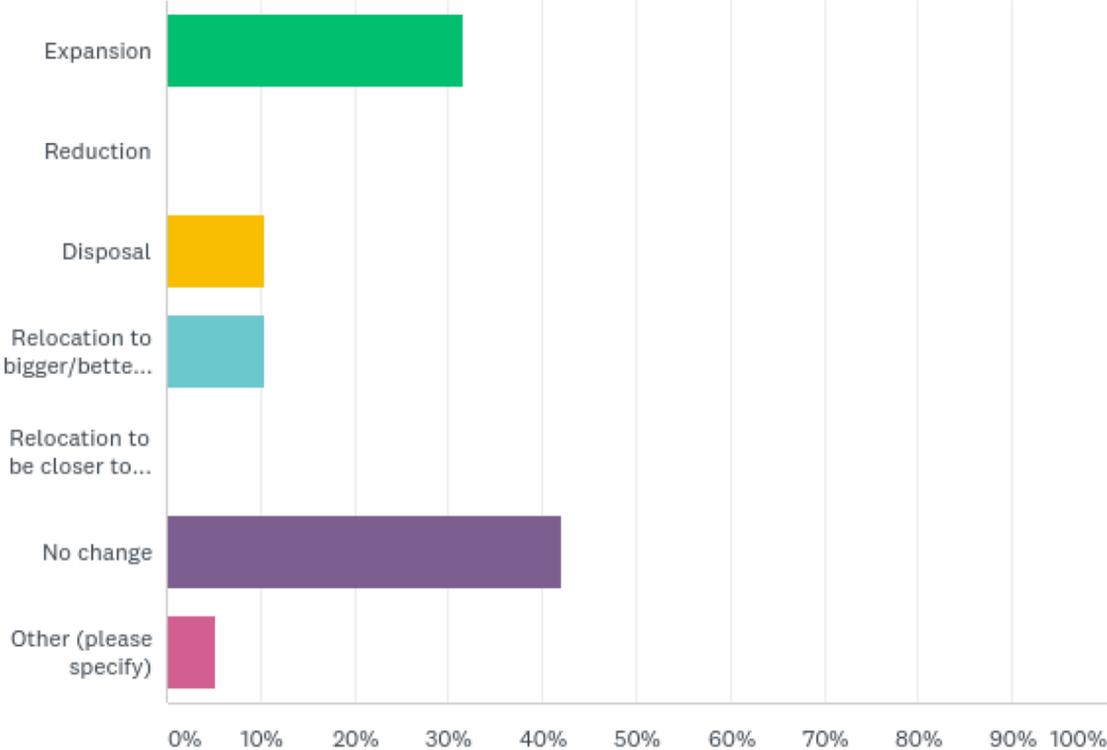
**Total Responses**

Date Created: Tuesday, July 07, 2015

Complete Responses: 18

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

Answered: 19 Skipped: 1



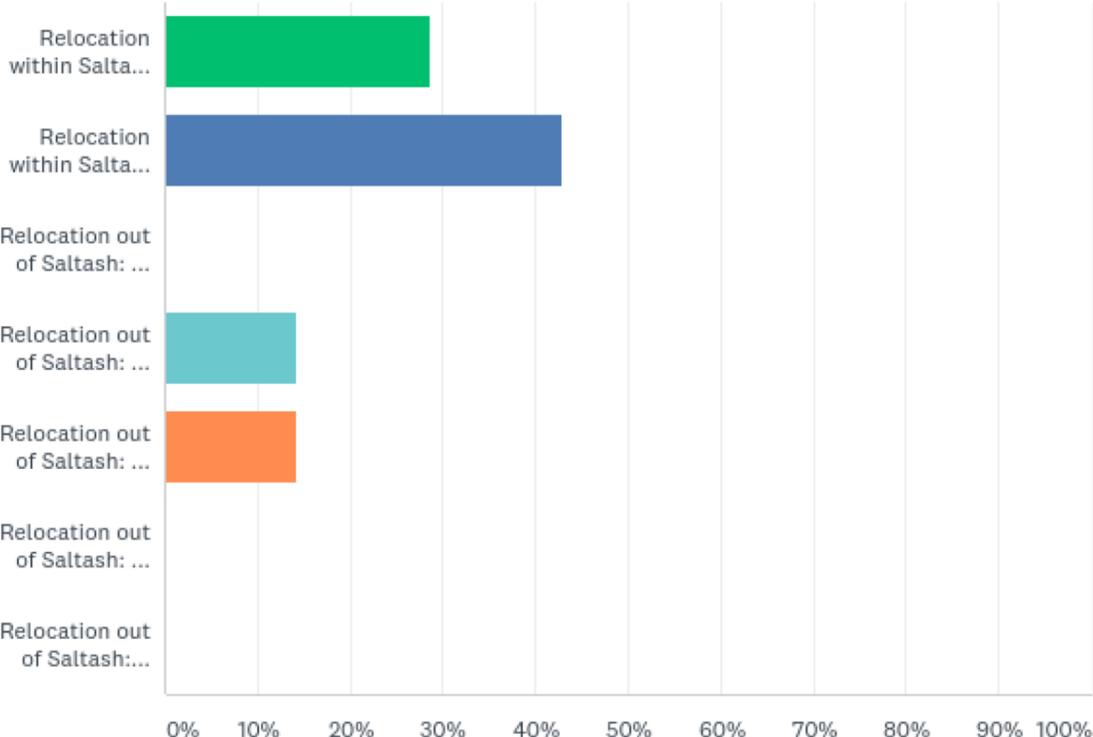
# Q1: What are your future business plans? Please tick one choice

Answered: 19 Skipped: 1

ANSWER CHOICES	RESPONSES	
Expansion	31.58%	6
Reduction	0.00%	0
Disposal	10.53%	2
Relocation to bigger/better premises	10.53%	2
Relocation to be closer to market	0.00%	0
No change	42.11%	8
Other (please specify)	5.26%	1
<b>TOTAL</b>		<b>19</b>

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

Answered: 7 Skipped: 13



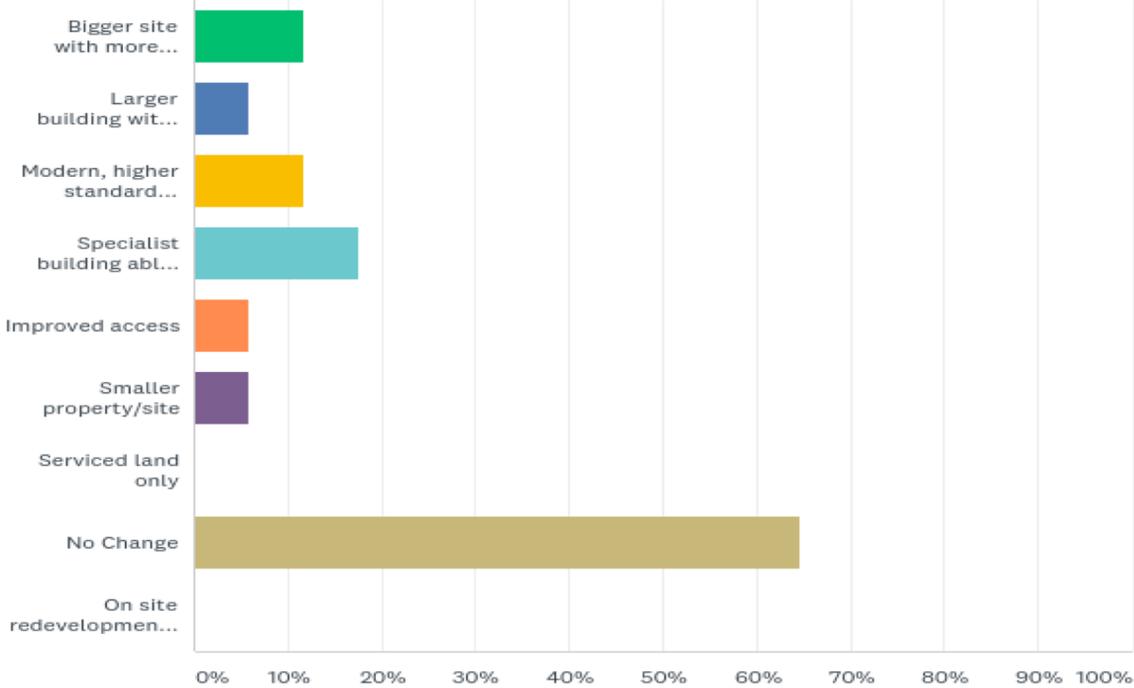
## Q2: If you are intending to relocate, please say to what area:

