

Hook Neighbourhood Plan



Hook Neighbourhood Plan – Business Survey – 2015

Hart District Council are supporting a Government planning initiative to give businesses and residents more influence over how the area in which they are located develops in the future. This is called the Neighbourhood Plan.

Hook has started work on a Neighbourhood Plan, run by a Steering Group made up of residents and representatives from Hook Parish Council. The scope of the Neighbourhood Plan includes all buildings (existing and future) and the infrastructure required to support them.

The Hook Neighbourhood Plan will be incorporated as part of the wider Hart District Plan. The policies and specific plans adopted will influence planning decisions affecting businesses in Hook for many years in the future. Hence, we are very keen, through this survey, to ensure that we take account of your own business's needs and preferences. A separate survey will be running in parallel, to collect inputs from individual employees.

To support the first stage of the Neighbourhood Plan process, we need to establish what residents and businesses think about Hook. We not only want to know about the existing facilities and services available in Hook, but also those which will be required to sustain our community and your business / workforce in the future. Residents received a separate survey in December. This is the Business Survey and is dedicated to finding out what businesses think and what businesses need.

As a business operator we would like your views on what makes Hook a good place to do business. Please will you take a few minutes to complete the survey form by visiting https://www.surveymonkey.com/r/Hook_Business_Survey

Alternatively, return this completed questionnaire to the boxes located in the Post Office or Tesco in Hook.

Please return the survey by 3 April 2015

Please note that all data supplied will be treated as confidential and will be anonymised before being published in a summary form.

If your business operates from locations in addition to Hook, please answer this survey for the premises and the sector of your business that is based in Hook.

If you have any questions or would like any help completing the survey, please contact surveys@neighbourhoodplan.hook.gov.uk

Your views are invaluable and your time is much appreciated.

THANK YOU

The Business

1. **Company Name:** _____

2. **Address** _____

Postcode _____

3. **What sector is your business in?**

- | | | | | | |
|----------------------|--------------------------|------------------------|--------------------------|--------------------------------|--------------------------|
| Agriculture | <input type="checkbox"/> | Arts | <input type="checkbox"/> | Business/Professional Services | <input type="checkbox"/> |
| Construction | <input type="checkbox"/> | Entertainment | <input type="checkbox"/> | Education & Training | <input type="checkbox"/> |
| Financial/Insurance | <input type="checkbox"/> | Health and Social Care | <input type="checkbox"/> | Hotels and Food | <input type="checkbox"/> |
| IT Services | <input type="checkbox"/> | Manufacturing | <input type="checkbox"/> | Retail | <input type="checkbox"/> |
| Scientific/Technical | <input type="checkbox"/> | Tourism | <input type="checkbox"/> | Transport | <input type="checkbox"/> |
| Wholesale Trade | <input type="checkbox"/> | | | | |
- Other- please specify _____

4. **How many years has your business been operating in Hook?**

- 0-1 2-3 4-5
6-10 11-20 21-30 31+

5. **If operating less than 3 years in Hook, why did you locate in Hook?**

(Tick ALL that apply)

- | | | | |
|----------------------------|--------------------------|---|--------------------------|
| Transport Links | <input type="checkbox"/> | Affordable Premises/ Incentives offered | <input type="checkbox"/> |
| Quality of Premises | <input type="checkbox"/> | Quality of employees | <input type="checkbox"/> |
| Proximity to suppliers | <input type="checkbox"/> | Proximity to customers | <input type="checkbox"/> |
| Proprietor resides in Hook | <input type="checkbox"/> | Availability of skills you required | <input type="checkbox"/> |

Other- please specify _____

Employees

6. **How many staff are employed in your business in HOOK (Inc. you!) ?**

- 1 2-3 4-5 6-10 11-30 31-50
51-75 76-100 101-200 201-300 301-500 501+

7. In TOTAL, how many employees are employed in your business in the UK?

- 1-10 11-25 26-50 51-75 76-100
101-200 201-300 301-500 501-1000 1001-5,000
5001-10,000 10,000 +

