

Q1 What is the best thing about Totnes from the perspective of your business?

Answered: 64 Skipped: 2

Q2 What is the biggest challenge in running a business in Totnes from the perspective of your business?

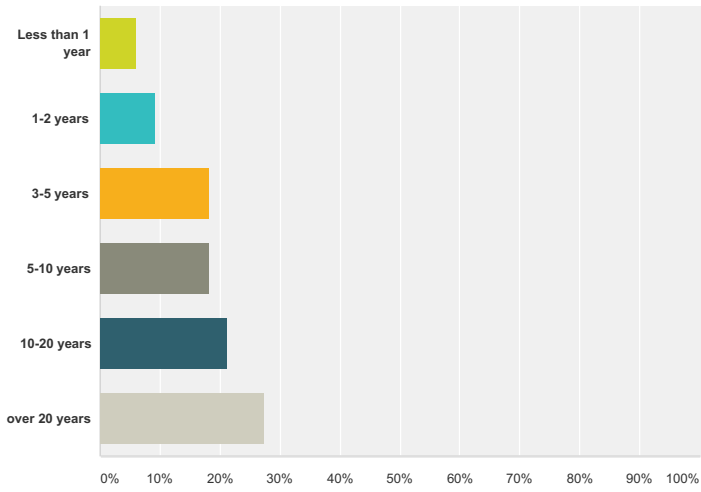
Answered: 64 Skipped: 2

Q3 What was the main reason for establishing your business in Totnes, or if your business moved to Totnes from somewhere else, for what reason did it come to Totnes?

Answered: 64 Skipped: 2

Q4 How long has your business been established in Totnes?

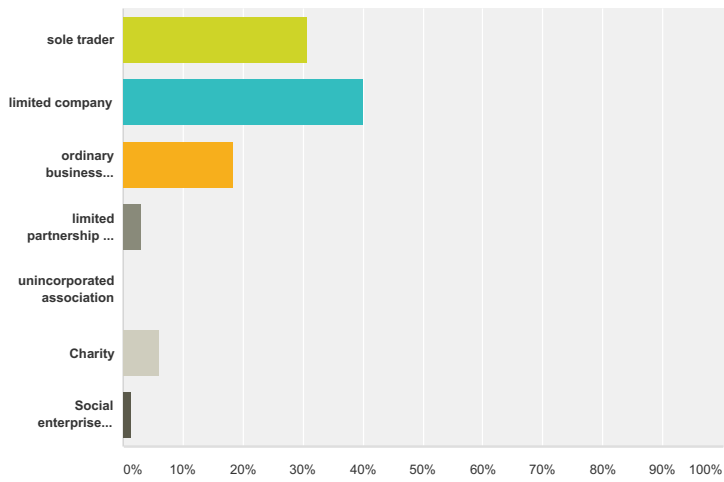
Answered: 66 Skipped: 0



Answer Choices	Responses
Less than 1 year	6.06% 4
1-2 years	9.09% 6
3-5 years	18.18% 12
5-10 years	18.18% 12
10-20 years	21.21% 14
over 20 years	27.27% 18
Total	66

Q5 What is your business structure?

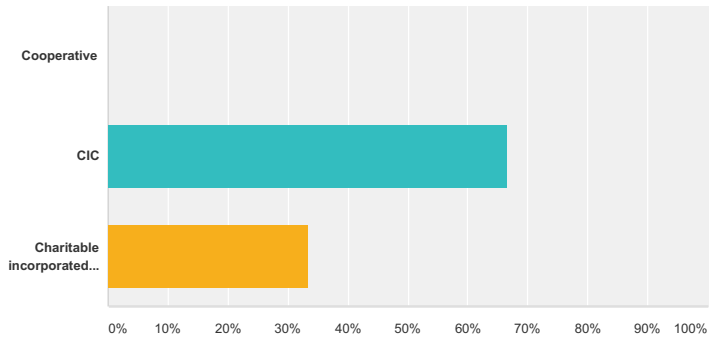
Answered: 65 Skipped: 1



Answer Choices	Responses
sole trader	30.77% 20
limited company	40.00% 26
ordinary business partnership	18.46% 12
limited partnership and limited liability partnership	3.08% 2
unincorporated association	0.00% 0
Charity	6.15% 4
Social enterprise (also answer question 6)	1.54% 1
Total	65

Q6 Social Enterprise Models (only answer this question if you selected social enterprise from question 5)

