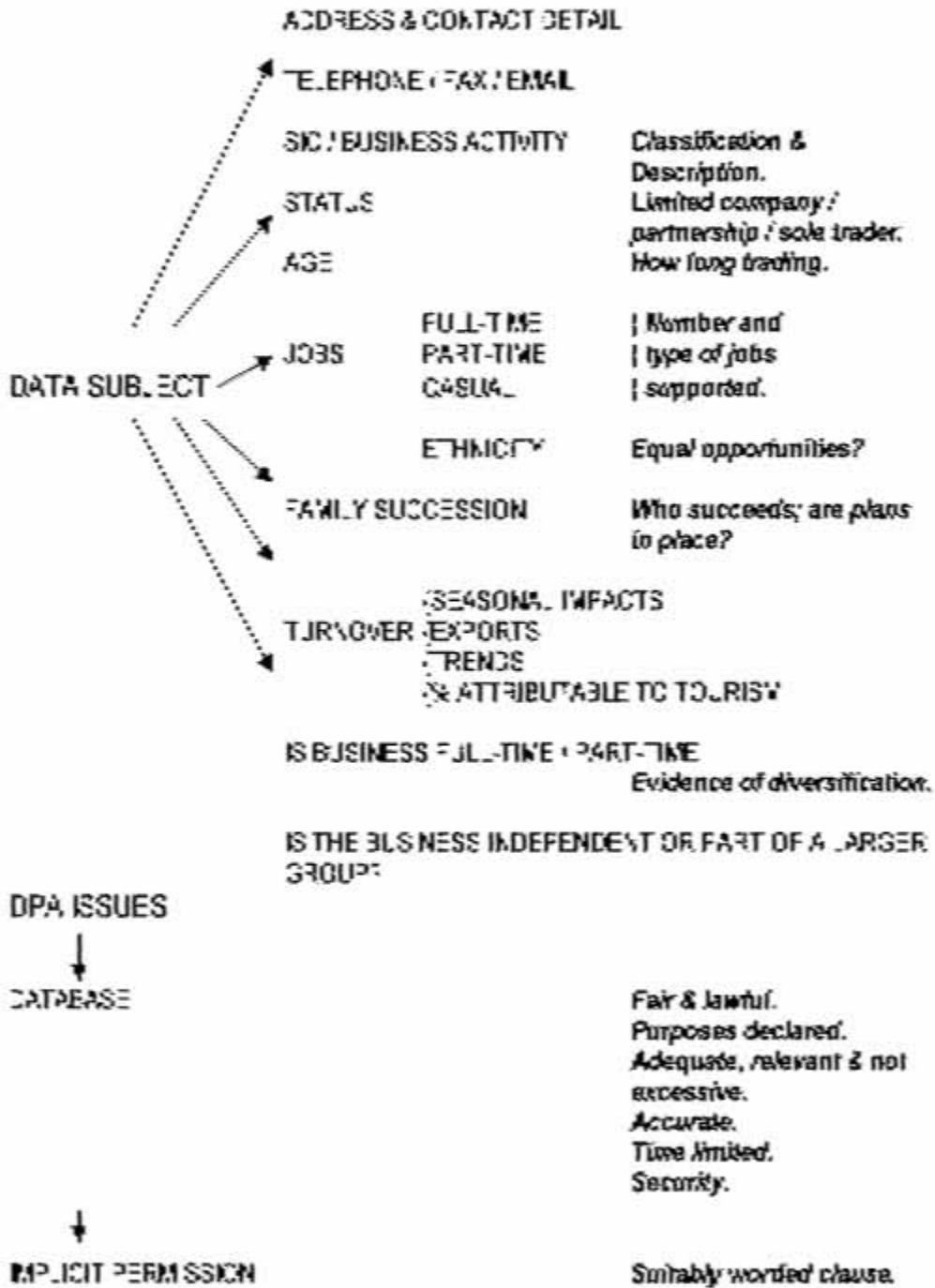


Appendix 1:

**Research Brief
& Proposal**

SECTION 1

This section seeks to obtain base information about the data subject. We will use this information to validate current data and build a comprehensive business database for use by South Hams District Council's Economy & Europe office for contact management and marketing purposes.



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SECTION 2

This section deals with the physical, human and intellectual resources of the data subject.

WORKFORCE

EQUAL OPPORTUNITIES
SOURCE / LABOUR POOL
TTW DISTANCE / CATCHMENT
DEMOGRAPHICS
SUBSIDISED TRANSPORT

Is there a policy?
Where do employees come from?
How far do they travel to work?
Age & gender split
How do they travel to work?

WAGES AND EARNINGS

WAGE RATES PER HOUR
MINIMUM WAGE

Banded response.
Lowest wage paid / links to national minimum wage.
Banded response.
What effects on business?

HOW MANY HOURS
WORKING TIME DIRECTIVE

SKILLS AND TRAINING

TRAINING

Is there a training plan and budget?

PROVIDERS

In-house programmes
Investors In People
New Deal
Cornwall & Devon Careers
Exeter University
Plymouth University
Plymouth College of Further Education
College of St Mark & St John
East Devon College
Exeter College
North Devon College
South Devon College
Devon Training for Skills
Private sector providers.

RECRUITMENT

Is there a lack of basic or appropriate skills?
How are skills rated in existing workforce?

SKILLS MATRIX (ACADEMIC / VOCATIONAL)

LANGUAGE

Which language skills does the business have appropriate for international trade?

LACKING AREAS

What lacking skills are needed?

PATENTS

Does your business hold a registered patent?

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PREMISES

RENT OR OWN	<i>Tenure of business.</i>
TYPE	<i>Shop / Workshop / Small Factory / Large Factory / Offices / Storage & Distribution / Specialist building.</i>
AGE OF BUILDING	<i>Banded response.</i>
FLOORSPACE OCCUPIED	<i>Status quo.</i>
COST / SQUARE FOOT	<i>Banded values.</i>
FUTURE NEED IDENTIFIED	<i>Time-related, established need - banded by size / banded by location.</i>
STORAGE / DISTRIBUTION	<i>Is there established need?</i>
SPARE CAPACITY	<i>Is there space available?</i>
REDUNDANT BUILDINGS	<i>Do you have any?</i>
PROXIMITY TO CENTRE OF POPULATION	<i>Radius bands.</i>
PRIVATE SECTOR PROVISION	<i>Does the private sector adequately provide workspace in the right location?</i>
SHDC FROM SCEN	<i>Should SHDC provide workspace in the absence of private sector provision?</i>
TYPE OF PROVISION IS REQUIRED	<i>Shop / Workshop / Small Factory / Large Factory / Offices / Storage & Distribution.</i>

MANAGED AND SERVICED WORKSPACE NEED?

Is there a need for managed workspace (shared, central resource with integral business advice and skills development resources)?

NB: Estates Section queries the need for an additional satisfaction questionnaire to be inserted for businesses in Council owned premises.

FINANCE

BANKS

- BUSINESS OVERDRIFT
- BUSINESS DEVELOPMENT LOAN
- SMALL FIRMS LOAN GUARANTEE SCHEME

ACCOUNTANTS

USE OF EXTERNAL RESOURCES

EQUITY INVESTMENT

.....
Question seeks to discover
how the business is financed.
.....

SECTION 3

This section deals with the policies and strategy of the data subject.

ENVIRONMENT

ISO 14000

POLICY

ATTITUDE

SUSTAINABILITY

ENERGY CONSUMPTION

RECYCLING

Does business have an
environmental quality standard?
Does the business have an
environmental policy statement?
Banded response?

INVESTMENT & GROWTH-

BUSINESS PLAN

GROWTH PLAN

RECRUITMENT

ACHIEVEMENTS

EXTERNAL INVESTMENT

Is there one? Is it current?
Is there one?
Recruiting actively?

HEALTH & SAFETY

POLICY?

is there one?

QUALITY

ISO 9000

Does business have a certified
quality management system?

WYSCOTH HAMS:

QUALITY OF LIFE

ENVIRONMENT

LEISURE

SECTION 4

This section deals with obstacles and constraints confronting the data subject.

CONSTRAINTS

COST OF FOCUSING

EDUCATION

CRIME

CHILD CARE

LEGISLATION

(SEE INFRASTRUCTURE)

INFRASTRUCTURE AND TRANSPORT

ROADS

AIRPORTS

TRAINS

CT

LINKS TO CUSTOMERS

DISTRIBUTIONS

SECTION 5

This section deals with marketing, procurement, and sales.

MARKETS

RELANCE ON VISITORS

CHANGES & TRENDS

WHERE? LOCAL

REGIONAL

NATIONAL

EUROPE

WORLD

SELLING AND PURCHASING

LOCAL POLICY

WHAT IS NOT PROVIDED

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SECTION F

This section deals with the data subject's external environment.

SHDC

ECONOMIC DEVELOPMENT STRATEGY

Are you aware of existence / content?

POLICY → FINANCIAL TRACK RECORD
SURETY
RISK AWARE / AVERSE

FORUMS

Test awareness of ...