Answered: 7 Skipped: 13

ANSWER CHOICES	RESPONSES	
Relocation within Saltash: To another property/site in the town centre	28.57%	2
Relocation within Saltash: To a property/site elsewhere in the town	42.86%	3
Relocation out of Saltash: To somewhere else in Cornwall	0.00%	0
Relocation out of Saltash: To Plymouth	14.29%	1
Relocation out of Saltash: To elsewhere in the SW	14.29%	1
Relocation out of Saltash: To elsewhere in the UK	0.00%	0
Relocation out of Saltash: Abroad	0.00%	0
<b>TOTAL</b>		<b>7</b>

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

Answered: 17 Skipped: 3



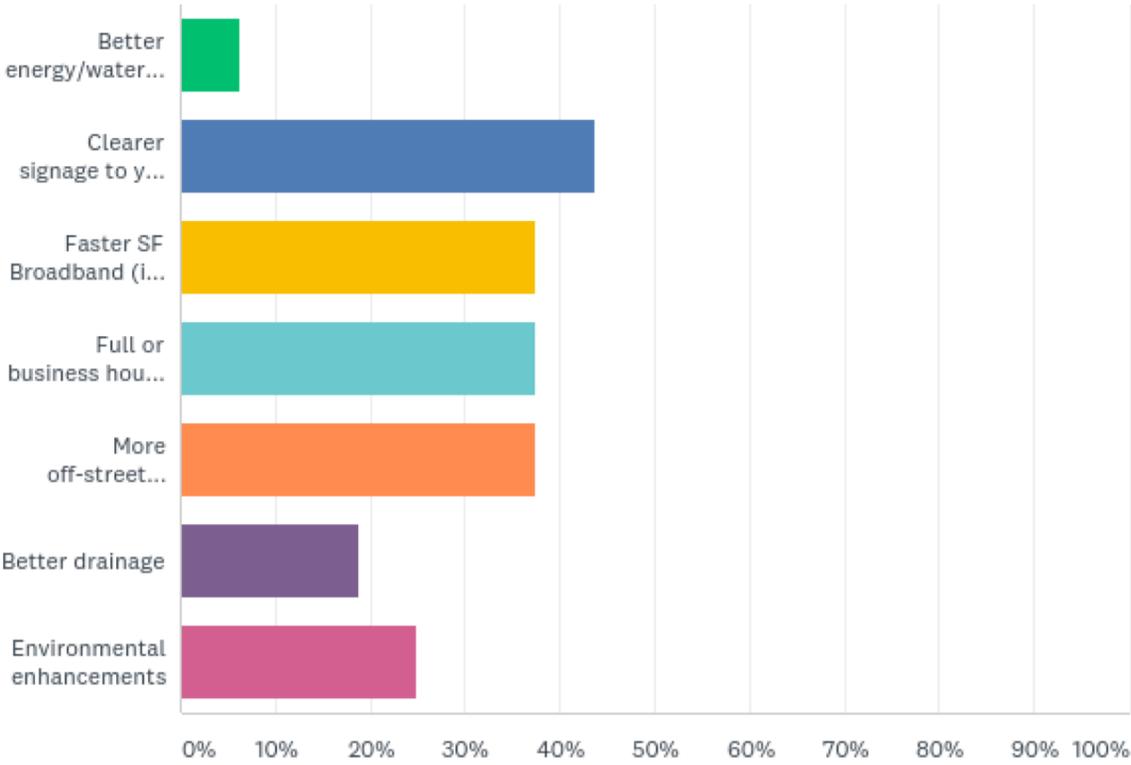
### Q3: What land and property requirements will you require for your business plans? Please tick as many choices as apply

Answered: 17 Skipped: 3

ANSWER CHOICES	RESPONSES	
Bigger site with more storage, circulation, parking etc.	11.76%	2
Larger building with more and better laid out space	5.88%	1
Modern, higher standard building	11.76%	2
Specialist building able to accommodate specific requirements (eg clean room, security measures, specialist equipment, bio-safety, etc)	17.65%	3
Improved access	5.88%	1
Smaller property/site	5.88%	1
Serviced land only	0.00%	0
No Change	64.71%	11
On site redevelopment to a modern standard	0.00%	0
Total Respondents: 17		

# 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: 16 Skipped: 4



## 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: 16 Skipped: 4

ANSWER CHOICES	RESPONSES	
Better energy/water supply	6.25%	1
Clearer signage to your location	43.75%	7
Faster SF Broadband (ie Fibre-to-the-Premises (FTTP at 300mbps)	37.50%	6
Full or business hours only Pedestrianisation	37.50%	6
More off-street parking	37.50%	6
Better drainage	18.75%	3
Environmental enhancements	25.00%	4
Total Respondents: 16		

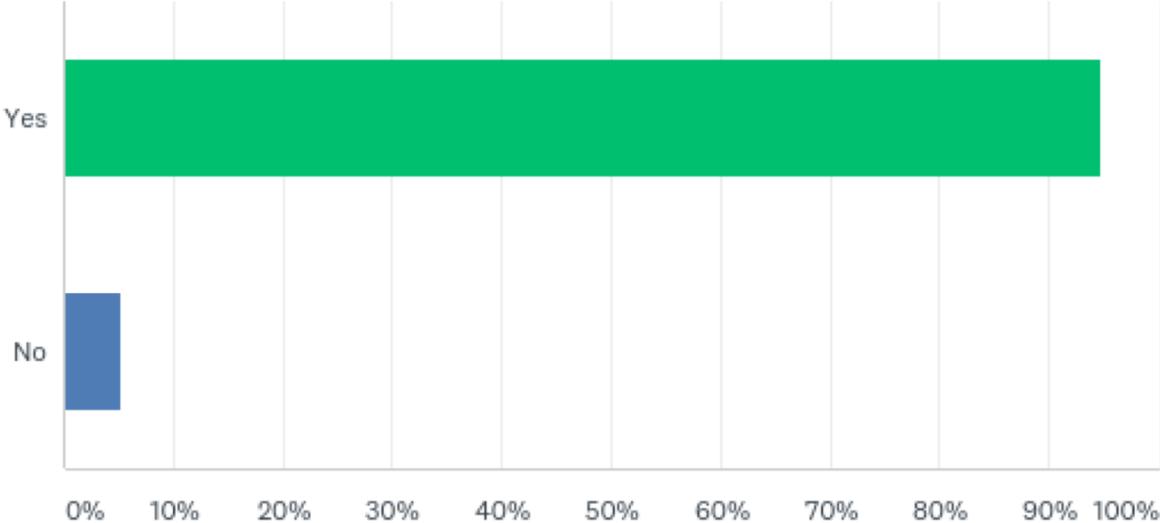
# Q6: Is 'buying local' for your business important? Please tick one box:

Answered: 18 Skipped: 2

	VERY IMPORTANT	IMPORTANT	NEITHER IMPORTANT NOR UNIMPORTANT	UNIMPORTANT	TOTAL	WEIGHTED AVERAGE
(no label)	66.67% 12	16.67% 3	16.67% 3	0.00% 0	18	1.50

**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: 19 Skipped: 1



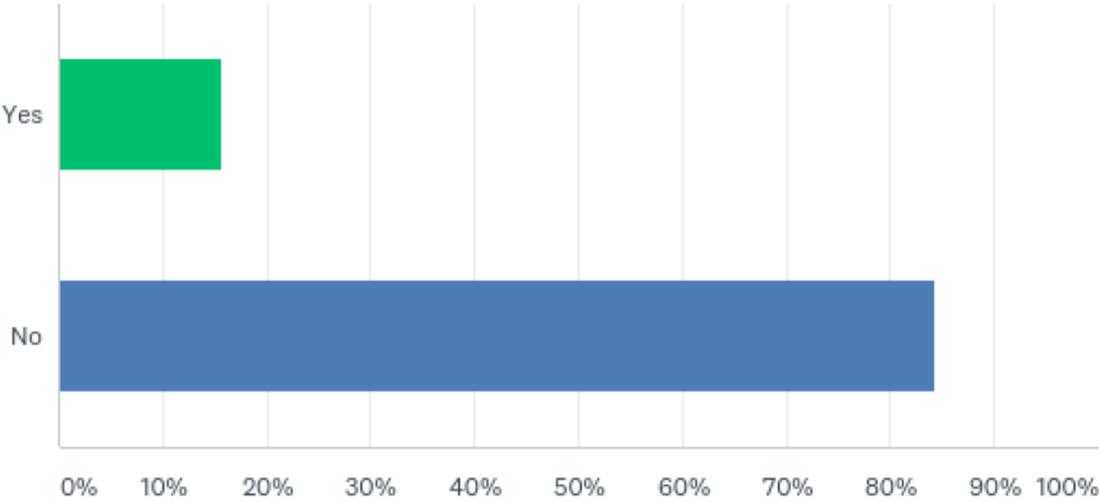
**Q7: Would you support the location and development of businesses whose activity might complement yours? For example using your waste, your products, providing your main input material, or enabling you to expand the work you could jointly tender for? Please tick one choice**