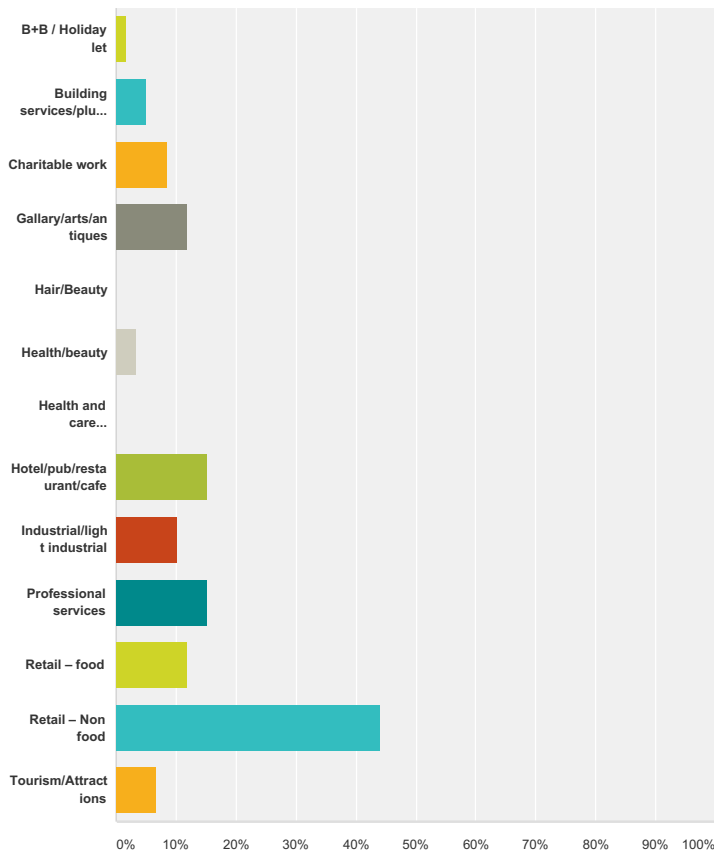
Answered: 3 Skipped: 63



Answer Choices	Responses
Cooperative	0.00% 0
CIC	66.67% 2
Charitable incorporated organisation	33.33% 1
Total	3

Q7 What is your business sector? If your business covers more than one sector please list all.

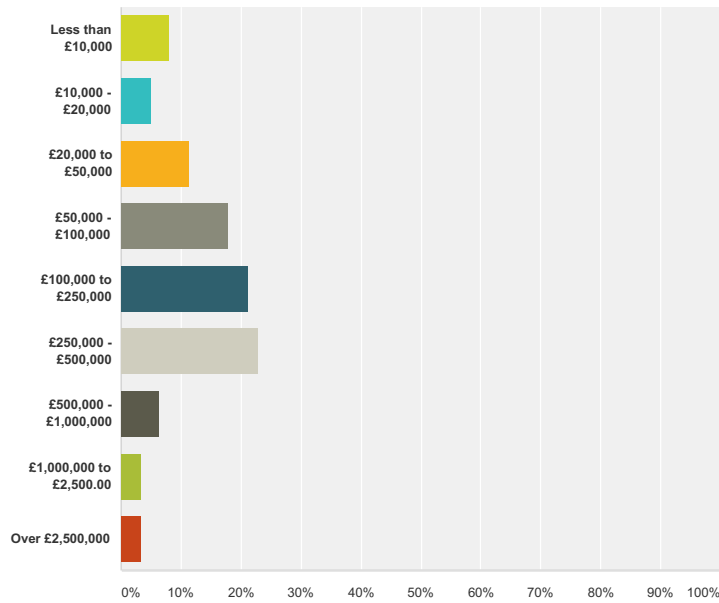
Answered: 59 Skipped: 7



Answer Choices	Responses
B+B / Holiday let	1.69% 1
Building services/plumber/electrician/decorator/gardener etc	5.08% 3
Charitable work	8.47% 5
Gallery/arts/antiques	11.86% 7
Hair/Beauty	0.00% 0
Health/beauty	3.39% 2
Health and care (childcare/elderly/disabilities)	0.00% 0
Hotel/pub/restaurant/cafe	15.25% 9
Industrial/light industrial	10.17% 6
Professional services	15.25% 9
Retail - food	11.86% 7
Retail - Non food	44.07% 26
Tourism/Attractions	6.78% 4
Total Respondents: 59	

Q8 What is your annual turnover per annum? This is clearly sensitive information. Please note this data will be anonymised. It is being used solely to try and get an approximation of the total economic activity in the Town by amalgamating the replies from all the businesses. No data on any individual business or business sector will be published or publicly available

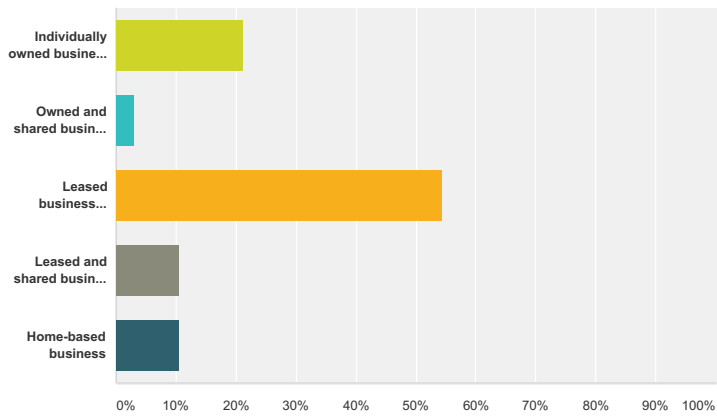
Answered: 61 Skipped: 5



Answer Choices	Responses	Count
Less than £10,000	8.20%	5
£10,000 - £20,000	4.92%	3
£20,000 to £50,000	11.48%	7
£50,000 - £100,000	18.03%	11
£100,000 to £250,000	21.31%	13
£250,000 - £500,000	22.95%	14
£500,000 - £1,000,000	6.56%	4
£1,000,000 to £2,500.00	3.28%	2
Over £2,500,000	3.28%	2
Total		61

Q9 What sort of premises does your business operate from?

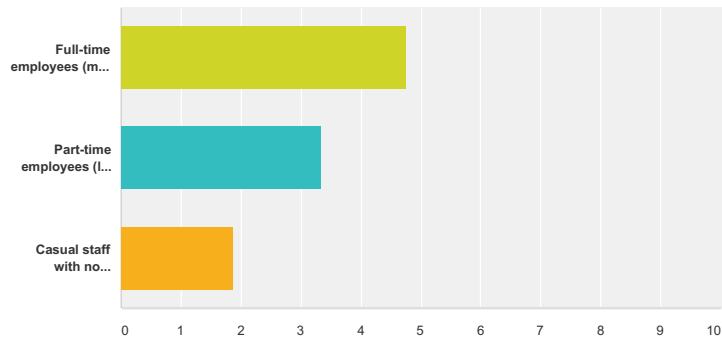
Answered: 66 Skipped: 0



Answer Choices	Responses
Individually owned business premises	21.21% 14
Owned and shared business premises	3.03% 2
Leased business premises	54.55% 36
Leased and shared business premises	10.61% 7
Home-based business	10.61% 7
Total	66

Q10 How many people are employed in the business including you and your family?

