



## LOOE BUSINESS QUESTIONNAIRE FEBRUARY 2016

We would like your help in drawing up a new plan for Looe in which our community shapes the future development of its area.

The Looe Neighbourhood Development Plan is being prepared by Looe Town Council. It's a new type of plan made under the Localism Act 2011 which gives everyone who lives in Looe the democratic right to be involved. This is a real opportunity to have an active say in the future of Looe and we would like to know what you think. Please take the time to fill in this questionnaire and let us know your views.

**You can complete this questionnaire on-line at  
[www.futurelooe.town/questionnaires](http://www.futurelooe.town/questionnaires)**

**Q 1. What are your future business plans?** Please tick one choice

- |                                  |   |
|----------------------------------|---|
| <input type="radio"/> Expansion  | <input type="radio"/> Reduction               |
| <input type="radio"/> Disposal   | <input type="radio"/> No change               |
| <input type="radio"/> Relocation | <input type="radio"/> Other? (Please specify) |

Please give brief reasons

**Q 2. If you are intending to relocate your business, please say to what area:**

- |                        |  |
|------------------------|--|
| Relocation within Looe | <input type="radio"/> To another property in the town centre   |
| Please tick one choice | <input type="radio"/> East Looe                                |
|                        | <input type="radio"/> West Looe                                |
|                        | <input type="radio"/> To a property/site elsewhere in the town |
| Relocation out of Looe | <input type="radio"/> To somewhere else in SE Cornwall         |
| Please tick one choice | <input type="radio"/> To Plymouth area                         |
|                        | <input type="radio"/> To elsewhere in the SW                   |
|                        | <input type="radio"/> To elsewhere in the UK                   |
|                        | <input type="radio"/> Abroad                                   |

Please give brief reasons

**Q 3. What land and property requirements will you require for your business plans?** Please tick as many choices as apply

- Bigger site with more storage, parking, space
- Modern, higher standard building
- Improved access
- Serviced land only
- On site redevelopment to a modern standard
- Larger building with more and better laid out space
- Specialist building able to accommodate specific requirements (e.g. clean room, security measures, specialist equipment, bio-safety, etc.)
- 
- Smaller property/site
- No Change

**Q 4. Are there any off-site improvements required that would help your business over the next 20 years?** Please tick as many choices as apply

- Better energy/water supply
- Faster SF Broadband (i.e. Fibre-to-the-Premises (FTTP at 300mbps)
- Toilets provision
- More parking and enforcement
- More Coach parking
- Environmental enhancements
- Clearer signage to your location
- Pedestrianisation
  - Full
  - Business Hours
  - Seasonal
- Public Transport
- Better drainage
- Surrounding roads network

**Q 5. Are there any specific materials or products that would help your business if they could be sourced locally?** Please describe briefly

**Q 6. Is 'buying local' for your business important?** Please tick one box:

- Very important
- Neither important nor unimportant
- Important
- Unimportant

**Q 7. 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

- Yes  No

**Q 8. Are you a home based business?**

- Yes – Please go to question 9  No – Please go to question 12

**Q 9. If you are a home worker, please tell us what area of work you cover:**

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

**Q 10. What elements of a home-working support hub would be of most interest to you?**

- Co-working and collaboration space
- Layout and 'maker' space
- Business meeting space
- Access to high bandwidth internet
- Showroom and event space
- Refreshment area
- Storage
- Other (please specify)

**Q 11. Do you think that your business will expand beyond your domestic space and require a small workshop and/or office space in the next:**

- 1 to 2 years
- 3 to 5 years
- 5+ years

**Q 12. Do you think that the following calendar of events benefit businesses in the town?** Tick all that apply

- |   |  |
|---|--|
| <input type="radio"/> Looe Luggar Regatta   | <input type="radio"/> West Looe May Fayre        |
| <input type="radio"/> Carnival Week         | <input type="radio"/> Raft Race                  |
| <input type="radio"/> Food Festival         | <input type="radio"/> Festival by the Sea        |
| <input type="radio"/> Christmas events      | <input type="radio"/> Literary Festival          |
| <input type="radio"/> New Years Eve         | <input type="radio"/> Looe Music Festival        |
| <input type="radio"/> Sailing championships | <input type="radio"/> Other please use box below |

**Q 13. Do you think the Polean site at the end of the Millpool car park by Jewsons should be redeveloped?** Please tick one box