Answered: 19 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes	94.74%	18
No	5.26%	1
TOTAL		19

# 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: 19 Skipped: 1



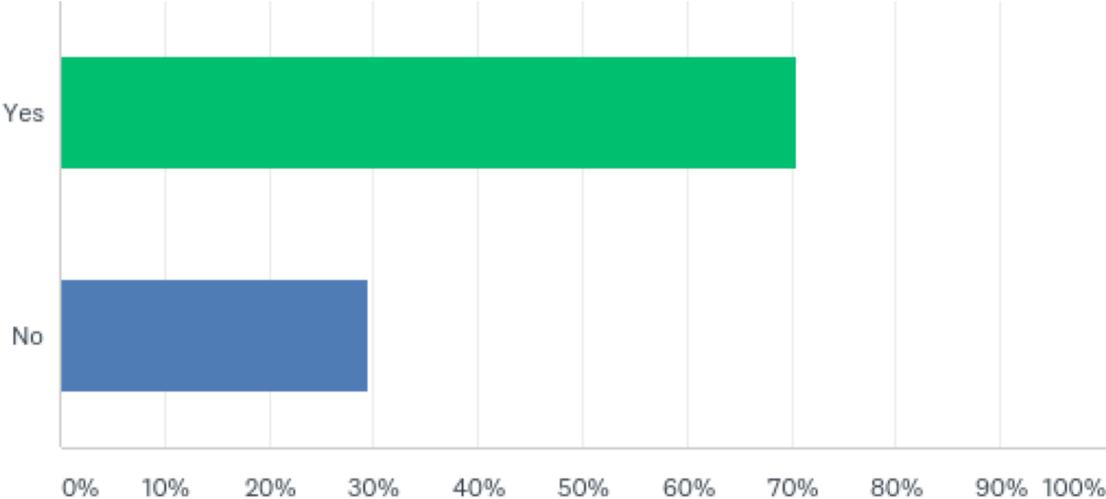
# Q8: Have you had any problems with recruiting employees with the right skills and/or qualifications in the last 12 months? Please tick one choice

Answered: 19 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes	15.79%	3
No	84.21%	16
TOTAL		19

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

Answered: 17 Skipped: 3



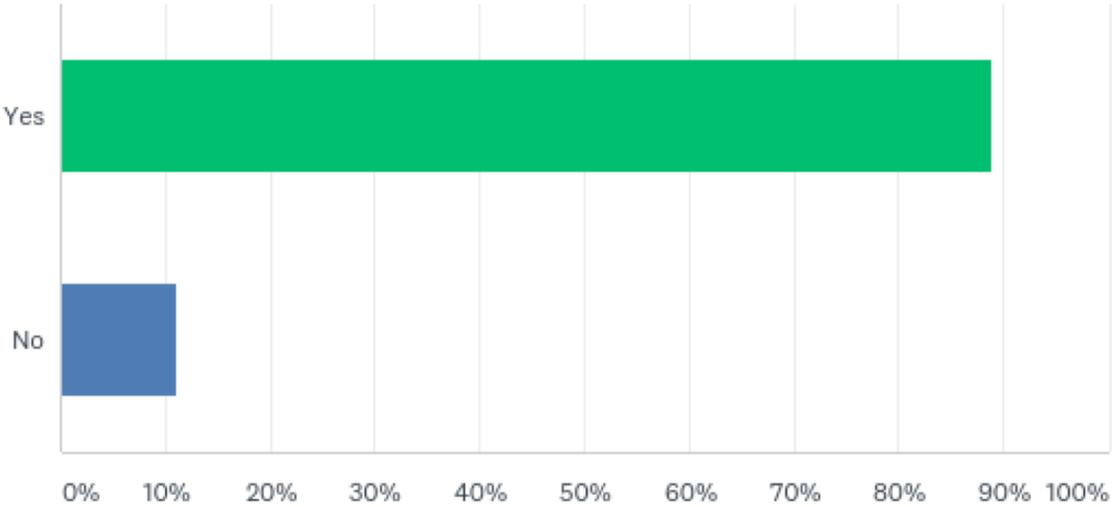
# Q11: Have you recruited an apprentice/work experience placement in the last 12 months? Please tick one choice

Answered: 17 Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes	70.59%	12
No	29.41%	5
TOTAL	17	

# Q12: Will the prospect of future residential and commercial development around Saltash over the next 20 years benefit your business?

Answered: 18 Skipped: 2



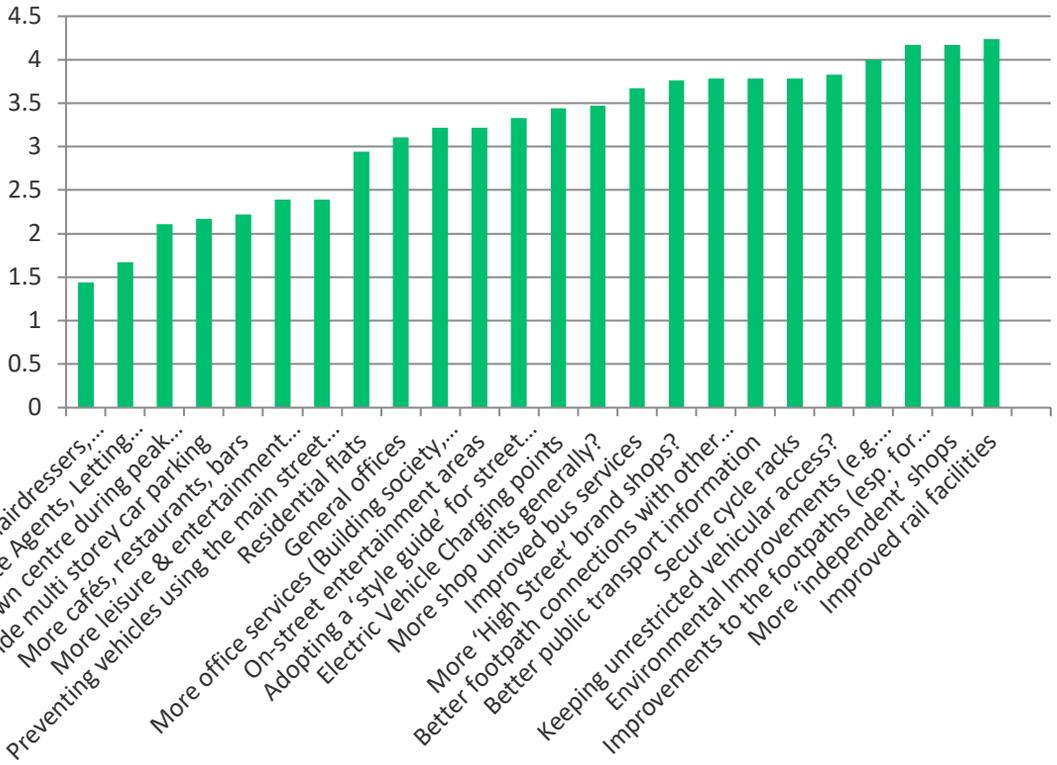
# Q12: Will the prospect of future residential and commercial development around Saltash over the next 20 years benefit your business?

Answered: 18 Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	88.89%	16
No	11.11%	2
TOTAL		18

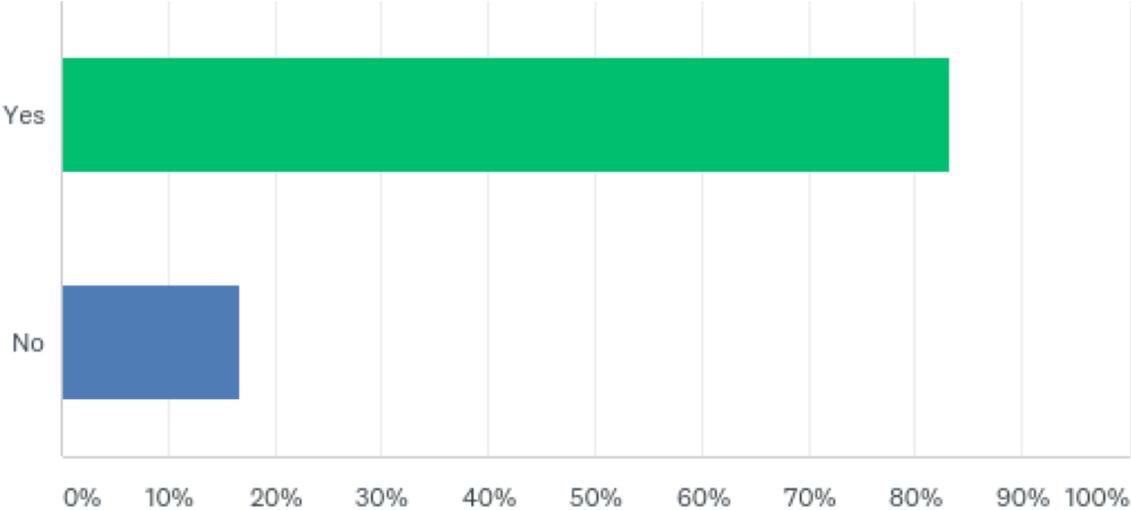
# Q13: How do you think the Neighbourhood Plan should deal with the Town Centre? Please tick one choice in each line.

