

Nether Stowey Neighbourhood Plan
Business Questionnaire Responses and Method of collection (Judith Greig)

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Business Questionnaire Summary Data

Areas	Critical	Positive	Suggestions	Neutral	Detail	More information needed	Total
Mobile reception	20	1		2		1	24
High speed broadband	10	3		4		1	18
Links to other businesses	2	10	2	2		1	17
Signage	7	2	3	1			13
Parking	13		1				14
Facilitating support locally	2	1	8	1		1	13
Public transport	11		1				12
Advertising		4	3	3			10
Local infrastructure (roads, power, water)	4	1	3	1		1	10
Staffing	3				7		10
Premises, new or better	4	1	3			1	9
Public toilets	2	5					7
Social media		2	2				4
OTHER?	1	2	1				4
OTHER?	1						1
OTHER?							0
	80	32	27	14	7	6	166

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Business Questionnaire Responses

Sources of this information are the Business Questionnaire (original copies passed to Parish Office 20 Feb 2017) responses received, collated by Excel pivot (file CommentsOnResponsesToQuestionnaires.xlsx).

Topic of question	ID no. of the Business
General nature of response: Critical; Detail; Neutral; Positive; Suggestion	
Comment	
Type of business	
Facilitating support locally	
Neutral	
Work from home so no major issues	19
Financial planning	19
Positive	
Parish Council recognises our contribution..	18
Horticulture	18
Suggestions	
Provide regular advice for local business grants would be good	2
Community communication	2
Maybe a local services directory?	7
Property developer/exhibition design	7
Promotion of local businesses would be good, eg as flyer regularly around the village	10
Visitor accommodation	10
An organisation (Parish Council?) facilitating joint initiatives, e.g. Watchet's Onion Collective, Coleridge Way business committee/steering group. Local business forum?	1
Visitor accommodation	1
Need to promote the value of social media, eg with presentation from professionals	14
Book/second hand shop	14
Maintain existing including Port Office. Medical Centre is used by customers. One customer wanted to find an organ to play for relaxation.	16
Craft courses+ biannual exhibition	16
A bank in the village would save travelling to town (NB we lost Lloyds in Lime St some years ago, JMG)	18
Horticulture	18
Local support is paramount and good communication key to the local economy.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Critical	
Some promotion of local businesses would be good to see.	9
General store/newsagent	9
Would appreciate local promotion of Resident Villagers' free pass into Coleridge Cottage. Does the Cottage appear on the Council website?	12
Visitor attraction/Heritage site/NT	12
Support from Parish Council and residents for putting tables/chairs on The Cross would be good.	21
Pub	21
High speed broadband	
Neutral	
Not a problem here important now that, e.g., mentoring (intercommunicative communication) is online	1
Visitor accommodation	1

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Broadband seems fine	17
Writer and consultant - ecology	17
Not 100% but not a business issue.	21
Pub	21
Positive	
Pretty good, >20megabytes	2
Community communication	2
Good	3
Painter/decorator, house maintenance	3
OK, not a problem	4
Solicitor	4
Critical	
For everyone? - BT say there are no more lines available now.	6
Visitor accommodation	6
Yes please! Ours dips in and out terribly.	7
Property developer/exhibition design	7
Infinity is rubbish - 70% efficient.	8
General store/newsagent	8
Not too good.	9
General store/newsagent	9
Not good	10
Visitor accommodation	10
Needs improving - NT are having to pay extra for cabling. The Cottage was unable to participate in a TV live broadcast because broadband signal insufficient.	12
Visitor attraction/Heritage site/NT	12
BT have run out of connections. The business uses wi fi hub from Cricketer	15
Grocery/restaurant	15
It is improving	16
Craft courses+ biannual exhibition	16
An issue for the book keeper.	20
Bookkeeping	20
Not readily available throughout the Parish and expensive to install privately.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Detail	
Cost of installing a private system with fibre optic across field is phenominal - Inwood just about manages but speed is paramount	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
John Deere workshops - each vehicle bay is wi-fi linked to the manufacturer (Germany or sometimes on other side of the world) for diagnosis and repair instructions. Their business depends on these links.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Links to other businesses	
Neutral	
Not at the moment. Has used local technical help previously	2
Community communication	2
Do use local electrician but horticultural supplies are sourced from Taunton as not available locally.	18
Horticulture	18