8. What % of the employees in your HOOK premises LIVE in Hook?

- 0-25% 26-50% 51-75%
76-100% Don't know

9. Employment and Skills (please tick all that apply)

- My workforce suffers from particular skills gaps
I have had difficulty recruiting appropriate skilled staff over the last 12 months
I have recruited apprentices/ work placement staff in the last 12 months
I have an issue retaining staff due to the business location:
- The reason for this is _____

10. Do you offer flexible working hours to staff?

- Yes No

If Yes, what % of staff are offered flexible working:

- up to 10% 11-25% 26-50%
51-75% 76-100%

11. What % of the employees in HOOK regularly work from home?

- up to 10% 11-25% 26-50%
51-75% 76-100%

Premises

12. What is the size of your current workspace?

- Work from home Under 93 sq m (1,000 sq ft)
94-465 sq m (1001-5,000 sq ft) 466-929 sq m (5,001-10,000 sq ft)
930 – 1,858 sq m (10,001-20,000 sq ft) 1,8589sq m+ (20,001 sq ft +)

13. Do you think your current workspace will suit your needs for the next 5 years?

Current premises are likely to be suitable

We are already taking steps to improve our premises

We are already taking steps to locate to suitable alternatives

i. In Hook

ii. Away from Hook

Prefer not to disclose

If your workspace is likely to become unsuitable over the next 5 years, please explain why?

14. If you were to expand within the next 5 years what additional space would you require?

Under 93 sq m (1,000 sq ft) 94-465 sq m (1001-5,000 sq ft)

466-929 sq m (5,001-10,000 sq ft) 930 – 1,858 sq m (10,000-20,000 sq ft)

1,859 sq m+ (20,000 sq ft +) Prefer not to disclose

15. In your view, is there suitable capacity / quality of business space to support any expansion of your business within Hook?

Yes No Don't know

16. As part of the Neighbourhood plan, land may be allocated for business space in Hook. Are you interested in being contacted regarding what will be developed in this space?

Yes No Possibly

17. Do your customers, suppliers and visitors find it easy to do business with you in Hook?

Using the scale below, rank your answer 1 to 5 for each of the following :

- 1 very satisfied
- 2 satisfied
- 3 neither satisfied nor dissatisfied
- 4 dissatisfied
- 5 very dissatisfied

	Customer	Supplier	Visitors
Proximity of your office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Congestion on roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify _____			

Services

18. What additional business facilities would you like in Hook?

Meeting rooms Training facilities
Business facilities- printing/photocopying

19. What services would you like to be available to your employees in Hook? (Tick all that apply)

Enhanced shopping facilities
More choice of food establishments
Dry cleaning, delivered to business premises
Nursery
Child minders
Sports facilities
Sandwich delivery to office/desk
Other, please specify

20. Is the IT infrastructure adequate to support your business? Yes No

21. Are utilities and essential services adequate to support your business eg mobile phone reception, power supplies etc? Yes No

22. Does your business suffer from any transport issues as a result of being located in Hook? Yes No

23. Do the public transport options available for staff to get to and from work meet the staff needs? Yes No Don't know

24. If all commercial buildings in Hook were fully occupied, would you have a need for additional parking? Yes No Don't know

25. Please add any further comments regarding the services in Hook

In Summary

26. What 3 things (if any) do your staff raise most often as concerns about working in Hook?

1 _____

2 _____

3 _____

27. Overall, how satisfied are you with Hook as a place to do business?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied
Fairly dissatisfied Not satisfied at all

Your contact details

Contact Name: _____

Contact details:

Email _____

Phone _____

I am happy to be contacted in the future:

to follow up any points on this survey	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
on other Neighbourhood Plan activity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
by the Parish Council for other community issues	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>