Answered: 18 Skipped: 2



# Q14: Do you think the 'Evening Economy' of Saltash should be more developed? Please tick one box.

Answered: 18 Skipped: 2



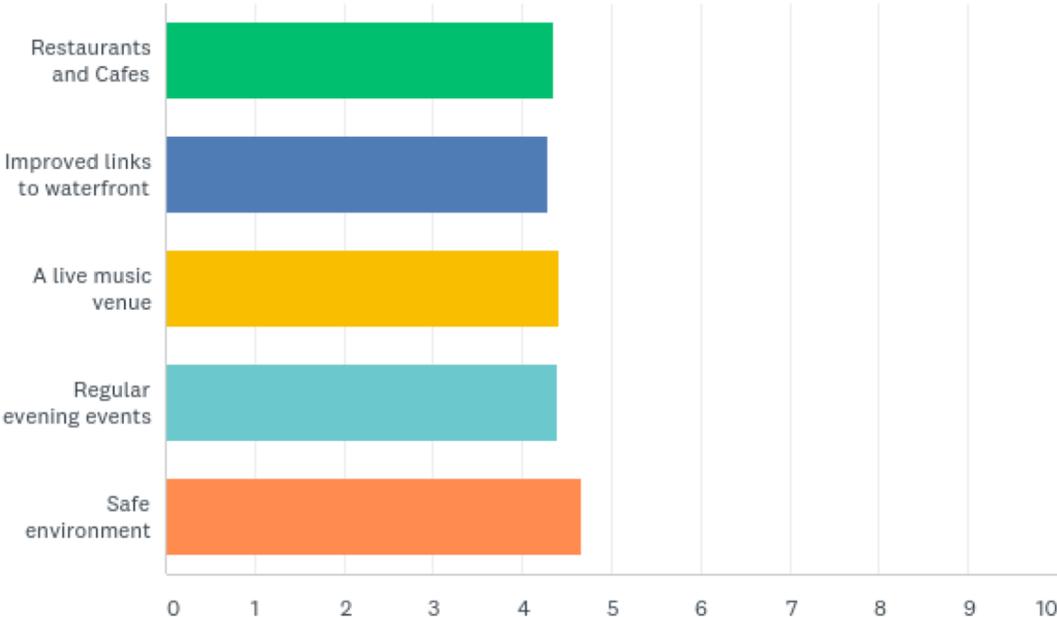
**Q14: Do you think the 'Evening Economy' of Saltash should be more developed? Please tick one box.**

Answered: 18 Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	83.33%	15
No	16.67%	3
TOTAL	18	

# Q15: What would be most likely to attract footfall to Saltash in the evening?

Answered: 18 Skipped: 2



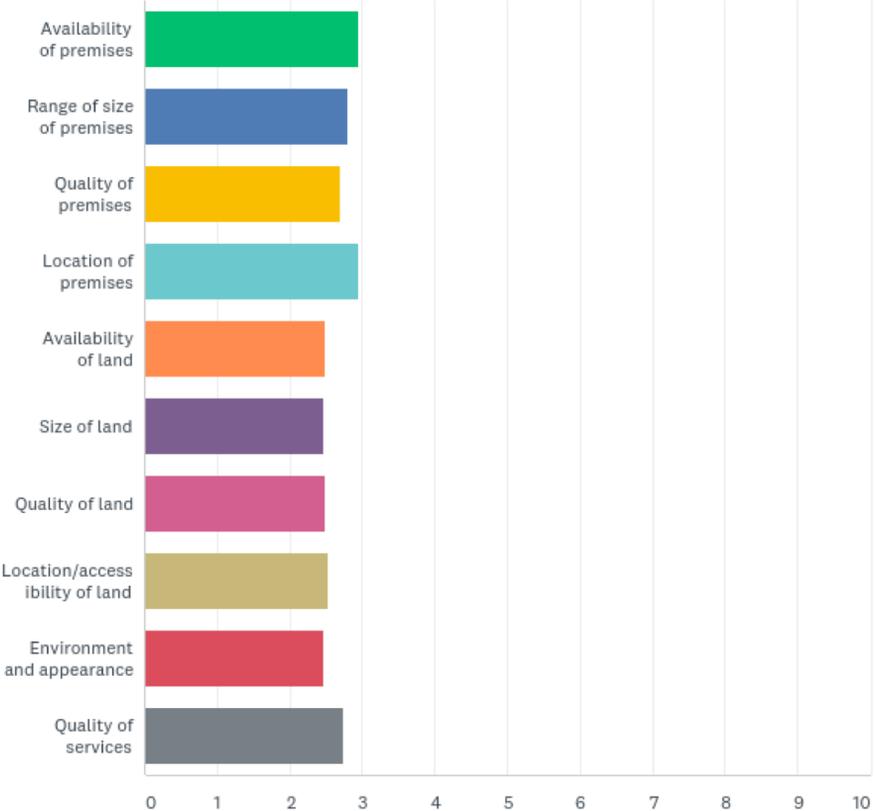
# Q15: What would be most likely to attract footfall to Saltash in the evening?

Answered: 18 Skipped: 2

	LEAST IMPORTANCE	(NO LABEL)	MEDIUM IMPORTANCE	(NO LABEL)	MOST IMPORTANCE	TOTAL	WEIGHTED AVERAGE
Restaurants and Cafes	0.00% 0	0.00% 0	23.53% 4	17.65% 3	58.82% 10	17	4.35
Improved links to waterfront	5.88% 1	0.00% 0	17.65% 3	11.76% 2	64.71% 11	17	4.29
A live music venue	0.00% 0	0.00% 0	11.76% 2	35.29% 6	52.94% 9	17	4.41
Regular evening events	0.00% 0	0.00% 0	22.22% 4	16.67% 3	61.11% 11	18	4.39
Safe environment	0.00% 0	0.00% 0	11.11% 2	11.11% 2	77.78% 14	18	4.67

# Q16: What is your view on the retail and small office space available in Saltash? Please tick one choice in each line.

Answered: 17 Skipped: 3



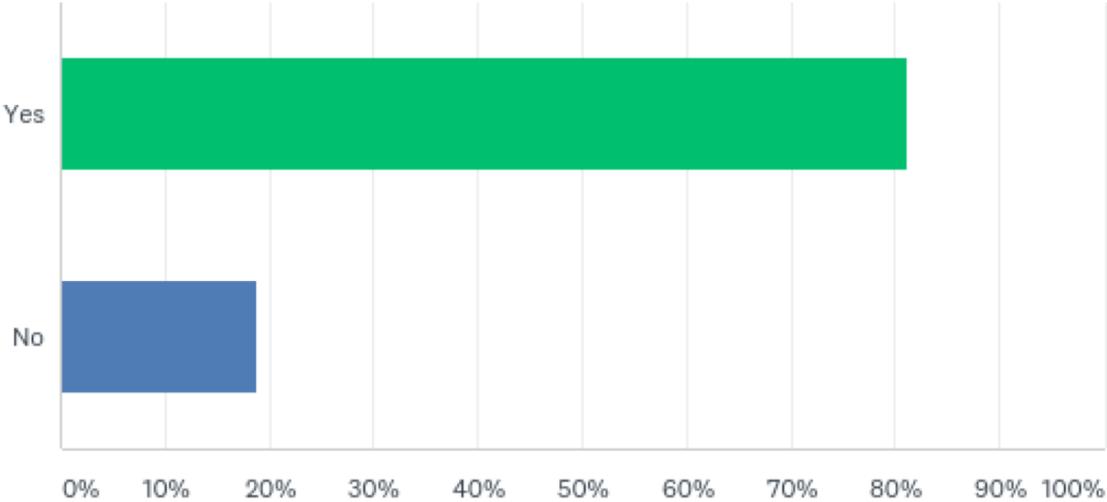
## Q16: What is your view on the retail and small office space available in Saltash? Please tick one choice in each line.