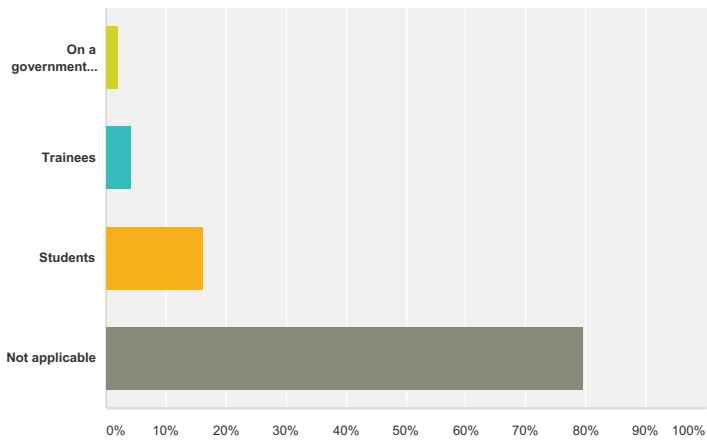
Answered: 66 Skipped: 0



Answer Choices	Average Number	Total Number	Responses
Full-time employees (more than 30 hours a week) include yourself if relevant	5	290	61
Part-time employees (less than 30 hours a week) include yourself if relevant	3	154	46
Casual staff with no contracted hours	2	68	36
Total Respondents: 66			

Q11 Do any of your staff fall under these categories (tick if yes)?

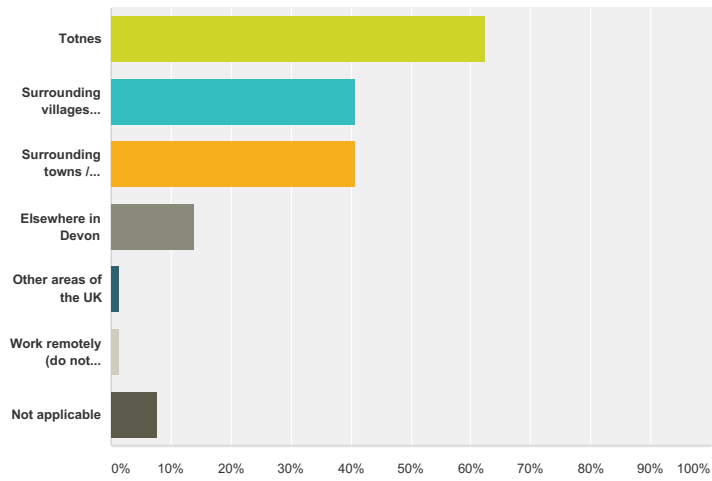
Answered: 49 Skipped: 17



Answer Choices	Responses
On a government training programme (yes/no)	2.04% 1
Trainees	4.08% 2
Students	16.33% 8
Not applicable	79.59% 39
Total Respondents: 49	

Q12 Where do your employees commute from?

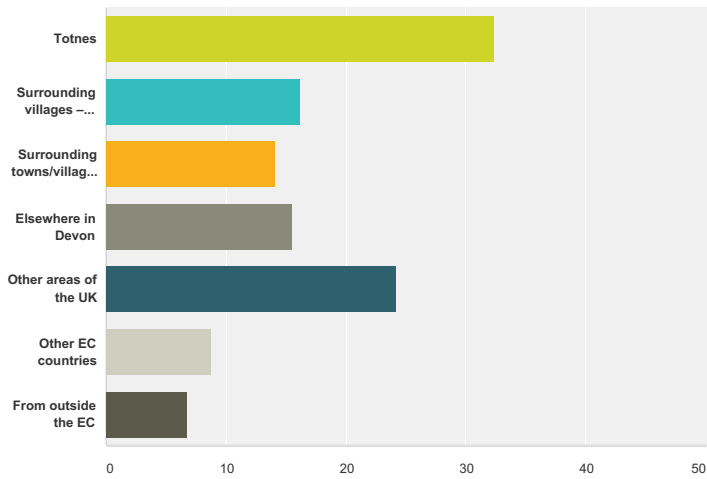
Answered: 64 Skipped: 2



Answer Choices	Responses
Totnes	62.50% 40
Surrounding villages (within 5 miles)	40.63% 26
Surrounding towns / villages (5-10 miles)	40.63% 26
Elsewhere in Devon	14.06% 9
Other areas of the UK	1.56% 1
Work remotely (do not regularly commute to your business)	1.56% 1
Not applicable	7.81% 5
Total Respondents: 64	

Q13 What percentage approximately of your business comes from the following areas:

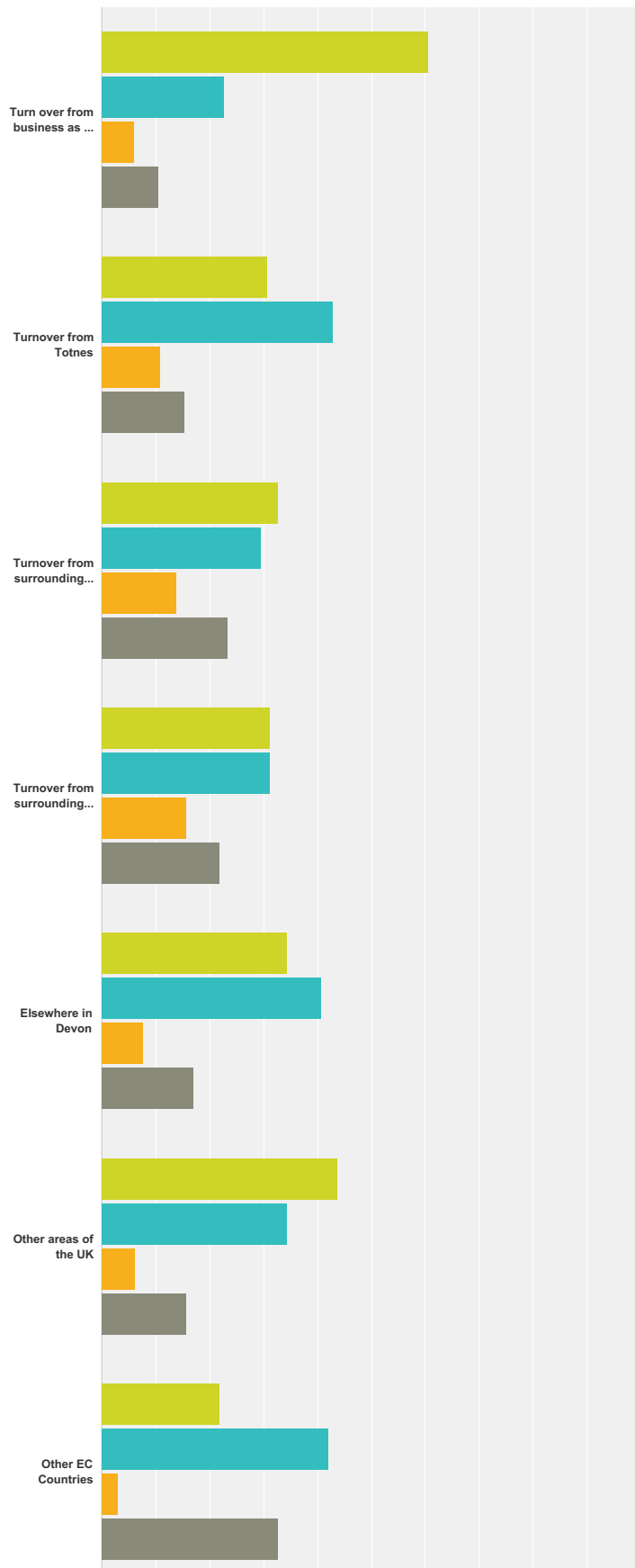
Answered: 61 Skipped: 5

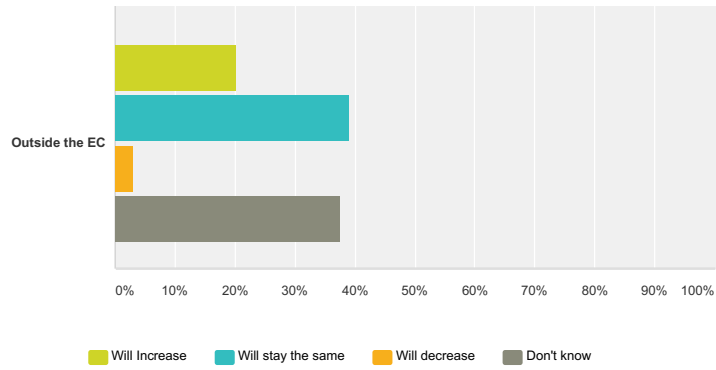


Answer Choices	Average Number	Total Number	Responses
Totnes	32	1,910	59
Surrounding villages – within 5 miles	16	844	52
Surrounding towns/villages – 5-10 miles	14	693	49
Elsewhere in Devon	16	762	49
Other areas of the UK	24	1,284	53
Other EC countries	9	359	41
From outside the EC	7	231	34
Total Respondents: 61			

Q14 How do you think business will develop in the next 2 to 3 years?

Answered: 66 Skipped: 0

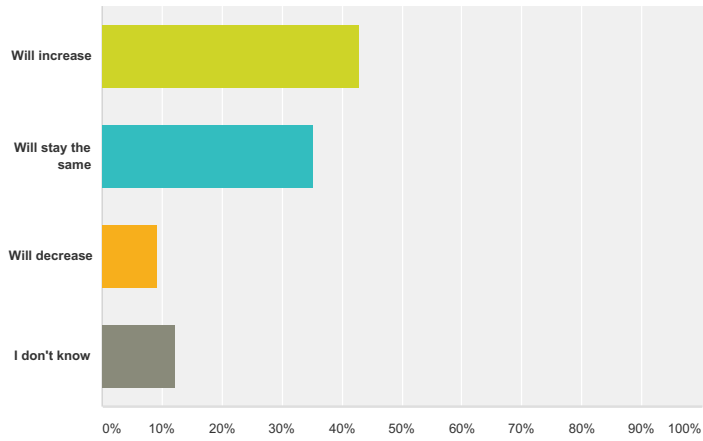




	Will Increase	Will stay the same	Will decrease	Don't know	Total
Turn over from business as a whole	60.61% 40	22.73% 15	6.06% 4	10.61% 7	66
Turnover from Totnes	30.77% 20	43.08% 28	10.77% 7	15.38% 10	65
Turnover from surrounding villages within 5 miles of Totnes	32.81% 21	29.69% 19	14.06% 9	23.44% 15	64
Turnover from surrounding towns/villages – 5-10 miles radius of Totnes	31.25% 20	31.25% 20	15.63% 10	21.88% 14	64
Elsewhere in Devon	34.38% 22	40.63% 26	7.81% 5	17.19% 11	64
Other areas of the UK	43.75% 28	34.38% 22	6.25% 4	15.63% 10	64
Other EC Countries	21.88% 14	42.19% 27	3.13% 2	32.81% 21	64
Outside the EC	20.31% 13	39.06% 25	3.13% 2	37.50% 24	64

Q15 How do you think your employee numbers will change in the next 2 to 3 years?