SH Agriculture Forum
SH Crafts Association
SH Food & Drink
Association
SH Marine Industries
SH Tourism Forum
SH Telework Forum

Business Forum
Business Leaders Team

FRIENDS OR FOE
LAND
PREMISES POLICY
INFORMATION / SIGNPOSTING

Quality rating.

PLANNING

WHAT ARE YOU LOOKING FOR?
SIGNAGE

USE OF & SATISFACTION WITH - COUNCIL SERVICES

USED RATING

Building Control
Cleaning / Street Cleaning
Coast & Countryside
Conservation
Development Control
Economic Development (Economy & Europe)
Environmental Health & Licensing
Estates
Legal
Local Agenda 21
Marketing & Tourism
Revenues (Business Rates)
Waste Management

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BUSINESS SUPPORT AND ADVICE

AWARENESS
PURPOSE
USE
SATISFACTION

Agri-BIP
Business Link (Prosper / Small Business Service)
Devon County Council
Enterprise Plymouth
Euro Info Centre
Federation of Small Businesses
Job Centre / Employment Service
Learning & Skills Council
Princes Trust
Regional Supply Network
Teignbridge & South Hams Enterprise Agency

MEMBERSHIP OF ORGANISATIONS

Chambers of Trade

- Dartmouth & District
- Exeter
- Ivybridge & District
- Kingsbridge & District
- Modbury
- Plymouth
- Salcombe
- Tonnes & District

Federation of Small Businesses
Forum of Private Business
South Devon Export Club
Trade Association (specify)

EUROPE
LANGUAGE
EXTERNAL FUNDS

See Section 2
Imaginative uses.

SECTION 7

This section deals with the data subjects use of, and need for, Information & Communications Technology (ICT).

ICT
Computer

Do you have a computer?
Apple or PC?

EMAIL

Do you have an email address? Give details.

WEBSITE
SALES AND MARKETING

Do you have a website? Give details.
What percentage of total sales are achieved by website?

VIDEO CONFERENCING
ICT INFRASTRUCTURE

Do you have? Do you need?
Questions about adequacy.

**Proposal for
Employers Survey 2001
Economy & Europe Department, South Hams DC**

The purpose of this document is to ensure that all the research aims of this project are fully stated and agreed upon, to ensure that there are no information gaps this time.

1 Background

This survey has been conducted bi-annually by Devon County Council since 1991. There has been some dissatisfaction with the quality of the information gathered due to information gaps and rigidity of the approach to the design of the questionnaire.

The Economy and Europe department in SHDC has several functions, two of which are:

- 1) To produce the policy for the economic development of the South Hams area
- 2) To act as an information source about economic development and business conditions for other the policy deciders, other internal departments and outside agencies and businesses

In order to fulfil the above functions (in part), the Economy and Europe department needs reliable information from businesses who operate from the South Hams in order to develop appropriate policy, gain some insight to what businesses are feeling about the current state of affairs and to offer this information to other internal departments.

There is a secondary reason for conducting this survey and that is to develop a reliable information database for use by SHDC to contact businesses with information at a later date.

The questionnaire developed will also form the basis for subsequent surveys.

There is a limit upon the budget available for this survey. The research needs to be completed by mid-August.

2 Research Objectives

To collect conclusive and quantifiable information about the following:

How the Business Stands

- Size of businesses in South Hams
- Status of the business
- The main purpose of the business (SIC Code)
- Length of establishment
- Number of employees

Employees

- Skill levels of employees
- Access to training

- Labour pool – constraints to growth
- Wages
- Recruitment

Business Location

- Reasons for location
- Drawbacks to location – constraints to growth

Premises

- Current capacity
- Attitudes to future premises – constraints to growth

Attitudes to development

- Future markets (incl. Europe)
- Expansion
- Business plan
- Access /Sources to funding
- Access to advice
- Purchasing
- Marketing plan

Technological usage (ICT)

- Information technology usage
- Internet – addressing peripherality
- Adequacy of provision

3 Methodology

A survey by post is appropriate because:

- The large number of business to contact prohibits to use of individual contact (by telephone or face-to-face interviews)
- This is not exploratory research and the results need to be conclusive and quantifiable

4 Sampling

This survey will attempt to be a census of all businesses that are within the boundaries of SHDC based upon a database purchased from Dunn & Bradstreet. The success of this project being a ‘census’ will be reliant on the accuracy of this information.

5 Times

Questionnaire design finished by 29th June

Printing 3/4th July

Sending 5th July

Reminder 19th July

Appendix 2

About the Business (Section '1' of the questionnaire)

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Table 1:

What is the main activity of your business?

		Count	Valid Percent
Valid	Agriculture	107	11
	Manufacturing	97	10
	Construction	95	10
	Retail / Repairs / Wholesale	320	33
	Hotels / Restaurants / Pubs	91	9
	Technology	16	2
	Transport	20	2
	Financial / Business Services	38	4
	Health / Social Work	57	6
	Other	61	6
	Other Service	49	5
	Education / Charities and Trusts	20	2
	Total	971	100
Missing	Did not reply	8	
Total		979	

Table 2:

What is the legal status of your business?

		Count	Valid Percent
Valid	Sole Trader	375	39
	Legal Partnership	295	30
	Limited Company	259	27
	PLC	22	2
	Franchise	2	0
	Charity or public	21	2
	Total	974	100
Missing	Did not answer	5	
Total		979	

Table 3:

Is this business owned by:

		Count	Valid Percent
Valid	Self	460	47
	Family	267	27
	Unrelated partnership	68	7
	Shareholders	142	15
	Trust / Publicly funded	36	4
	Total	973	100
Missing	Did not answer	6	
Total		979	

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Table 4:

Is this business part of a larger group

		Count	Valid Percent
Valid	Yes	109	11
	No	867	89
	Total	976	100
Missing	Did not answer	3	
Total		979	

Table 5:

'What is the main activity of your business?' by 'Is this business part of a larger group' Crosstabulation

			Is this business part of a larger group of...		Total
			Yes	No	
What is the main activity of your business?	Agriculture	Count	1	106	107
		Expected Count	12	95	107
		% within What is the main activity of your business?	1	99	100
	Manufacturing	Count	10	87	97
		Expected Count	11	86	97
		% within What is the main activity of your business?	10	90	100
	Construction	Count	4	91	95
		Expected Count	10	85	95
		% within What is the main activity of your business?	4	96	100
	Retail / Repairs / Wholesale	Count	46	272	318
		Expected Count	35	283	318
		% within What is the main activity of your business?	14	86	100
	Hotels / Restaurants / Pubs	Count	8	83	91
		Expected Count	10	81	91
		% within What is the main activity of your business?	9	91	100
	Technology	Count	3	13	16
		Expected Count	2	14	16
		% within What is the main activity of your business?	19	81	100
	Transport	Count	3	17	20
		Expected Count	2	18	20
		% within What is the main activity of your business?	15	85	100
	Financial / Business Services	Count	3	35	38
		Expected Count	4	34	38
		% within What is the main activity of your business?	8	92	100
	Health / Social Work	Count	9	48	57
		Expected Count	6	51	57
		% within What is the main activity of your business?	16	84	100
	Other	Count	5	55	60
		Expected Count	7	53	60
		% within What is the main activity of your business?	8	92	100
Other Service	Count	10	39	49	
	Expected Count	5	44	49	
	% within What is the main activity of your business?	20	80	100	
Education / Charities and Trusts	Count	4	16	20	
	Expected Count	2	18	20	
	% within What is the main activity of your business?	20	80	100	
Total	Count	106	862	968	
	Expected Count	106	862	968	
	% within What is the main activity of your business?	11	89	100	

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Table 6:

Does your business operate:-

		Count	Percent
Valid	Locally	534	55
	Throughout Devon	81	8
	Regionally	89	9
	Nationally	129	13
	Europe wide	28	3
	Internationally	118	12
	Total	979	100.0

Table 7:

'Does your business operate':- by 'Is this business part of a larger group' Crosstabulation

			Is this business part of a larger group of...		Total
			Yes	No	
Does your business operate:-	Locally	Count	21	512	533
		Expected Count	60	473	533
		% within Does your business operate:-	4	96	100
	Throughout Devon	Count	10	71	81
		Expected Count	9	72	81
		% within Does your business operate:-	12	88	100
	Regionally	Count	11	77	88
		Expected Count	10	78	88
		% within Does your business operate:-	13	88	100
	Nationally	Count	33	96	129
		Expected Count	14	115	129
		% within Does your business operate:-	26	74	100
	Europe wide	Count	8	20	28
		Expected Count	3	25	28
		% within Does your business operate:-	29	71	100
	Internationally	Count	26	91	117
		Expected Count	13	104	117
		% within Does your business operate:-	22	78	100
	Total	Count	109	867	976
		Expected Count	109	867	976
		% within Does your business operate:-	11	89	100

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Table 8:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under a year	12	1	1	1
	1-3 Years	58	6	6	7
	4-10 years	184	19	19	26
	11-19 years	251	26	26	52
	20+ years	474	48	48	100
	Total	979	100	100	

