

BOTESDALE &
RICKINGHALL

NEIGHBOURHOOD PLAN

2017-2036



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RICKINGHALL
NEIGHBOURHOOD
PLAN

BUSINESS SURVEY SUMMARY

November 2018

Prepared by Botesdale and Rickinghall Parish Councils

Business Survey

Q1. What is the name of your business?

Answered	20
Skipped	3

Responses

R.W.Lister & Son Motor Engineers
 Stones Estate Agents
 Rectory Hill LTD
 Faiths
 Dunkley Motor Services
 Stanleys Stamps
 P & H Bookkeeping
 St, Edmund's Wealth Management LTD
 Capital Consultancy & Training Company LTD
 Ultimate Joint LTD
 J.E.Electrical Services
 Botesdale Dental Practice
 The Co-op
 Roger Dixon (Dixon Haycage) (coming soon Barn Owl Meadow CL caravan Site)
 Simply Beauty
 MTM Youth Services CIC
 The Hair Parlour
 Ancestral Heritage
 Telemetry Associates Limited
 Aubrey Burrows & Associates Ltd

Q2. Which of the following categories best describes your business?

Answer Choices	Responses	
Advertising & marketing	0.00%	0
Agriculture, farming & fisheries	4.35%	1
Automotive	8.70%	2
Building & allied trades	4.35%	1
Business support	4.35%	1
Education	4.35%	1
Entertainment & leisure	0.00%	0
Finance & financial services	13.04%	3
Food & beverages	0.00%	0
Hair & beauty related	8.70%	2
Manufacturing	0.00%	0
Medical & health related	4.35%	1
Non-profit & charitable services	0.00%	0
Professional, scientific & technical	4.35%	1
Real estate	4.35%	1
Retail outlet, shop, etc.	4.35%	1
Sports	0.00%	0
Tourism	0.00%	0
Transport, storage & distribution	0.00%	0
Other (please specify)	34.78%	8
	Answered	23
	Skipped	0

Other (please specify)

- Online shop & distributor
- Dress making/crafts
- Mail order
- Plus education
- Food and beverages + retail outlet, shop, etc
- Agriculture, farming and fisheries - tourism
- Research/writing
- Consultancy

Q3. How long has your business been established?

Answer Choices		Responses
0 – 2 years	17.39%	4
3 – 5 years	4.35%	1
6 – 10 years	30.43%	7
11 – 15 years	8.70%	2
16 – 20 years	17.39%	4
21+ years	21.74%	5
	Answered	23
	Skipped	0

Q4. How many staff does your business employ full-time? See below for part-time.

Answer Choices		Responses
None/sole trader	52.17%	12
1 – 2 employees	34.78%	8
3 – 5 employees	13.04%	3
6 – 10 employees	0.00%	0
11 – 49 employees	0.00%	0
50+ employees	0.00%	0
	Answered	23
	Skipped	0

Q5. How many staff does your business employ part-time?

Answer Choices		Responses
None/sole trader	56.52%	13
1 – 2 employees	21.74%	5
3 – 5 employees	13.04%	3
6 – 10 employees	0.00%	0
11 – 49 employees	8.70%	2
50+ employees	0.00%	0
	Answered	23
	Skipped	0

Q6. How many of your staff live in Botesdale or Rickinghall?

Answer Choices		Responses
1 – 2 employees	92.31%	12
3 – 5 employees	0.00%	0
6 – 10 employees	0.00%	0
11 – 49 employees	7.69%	1
	Answered	13
	Skipped	10

Q7. What type of business do you operate?

Answer Choices		Responses
PLC	4.35%	1
Private company	34.78%	8
Franchise	0.00%	0
Charity	4.35%	1
Partnership	13.04%	3
Home-based business	4.35%	1
Sole Trader	30.43%	7
Other (please specify)	8.70%	2
	Answered	23
	Skipped	0

Other (please specify)

- Limited Company
- Community Interest Company

Q8. Is your business carried out from...

Answer Choices	Responses
Premises - an office/shop/workshop?	34.78% 8
A unit in a business park?	8.70% 2
Your home?	47.83% 11
Other (please specify)	8.70% 2
Answered	23
Skipped	0

Other (please specify)

- Village hall
- Surgery and home

Q9. Why are you located in Botesdale/Rickinghall? Please tick as many as apply.

Answer Choices	Responses
Access – transport links	0.00% 0
Availability of land or premises	0.00% 0
Availability of land or premises	13.04% 3
Location – proximity to home/family	39.13% 9
Location – proximity to service area	4.35% 1
Location – proximity to similar businesses	0.00% 0
Availability of workforce	0.00% 0
Cost	0.00% 0
Other (please specify)	43.48% 10
Answered	23
Skipped	0

Other (please specify)

- Existing home
- Availability of land or premises + cost
- Liked the area/facilities.
- Community
- Family farm
- All of above
- Availability of land or premises, proximity to family and cost
- location-proximity to home/family and service area.
- Availability of land, premises and workforce.
- Home office but travel widely

Q10. How do you rate Botesdale/Rickinghall as a place to operate a business from?