Answered: 17 Skipped: 3

	VERY POOR	POOR	GOOD	VERY GOOD	TOTAL	WEIGHTED AVERAGE
Availability of premises	0.00% 0	17.65% 3	70.59% 12	11.76% 2	17	2.94
Range of size of premises	0.00% 0	31.25% 5	56.25% 9	12.50% 2	16	2.81
Quality of premises	6.25% 1	25.00% 4	62.50% 10	6.25% 1	16	2.69
Location of premises	0.00% 0	18.75% 3	68.75% 11	12.50% 2	16	2.94
Availability of land	6.25% 1	43.75% 7	43.75% 7	6.25% 1	16	2.50
Size of land	6.67% 1	46.67% 7	40.00% 6	6.67% 1	15	2.47
Quality of land	6.25% 1	43.75% 7	43.75% 7	6.25% 1	16	2.50
Location/accessibility of land	6.67% 1	40.00% 6	46.67% 7	6.67% 1	15	2.53
Environment and appearance	5.88% 1	47.06% 8	41.18% 7	5.88% 1	17	2.47
Quality of services	0.00% 0	31.25% 5	62.50% 10	6.25% 1	16	2.75

# Q17: Should the current core retail area in Saltash be extended to allow for expansion of town centre businesses?

Answered: 16 Skipped: 4



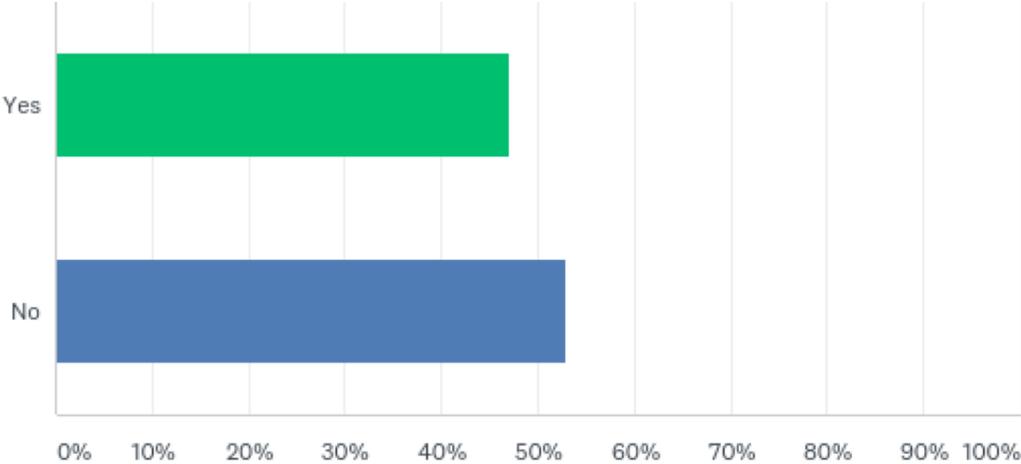
# Q17: Should the current core retail area in Saltash be extended to allow for expansion of town centre businesses?

Answered: 16 Skipped: 4

ANSWER CHOICES	RESPONSES	
Yes	81.25%	13
No	18.75%	3
TOTAL	16	

# Q18: Do you think any additional neighbourhood office space should be provided up to 2030? Please tick one choice

Answered: 17 Skipped: 3



# Q18: Do you think any additional neighbourhood office space should be provided up to 2030? Please tick one choice

Answered: 17 Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes	47.06%	8
No	52.94%	9
TOTAL		17

Q19 Thinking of Saltash as a location for shopping and trade, how would you like to see Saltash marketing itself?

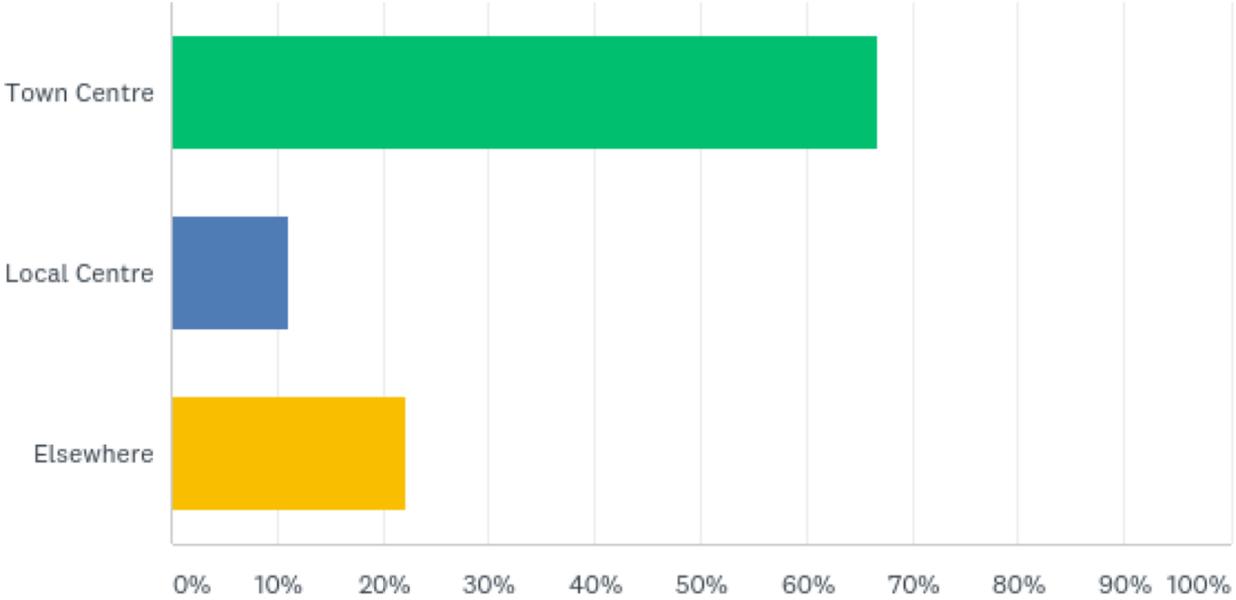
- Quality independent Town like Totnes?
- More variety of independent shops, Make Town Centre a better place to walk and drive through and for outside cafe and pub tables
- Yes
- More Advertising
- Too many competitions in Saltash
- Like Tavistock or Dartmouth need more elegance, town is ugly
- As a small community where you can find anything
- As the FIRST town in Cornwall
- Regional centre for shops to suit all
- Beach town, historical , art's rich
- As the first and last point of Cornwall... Lure the tourists whilst also providing for locals
- Quirky, independent and positive
- Employ a Town Centre Manager

## Q20 What one thing would make all the difference to you as a business person running a business in Saltash?

- Lower business rates they are almost double Callingtons
- Market Town & Shops with print not Apps & Facebook
- The halt of superstores
- Reduce parking charges and have free parking available
- We've got a Pub and a Chinese Restaurant in the same building
- Reduced car parking charges, park and ride nominal bus charges within saltash
- fewer ladies hairdressers as competition
- Bus stop moved from outside my shop
- We succeed because our overheads are low need to keep it so
- Appearance of a substantial "Brand" retailer in Fore Street and Free Parking
- Fore Street needs development- more independant traders pedestrianisation would help
- All the Council and affiliates buying from us Locally
- 8/20/2015 less charity shops....bring it more up market
- Nice clean Public toilets
- Enhance the waterfront, it is beautiful... Invest and show it off!
- All traders, chamber and council working together positively!
- Reduction of business rates

# Q21: Business Location:

Answered: 18 Skipped: 2



# Q21: Business Location:

Answered: 18 Skipped: 2

ANSWER CHOICES	RESPONSES	
Town Centre	66.67%	12
Local Centre	11.11%	2
Elsewhere	22.22%	4
TOTAL	18	