Table 9:

'What is the main activity of your business?' by 'Age of Business' Crosstabulation

			How long has this business (or its predece...					Total
			Under a year	1-3 Years	4-10 years	11-19 years	20+ years	
What is the main activity of your business?	Agriculture	Count	1	5	6	10	85	107
		Expected Count	1	6	20	28	52	107
		% within What is the main activity of your business?	1	5	6	9	79	100
	Manufacturing	Count	0	6	28	31	32	97
		Expected Count	1	6	18	25	47	97
		% within What is the main activity of your business?	0	6	29	32	33	100
	Construction	Count	2	0	19	28	46	95
		Expected Count	1	6	18	24	46	95
		% within What is the main activity of your business?	2	0	20	29	48	100
	Retail / Repairs / Wholesale	Count	6	18	58	83	155	320
		Expected Count	4	19	60	82	155	320
		% within What is the main activity of your business?	2	6	18	26	48	100
	Hotels / Restaurants / Pub	Count	2	10	15	14	50	91
		Expected Count	1	5	17	23	44	91
		% within What is the main activity of your business?	2	11	16	15	55	100
	Technology	Count	0	2	8	4	2	16
		Expected Count	0	1	3	4	8	16
		% within What is the main activity of your business?	0	13	50	25	13	100
	Transport	Count	0	2	1	7	10	20
		Expected Count	0	1	4	5	10	20
		% within What is the main activity of your business?	0	10	5	35	50	100
	Financial / Business Services	Count	1	3	10	14	10	38
		Expected Count	0	2	7	10	18	38
		% within What is the main activity of your business?	3	8	26	37	26	100
	Health / Social Work	Count	0	2	11	22	22	57
		Expected Count	1	3	11	15	28	57
		% within What is the main activity of your business?	0	4	19	39	39	100
Other	Count	0	4	9	16	32	61	
	Expected Count	1	4	11	16	29	61	
	% within What is the main activity of your business?	0	7	15	26	52	100	
Other Service	Count	0	5	13	14	17	49	
	Expected Count	1	3	9	13	24	49	
	% within What is the main activity of your business?	0	10	27	29	35	100	
Education / Charities and Trusts	Count	0	1	4	7	8	20	
	Expected Count	0	1	4	5	10	20	
	% within What is the main activity of your business?	0	5	20	35	40	100	
Total	Count	12	58	182	250	469	971	
	Expected Count	12	58	182	250	469	971	
	% within What is the main activity of your business?	1	6	19	26	48	100	

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Table 10:

Do you have a written business plan?

		Count	Valid Percent
Valid	Yes	300	31
	No	669	69
	Total	969	100
Missing	Did not answer	10	
Total		979	

Table 11:

If yes, when was it last updated?

		Count	Valid Percent
Valid	This year	181	60
	Last year	89	30
	Cannot remember	14	5
	Never	11	4
	Did not reply	5	1
	Total	300	100
Missing	Did not answer	679	
Total		979	

Table 12:

Does your business have a marketing plan?

		Count	Valid Percent
Valid	Yes	339	35
	No	619	65
	Total	958	100
Missing	Did not answer	21	
Total		979	

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Table 13:

'Developed new product/service' by ' Activity of business'

			Developed new product/service		Total
			Yes	No	
What is the main activity of your business?	Agriculture	Count	16	90	106
		Expected Count	27	79	106
		% within activity	15	85	100
	Manufacturing	Count	48	47	95
		Expected Count	24	71	95
		% within activity	51	49	100
	Construction	Count	9	84	93
		Expected Count	24	69	93
		% within activity	10	90	100
	Retail / Repairs / Wholesale	Count	61	255	316
		Expected Count	80	236	316
		% within activity	19	81	100
	Hotels / Restaurants / Pubs	Count	21	67	88
		Expected Count	22	66	88
		% within activity	24	76	100
	Technology	Count	11	5	16
		Expected Count	4	12	16
		% within activity	69	31	100
	Transport	Count	4	16	20
		Expected Count	5	15	20
		% within activity	20	80	100
	Financial / Business Services	Count	9	29	38
		Expected Count	10	28	38
		% within activity	24	76	100
	Health / Social Work	Count	14	41	55
		Expected Count	14	41	55
		% within activity	25	75	100
	Other	Count	22	38	60
		Expected Count	15	45	60
		% within activity	37	63	100
Other Service	Count	15	32	47	
	Expected Count	12	35	47	
	% within activity	32	68	100	
Education / Charities and Trusts	Count	11	7	18	
	Expected Count	5	13	18	
	% within activity	61	39	100	
Total	Count	241	711	952	
	Expected Count	241	711	952	
	% within activity	25	75	100	

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Table 14:

'Has written business plan' by ' Number of employees'

			Do you have a written business plan?		Total
			Yes	No	
Number of employees (banded)	0	Count	28	164	192
		Expected Count	60	132	192
		% within No of employees	15	85	100
	1 to 9	Count	113	350	463
		Expected Count	145	318	463
		% within No of employees	24	76	100
	10 to 19	Count	59	68	127
		Expected Count	40	87	127
		% within No of employees	46	54	100
	20 to 49	Count	51	39	90
		Expected Count	28	62	90
		% within No of employees	57	43	100
	50 to 99	Count	20	4	24
		Expected Count	8	16	24
		% within No of employees	83	17	100
	100 or more	Count	18	6	24
		Expected Count	8	16	24
		% within No of employees	75	25	100
	Total	Count	289	631	920
		Expected Count	289	631	920
		% within No of employees	31	69	100

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Table 15:

'Change in employee numbers' by 'Has written business plan'

		Do you have a written business plan?		Total	
		Yes	No		
change in employee numbers (categorised)	Large decrease (>5)	Count	12	8	20
		Expected Count	6	14	20
		% within change in employee numbers	60	40	100
	Small decrease (1-5)	Count	29	58	87
		Expected Count	27	60	87
		% within change in employee numbers	33	67	100
	Stayed the same	Count	123	419	542
		Expected Count	170	372	542
		% within change in employee numbers	23	77	100
	Small increase (1-5)	Count	70	112	182
		Expected Count	57	125	182
		% within change in employee numbers	38	62	100
	Large increase(>5)	Count	48	23	71
		Expected Count	22	49	71
		% within change in employee numbers	68	32	100
	last years numbers missing	Count	7	10	17
		Expected Count	5	12	17
		% within change in employee numbers	41	59	100
	Total	Count	289	630	919
		Expected Count	289	630	919
		% within change in employee numbers	31	69	100

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Table 16:

'Written business plan' by 'Expectation of turnover next year'

			Do you have a written business plan?		Total
			Yes	No	
Expectation of turnover next year	Increase	Count	166	207	373
		Expected Count	115	258	373
		% within Expectation of turnover next year	45	55	100
	Stay the same	Count	70	273	343
		Expected Count	105	238	343
		% within Expectation of turnover next year	20	80	100
	Decrease	Count	53	171	224
		Expected Count	69	155	224
		% within Expectation of turnover next year	24	76	100
Total	Count	289	651	940	
	Expected Count	289	651	940	
	% within Expectation of turnover next year	31	69	100	

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Table 17:

'Written business plan' by 'Age of business'

			Do you have a written business plan?		Total
			Yes	No	
Age of business	Under a year	Count	6	6	12
		Expected Count	4	8	12
		% within Age of business	50	50	100
	1-3 Years	Count	22	36	58
		Expected Count	18	40	58
		% within Age of business	38	62	100
	4-10 years	Count	59	123	182
		Expected Count	56	126	182
		% within Age of business	32	68	100
	11-19 years	Count	73	177	250
		Expected Count	77	173	250
		% within Age of business	29	71	100
20+ years	Count	140	327	467	
	Expected Count	145	322	467	
	% within Age of business	30	70	100	
Total	Count	300	669	969	
	Expected Count	300	669	969	
	% within Age of business	31	69	100	

Table 18:

Have developed new product/service

		Count	Valid Percent
Valid	Yes	245	26
	No	715	74
	Total	960	100
Missing	Did not answer	19	
Total		979	

Table 19:

New product / service resulted in patent

		Count	Valid Percent
	Yes	20	8
	No	224	92
	Total	244	100

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Table 20:

Crosstab

			Developed new product/service		Total
			Yes	No	
What is the main activity of your business?	Agriculture	Count	16	90	106
		Expected Count	27	79	106
		% within activity	15	85	100
	Manufacturing	Count	48	47	95
		Expected Count	24	71	95
		% within activity	51	49	100
	Construction	Count	9	84	93
		Expected Count	24	69	93
		% within activity	10	90	100
	Retail / Repairs / Wholesale	Count	61	255	316
		Expected Count	80	236	316
		% within activity	19	81	100
	Hotels / Restaurants / Pubs	Count	21	67	88
		Expected Count	22	66	88
		% within activity	24	76	100
	Technology	Count	11	5	16
		Expected Count	4	12	16
		% within activity	69	31	100
	Transport	Count	4	16	20
		Expected Count	5	15	20
		% within activity	20	80	100
	Financial / Business Services	Count	9	29	38
		Expected Count	10	28	38
		% within activity	24	76	100
	Health / Social Work	Count	14	41	55
		Expected Count	14	41	55
		% within activity	25	75	100
	Other	Count	22	38	60
		Expected Count	15	45	60
		% within activity	37	63	100
Other Service	Count	15	32	47	
	Expected Count	12	35	47	
	% within activity	32	68	100	
Education / Charities and Trusts	Count	11	7	18	
	Expected Count	5	13	18	
	% within activity	61	39	100	
Total	Count	241	711	952	
	Expected Count	241	711	952	
	% within activity	25	75	100	