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Do not work with others local businesses	19
Financial planning	19
Positive	
Links to main office some miles away when working from home	4
Solicitor	4
Good network already operating locally between Visitir Accommodation. Guests order picnics in advance from Diane at Post Office.	6
Visitor accommodation	6
Sponsors local events eg flower show, pantomime, village hall.	9
General store/newsagent	9
Works with Stacey's Dairy who deliver for the store and store takes milk money and phone orders.	9
General store/newsagent	9
Essential to keep village vibrant, engaged and enthused, e.g. Old House guests order their picnic from Diane at the Post Office. Local business forum, lunches?	1
Visitor accommodation	1
The volunteers promote the village as visitors leave 'have you seen/visited (The Mount, pubs/food establishments etc) ...?' Ancient Mariner allows NT visitor parking.	12
Visitor attraction/Heritage site/NT	12
Uses local businesses, eg shops. Buys, eg Miles coffee, a local product from Somerset.	13
Hairdresser	13
The business promotes tourism through website photos of the village	14
Book/second hand shop	14
An invaluable requirement: customers stay in the village in all levels of accommodation including private houses @£25 per night. A good network has been built.	16
Craft courses+ biannual exhibition	16
Conference is 2 days in Church Centre and involves up to 150 attendees who therefore stay in the village overnight.	17
Writer and consultant - ecology	17
Local businesses are supprtive of one another (conflicts somewhat with other comment on this topic JMG)	18
Horticulture	18
Networks wit other businesses, eg B&Bs when the pub is full	21
Pub	21
This business rents out 5 x small self-contained business facilities,	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Own farm equipment is serviced by John Deere onsite Unit if applicable. Otherwise Compass Tractors in Bridgwater services the other equipment.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Grows crops for the gas plant down the road - works well.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
50% of business is with restaurants/pubs supply, depending on time of year - more local customers in shop in winter.	25
Butcher	25
Suggestions	
None at the moment. Organic farm was approached but couldn't meet supply requirements.	15
Grocery/restaurant	15
Critical	
Laundry is done by Paragon operating from Ross-on-Wye!!! Because the Bridgwater operation	22

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was not up to standard!	
Agriculture/retail/tourism/weddings/visitor accommodation	22
Detail	
Church Centre allows this business to have conferences	17
Writer and consultant - ecology	17
Guests (40 on site come May/June 2017) currently use Cricketer Farm Shop/restaurant for eating and buying gifts	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Cricketer Farm Shop/restaurant is relocating to Inwood	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Firemen are locally employed/self employed, requiring 5 minute response time - Stoguersey is at the limit, and call-out as required - dependent on good will og their full time employer to release them for fire duty as called upon. Weekdays daytime cover is consequently difficult - evening is better.	26
Fire brigade	26
Local infrastructure (roads, power, water)	
Neutral	
Fair. Had to supply own electricity supply to site.	18
Horticulture	18
All fine, not a lot a business like this can do about it anyway.	21
Pub	21
Positive	
All good.	7
Property developer/exhibition design	7
Suggestions	
Understands there are plans for a pavement ref children to school, bollards in Lime Street - should be in keeping with village character.	12
Visitor attraction/Heritage site/NT	12
Concern that proposed new development should be in sympathy with current buildings.	12
Visitor attraction/Heritage site/NT	12
Electricity power variable, causes issues re alarm system.	12
Visitor attraction/Heritage site/NT	12
More houses equals mor customers, good idea,	13
Hairdresser	13
We need a foorpath down to the new Cricketer Farm Shop/restaurant at Inwood.	16
Craft courses+ biannual exhibition	16
Craftspeople are keen to move to the West Country - to save costs. Craft workshops would be good.	16
Craft courses+ biannual exhibition	16
Critical	
Road at Cricketer, dangerous. Original plan was to widen it (where Pauline was killed)	2
Community communication	2
Will heavy traffic impact further on local roads? M5 already a problem - guests join a queue from North Bristol.	6
Visitor accommodation	6
Footpaths required to carry people along A39 to new premises at Inwood, by foot.	15
Grocery/restaurant	15
Fire station are first responders when there is a shout from Hinkley - roads?	26
Fire brigade	26