Answer Choices	Responses
Excellent	21.74% 5
Very Good	26.09% 6
Average	52.17% 12
Poor	0.00% 0
Very Poor	0.00% 0
Answered	23
Skipped	0

Q11. Are there any constraints on operating your business in Botesdale/Rickinghall?

Answer Choices	Responses
Yes	60.87% 14
No	39.13% 9
If yes, please give details below.	14
Answered	23
Skipped	0

If yes, please give details below.

- Lack of post office. Has been very poor Broadband until very recently.
- Lack of post office.
- Only a minor one, but loss of post office, with access to banking through it, has had an impact.

- Poor quality internet speeds. Lack of alternatives to BT lines. Poor 4G coverage. No post office now.
- Bad postal service. Poor WiFi. Recruitment of qualified staff is not easy.
- Bypass-no-one likes to cross it.
- Internet speeds not brilliant even with a so called fibre optic service. EE mobile signal not very good.
- No post office. Business signage from the council could be better.
- Delivery times
- I am conscious that Rickinghall has more than it's share of NIMBY'S who are load and quite successful at influencing the local council meetings.
- Size of premises & cost of rent.
- Disappointed that post office closed.
- Poor Broadband
- Distance from airports

Q12. In your opinion, what would encourage businesses to locate in Botesdale/Rickinghall? Please give details below.

Answered	18
Skipped	5

Responses

- Good catchment area for customers. Good amenities.
- Cheap rents. No business rates. The more local business there is, the more popular the village becomes.
- Fibre. Post office.
- There are none.
- Sadly none
- Return of a post office.
- Nice location
- Good links to Stansted and London
- Parts of village have good Broadband
- cost
- That would depend on the type and location of the business. For us it's access and persuading people to buy locally.
- Resolving above issues, plus greater availability of units suitable to run a business from.
- More housing. Better internet.
- A strong feeling that they were wanted and would be given reasonable support to allow them to develop any business ideas they had developing in them. The support of ENTREPRENEURSHIP is so very important for our nation's future development of jobs and income. This change of attitude has to start in our villages, from our local councillors.
- Low rent, help with council tax & better parking in the village.
- I'm not sure-depends on business, but see other question for comments.
- More clients/customers. Available parking.
- Better Broadband
- Good access, good communications, skilled workforce needed
- Financial incentives including reduced rates on properties

Q13. How would you like to see Botesdale/Rickinghall develop over the next 20 years? Please give details below.

Answered	21
Skipped	2

Responses

- Personally not too much so as to spoil village life.
- We would be happy to see more property being built, especially affordable housing. However, the popularity of the area is the fact that it is a conservation area and as such any development should be sympathetic and in keeping with the village scene.
- Maintain village, small, rural feel.
- Small housing developments
- Some new houses, but not large developments.
- Small amounts of housing. Replacement of post office.
- It would be nice to have more local shops like butchers and bakers to buy local produce.
- No more business than there is now.
- Slowly. The current facilities in the village are adequate, but would suffer from an influx of new residents if an estate was built.

- Re-opening of the post office
- From a business perspective I have everything I need.
- Improve communications
- BT and mail collection services are very poor.
- Slowly and with a lot of thought. Pedestrian access to non central business.
 - Quite like it as it is, but realistically we need to lower the average age of the community.
 - Bigger health centre
 - Into an area where the development of business ideas has been allowed to run its natural course bringing prosperity that will benefit both villages.
 - I'd like to see more businesses become established.
 - I would like to see other small businesses like mine to be located in the villages-I'm not sure I want a massive Tesco coming in though! I like the independent traders.
 - More shops and affordable housing.
 - Stay the same
 - Few additional units, possibly robotic and agricultural or robotic and care related businesses
 - In a planned manner, consistent with availability of social services including schools, doctors etc. Also avoid over-crowding and maintain green belt.

**Q14. What support/encouragement can we give businesses through the Neighbourhood Plan?
Please give details below.**

Answered 12
Skipped 11

Responses

- Keeping business rates to a minimum.
 - Local residents do and should support good, local businesses, so large villages survive.
 - I can think of none
 - Sadly none
 - A sort of local linked in system where businesses are encouraged to support each other. eg- we have business cards from other local businesses in our shop.
 - Ensure road links are suitable for the traffic likely to use them.
 - Make it clear that you are wishing to encourage business. THIS IS VERY IMPORTANT.
 - Depending on what type of properties are built & how the developments take shape-will attract different types of people to the village. We need people who are able to support local enterprises.
 - Be flexible in what people want to do in their own space.
- Mobile phone signal/Broadband improvement.
- Support for infrastructure necessary for small businesses
 - Attract key technology staff, technologists, engineers for high value businesses.
 - Good upkeep & repair of roads and access to high speed broadband

Q15. If you have anything further to add, please comment in the space below:

Answered 2
Skipped 21

Responses

- I run my own business from where I live which could have been anywhere,-but it's important to me that my business does not impact on my neighbours. I do not want fellow residents to feel like they live in a business space, as I don't want to either. The village space is important to maintain, whilst supporting aspiration and local economy.
- We also run the Smart Homes and Buildings Association (2016) Ltd which specialises in the Smart Home and we could help specify housing requirements.