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Table 21:

'Patents' by 'Business activity'

			New patent?		Total
			Yes	No	
What is the main activity of your business?	Agriculture	Count	0	16	16
		Expected Count	1	15	16
		% within activity	0	100	100
	Manufacturing	Count	8	40	48
		Expected Count	4	44	48
		% within activity	17	83	100
	Construction	Count	2	7	9
		Expected Count	1	8	9
		% within activity	22	78	100
	Retail / Repairs / Wholesale	Count	4	57	61
		Expected Count	5	56	61
		% within activity	7	93	100
	Hotels / Restaurants / Pubs	Count	2	19	21
		Expected Count	2	19	21
		% within activity	10	90	100
	Technology	Count	2	9	11
		Expected Count	1	10	11
		% within activity	18	82	100
	Transport	Count	0	4	4
		Expected Count	0	4	4
		% within activity	0	100	100
	Financial / Business Services	Count	0	9	9
		Expected Count	1	8	9
		% within activity	0	100	100
	Health / Social Work	Count	0	14	14
		Expected Count	1	13	14
		% within activity	0	100	100
	Other	Count	0	22	22
		Expected Count	2	20	22
		% within activity	0	100	100
Other Service	Count	1	13	14	
	Expected Count	1	13	14	
	% within activity	7	93	100	
Education / Charities and Trusts	Count	0	11	11	
	Expected Count	1	10	11	
	% within activity	0	100	100	
Total	Count	19	221	240	
	Expected Count	19	221	240	
	% within activity	8	92	100	

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Table 22:

'Developing new product' by 'Turnover'

			Designing (ed) new product/ service		Total
			Yes	No	
Turnover last year (3 groups)	less than £76,000	Count	56	265	321
		Expected Count	78	243	321
		% within Turnover last year (3 groups)	17	83	100
	between £76,000 and £500,000	Count	90	272	362
		Expected Count	88	274	362
		% within Turnover last year (3 groups)	25	75	100
	more than £501,000	Count	59	100	159
		Expected Count	39	120	159
		% within Turnover last year (3 groups)	37	63	100
Total	Count	205	637	842	
	Expected Count	205	637	842	
	% within Turnover last year (3 groups)	24	76	100	

Table 23:

'New patent' by ' Turnover'

			New product resulted in patent		Total
			Yes	No	
Turnover last year (3 groups)	less than £76,000	Count	4	51	55
		Expected Count	5	50	55
		% within Turnover last year (3 groups)	7	93	100
	between £76,000 and £500,000	Count	7	83	90
		Expected Count	8	83	90
		% within Turnover last year (3 groups)	8	92	100
	more than £501,000	Count	6	53	59
		Expected Count	5	54	59
		% within Turnover last year (3 groups)	10	90	100
Total	Count	17	187	204	
	Expected Count	17	187	204	
	% within Turnover last year (3 groups)	8	92	100	

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Table 24:

		Count	Valid Percent
	Yes		
Valid			56
			100
Missing	Did not answer	14	
Total		979	

NB: Table needs rebuilding

Table 25:

'Membership to business groups' by 'Turnover'

			Membership to business groups		Total
			Yes	No	
Turnover last year (3 groups)	less than £76,000	Count	102	225	327
		Expected Count	144	183	327
		% within Turnover last year (3 groups)	31	69	100
	between £76,000 and £500,000	Count	180	184	364
		Expected Count	161	203	364
		% within Turnover last year (3 groups)	49	51	100
	more than £501,000	Count	92	65	157
		Expected Count	69	88	157
		% within Turnover last year (3 groups)	59	41	100
Total	Count	374	474	848	
	Expected Count	374	474	848	
	% within Turnover last year (3 groups)	44	56	100	

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Table 26:

'Membership to business groups' by 'Activity'

			Membership to business groups		Total
			Yes	No	
What is the main activity of your business?	Agriculture	Count	29	78	107
		Expected Count	47	60	107
		% within What is the main activity of your business?	27	73	100
	Manufacturing	Count	54	42	96
		Expected Count	42	54	96
		% within What is the main activity of your business?	56	44	100
	Construction	Count	34	59	93
		Expected Count	41	52	93
		% within What is the main activity of your business?	37	63	100
	Retail / Repairs / Wholesale	Count	132	181	313
		Expected Count	136	177	313
		% within What is the main activity of your business?	42	58	100
	Hotels / Restaurants / Pubs	Count	48	43	91
		Expected Count	40	51	91
		% within What is the main activity of your business?	53	47	100
	Technology	Count	8	8	16
		Expected Count	7	9	16
		% within What is the main activity of your business?	50	50	100
	Transport	Count	8	12	20
		Expected Count	9	11	20
		% within What is the main activity of your business?	40	60	100
	Financial / Business Services	Count	21	16	37
		Expected Count	16	21	37
		% within What is the main activity of your business?	57	43	100
	Health / Social Work	Count	25	32	57
		Expected Count	25	32	57
		% within What is the main activity of your business?	44	56	100
	Other	Count	28	33	61
		Expected Count	27	34	61
		% within What is the main activity of your business?	46	54	100
Other Service	Count	21	25	46	
	Expected Count	20	26	46	
	% within What is the main activity of your business?	46	54	100	
Education / Charities and Trusts	Count	9	11	20	
	Expected Count	9	11	20	
	% within What is the main activity of your business?	45	55	100	
Total	Count	417	540	957	
	Expected Count	417	540	957	
	% within What is the main activity of your business?	44	56	100	

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Table 27:

'Membership to business groups' by 'Activity'

			Membership to business groups		Total
			Yes	No	
What is the main activity of your business?	Agriculture	Count	29	78	107
		Expected Count	47	60	107
		% within What is the main activity of your business?	27	73	100
	Manufacturing	Count	54	42	96
		Expected Count	42	54	96
		% within What is the main activity of your business?	56	44	100
	Construction	Count	34	59	93
		Expected Count	41	52	93
		% within What is the main activity of your business?	37	63	100
	Retail / Repairs / Wholesale	Count	132	181	313
		Expected Count	136	177	313
		% within What is the main activity of your business?	42	58	100
	Hotels / Restaurants / Pubs	Count	48	43	91
		Expected Count	40	51	91
		% within What is the main activity of your business?	53	47	100
	Technology	Count	8	8	16
		Expected Count	7	9	16
		% within What is the main activity of your business?	50	50	100
	Transport	Count	8	12	20
		Expected Count	9	11	20
		% within What is the main activity of your business?	40	60	100
	Financial / Business Services	Count	21	16	37
		Expected Count	16	21	37
		% within What is the main activity of your business?	57	43	100
	Health / Social Work	Count	25	32	57
		Expected Count	25	32	57
		% within What is the main activity of your business?	44	56	100
	Other	Count	28	33	61
		Expected Count	27	34	61
		% within What is the main activity of your business?	46	54	100
Other Service	Count	21	25	46	
	Expected Count	20	26	46	
	% within What is the main activity of your business?	46	54	100	
Education / Charities and Trusts	Count	9	11	20	
	Expected Count	9	11	20	
	% within What is the main activity of your business?	45	55	100	
Total	Count	417	540	957	
	Expected Count	417	540	957	
	% within What is the main activity of your business?	44	56	100	

Appendix 3

Financial Information (Section '8' of the questionnaire)

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Table 1:

		Approximate turnover			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	£0-25,000	122	12	14	14
	£26-54,000	129	13	14	28
	£55-75,000	77	8	9	36
	£76-150,000	157	16	17	54
	£151-500,000	211	22	23	77
	£501,000 - 1m	78	8	9	86
	£1.1m-3m	83	8	9	95
	£3.1m or more	46	5	5	100
	Total	903	92	100	
Missing	Not answered	76	8		
Total		979	100		

Table 2:

'What is the main activity of your business?' by 'Approximate turnover' Crosstabulation