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Somerset Larder could not be run from Nether Stowey because of lack of suitable access for size and number of vehicles required to Hinkley - check with Parish Council for detail	27
Developer	27
Detail	
Inwood is clearing a footpath from Cricketer to Inwood for the relocation of Shop/Restaurant but in fact most trade is already by car - 5% of custom seems to be by foot.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Mobile reception	
Neutral	
Not too bad in our vicinity	18
Horticulture	18
Pub uses a booster. Not really a business issue.	21
Pub	21
Positive	
Uses EE - excellent	3
Painter/decorator, house maintenance	3
Critical	
Atrocious and also vital	1
Visitor accommodation	1
Pants. Uses a Vodafone box off the internet that feeds into the telephone system.	2
Community communication	2
A real problem as the mobile number is given out for business purpose.	4
Solicitor	4
Reception (Vodafone) has deteriorated here half way up Castle Hill.	5
Dance + other	5
Need good connection from all providers. Vodafone, O2, Three - all poor. EE and Orange not too bad.	6
Visitor accommodation	6
Allalling on O2 and Vodafone - a real problem.	7
Property developer/exhibition design	7
Can't use it locally.	8
General store/newsagent	8
Terrible. Texts can't be used for ordering and can't text customers to say orders are ready for collection.	9
General store/newsagent	9
Terrible. B&B loses bookings when they can't pick up texts quickly.	10
Visitor accommodation	10
Need better.	12
Visitor attraction/Heritage site/NT	12
Needs improving to a usable level.	13
Hairdresser	13
Very bad	14
Book/second hand shop	14
Top of the list of requirements.	15
Grocery/restaurant	15
A killer - unusable.	16
Craft courses+ biannual exhibition	16

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Rubbish - needs to be better.	17
Writer and consultant - ecology	17
Very poor reception - Vodafone	19
Financial planning	19
Very poor and subject of much/most criticism from the Business Unit lessees and employees. 60-80 mobile phones on site.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Business unit Vets, mechanics etc all need mobile access.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
100-400 wedding guests (Quantock Lakes) going through per week, Tweeting, Instagram, Facebook and this generates interest and therefore expansion of tourism business locally. Puts Nether Stowey and Quantocks on the map.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Has to rely on landline	23
Plumber	23
Working from home - impossibly inconvenient, can't even pick up text messages and students don't understand that the mobile really DOES NOT RECEIVE.	24
Teacher	24
Poor	25
Butcher	25
Parking	
Neutral	
A village-wide issue rather than for this business	7
Property developer/exhibition design	7
Own parking on site, not an issue	18
Horticulture	18
An issue for the village, not this business	20
Bookkeeping	20
Delivery vehicle a problem for others if the spot on The Cross is already taken but any village has its limitations.	21
Pub	21
Doesn't make a lot of difference to the business.	21
Pub	21
Positive	
Onsite (farmland) is fine. (this business is now operating an HPC park and ride? JMG)	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Suggestions	
Persuade the Church to allow use of Church Centre car park, with an honesty box for payment, works for Tewkesbury Abbey, it seems.	21
Pub	21
Critical	
9 spaces on premises. Always an issue in village. Lime St cars in Castle Street. Car park not used to capacity but a hub for walkers at week ends. Church and Medical centres oblige by arrangement.	1
Visitor accommodation	1
A little bit of an issue	3
Painter/decorator, house maintenance	3
A major issue. Suggests using area behind Lime Street.	6
Visitor accommodation	6

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Puts cones out for big delivery trucks and this can be an irritant to customers.	8
General store/newsagent	8
Up and down. Evenings are worst. Suggest short term 15 minute reserve spaces as in Cannington. Car park in library no use for disabled so store offers to deliver bulk purchases.	9
General store/newsagent	9
NT is allowed to use Ancient Mariner, which could be signed accordingly. Village needs more - Cricketer, behind Lime Street?	12
Visitor attraction/Heritage site/NT	12
Nether Stowey is known in the trade as a difficult place to park.	14
Book/second hand shop	14
Business is to move to Inwood and car parking a likely issue	15
Grocery/restaurant	15
Not for own customers - car park is good, but for village generally - Lime Street!	16
Craft courses+ biannual exhibition	16
Only just works - library car park is vital.	17
Writer and consultant - ecology	17
Vital for visitors and standard could be improved	17
Writer and consultant - ecology	17
Becoming worse by the year	19
Financial planning	19
Always an issue - why not utilise area behind Lime Street?	23
Plumber	23
An important issue. Lime Street is impossible.	25
Butcher	25
Without improving the parking situation the opportunity for facilities such as e.g. restaurant, to open in the village. Looked at possibility of Gullifor's Garage conversion to this end but concluded Planning would reject because of parking issue	25
Butcher	25
Church Centre permission for expanding public parking?	25
Butcher	25
Premises, new or better	
Positive	
New housing for Crickete will increase custom. Target of shop is crisis purchases and older customers - young go elsewhere anyway.	8
General store/newsagent	8
Suggestions	
Some micro-businesses might appreciate a serviced office.	7
Property developer/exhibition design	7
Not an issue for this business but maybe some small local units would be useful for others.	7
Property developer/exhibition design	7
Not this business but small businesses e.g. painting and decorating may appreciate storage/workshop facilities.	1
Visitor accommodation	1
This type of business brings people in to the village to stay, spend money and add to the economy. Facilities for craft courses would attract the craft tutors and practitioners who are anxious to move from expensive south-east of England.	16
Craft courses+ biannual exhibition	16
Critical	
Planning application for change of use to restaurant was rejected. This business preferred not to	11