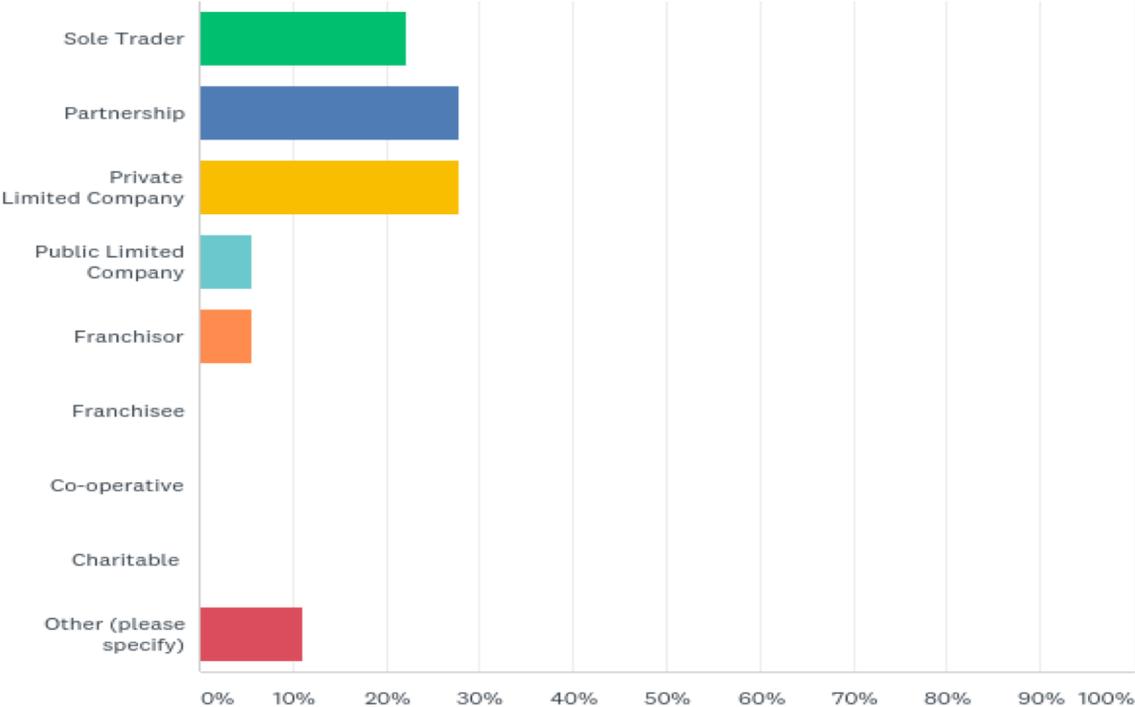
## Q23: Nature of business:

Answered: 18 Skipped: 2

More fast-food and take-aways			1.29
More personal services (e.g. hairdressers, nail, tanning)			1.44
More property (Estate Agents, Letting Agency etc)			1.67
Vehicle bans in town centre during peak periods			2.11
Provide multi storey car parking			2.17
More cafés, restaurants, bars			2.22
More leisure & entertainment (Amusements, Betting, etc)			2.39
Preventing vehicles using the main street as a through route			2.39
Residential flats			2.94
General offices			3.11
More office services (Building society, Bank, Accountancy, Insurance, travel agents, etc)			3.22
On-street entertainment areas			3.22
Adopting a 'style guide' for street furniture, lighting, redevelopment etc.			3.33
Electric Vehicle Charging points			3.44
More shop units generally?			3.47
Improved bus services			3.67
More 'High Street' brand shops?			3.76
Better footpath connections with other parts of the town such as the Waterfront and Railway Station, residential areas.			3.78
Better public transport information			3.78
Secure cycle racks			3.78
Keeping unrestricted vehicular access?			3.83
Environmental Improvements (e.g. landscape enhancements and tree planting ,water features, art work etc)			4
Improvements to the footpaths (esp. for people with disabilities)			4.17
More 'independent' shops			4.17
Improved rail facilities			4.24

# Q24: What form of business organisation are you?

Answered: 18 Skipped: 2



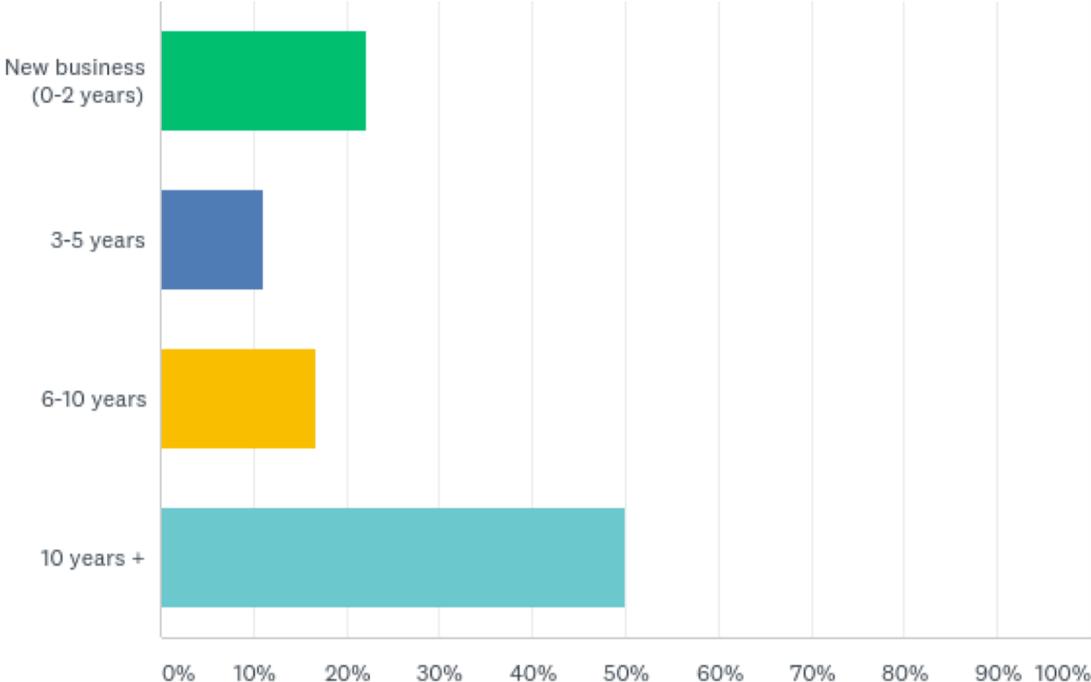
## Q24: What form of business organisation are you?

Answered: 18 Skipped: 2

ANSWER CHOICES	RESPONSES	
Sole Trader	22.22%	4
Partnership	27.78%	5
Private Limited Company	27.78%	5
Public Limited Company	5.56%	1
Franchisor	5.56%	1
Franchisee	0.00%	0
Co-operative	0.00%	0
Charitable	0.00%	0
Other (please specify)	11.11%	2
Total Respondents: 18		

# Q25: Age of business

Answered: 18 Skipped: 2



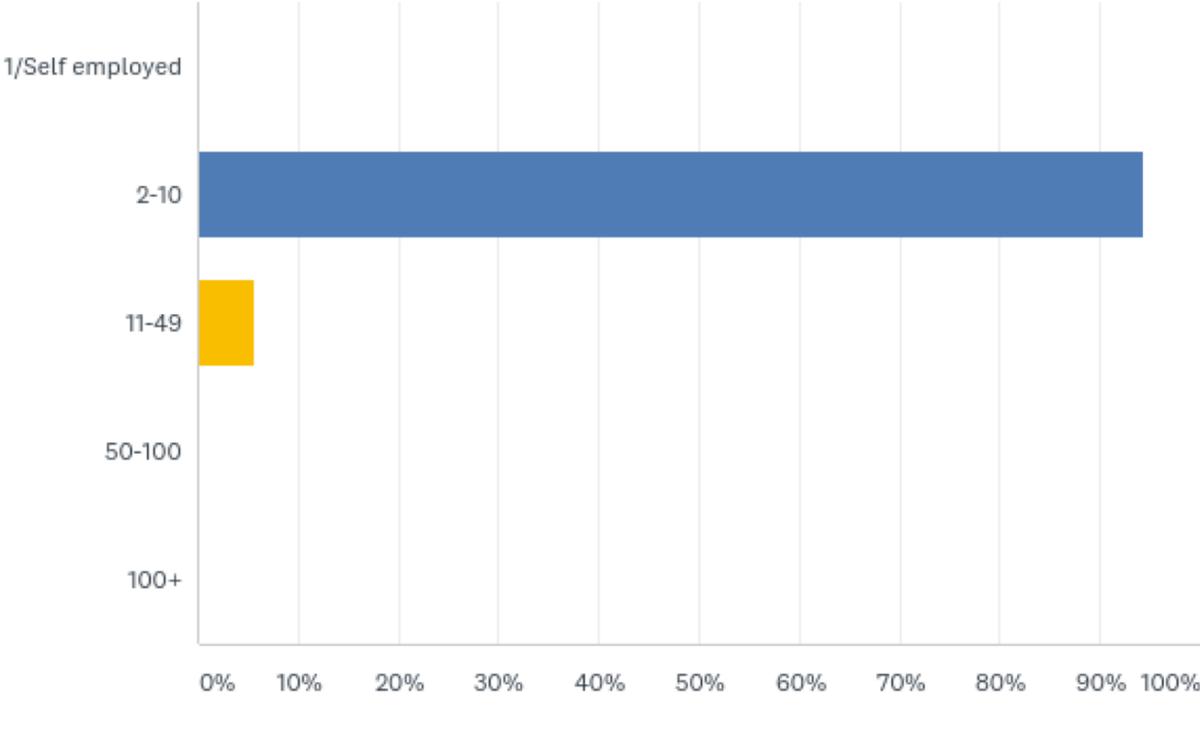
# Q25: Age of business

Answered: 18 Skipped: 2

ANSWER CHOICES	RESPONSES	
New business (0-2 years)	22.22%	4
3-5 years	11.11%	2
6-10 years	16.67%	3
10 years +	50.00%	9
<b>TOTAL</b>		<b>18</b>