- Yes - Please go to question 14-16       No - Please go to question 16

**Q 14. What types of redevelopment should be provided on the Polean site?**  
Please Tick one box in each row.

	Least Importance 1	2	3	4	Most Importance 5
Shopping centre & parade					
Residential					
Extra care/Assisted living					
Office/hi-tech campus development					
Leisure facilities					
Other					

**Q 15. Can you identify any other areas that should be developed?**

--

**Q 16. What type of jobs do you think should be encouraged?**

	Least Importance 1	2	3	4	Most Importance 5
Service jobs (retail, restaurants, bar work, tourism etc)					
Service jobs (care work, cleaning & maintenance, etc)					
Construction					
Manufacturing - low technology					
Manufacturing - High tech, professional and scientific					
Financial and business services					
Information and communications					
Public administration and education					
Arts and entertainment					
Other (please specify)					

**Q 17. Do you market to a specific demographic?**

- |   |                                |
|---|--------------------------------|
| <input type="radio"/> Families                          | <input type="radio"/> Couples  |
| <input type="radio"/> Activities eg walkers, dog owners | <input type="radio"/> Retired  |
| <input type="radio"/> Pink pound                        | <input type="radio"/> Heritage |
| <input type="radio"/> Other (please specify)            |                                |

**Q 18. Do you or your staff require access to training?**

- |  |   |
|--|---|
| <input type="radio"/> Food hygiene/health & safety | <input type="radio"/> Computing ie email/internet/excel etc |
| <input type="radio"/> Management                   | <input type="radio"/> Retail skills                         |
| <input type="radio"/> Customer care                | <input type="radio"/> Other (please specify)                |

**Q 19. What do you think is the biggest risks to business in Looe? (Please be specific and brief)**

**Q 20. Can you estimate what is the percentage of your business is with residents and as opposed to visitors?**

**Visitors %**

**Residents %**

**Q 21. What ideas do you have for improving business in Looe?**

<b>1.</b>	
<b>2.</b>	

**Q 22. What disabled facilities or access does your business provide?**

Wheelchair access	Widened doorways
Access ramps and handrails	Large print/Braille menus
Level floors	Dropped kerbs
Hearing loop	

Nearly finished! Now we just need to know a little bit about your business to help us analyse the results by locality, sector, market type etc., so that we can be sure that we have a balance of views from across our business community.

Please ensure that you give the business details requested as it will help the Town Council to contact you when doing further surveys on issues that could have a business impact\*

<b>Business Location:</b>	<input type="radio"/> East Looe	<input type="radio"/> West Looe	<input type="radio"/> Hannafore	<input type="radio"/> Barbican
	<input type="radio"/> Millpool	<input type="radio"/> Elsewhere (please specify)		

<b>Business Name</b>	
<b>Business address:</b>	
Your Postcode:	
Contact Name:	
Position in company:	
Email address:	

Nature of Business	<input type="radio"/> Food Take-away
	<input type="radio"/> Restaurant or cafe
	<input type="radio"/> Public House, Wine Bar etc
	<input type="radio"/> Food & Drink (Other, eg off-licence)
	<input type="radio"/> Fashion (Clothes & Accessories)
	<input type="radio"/> Speciality shop/service
	<input type="radio"/> Retail gifts, arts, crafts
	<input type="radio"/> Retail consumer durables
	<input type="radio"/> General groceries etc
	<input type="radio"/> Dry cleaners/ launderettes, hire shops
	<input type="radio"/> Beauty (Hair, Nail, Tanning etc)
	<input type="radio"/> Health & Medical (Pharmacy, Chiropody etc)
	<input type="radio"/> Property (Estate Agents, Letting Agency etc)
	<input type="radio"/> Financial Services (Building society, Bank, Accountancy, Insurance etc)
	<input type="radio"/> Professional Services (Architects, Solicitors, Employment Agency etc)
	<input type="radio"/> Leisure & Entertainment (Amusements, Betting, etc)
<input type="radio"/> Travel and Ticket agencies	
<input type="radio"/> Private Members Clubs	
<input type="radio"/> Heritage (Museum, Visitor Centre etc)	
<input type="radio"/> Motor Trade (Car Sales, Servicing & Repairs)	