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participate in the questionnaire.	
Post Office/general store/café	11
Good landlord support required. The business is having to move and hoping for decent length of lease in new premises.	15
Grocery/restaurant	15
Planning consent can be a long and expensive process in rural location,	18
Horticulture	18
The business has been building and is critical of unnecessarily high standards required by HPC, e.g. loos for the HPC park and ride require heating (Union rules)	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Public toilets	
Neutral	
No problem, Cottage has own facility	12
Visitor attraction/Heritage site/NT	12
Positive	
Very important to tourism. Ramblers Association also considers it a vital facility.	1
Visitor accommodation	1
Needed for walkers. Must stay.	6
Visitor accommodation	6
Always a boon. Doesn't affect this business.	7
Property developer/exhibition design	7
A valuable asset, including to locals!	14
Book/second hand shop	14
Essential - customers arrive early, some can't manage stairs at the business premises, If the owners are out in the evening and main house locked, access to loos for those using the studio.	16
Craft courses+ biannual exhibition	16
Critical	
Are they open all day, 7 days?	9
General store/newsagent	9
Public transport	
Neutral	
Not an issue for this business	21
Pub	21
Suggestions	
Walkers are Welcome and Encounter Walking Holidays.com both consider this a sustainable means of travel, even Stowey from Bristol airport! Also some take the bus to e.g. West Quantoxhead and return on foot Coleridge Way.	1
Visitor accommodation	1
Valuable for connecting to towns to attract visitors, particularly those with mobility issues.	12
Visitor attraction/Heritage site/NT	12
Critical	
An issue. Alternative is a taxi and guests are charged up to £50 from Bridgwater.	6
Visitor accommodation	6
Not used for business. Not great for those who do depend on it.	7
Property developer/exhibition design	7
Constantly changing timetables affect Volunteers' timetables.	12
Visitor attraction/Heritage site/NT	12

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Deteriorated, no longer able to use it to get in to work from Bridgwater.	14
Book/second hand shop	14
Getting worse. Owner of business tends to pick up customers from the station although one, from Chamonix, did come all the way by bus from the airport - not easy.	16
Craft courses+ biannual exhibition	16
Barely works for visitors	17
Writer and consultant - ecology	17
Very poor and makes recruitment of staff difficult as they have to have own transport	18
Horticulture	18
Is there any?	19
Financial planning	19
Limited or no bus route	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Terrible, difficult for finding work for those without own transport.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Lack of public transport necessitates 2 cars with only occasional use of the second one.	24
Teacher	24
Signage	
Neutral	
Seems fine	17
Writer and consultant - ecology	17
Not required by this business	19
Financial planning	19
Doesn't think tourism signage would improve the pub business.	21
Pub	21
Positive	
Good	18
Horticulture	18
Nether Stowey well signed and easy to find. This business does not need identifying.	7
Property developer/exhibition design	7
Suggestions	
(blank)	24
Visitor attraction/Heritage site/NT	24
Needs something like 'Gateway to the Quantocks' and also local indicators of what's in the village, customers enquire where they can get something to eat, eg.	14
Book/second hand shop	14
Critical	
Librarian constantly questioned. No 'Coleridge Way' sign up to Castle Street. Goal info not directed. Interactive Tourist Info screen?	1
Visitor accommodation	1
Needs improving. Playing field, Church - where are they?	6
Visitor accommodation	6
Only signage is how to get out of the village, not to what's is here.	9
General store/newsagent	9
Only signage shows how to get out of the village, not what is here and where it is.	10
Visitor accommodation	10
Could do with some indication of where businesses are in the village.	13