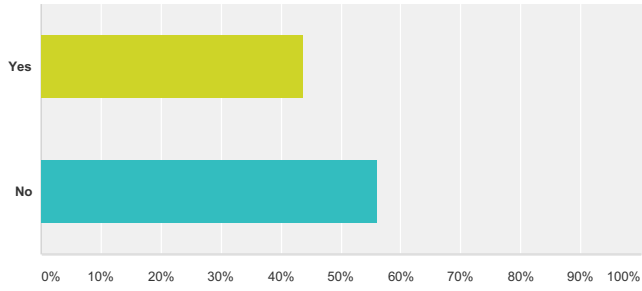
Answered: 65 Skipped: 1



Answer Choices	Responses	
Will increase	43.08%	28
Will stay the same	35.38%	23
Will decrease	9.23%	6
I don't know	12.31%	8
Total		65

Q16 If you have employees, do you currently provide any formal training for staff?

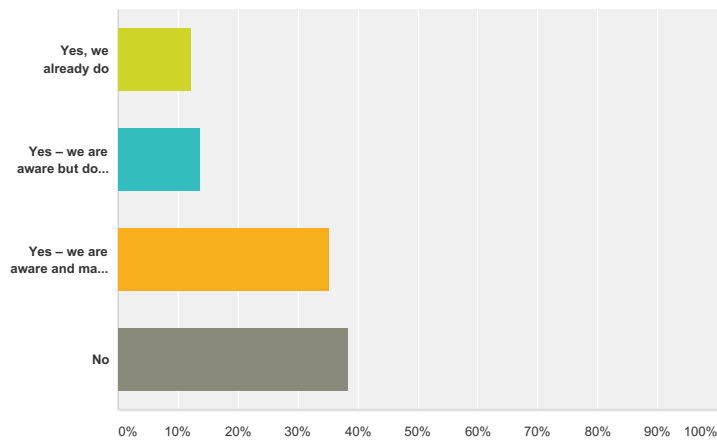
Answered: 57 Skipped: 9



Answer Choices	Responses	
Yes	43.86%	25
No	56.14%	32
Total		57

Q17 Would you have any interest in offering opportunities to young people in the area through apprenticeships / other government work experience schemes?

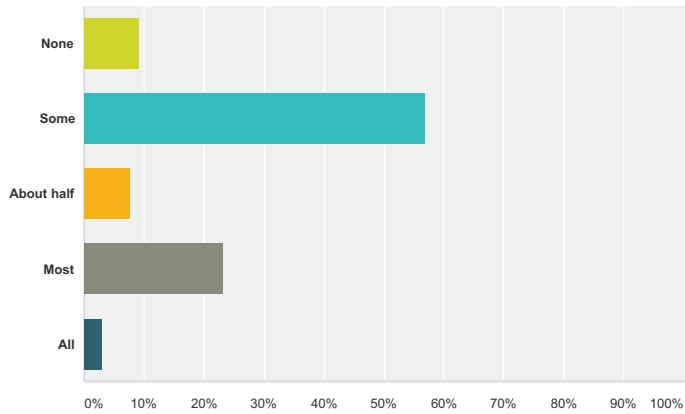
Answered: 65 Skipped: 1



Answer Choices	Responses
Yes, we already do	12.31% 8
Yes - we are aware but do not participate	13.85% 9
Yes - we are aware and may participate in future	35.38% 23
No	38.46% 25
Total	65

Q18 What percentage of your business materials, services or needs from within or in a five mile radius of Totnes?

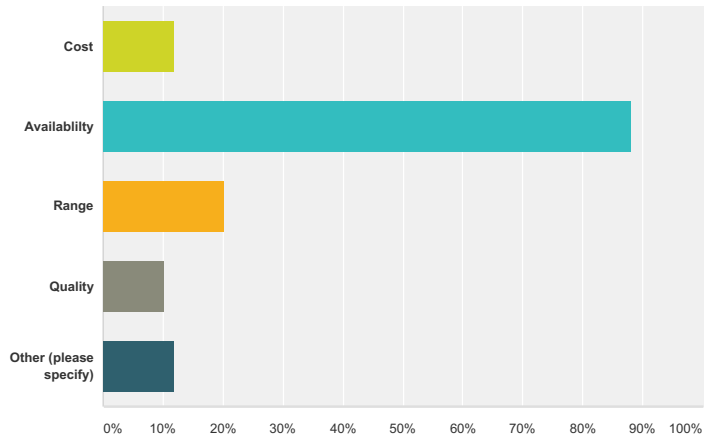
Answered: 65 Skipped: 1



Answer Choices	Responses	Count
None	9.23%	6
Some	56.92%	37
About half	7.69%	5
Most	23.08%	15
All	3.08%	2
Total		65

Q19 What is the main reason you do not source more of your requirements from the town?

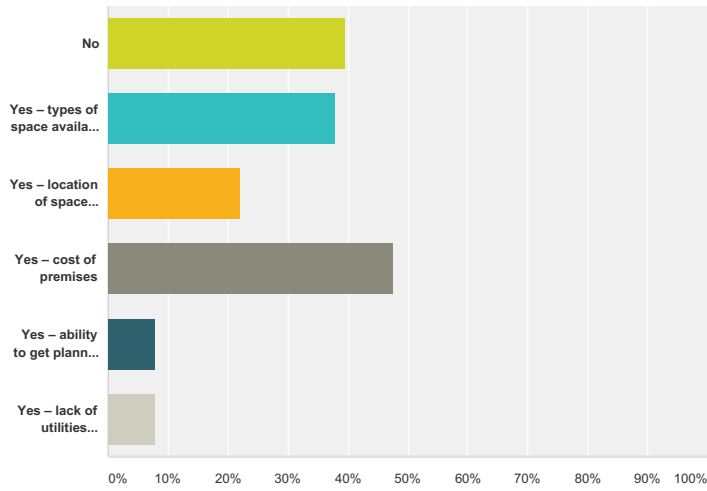
Answered: 59 Skipped: 7



Answer Choices	Responses
Cost	11.86% 7
Availability	88.14% 52
Range	20.34% 12
Quality	10.17% 6
Other (please specify)	11.86% 7
Total Respondents: 59	