			Business' approximate turnover last year							Total	
			£0-25,000	£26-54,000	£55-75,000	£76-150,000	£151-500,000	£501,000 - 1m	£1.1m- 3m		£3.1m or more
What is the main activity of your business?	Agriculture	Count	28	16	12	18	13	3	4	1	95
		Expected Count	13	14	8	17	22	8	9	5	95
		% within Activity	29	17	13	19	14	3	4	1	100
	Manufacturing	Count	11	10	3	15	19	12	16	9	95
		Expected Count	13	14	8	17	22	8	9	5	95
		% within Activity	12	11	3	16	20	13	17	9	100
	Construction	Count	11	16	3	12	23	12	9	2	88
		Expected Count	12	13	8	15	21	7	8	4	88
		% within Activity	13	18	3	14	26	14	10	2	100
	Retail / Repairs / Wholesale	Count	22	40	25	54	76	26	32	23	298
		Expected Count	40	43	26	52	70	25	27	15	298
		% within Activity	7	13	8	18	26	9	11	8	100
	Hotels / Restaurants / Pubs	Count	6	11	9	27	22	9	1	2	87
		Expected Count	12	13	7	15	20	7	8	4	87
		% within Activity	7	13	10	31	25	10	1	2	100
	Technology	Count	2	2	1	2	4	2	1	2	16
		Expected Count	2	2	1	3	4	1	1	1	16
		% within Activity	13	13	6	13	25	13	6	13	100
	Transport	Count	2	4	3	2	1	3	2	3	20
		Expected Count	3	3	2	3	5	2	2	1	20
		% within Activity	10	20	15	10	5	15	10	15	100
	Financial / Business Services	Count	4	8	4	4	14	0	1	1	36
		Expected Count	5	5	3	6	8	3	3	2	36
		% within Activity	11	22	11	11	39	0	3	3	100
	Health / Social Work	Count	8	4	3	8	16	4	4	0	47
		Expected Count	6	7	4	8	11	4	4	2	47
		% within Activity	17	9	6	17	34	9	9	0	100
	Other	Count	17	9	5	6	13	2	5	0	57
Expected Count		8	8	5	10	13	5	5	3	57	
% within Activity		30	16	9	11	23	4	9	0	100	
Other Service	Count	6	5	8	8	3	3	4	2	39	
	Expected Count	5	6	3	7	9	3	4	2	39	
	% within Activity	15	13	21	21	8	8	10	5	100	
Education / Charities and Trusts	Count	4	4	1	0	6	0	2	0	17	
	Expected Count	2	2	1	3	4	1	2	1	17	
	% within Activity	24	24	6	0	35	0	12	0	100	
Total	Count	121	129	77	156	210	76	81	45	895	
	Expected Count	121	129	77	156	210	76	81	45	895	
	% within Activity	14	14	9	17	23	8	9	5	100	

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Table 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Increase	377	39	40	40
	Stay the same	346	35	36	76
	Decrease	225	23	24	100
	Total	948	97	100	
Missing	Did not answer	31	3		
Total		979	100		

Table 4

'Main activity of business' by 'Expectation of turnover next year'

		How do you expect the businesses turnover ...			Total	
		Increase	Stay the same	Decrease		
What is the main activity of your business?	Agriculture	Count	23	25	57	105
		Expected Count	42	38	25	105
	Manufacturing	Count	45	25	26	96
		Expected Count	38	35	23	96
	Construction	Count	26	55	9	90
		Expected Count	36	33	21	90
	Retail / Repairs / Wholesale	Count	134	111	67	312
		Expected Count	123	114	74	312
	Hotels / Restaurants / Pubs	Count	34	32	23	89
		Expected Count	35	33	21	89
	Technology	Count	10	2	4	16
		Expected Count	6	6	4	16
	Transport	Count	10	8	2	20
		Expected Count	8	7	5	20
	Financial / Business Services	Count	21	11	6	38
		Expected Count	15	14	9	38
	Health / Social Work	Count	20	26	6	52
		Expected Count	21	19	12	52
	Other	Count	21	21	17	59
		Expected Count	23	22	14	59
Other Service	Count	19	19	6	44	
	Expected Count	17	16	10	44	
Education / Charities and Trusts	Count	9	9	1	19	
	Expected Count	8	7	5	19	
Total		Count	372	344	224	940
		Expected Count	372	344	224	940

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Table 5:

		Count	Percent	Valid Percent	Cumulative Percent
Valid	Staff	38	4	10	10
	Personal Factors	41	4	11	21
	Marketing	58	6	15	37
	Organisational efficiency	47	5	13	49
	Pricing	19	2	5	54
	Finances	10	1	3	57
	Closure	3	0	1	58
	Costs	10	1	3	60
	Market Trends	20	2	5	66
	Expansion	24	2	6	72
	Diversification / buy business	5	1	1	73
	Purchasing / suppliers	15	2	4	77
	Quality	16	2	4	82
	Product/service development or improvement	16	2	4	86
	Equipment/machinery	5	1	1	87
	Premises/location	6	1	2	89
	"more business?"	20	2	5	94
Other	22	2	6	100	
Total	375	38	100		
Missing	Did not answer / not applicable	604	62		
Total		979	100		

Table 6:

		Count	Percent	Valid Percent	Cumulative Percent
Valid	Economic factors	47	5	14	14
	Weather	18	2	5	20
	Government Policy	19	2	6	26
	Market Trends	69	7	21	47
	Foot & Mouth	103	11	31	78
	Suppliers	7	1	2	80
	Reputation/ word of mouth	27	3	8	88
	Competition	18	2	5	94
	Tourism	8	1	2	96
	Lack of staff	1	0	0	96
	Technology / IT	3	0	1	97
	Other	9	1	3	100
Total	329	34	100		
Missing	Did not answer / not applicable	650	66		
Total		979	100		

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Table 7:

Main internal factor for change in turnover

		Expectation of change in turnover		
		Increase	Decrease	
Main internal factor for change in turnover	Staff	Count	27	11
		<i>% column</i>	9	14
	Personal Factors	Count	25	16
		<i>% column</i>	8	20
	Marketing	Count	56	2
		<i>% column</i>	19	3
	Organisational efficiency	Count	43	4
		<i>% column</i>	15	5
	Pricing	Count	18	1
		<i>% column</i>	6	1
	Finances	Count	7	3
		<i>% column</i>	2	4
	Closure	Count		3
		<i>% column</i>		4
	Costs	Count	4	6
		<i>% column</i>	1	8
	Market Trends	Count	9	11
		<i>% column</i>	3	14
	Expansion	Count	22	2
		<i>% column</i>	7	3
	Diversification / buy business	Count	3	2
		<i>% column</i>	1	3
	Purchasing / suppliers	Count	13	2
		<i>% column</i>	4	3
	Quality	Count	14	2
		<i>% column</i>	5	3
	Product/service development	Count	15	1
		<i>% column</i>	5	1
	Equipment/machinery	Count	4	1
		<i>% column</i>	1	1
Premises/location	Count	6		
	<i>% column</i>	2		
"more business?"	Count	20		
	<i>% column</i>	7		
Other	Count	10	12	
	<i>% column</i>	3	15	
Total	Count	296	79	
	<i>% column</i>	100	100	

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Table 8:

**External Factors for change in turnover by Expectations of
businesses turnover**

		Expectations of change in turnover next year		
		Increase	Decrease	
External Factors	Economic factors	Count	28	19
		<i>% column</i>	18	11
	Weather	Count	14	4
		<i>% column</i>	9	2
	Government policy / funding	Count	6	13
		<i>% column</i>	4	8
	Market Trends	Count	49	20
		<i>% column</i>	31	12
	Foot & Mouth	Count	7	95
		<i>% column</i>	4	56
	Suppliers	Count	5	2
		<i>% column</i>	3	1
	Reputation/ word of mouth	Count	27	
		<i>% column</i>	17	
	Competition	Count	10	8
		<i>% column</i>	6	5
	Tourism	Count	3	5
		<i>% column</i>	2	3
	Lack of staff	Count		1
		<i>% column</i>		1
Technology / IT	Count	2	1	
	<i>% column</i>	1	1	
Other	Count	6	3	
	<i>% column</i>	4	2	
Total	Count	157	171	
	<i>% column</i>	100	100	

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Table 9:

'% of turnover reliant on exports' (grouped)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0%	825	84	84
	1-5%	42	4	4
	6-25%	53	5	5
	26-49%	16	2	2
	>50%	43	4	4
	Total	979	100	100

Table 10:

'Main activity of business' by '% of turnover reliant on exports' (grouped)

		% turnover reliant on exports (grouped)					Total	
		0%	1-5%	6-25%	26-49%	>50%		
What is the main activity of your business?	Agriculture	Count	80	4	12	4	7	107
		<i>% within business activity</i>	75	4	11	4	7	100
	Manufacturing	Count	51	12	13	5	16	97
		<i>% within business activity</i>	53	12	13	5	16	100
	Construction	Count	91	1	3			95
		<i>% within business activity</i>	96	1	3			100
	Retail / Repairs / Wholesale	Count	291	10	11	2	6	320
		<i>% within business activity</i>	91	3	3	1	2	100
	Hotels / Restaurants / Pubs	Count	83	3	3		2	91
		<i>% within business activity</i>	91	3	3		2	100
	Technology	Count	9	3	2		2	16
		<i>% within business activity</i>	56	19	13		13	100
	Transport	Count	16			1	3	20
		<i>% within business activity</i>	80			5	15	100
	Financial / Business Services	Count	30	2	3	2	1	38
		<i>% within business activity</i>	79	5	8	5	3	100
	Health / Social Work	Count	56				1	57
		<i>% within business activity</i>	98				2	100
	Other	Count	54	2	4	1		61
		<i>% within business activity</i>	89	3	7	2		100
Other Service	Count	41	3	2		3	49	
	<i>% within business activity</i>	84	6	4		6	100	
Education / Charities and Trusts	Count	17	1		1	1	20	
	<i>% within business activity</i>	85	5		5	5	100	
Total	Count	819	41	53	16	42	971	
	<i>% within business activity</i>	84	4	5	2	4	100	