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Hairdresser	13
Not happy that SDC slapped them for signage while NT got away with the 'Great Cake' sign. Signage needed to attract passing trade.	15
Grocery/restaurant	15
Often meets with Highways opposition, i.e. on the roads, and can be a costly form of advertising. SDC are aware of Highways issues	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Advertising	
Neutral	
Uses niche marketing adverts in magazines while 99% of customers come from Google search to the website	16
Craft courses+ biannual exhibition	16
Last conference was advertised by email to previous attendees	17
Writer and consultant - ecology	17
Not required by this business	19
Financial planning	19
This business is happily word of mouth	20
Bookkeeping	20
Positive	
Own monthly leaflet drop. Sponsors ad. In Quantock Messenger.	9
General store/newsagent	9
Blackboard on The Cross is useful for attracting visitors to the village. Otherwise what the pub is doing is satisfactorily adequate to its needs.	21
Pub	21
Suggestions	
A local directory?	2
Community communication	2
Social media eg Facebook is the way forward in the future.	3
Painter/decorator, house maintenance	3
Would like to see info at each end of the village eg for The Mount, Walkers are Welcome, NT Property, Eating/drinking places etc	12
Visitor attraction/Heritage site/NT	12
More help could be given to small start up businesses.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
OTHER?	
Positive	
Customer area includes Spaxton, Holford, Kilve, Stoguersey- people USE Nether Stowey.	8
General store/newsagent	8
Paper round improves footfall outside the village.	9
General store/newsagent	9
BBC Somerset TV, very helpful promotion of the business that was likely to have otherwise closed.	15
Grocery/restaurant	15
Customers like to come to this village particularly - it is an attraction for the business, where some classes have a 2 year ahead booking list. Husbands come along for a holiday, some have returned with the family and rented holiday accommodation.	16
Craft courses+ biannual exhibition	16
Overall can't think of anything that hinders business running normally	21
Pub	21

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Suggestions	
Concern that HPC will impact on tourism, changing the tone of the village for the worse. This business specialises in walkers, historical interest etc.	6
Visitor accommodation	6
Village needs good variety of food places for resident customers - Post Office lunches are good.	16
Craft courses+ biannual exhibition	16
Save the Post Office - this business posts out parcels (books) regularly, customers use it for free access to their cash.	16
Craft courses+ biannual exhibition	16
Place a second rubbish bin on The Cross.	21
Pub	21
Critical	
Young people move away for greater access to work and leisure when they can walk or take public transport home after a drink.	8
General store/newsagent	8
Detail	
This business - Feb-Nov 2x4 days courses per month + 1x5 day course every 3 months, brings people in to the village who stay here, eat here sleep here and spend money here and then spread the word to others.	16
Craft courses+ biannual exhibition	16
Expanding with build of one more unit to accommodate expanding needs and standards of existing tenants but not expecting more than that at the moment.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
West of England Cricket Teams (en route Minehead/Bristol) stop at Cricketer Restaurant for breakfast - good reputation generates good business.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Smart Agriculture Services, Unit at Inwood, started in 2008 as the first small unit tenant. With 1 sales person and 1 mechanic and a part time admin assistant. Now has 4 salesmen, 3 admin people, 9 technicians and due to take on a further 4-6 people.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Started with 6 weddings a year. 65-70 weddings booked in 2017. 2 weddings a week (max possible to achieve their required standard) requires a lot of good reliable quality staff to achieve quick turnaround	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Exciting times. This business has closed its dairy, grows crops for the gas plant down the road.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
These comments for ID 26 were a collection of comments from different people, not an official response.	26
Fire brigade	26
Staff	
Critical	
Small businesses have great difficulty to afford sickness/maternity pay. This restaurant business is not suited to employing working mothers - school hours/holidays. Local staff are difficult to find. Young weekender staff are fine until they leave for university! Chefs difficult to find and then difficult to keep.	15
Grocery/restaurant	15
Great difficulty to recruit sufficient firemen nowadays. The necessary 4th Crew Manager is supplied by Bridgwater and without that they are unable to respond to a call.	26
Fire brigade	26
Detail	
Would like more volunteers, please.	12