# Q26: Number of Employees

Answered: 18 Skipped: 2



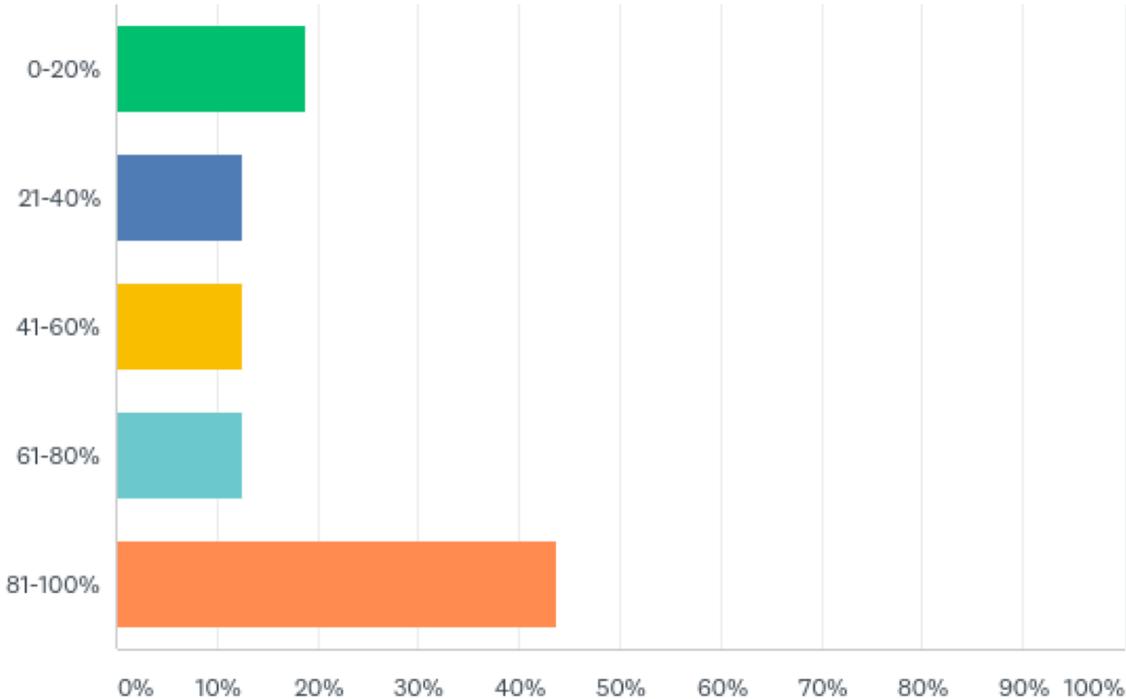
# Q26: Number of Employees

Answered: 18 Skipped: 2

ANSWER CHOICES	RESPONSES	
1/Self employed	0.00%	0
2-10	94.44%	17
11-49	5.56%	1
50-100	0.00%	0
100+	0.00%	0
TOTAL	18	

# Q27: What percentage of your employees live within 2 miles of Saltash?

Answered: 16 Skipped: 4



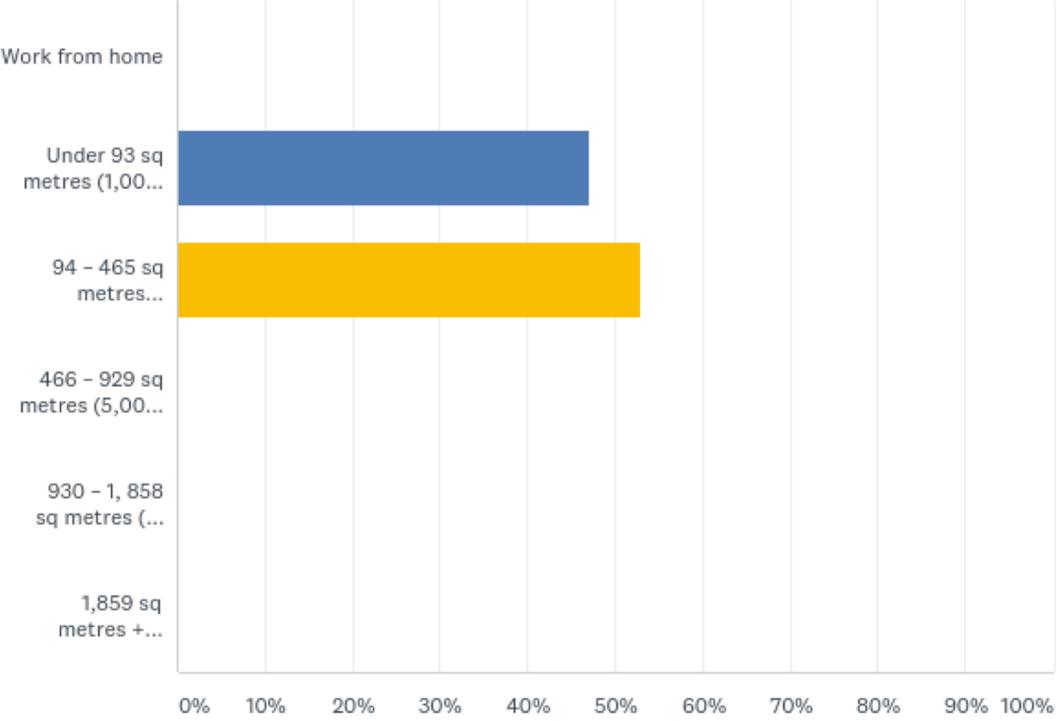
# Q27: What percentage of your employees live within 2 miles of Saltash?

Answered: 16 Skipped: 4

ANSWER CHOICES	RESPONSES	
0-20%	18.75%	3
21-40%	12.50%	2
41-60%	12.50%	2
61-80%	12.50%	2
81-100%	43.75%	7
<b>TOTAL</b>		<b>16</b>

# Q28: Size of current workspace

Answered: 17 Skipped: 3



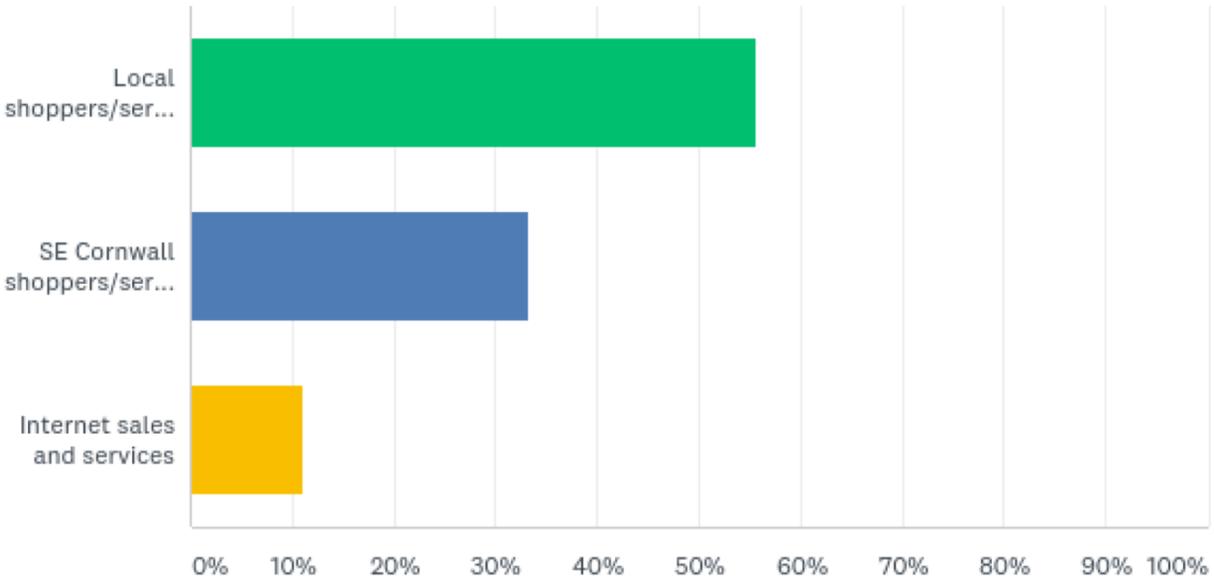
## Q28: Size of current workspace

Answered: 17 Skipped: 3

ANSWER CHOICES	RESPONSES	
Work from home	0.00%	0
Under 93 sq metres (1,000 sq feet)	47.06%	8
94 – 465 sq metres (1,001-5,000 sq feet)	52.94%	9
466 – 929 sq metres (5,001 – 10,000 sq feet)	0.00%	0
930 – 1, 858 sq metres ( 10,001 – 20,000 sq feet)	0.00%	0
1,859 sq metres + (20,000 sq feet +)	0.00%	0
<b>TOTAL</b>		<b>17</b>