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Table 11:

'% of turnover reliant on tourism visitors'

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0%	642	66	66	66
	1-5%	71	7	7	73
	6-25	97	10	10	83
	26-49%	42	4	4	87
	>50%	127	13	13	100
	Total	979	100	100	

Table 12:

'Main activity of business' by '% of turnover reliant on tourism visitors'

		% Turnover reliant on tourism visitors					Total	
		0%	1-5%	6-25	26-49%	>50%		
What is the main activity of your business?	Agriculture	Count	90	3	8	2	4	107
		Expected Count	70	8	11	5	14	107
	Manufacturing	Count	80	4	5	2	6	97
		Expected Count	64	7	10	4	13	97
	Construction	Count	86	3	3	1	2	95
		Expected Count	62	7	9	4	12	95
	Retail / Repairs / Wholesale	Count	171	31	49	23	46	320
		Expected Count	210	23	32	14	42	320
	Hotels / Restaurants / Pubs	Count	15	7	14	9	46	91
		Expected Count	60	7	9	4	12	91
	Technology	Count	16	0	0	0	0	16
		Expected Count	10	1	2	1	2	16
	Transport	Count	9	2	5	2	2	20
		Expected Count	13	1	2	1	3	20
	Financial / Business Services	Count	34	2	1	0	1	38
		Expected Count	25	3	4	2	5	38
	Health / Social Work	Count	50	4	3	0	0	57
		Expected Count	37	4	6	2	7	57
	Other	Count	32	7	6	3	13	61
		Expected Count	40	4	6	3	8	61
Other Service	Count	35	6	2	0	6	49	
	Expected Count	32	4	5	2	6	49	
Education / Charities and Trusts	Count	18	1	0	0	1	20	
	Expected Count	13	1	2	1	3	20	
Total	Count	636	70	96	42	127	971	
	Expected Count	636	70	96	42	127	971	

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Table 13:

Choice of financial advice in the first instance

		Count	Percent	Valid Percent	Cumulative Percent
Valid	Accountant	302	31	39	39
	Bank	274	28	36	75
	Finance consultant	98	10	13	88
	Internal	44	4	6	93
	Other	42	4	5	99
	Enterprise agency or other public	10	1	1	100
	Total	770	79	100	
Missing	Did not answer /no where	209	21		
Total		979	100		

Table 14:

'Turnover last year'by 'Choice of financial advice'

			Choice of financial advice in first instance					Total	
			Accountant	Bank	Finance consultant	Internal	Other		Enterprise agency or other public
Turnover last year (3 groups)	less than £76,000	Count	77	107	42	3	17	5	251
		Expected Count	99	91	33	11	14	4	251
	between £76,000 & £500,000	Count	130	114	38	14	14	4	314
		Expected Count	124	114	41	13	17	4	314
	more than £501,000	Count	70	32	11	13	7	1	134
		Expected Count	53	49	17	6	7	2	134
Total			277	253	91	30	38	10	699
Expected Count			277	253	91	30	38	10	699

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Table 15:

Sources of finance

		Not used	Used
Bank overdraft	Count	307	487
	%	39%	61%
Bank loan	Count	413	381
	%	52%	48%
Credit cards	Count	572	222
	%	72%	28%
Equity investment or own savings	Count	614	180
	%	77%	23%
Loans / gifts from family / friends	Count	714	80
	%	90%	10%
None	Count	727	67
	%	92%	8%
European grant	Count	749	45
	%	94%	6%
Secondary income	Count	744	50
	%	94%	6%
Second mortgage	Count	744	50
	%	94%	6%
Small firms loan guarantee scheme	Count	776	18
	%	98%	2%
Start-up funds from trust organisations	Count	780	14
	%	98%	2%
European loan	Count	791	3
	%	100%	0%

Appendix 4

Employees and Wages (Sections '5' & '6' of questionnaire)

South Hams Business Survey 2001: Appendices
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Table 1:

Total number of employees (banded)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	195	20	21	21
	1 to 9	468	48	50	71
	10 to 19	127	13	14	85
	20 to 49	90	9	10	95
	50 to 99	24	2	3	97
	100 +	24	2	3	100
	Total	928	95	100	
Missing	Not Answered	51	5		
Total		979	100		

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Table 2:

'Total employees' by 'Main activity of business'			Sum	Mean	Median
What is the main activity of your business?	Agriculture	Full time this year	148	2	0
		Part time this year	45	0	0
		Temp / casual this year	24	0	0
		Contract / SE this year	29	0	0
		Seasonal this year	72	1	0
	Manufacturing	Full time this year	3719	40	6
		Part time this year	227	2	0
		Temp / casual this year	96	1	0
		Contract / SE this year	38	0	0
		Seasonal this year	4	0	0
	Construction	Full time this year	748	8	3
		Part time this year	36	0	0
		Temp / casual this year	13	0	0
		Contract / SE this year	84	1	0
		Seasonal this year	4	0	0
	Retail / Repairs / Wholesale	Full time this year	1782	6	1
		Part time this year	1140	4	1
		Temp / casual this year	132	0	0
		Contract / SE this year	65	0	0
		Seasonal this year	159	1	0
	Hotels / Restaurants / Pubs	Full time this year	396	5	1
		Part time this year	384	4	2
		Temp / casual this year	120	1	0
		Contract / SE this year	8	0	0
		Seasonal this year	169	2	0
	Technology	Full time this year	258	16	3
		Part time this year	21	1	1
		Temp / casual this year	5	0	0
		Contract / SE this year	24	2	0
		Seasonal this year	0	0	0
	Transport	Full time this year	283	14	3
		Part time this year	54	3	2
		Temp / casual this year	6	0	0
		Contract / SE this year	7	0	0
		Seasonal this year	20	1	0
	Financial / Business Services	Full time this year	202	5	1
		Part time this year	70	2	1
		Temp / casual this year	8	0	0
		Contract / SE this year	16	0	0
		Seasonal this year	0	0	0
	Health / Social Work	Full time this year	396	7	3
		Part time this year	407	7	2
		Temp / casual this year	60	1	0
		Contract / SE this year	98	2	0
Seasonal this year		16	0	0	
Other	Full time this year	245	4	1	
	Part time this year	69	1	0	
	Temp / casual this year	15	0	0	
	Contract / SE this year	24	0	0	
	Seasonal this year	166	3	0	
Other Service	Full time this year	354	8	1	
	Part time this year	162	3	0	
	Temp / casual this year	49	1	0	
	Contract / SE this year	10	0	0	
	Seasonal this year	61	1	0	
Education / Charities and Trusts	Full time this year	198	10	4	
	Part time this year	199	10	6	
	Temp / casual this year	3	0	0	
	Contract / SE this year	7	0	0	
	Seasonal this year	0	0	0	

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Table 3:

Changes in employee numbers (categorised)

		Frequency	Valid Percent	Cumulative Percent
Valid	Large increase (>5)	71	8	8
	Small increase (1-4)	183	20	28
	Stayed the same	548	59	87
	Small decrease (1-4)	87	9	96
	Large decrease(>5)	21	2	98
	last years numbers missing	17	2	100
	Total	927	100	
Missing	Did not answer	52		
Total		979		

Table 4:

'Change in employee numbers (categorised)' by 'Main activity of business?' Crosstabulation

			What is the main activity of your business?											Total	
			Agriculture	Manufacturing	Construction	Retail / Repairs / Wholesale	Hotels / Restaurants / Pubs	Technology	Transport	Financial / Business Services	Health / Social Work	Other	Other Service		Education / Charities & Trusts
Change in employee numbers	Large increase	Count	3	11	9	18	9	2	3	2	4	3	2	3	69
		Expected Count	7	7	7	23	7	1	2	3	4	4	4	2	69
		% within activity	3	12	10	6	10	13	15	5	7	6	4	15	8
	Small increase	Count	17	20	17	66	11	4	8	9	10	8	9	3	182
		Expected Count	19	18	18	60	17	3	4	8	11	11	9	4	182
		% within activity	18	22	19	22	13	25	40	24	18	15	19	15	20
	Stayed the same	Count	64	43	54	178	53	7	8	21	33	40	31	13	545
		Expected Count	57	55	53	180	52	9	12	23	33	32	28	12	545
		% within activity	67	46	61	59	60	44	40	55	60	74	66	65	59
	Small decrease	Count	6	14	7	31	9	2	1	5	7	1	4	0	87
		Expected Count	9	9	8	29	8	2	2	4	5	5	4	2	87
		% within activity	6	15	8	10	10	13	5	13	13	2	9	0	9
	Large decrease	Count	2	5	2	7	2	1	0	0	0	1	0	0	20
		Expected Count	2	2	2	7	2	0	0	1	1	1	1	0	20
		% within activity	2	5	2	2	2	6	0	0	0	2	0	0	2
last years numbers missing	Count	4	0	0	4	4	0	0	1	1	1	1	1	17	
	Expected Count	2	2	2	6	2	0	0	1	1	1	1	0	17	
	% within activity	4	0	0	1	5	0	0	3	2	2	2	5	2	
Total	Count	96	93	89	304	88	16	20	38	55	54	47	20	920	
	Expected Count	96	93	89	304	88	16	20	38	55	54	47	20	920	
	% within activity	100	100	100	100	100	100	100	100	100	100	100	100	100	