	<input type="radio"/> Community services/space
	<input type="radio"/> Charity Shop
	<input type="radio"/> Hotel
	<input type="radio"/> Guest house
	<input type="radio"/> Bed and Breakfast
	<input type="radio"/> Self catering accommodation
	<input type="radio"/> Residential care/nursing home
	<input type="radio"/> Training centre
	<input type="radio"/> Clinic, GP health centres etc
	<input type="radio"/> Crèche, day nurseries.
	<input type="radio"/> Public hall, community centre or places of worship
	<input type="radio"/> Business Administration and Support Services
	<input type="radio"/> Manufacturing
	<input type="radio"/> Construction (Builders, Builders Merchants, Recovery etc)
	<input type="radio"/> Wholesale Food Services
	<input type="radio"/> IT support, Information & Communication
	<input type="radio"/> Website design and social media
	<input type="radio"/> Design, illustration
	<input type="radio"/> Marketing
	<input type="radio"/> Arts Entertainment & Recreation
	<input type="radio"/> Education
	<input type="radio"/> Distribution & Warehousing
	<input type="radio"/> Agriculture
	<input type="radio"/> Forestry
	<input type="radio"/> Fishing
	<input type="radio"/> Fish processing and support
	<input type="radio"/> Marine, boating
	<input type="radio"/> Other (please specify):
What form of business organisation are you?	<input type="radio"/> Partnership
	<input type="radio"/> Private Limited Company
	<input type="radio"/> Public Limited Company



	<input type="radio"/> Franchisor
	<input type="radio"/> Franchisee
	<input type="radio"/> Co-operative
	<input type="radio"/> Charitable
	<input type="radio"/> Other (please specify)

Age of business	<input type="radio"/> New business (0-2 years)
	<input type="radio"/> 3-5 years
	<input type="radio"/> 6-10 years
	<input type="radio"/> 10 years +
Number of Employees	<input type="radio"/> 1/Self employed
	<input type="radio"/> 2-10
	<input type="radio"/> 11-49
	<input type="radio"/> 50-100
	<input type="radio"/> 100+
What percentage of your employees live within 2 miles of Looe?	<input type="radio"/> 0-20%
	<input type="radio"/> 21-40%
	<input type="radio"/> 41-60%
	<input type="radio"/> 61-80%
	<input type="radio"/> 81-100%
Size of current workspace	<input type="radio"/> Work from home
	<input type="radio"/> Under 93 sq metres (1,000 sq feet)
	<input type="radio"/> 94 – 465 sq metres (1,001-5,000 sq feet)
	<input type="radio"/> 466 – 929 sq metres (5,001 – 10,000 sq feet)
	<input type="radio"/> 930 – 1, 858 sq metres ( 10,001 – 20,000 sq feet)
	<input type="radio"/> 1,859 sq metres + (20,000 sq feet +)
	<input type="radio"/> Where is your principal client base?
	<input type="radio"/> Local shoppers/service users
	<input type="radio"/> SE Cornwall shoppers/service users
	<input type="radio"/> internet sales and services
Are you a branch of a national/regional company or purely local	<input type="radio"/> Branch of national/regional company
	<input type="radio"/> A local company
What is your present policy on “carbon footprint” reduction?	<input type="radio"/> Company policy and strategy in place and actively pursued
	<input type="radio"/> We do what is required by regulations
	<input type="radio"/> Passive, we do what we can

	<input type="radio"/> Considering a policy and strategy
	<input type="radio"/> Nothing
Why did you establish or purchase your business in Looe? (Please specify)	

Thank you for completing the questionnaire. If you would like to be more deeply involved, the opportunity exists to serve on the Steering Group, or to take part in a short period Theme Team that will look at business and employment issues. It is this team that will develop the policies and proposals for business and employment that will appear in the final Neighbourhood Plan.

Please return to Anne Frith Looe Town Council Clerk Looe Guildhall, Fore Street, East Looe PL13 1AA

\*Note. The details you give will only be used for research purposes connected with the Neighbourhood Plan and for the Town Council to contact you when consulting on policies that might impact on local businesses. They will not be passed on to any third parties or used for marketing purposes in accordance with the Data Protection Act 1998. All information supplied will be held by Looe Town Council and will remain secure and confidential. If you wish to be kept informed about the plan, please supply an email or postal address to the Town Council and we will ensure you are notified at key stages.