# Q29: Where is your principal client base?

Answered: 18 Skipped: 2



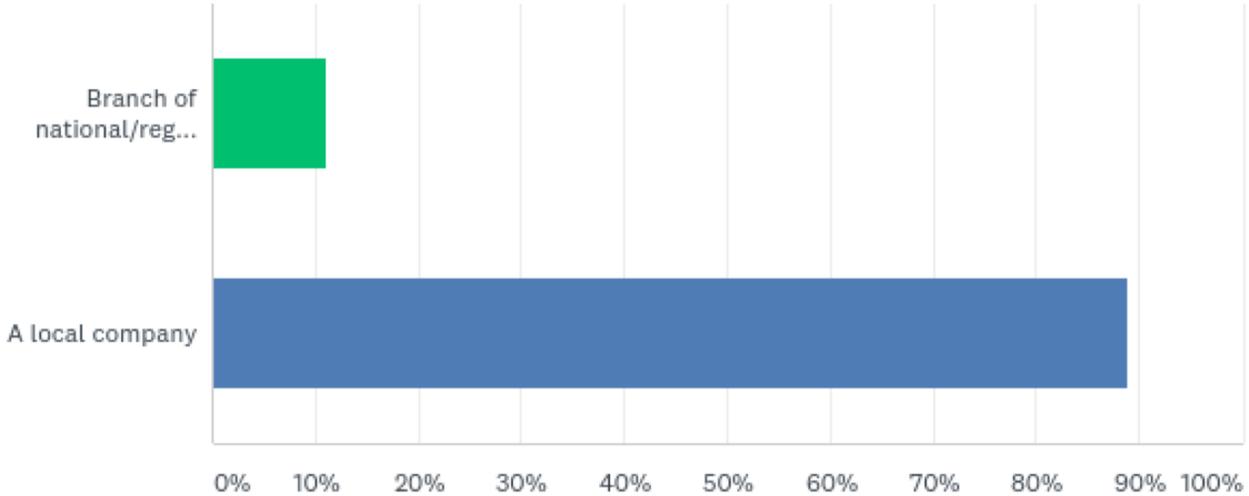
# Q29: Where is your principal client base?

Answered: 18 Skipped: 2

ANSWER CHOICES	RESPONSES	
Local shoppers/service users	55.56%	10
SE Cornwall shoppers/service users	33.33%	6
Internet sales and services	11.11%	2
TOTAL	18	

# Q30: Are you a branch of a national/regional company or purely local

Answered: 18 Skipped: 2



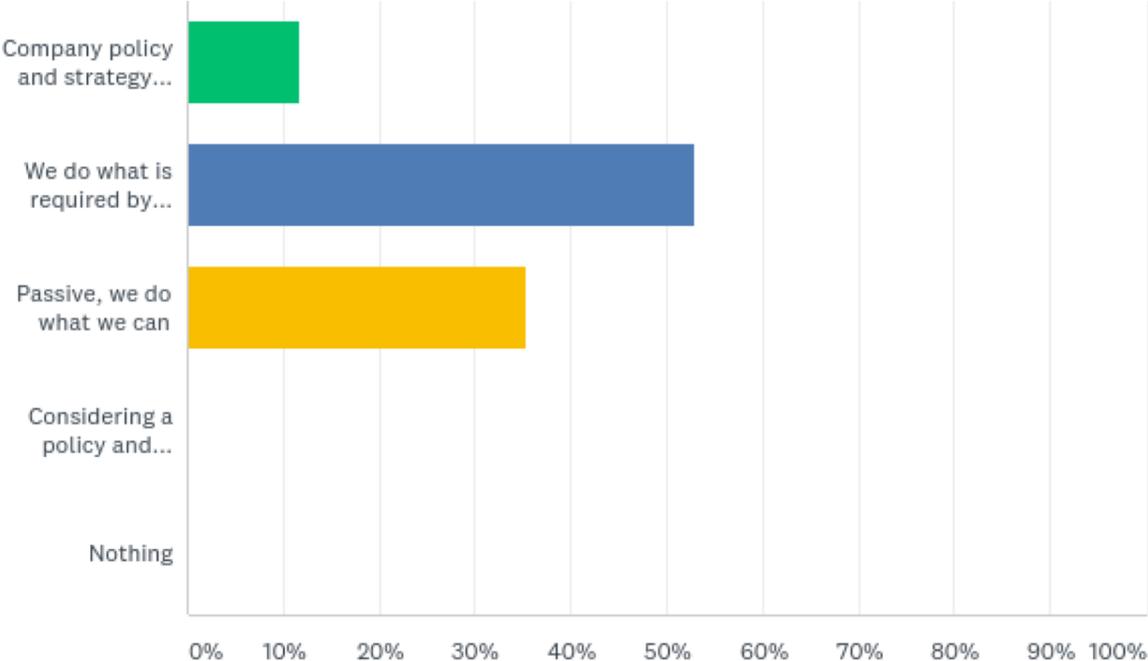
### Q30: Are you a branch of a national/regional company or purely local

Answered: 18 Skipped: 2

ANSWER CHOICES	RESPONSES	
Branch of national/regional company	11.11%	2
A local company	88.89%	16
TOTAL	18	

# Q31: What is your present policy on “carbon footprint” reduction?

Answered: 17 Skipped: 3

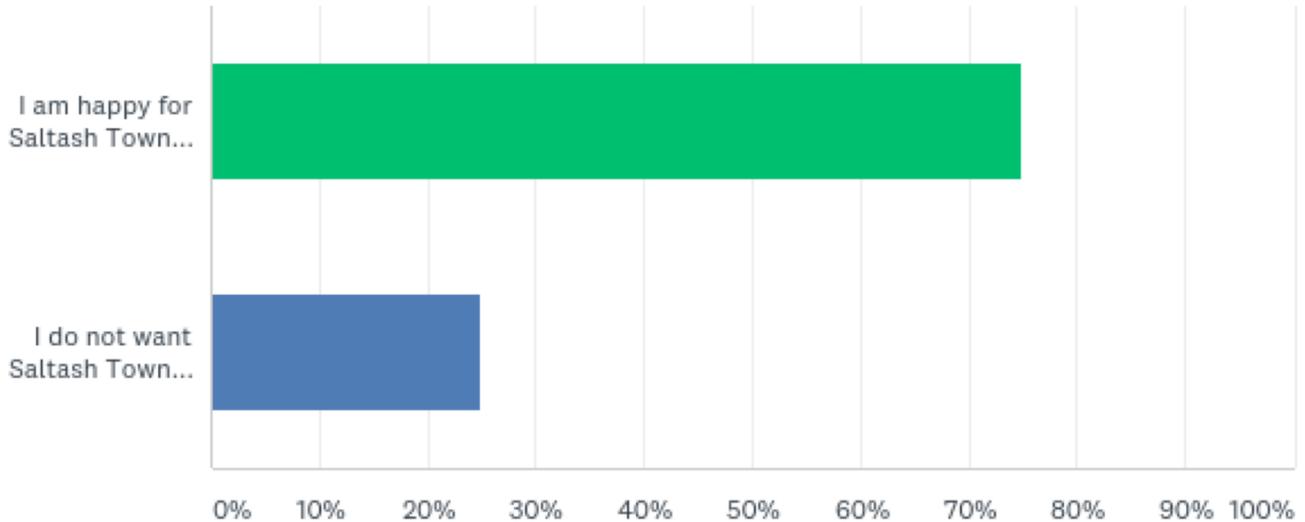


# Q31: What is your present policy on “carbon footprint” reduction?

Answered: 17 Skipped: 3

ANSWER CHOICES	RESPONSES	
Company policy and strategy in place and actively pursued	11.76%	2
We do what is required by regulations	52.94%	9
Passive, we do what we can	35.29%	6
Considering a policy and strategy	0.00%	0
Nothing	0.00%	0
<b>TOTAL</b>		<b>17</b>

**Q33: 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: 12

**Q33: 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	75.00%	6
I do not want Saltash Town Council to contact me/my company about other initiatives	25.00%	2
TOTAL	8	

Answered: 8 Skipped: 12