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Table 5:

Expected changes in employee numbers

		Frequency	Valid Percent	Cumulative Percent
Valid	Increase	171	23	23
	Stay the same	529	70	92
	Decrease	57	8	100
	Total	757	100	
Missing	Did not answer	222		
Total		979		

Table 6:

**'Expected changes in employee numbers' by 'Turnover (2 bands)'
Crosstabulation**

			Turnover (2 bands)		Total
			£0 to £499,999	£500,000 +	
Expected changes in employee numbers	Increase	Count	95	68	163
		Expected Count	116	47	163
		% within Turnover (2 bands)	19	33	23
	Stay the same	Count	376	108	484
		Expected Count	344	140	484
		% within Turnover (2 bands)	75	53	69
	Decrease	Count	30	27	57
		Expected Count	41	16	57
		% within Turnover (2 bands)	6	13	8
Total	Count	501	203	704	
	Expected Count	501	203	704	
	% within Turnover (2 bands)	100	100	100	

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Table 7:

'Expected changes in employee numbers' by 'What is the main activity of your business?' Crosstabulation

		Expected changes in employee numbers									Total		
		Increase			Stay the same			Decrease			Count	Expected Count	% within activity
		Count	Expected Count	% within activity	Count	Expected Count	% within activity	Count	Expected Count	% within activity			
Main activity of business	Agriculture	9	14	15	40	42	67	11	4	18	60	60	100
	Manufacturing	29	18	36	39	56	49	12	6	15	80	80	100
	Construction	16	16	23	49	48	71	4	5	6	69	69	100
	Retail / Repairs / Wholesale	52	58	20	192	180	74	14	19	5	258	258	100
	Hotels / Restaurants / Pubs	15	17	20	56	52	75	4	6	5	75	75	100
	Technology	3	3	23	9	9	69	1	1	8	13	13	100
	Transport	5	4	29	11	12	65	1	1	6	17	17	100
	Financial / Business Services	5	8	15	28	24	82	1	3	3	34	34	100
	Health / Social Work	16	10	36	27	31	60	2	3	4	45	45	100
	Other	5	9	13	31	28	78	4	3	10	40	40	100
	Other Service	10	10	24	30	29	71	2	3	5	42	42	100
Education / Charities and Trusts	5	4	28	13	13	72	0	1	0	18	18	100	
Total		170	170	23	525	525	70	56	56	7	751	751	100

Table 8:

'Levels of pay'

	Sum
How many employees - up to £6500	1337
How many employees - £6501-£11000	4102
How many employees - £11001-£15500	2701
How many employees - £15501-£20000	3492
How many employees - £20001-£25000	1039
How many employees - £25001-£30000	713
How many employees - £30001 or more	552

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Table 9:

'Levels of pay' by 'Main activity of business'

	What is the main activity of your business?											
	Agriculture	Manufacturing	Construction	Retail	Hotels et al	Technology	Transport	Financial Services	Health et al	Other	Other Service	Education et al
	Sum	Sum	Sum	Sum	Sum	Sum	Sum	Sum	Sum	Sum	Sum	Sum
How many employees - up to £6500	52	164	36	475	324	2	34	31	104	23	43	49
How many employees - £6501-£11000	102	893	234	1221	374	8	97	66	551	182	193	139
How many employees - £11001-£15500	29	1165	262	603	97	39	40	52	135	53	62	111
How many employees - £15501-£20000	19	2346	112	259	53	83	176	30	66	15	59	32
How many employees - £20001-£25000	8	447	79	159	20	59	9	55	31	13	24	21
How many employees - £25001-£30000	2	357	30	51	5	70	3	22	22	6	24	20
How many employees - £30001 or more	1	294	23	66	15	49	3	21	13	11	8	13

Table 10:

'Levels of pay' by 'Turnover'

	What was the business' approximate turnover...							
	£0-25,000	£26-54,000	£55-75,000	£76-150,000	£151-500,000	£501,000 - 1m	£1.1m - 3m	£3.1m or more
	Sum	Sum	Sum	Sum	Sum	Sum	Sum	Sum
How many employees - up to £6500	30	52	66	203	286	110	234	309
How many employees - £6501-£11000	34	69	67	228	818	451	721	1280
How many employees - £11001-£15500	3	42	10	50	265	238	516	1480
How many employees - £15501-£20000	2	11	4	125	111	96	259	2840
How many employees - £20001-£25000	2	8	1	116	58	37	163	626
How many employees - £25001-£30000	0	3	0	108	28	32	82	445
How many employees - £30001 or more	9	8	0	28	21	30	84	365

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Table 11:

Upward pressure on wages

		Frequency	Valid Percent	Cumulative Percent
Valid	Yes	463	65	65
	No	252	35	100
	Total	715	100	
Missing	Did not answer	264		
Total		979		

Table 12:

Main pressure on wages

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Child care costs	8	1	2	2
	Employment levels	75	8	22	24
	Travel costs	31	3	9	33
	Housing Costs	160	16	47	80
	Minimum wage	68	7	20	100
	Total	342	35	100	
Missing	Did not answer	637	65		
Total		979	100		

Table 13:

**'Turnover (2 bands)' by 'Upward pressure on wages'
Crosstabulation**

			Feel upward pressure on wages		Total
			Yes	No	
Turnover (2 bands)	£0 to £499,999	Count	286	180	466
		Expected Count	303	163	466
		% within Turnover (2 bands)	61	39	100
	£500,000 +	Count	149	53	202
		Expected Count	132	70	202
		% within Turnover (2 bands)	74	26	100
Total		Count	435	233	668
		Expected Count	435	233	668
		% within Turnover (2 bands)	65	35	100

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Table 14:

**'Upward pressure on wages' by 'Main activity of business'
Crosstabulation**

			Feel upward pressure on wages		Total
			Yes	No	
What is the main activity of your business?	Agriculture	Count	34	16	50
		Expected Count	32	18	50
		% within activity	68	32	100
	Manufacturing	Count	57	24	81
		Expected Count	53	28	81
		% within activity	70	30	100
	Construction	Count	49	16	65
		Expected Count	42	23	65
		% within activity	75	25	100
	Retail / Repairs / Wholesale	Count	161	82	243
		Expected Count	158	85	243
		% within activity	66	34	100
	Hotels / Restaurants / Pubs	Count	49	27	76
		Expected Count	49	27	76
		% within activity	64	36	100
	Technology	Count	2	10	12
		Expected Count	8	4	12
		% within activity	17	83	100
	Transport	Count	8	10	18
		Expected Count	12	6	18
		% within activity	44	56	100
	Financial / Business Services	Count	14	18	32
		Expected Count	21	11	32
		% within activity	44	56	100
	Health / Social Work	Count	29	14	43
		Expected Count	28	15	43
		% within activity	67	33	100
	Other	Count	27	10	37
		Expected Count	24	13	37
		% within activity	73	27	100
Other Service	Count	23	13	36	
	Expected Count	23	13	36	
	% within activity	64	36	100	
Education / Charities and Trusts	Count	7	8	15	
	Expected Count	10	5	15	
	% within activity	47	53	100	
Total	Count	460	248	708	
	Expected Count	460	248	708	
	% within activity	65	35	100	

Appendix 5

Skills and Training (Section '7' of questionnaire)

South Hams Business Survey 2001: Appendices
Marketing Means

Table 1:

Recruiting difficulties

		Frequency	Valid Percent	Cumulative Percent
Valid	Yes	363	40	40
	No	257	28	68
	Did not recruit	292	32	100
	Total	912	100	
Missing	Did not answer	67		
Total		979		

Table 2:

Recruiting difficulties (only businesses that recruited)

		Frequency	Valid Percent	Cumulative Percent
Valid	Yes	363	59	59
	No	257	41	41
	Total	620	100	100

Table 3:

Skills lacking

	Number	% of Answers	Cases
Trade skills	181	25%	54%
Literacy	59	8%	18%
Numeracy	71	10%	21%
Customer Services / telephone	75	10%	22%
Professional skills	104	14%	31%
Sales / marketing	45	6%	13%
Languages (other than English)	15	2%	5%
Computing - professional skills	32	4%	10%
Computing - users	28	4%	8%
Technical	45	6%	13%
Management	32	4%	10%
Equipment operation	40	6%	12%