Q20 Are premises concerns a limiting factor in any way for your business – please tick any that apply

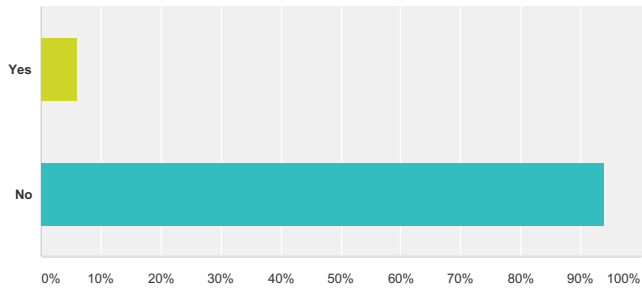
Answered: 63 Skipped: 3



Answer Choices	Responses
No	39.68% 25
Yes - types of space available in the town	38.10% 24
Yes - location of space available	22.22% 14
Yes - cost of premises	47.62% 30
Yes - ability to get planning permission to develop the space available	7.94% 5
Yes - lack of utilities servicing the available space	7.94% 5
Total Respondents: 63	

Q21 Are you able to offer premises?

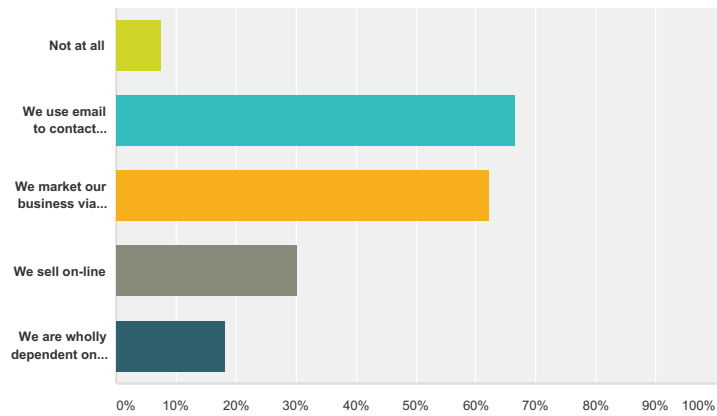
Answered: 65 Skipped: 1



Answer Choices	Responses	Count
Yes	6.15%	4
No	93.85%	61
Total		65

**Q22 To what extent is your business currently dependent on the internet?
(Please tick all that apply)**

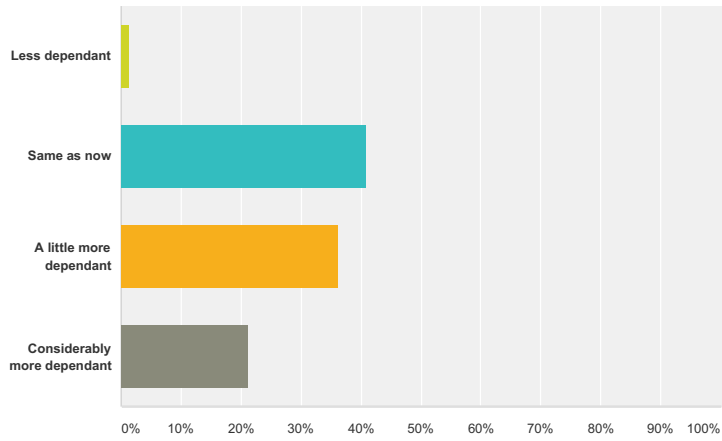
Answered: 66 Skipped: 0



Answer Choices	Responses
Not at all	7.58% 5
We use email to contact customers and / or suppliers	66.67% 44
We market our business via a website	62.12% 41
We sell on-line	30.30% 20
We are wholly dependent on the internet for our business	18.18% 12
Total Respondents: 66	

Q23 How dependent do you think your business will be on the internet in 2-3 years time?

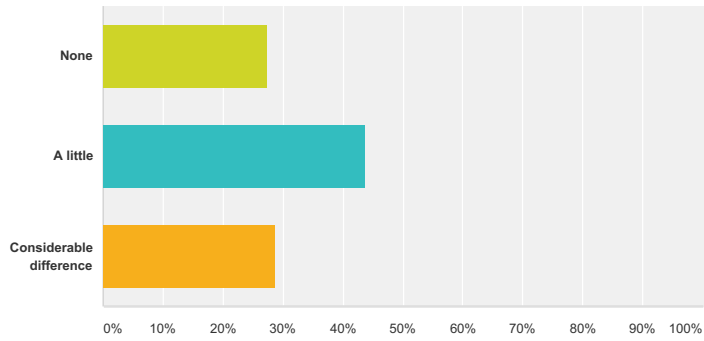
Answered: 66 Skipped: 0



Answer Choices	Responses
Less dependant	1.52% 1
Same as now	40.91% 27
A little more dependant	36.36% 24
Considerably more dependant	21.21% 14
Total	66

Q24 How much difference would greater bandwidth (ie faster broadband all the time) make to your business?