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Visitor attraction/Heritage site/NT	12
Only uses locally recruited staff and has no problem finding them.	21
Pub	21
50-70 employed with the different business lessees.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Accommodation business uses 2 full-time staff, wedding business 2ce a week with <30 part timers (7-10 bar staff) and 3 full time plus 2 full time cleaners who are resident at Inwood.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
70% of staff are from the village	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
The wedding business can call on 4 known chefs so it has always got backup. Catering for <500 at any one sitting.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22
Tilers/carpenters etc brought in from Bridgwater because not available in village.	23
Plumber	23
2 year training required so 55 yrs is the oldest possible to recruit even if physically fit to serve.	26
Fire brigade	26
Cricketer plans to run Somerset Larder, with consequent need for many local staff, from Nether Stowey have been shelved in favour of customised unit in Bridgwater	27
Developer	27
Plans seem to be for a mix of housing (a business reducing in size in favour of housing) and local work units	27
Developer	27
Social media	
Positive	
Facebook is invaluable - allows businesses to target customers, Can link to other businesses for linked promotions. Can tag each other.	12
Visitor attraction/Heritage site/NT	12
Facebook resulted in 80 kids for a hallowe'en event - looking to use more social media, eg pinterest for the young ones, persuade them of local entertainments.	15
Grocery/restaurant	15
Critical	
Lack of mobile signal is a bar to promotion of local tourism as wedding guests can't Tweet, Facebook etc send photos etc to friends who may thus be encouraged to visit the Village.	22
Agriculture/retail/tourism/weddings/visitor accommodation	22

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Business Survey Methodology

Methodology Business Topic Questionnaires	16
Questionnaire 1 face-to-face	16
Questionnaire 2 email to QM advertisers	18
Questionnaire 3 via Parish Office	18
Questionnaire 4 via Parish Office	18

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Methodology Business Topic Questionnaires

6 different methods of approach were used: face-to-face by Judith Greig (Questionnaire 1 face-to-face below, 16/17 responses) and the Parish Clerk and Assistant (Questionnaire 3 via Parish Office and Questionnaire 4 via Parish Office below); email by the editors to local area advertisers in the local parish magazine (Questionnaire 2 email to QM advertisers below, 2/18 responses); email from the Parish Office; email and telephone by Judith Greig to the household questionnaire respondents with a business who gave contact coordinates; questionnaire forms on the counter at the Post Office (0/6 responses).

Background questions in the questionnaires identified a) the type of business, b) location (business premises/home based/etc.) and c) staff/sole/trader.

Concerns and aspirations in specific areas were identified from the original Neighbourhood Plan Questionnaire and modified/added to suit a business environment:

Advertising	Mobile reception	Local infrastructure	Public toilets
Signage	High speed broadband	Parking	Public transport
Facilitating support locally	Links to other businesses	Premises, new or better	Other

Responses led to identification of 2 further areas of interest to the focus:

Social media	Staffing
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Data is tabulated in Excel file (BusinessQuestionnaireData.xlsx/BusinessFocus and hard copy printouts of that data) where the areas:comments are linked to the responders.

Initial analysis shows the areas of comment from the responders. These have not yet been analysed by the type, location and size of business – for example Parking may not be an issue for businesses with their own parking facility nor Public Toilets to any other than those whose customers are likely to need them.

Numbers of comments for each area of interest – 22 respondents									
22	Mobile reception	13	Signage	12	Public transport	9	Staffing	4	Social media
17	High speed broadband	12	Parking	10	Advertising	7	Premises, new or better	4	Other
15	Links to other businesses	11	Facilitating support locally	9	Local infrastructure	7	Public toilets	2	Other

Questionnaire 1 face-to-face

BusinessQuestionnaireR2.docx

21 interviews were sought between 1 August and 3 September – 2 of them with Coleridge Cottage, one with each of the managers. 17 interviews took place - responses noted by the interviewer, one business completed the questionnaire without interview, one business refused an interview, one failed to respond to the request and one responded partially with a promise to complete the questionnaire at a later date.

A further response was received (no interview) given 22 Sep, returned w/e 15 Oct.

Nether Stowey Neighbourhood Plan

Business Questionnaire Responses and Method of collection (Judith Greig)

BUSINESS OPINIONS MATTER

Nether Stowey's Neighbourhood Plan

The Neighbourhood Plan enables the village to influence the nature of the inevitable changes that will take place over the next 20 years.

We would like to establish what the businesses in the Parish think are the key issues that should be tackled within the Neighbourhood Plan, including new buildings for local businesses or changes to the local road network.

The Plan can reinforce Sedgemoor Local Plan policy of supporting the development of businesses in Key Rural Settlements such as Nether Stowey, while recognising that some issues will be beyond its scope to influence directly.

Type of business?

For example: Agriculture; agricultural services; arts and crafts; garden services; health care, public house; equestrian; retail; tourism; trade - plumbing, electrical, carpentry, general building, etc.; visitor accommodation.

Location of business?

Business premises Home based Other (give detail)

Concerns and aspirations?

These may not necessarily be spatial in nature and therefore not the subject of Neighbourhood Plan policy but may relate to objectives that the Plan can realistically hope to achieve.

Concerns/aspirations	Your comments as applicable:
Advertising	
Facilitating support locally	
High speed broadband	
Links to other businesses	
Local infrastructure (roads, power, water)	
Mobile reception	
Parking	
Premises, new or better	
Public toilets	
Public transport	
Signage	
Staff	
OTHER?	
OTHER?	

Deadline for Business opinions - End of September 2016. Thank you for participating.

Judith Greig, 30-32 Castle Street TA5 1LW. Tel: 01278732483. Email: mrsjudithgreig@gmail.com

Nether Stowey Neighbourhood Plan Business Questionnaire Responses and Method of collection (Judith Greig)

Questionnaire 2 email to QM advertisers

QM – Quantock Messenger, the local parish magazine. BusinessFocusOnlineQuestionnaire.docx
This was a simplified version of Questionnaire 1 and was sent out online on 28 August 2016 to 28 businesses in Nether and Over Stowey that advertise with the parish magazine, The Quantock Messenger. 10 of these businesses had already been interviewed face-to-face and a further 2 responded by 13 September 2016.

We are seeking your opinion, as a business advertising in Nether Stowey, on the key issues that should be tackled within the village Neighbourhood Plan. The Plan can reinforce Sedgemoor Local Plan policy of supporting the development of businesses in Key Rural Settlements such as ours. The editors of the Quantock Messenger have kindly agreed to help with this email request for information.

Please 1) hit 'reply' 2) enter your answers and comments in the table below 3) hit 'send'

Background questions	Answers
Business type: e.g. - agricultural services; health care; general building?	
What is your work base: e.g. - business premises, home office?	
Sole trader, or number of employees part- or full time?	
Do you work regularly with or for other businesses locally?	
Issues	Your comments
High speed broadband, mobile reception	
Advertising and signage	
Local infrastructure (roads, power, water)	
Parking	
Premises, new or better e.g. workshops, office units for rent	
Other facilities locally that help or if existing would help your business	
Public transport	
OTHER?	

Thank you for participating.
Judith Greig, 30-32 Castle Street TA5 1LW. Tel:
01278732483. Email: mrsjudithgreig@gmail.com

Questionnaire 3 via Parish Office

BusinessQuestionnaireToCaro20Sep2016.docx

Layout as Questionnaire 1 designed for face-to-face. To Caro 20 Sep 2016.

Using form designed for face-to-face discussion but any unexpected answer is useful (Appendix 3)

Sent 20 September 2016 to Caro for her contact with:

Rose and Crown – Dawn

The George – Bill

Inwood diversified, as many questionnaires as Andrew would like – Andrew Jeanes (who is aware of the Focus, we spoke last week and also exchanged telephone messages)

From: Caro Slaymaker <caro.slaymaker@netherstowey-pc.gov.uk>

Date: Tuesday, 20 September 2016 at 10:11

I spoke to Bill this morning, and we are doing it shortly. Dawn will be in later this week. I've also given a form to Andy Andrews for his son, who is a craftsman and has been desperate for a workshop for ages.

Questionnaire 4 via Parish Office

BusinessQuestionnaireToMel20Oct2016.docx

Layout as Questionnaire 1 designed for face-to-face. To Mel 20 Oct 2016

Email 20 Oct 2016 to Mel

Nether Stowey Neighbourhood Plan
Business Questionnaire Responses and Method of collection (Judith Greig)

Many thanks for offering to chase Inwood, Andrew J, for me. If any other businesses walk into the Parish Office too

Attached is the questionnaire – same as the one Caro has but given your name and today's date to help my record keeping!

8Nov2016 email from Mel with reply from Andrew Jeanes attached.