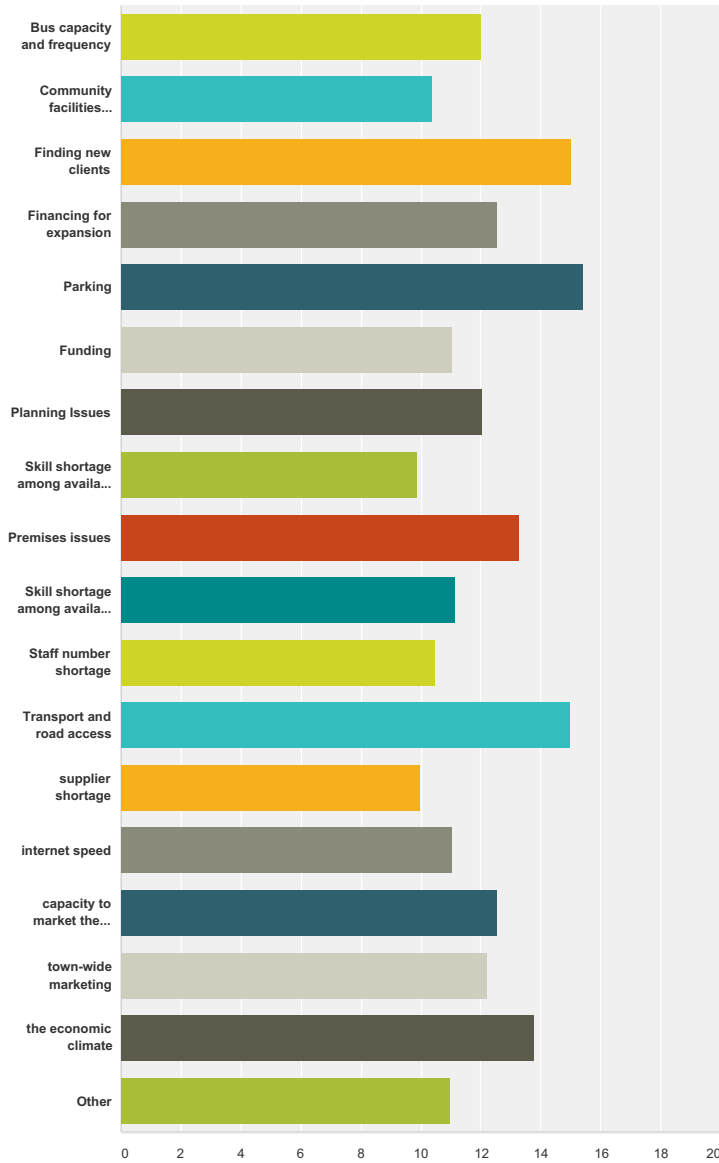
Answered: 66 Skipped: 0



Answer Choices	Responses
None	27.27% 18
A little	43.94% 29
Considerable difference	28.79% 19
Total	66

Q25 Listed below are some factors that may limit the ability of your business to develop. Please prioritise these by writing “1” against the factor that is your biggest concern, “2” against the next biggest concern etc. If these areas are not a concern that is limiting your business please select n/a.

Answered: 65 Skipped: 1

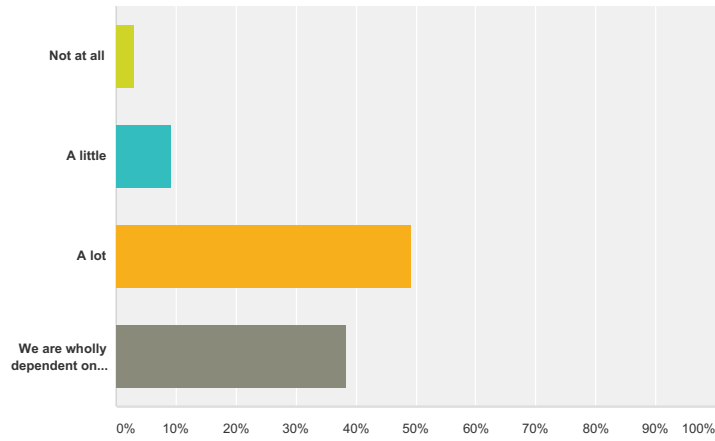


	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	N/A	Total	Score
Bus capacity and frequency	1.89% 1	1.89% 1	3.77% 2	11.32% 6	13.21% 7	1.89% 1	5.66% 3	1.89% 1	0.00% 0	3.77% 2	1.89% 1	5.66% 3	1.89% 1	0.00% 0	1.89% 1	0.00% 0	0.00% 0	1.89% 1	41.51% 22	53	12.03
Community facilities available to all	1.89% 1	1.89% 1	1.89% 1	0.00% 0	5.66% 3	3.77% 2	1.89% 1	3.77% 2	5.66% 3	5.66% 3	1.89% 1	1.89% 1	3.77% 2	1.89% 1	1.89% 1	1.89% 1	0.00% 0	0.00% 0	54.72% 29	53	10.38
Finding new clients	18.87% 10	11.32% 6	5.66% 3	5.66% 3	7.55% 4	7.55% 4	3.77% 2	3.77% 2	0.00% 0	1.89% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1.89% 1	0.00% 0	0.00% 0	32.08% 17	53	15.03
Financing for expansion	1.89% 1	3.77% 2	3.77% 2	1.89% 1	13.21% 7	3.77% 2	3.77% 2	3.77% 2	3.77% 2	3.77% 2	0.00% 0	0.00% 0	0.00% 0	1.89% 1	0.00% 0	0.00% 0	1.89% 1	0.00% 0	52.83% 28	53	12.56

Parking	18.52% 10	20.37% 11	20.37% 11	9.26% 5	3.70% 2	1.85% 1	0.00% 0	0.00% 0	1.85% 1	5.56% 3	0.00% 0	1.85% 1	0.00% 0	1.85% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	14.81% 8	54	15.39
Funding	1.96% 1	5.88% 3	1.96% 1	5.88% 3	7.84% 4	3.92% 2	0.00% 0	1.96% 1	1.96% 1	0.00% 0	7.84% 4	3.92% 2	1.96% 1	3.92% 2	0.00% 0	0.00% 0	3.92% 2	0.00% 0	0.00% 0	47.06% 24	51	11.07
Planning Issues	0.00% 0	9.26% 5	3.70% 2	5.56% 3	5.56% 3	7.41% 4	0.00% 0	1.85% 1	1.85% 1	0.00% 0	3.70% 2	0.00% 0	3.70% 2	0.00% 0	0.00% 0	5.56% 3	0.00% 0	0.00% 0	0.00% 0	51.85% 28	54	12.08
Skill shortage among available staff	0.00% 0	0.00% 0	1.96% 1	5.88% 3	0.00% 0	3.92% 2	7.84% 4	1.96% 1	5.88% 3	0.00% 0	0.00% 0	1.96% 1	1.96% 1	1.96% 1	5.88% 3	0.00% 0	1.96% 1	0.00% 0	0.00% 0	58.82% 30	51	9.90
Premises issues	7.02% 4	3.51% 2	5.26% 3	7.02% 4	8.77% 5	8.77% 5	3.51% 2	8.77% 5	1.75% 1	1.75% 1	0.00% 0	3.51% 2	0.00% 0	0.00% 0	1.75% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	38.60% 22	57	13.29
Skill shortage among available staff	3.92% 2	0.00% 0	3.92% 2	3.92% 2	3.92% 2	3.92% 2	1.96% 1	5.88% 3	3.92% 2	1.96% 1	0.00% 0	0.00% 0	1.96% 1	1.96% 1	0.00% 0	3.92% 2	1.96% 1	0.00% 0	0.00% 0	56.86% 29	51	11.14
Staff number shortage	1.89% 1	1.89% 1	0.00% 0	3.77% 2	3.77% 2	3.77% 2	1.89% 1	7.55% 4	3.77% 2	5.66% 3	0.00% 0	0.00% 0	5.66% 3	1.89% 1	1.89% 1	0.00% 0	1.89% 1	0.00% 0	0.00% 0	54.72% 29	53	10.46
Transport and road access	21.82% 12	20.00% 11	14.55% 8	5.45% 3	1.82% 1	3.64% 2	3.64% 2	1.82% 1	3.64% 2	5.45% 3	3.64% 2	0.00% 0	0.00% 0	1.82% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12.73% 7	55	14.98
supplier shortage	1.89% 1	0.00% 0	1.89% 1	1.89% 1	0.00% 0	1.89% 1	3.77% 2	3.77% 2	0.00% 0	3.77% 2	1.89% 1	7.55% 4	1.89% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1.89% 1	0.00% 0	67.92% 36	53	10.00
internet speed	3.77% 2	7.55% 4	3.77% 2	1.89% 1	3.77% 2	3.77% 2	11.32% 6	0.00% 0	3.77% 2	3.77% 2	5.66% 3	1.89% 1	9.43% 5	0.00% 0	3.77% 2	1.89% 1	0.00% 0	0.00% 0	0.00% 0	33.96% 18	53	11.06
capacity to market the business	5.77% 3	1.92% 1	9.62% 5	7.69% 4	5.77% 3	7.69% 4	3.85% 2	3.85% 2	1.92% 1	3.85% 2	0.00% 0	5.77% 3	0.00% 0	5.77% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	36.54% 19	52	12.58
town-wide marketing	3.85% 2	3.85% 2	7.69% 4	7.69% 4	7.69% 4	7.69% 4	3.85% 2	1.92% 1	11.54% 6	3.85% 2	1.92% 1	3.85% 2	3.85% 2	0.00% 0	1.92% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	28.85% 15	52	12.24
the economic climate	12.07% 7	13.79% 8	13.79% 8	6.90% 4	1.72% 1	3.45% 2	8.62% 5	6.90% 4	1.72% 1	1.72% 1	3.45% 2	0.00% 0	0.00% 0	5.17% 3	0.00% 0	1.72% 1	0.00% 0	0.00% 0	0.00% 0	18.97% 11	58	13.77
Other	6.38% 3	0.00% 0	2.13% 1	0.00% 0	0.00% 0	4.26% 2	2.13% 1	4.26% 2	4.26% 2	0.00% 0	2.13% 1	0.00% 0	0.00% 0	0.00% 0	2.13% 1	0.00% 0	2.13% 1	2.13% 1	2.13% 1	68.09% 32	47	11.00

Q26 To what extent is it important to your business that Totnes as a whole and the businesses in it do well?

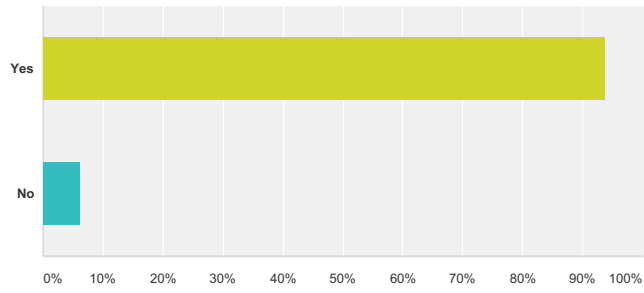
Answered: 65 Skipped: 1



Answer Choices	Responses
Not at all	3.08% 2
A little	9.23% 6
A lot	49.23% 32
We are wholly dependent on the continued success of the town as a whole	38.46% 25
Total	65

Q27 Do you feel that there could be benefits from all types of business working together more closely?

Answered: 63 Skipped: 3



Answer Choices	Responses
Yes	93.65% 59
No	6.35% 4
Total	63

Q28 Is there anything else relating to business and employment that you would like to bring to our attention?

Answered: 31 Skipped: 35