Total responses	727	100%	214%

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Table 4:

Constraint on business' growth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	202	21	58	58
	No	146	15	42	100
	Total	348	36	100	
Missing	Not answered	631	64		
Total		979	100		

Table 5:

Change in situation (lacking skills)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Improve	25	3	7	7
	Stay the same	210	21	61	68
	Get worse	111	11	32	100
	Total	346	35	100	
Missing	Not answered	633	65		
Total		979	100		

Table 6:

Do you have a training plan and budget?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither	353	36	47	47
	Both	214	22	28	75
	Plan only	122	12	16	92
	Budget only	63	6	8	100
	Total	752	77	100	
Missing	Not answered	227	23		
Total		979	100		

South Hams Business Survey 2001: Appendices
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Table 7:

'Written business plan' by 'Training plan and budget' Crosstabulation

			Do you have a training plan and budget?				Total
			Neither	Both	Plan only	Budget only	
Do you have a written business plan?	Yes	Count	70	132	46	28	276
		Expected Count	130	78	45	23	276
		% within Do you have a training plan and budget?	20	62	38	44	37
	No	Count	281	80	75	35	471
		Expected Count	221	134	76	40	471
		% within Do you have a training plan and budget?	80	38	62	56	63
Total	Count		351	212	121	63	747
	Expected Count		351	212	121	63	747
	% within Do you have a training plan and budget?		100	100	100	100	100

Table 9:

'Training plan and budget?' by 'Turnover' Crosstabulation

			Do you have a training plan and budget?				Total
			Neither	Both	Plan only	Budget only	
What was the business' approximate turnover...	£0-25,000	Count	24	3	7	2	36
		Expected Count	17	10	6	3	36
		% within turnover.	67	8	19	6	100
	£26-54,000	Count	47	11	8	7	73
		Expected Count	35	20	12	6	73
		% within turnover.	64	15	11	10	100
	£55-75,000	Count	36	6	7	5	54
		Expected Count	26	15	9	4	54
		% within turnover.	67	11	13	9	100
	£76-150,000	Count	81	21	24	10	136
		Expected Count	64	38	23	11	136
		% within turnover.	60	15	18	7	100
	£151-500,000	Count	90	49	38	21	198
		Expected Count	94	55	33	16	198
		% within turnover.	45	25	19	11	100
	£501,000 - 1m	Count	29	32	13	3	77
		Expected Count	36	21	13	6	77
		% within turnover.	38	42	17	4	100
	£1.1m-3m	Count	22	36	17	8	83
		Expected Count	39	23	14	7	83
		% within turnover.	27	43	20	10	100
	£3.1m or more	Count	4	36	4	2	46
		Expected Count	22	13	8	4	46
		% within turnover.	9	78	9	4	100
Total	Count		333	194	118	58	703
	Expected Count		333	194	118	58	703
	% within turnover.		47	28	17	8	100

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Table 8:

'Training plan and budget' by 'Main activity of business?' Crosstabulation

			Do you have a training plan and budget?				Total
			Neither	Both	Plan only	Budget only	
What is the main activity of your business?	Agriculture	Count	37	3	7	11	58
		Expected Count	27	16	9	5	58
		% within activity	64	5	12	19	100
	Manufacturing	Count	45	21	13	4	83
		Expected Count	39	24	13	7	83
		% within activity	54	25	16	5	100
	Construction	Count	34	19	15	1	69
		Expected Count	33	20	11	6	69
		% within activity	49	28	22	1	100
	Retail / Repairs / Wholesale	Count	119	65	47	20	251
		Expected Count	118	71	41	21	251
		% within activity	47	26	19	8	100
	Hotels / Restaurants / Pubs	Count	36	17	10	11	74
		Expected Count	35	21	12	6	74
		% within activity	49	23	14	15	100
	Technology	Count	5	5	2	1	13
		Expected Count	6	4	2	1	13
		% within activity	38	38	15	8	100
	Transport	Count	10	5	1	1	17
		Expected Count	8	5	3	1	17
		% within activity	59	29	6	6	100
	Financial / Business Services	Count	18	13	2	1	34
		Expected Count	16	10	6	3	34
		% within activity	53	38	6	3	100
	Health / Social Work	Count	8	23	11	3	45
		Expected Count	21	13	7	4	45
		% within activity	18	51	24	7	100
	Other	Count	20	12	6	3	41
		Expected Count	19	12	7	3	41
		% within activity	49	29	15	7	100
Other Service	Count	15	17	5	3	40	
	Expected Count	19	11	7	3	40	
	% within activity	38	43	13	8	100	
Education / Charities and Trusts	Count	4	11	2	2	19	
	Expected Count	9	5	3	2	19	
	% within activity	21	58	11	11	100	
Total	Count	351	211	121	61	744	
	Expected Count	351	211	121	61	744	
	% within activity	47	28	16	8	100	

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Table 10:

Training given

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No training	367	37	37	37
	Training Given	612	63	63	100
	Total	979	100	100	

Table 11:

'Type of training' by 'Business activity'

			Informal	Short / practical courses	Vocational or trade (eg NVQ)	Professional Qualifications	Degree sponsorship	Higher degree sponsorship
What is the main activity of your business?	Agriculture	Sum	16	21	7	1	0	0
	Manufacturing	Sum	41	38	23	11	2	3
	Construction	Sum	27	27	31	9	1	2
	Retail et al	Sum	138	90	70	27	3	2
	Hotels et al	Sum	41	27	18	6	1	1
	Technology	Sum	7	9	3	3	2	1
	Transport	Sum	2	6	3	2	1	0
	Financial Service	Sum	17	16	11	11	0	0
	Health et al	Sum	29	35	31	19	5	3
	Other	Sum	20	17	10	4	1	1
	Other Service	Sum	20	20	9	11	1	3
	Education et al	Sum	7	15	8	4	0	0
Group Tot	Sum		365	321	224	108	17	16

Table 12:

Sources of Training

	Sum
Local colleges	262
Local universities	51
Professional / trade associations	216
Internal trainer	186
Private trainers / consultants	211
Other employees / supervisors	213

Appendix 6

Business Premises & Location (Section '2' of questionnaire)

South Hams Business Survey 2001: Appendices
Marketing Means

Table 1:

Number of premises in the South Hams

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	774	79	82	82
	2	105	11	11	93
	3	25	3	3	96
	4 or more	37	4	4	100
	Total	941	96	100	
Missing	Not answered	38	4		
Total		979	100		

South Hams Business Survey 2001: Appendices
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Table 2

'How many premises in the South Hams' by 'Business activity'

			Number of business premises in SH				Total
			1	2	3	4 or more	
What is the main activity of your business?	Agriculture	Count	89	7	4	5	105
		Expected Count	86	12	3	4	105
		% within No. of premises	12	7	16	14	11
	Manufacturing	Count	75	16	1	3	95
		Expected Count	78	11	3	4	95
		% within No. of premises	10	15	4	8	10
	Construction	Count	84	4	1	2	91
		Expected Count	75	10	2	4	91
		% within No. of premises	11	4	4	6	10
	Retail / Repairs / Wholesale	Count	247	41	7	15	310
		Expected Count	255	35	8	12	310
		% within No. of premises	32	39	28	42	33
	Hotels / Restaurants / Pubs	Count	79	6	2	2	89
		Expected Count	73	10	2	3	89
		% within No. of premises	10	6	8	6	10
	Technology	Count	14	1	0	0	15
		Expected Count	12	2	0	1	15
		% within No. of premises	2	1	0	0	2
	Transport	Count	16	2	0	2	20
		Expected Count	16	2	1	1	20
		% within No. of premises	2	2	0	6	2
	Financial / Business Services	Count	31	4	0	0	35
		Expected Count	29	4	1	1	35
		% within No. of premises	4	4	0	0	4
	Health / Social Work	Count	37	12	2	3	54
		Expected Count	44	6	1	2	54
		% within No. of premises	5	11	8	8	6
	Other	Count	50	2	2	2	56
		Expected Count	46	6	1	2	56
		% within No. of premises	7	2	8	6	6
Other Service	Count	31	7	6	2	46	
	Expected Count	38	5	1	2	46	
	% within No. of premises	4	7	24	6	5	
Education / Charities and Trusts	Count	16	3	0	0	19	
	Expected Count	16	2	1	1	19	
	% within No. of premises	2	3	0	0	2	
Total	Count	769	105	25	36	935	
	Expected Count	769	105	25	36	935	
	% within No. of premises	100	100	100	100	100	

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Table 3

Type of unit of main premises

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Office / workshop at home	150	15	16	16
	Small Office	78	8	8	24
	Office complex	37	4	4	28
	Workshop	55	6	6	34
	Retail shop / restaurant	235	24	25	58
	Small industrial unit	107	11	11	70
	Large industrial unit	54	6	6	75
	Specialist unit	98	10	10	86
	Hotel	27	3	3	89
	Farm	109	11	11	100
	Total	950	97	100	
Missing	Not answered	29	3		
Total		979	100		

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Table 4

		'Type of main premises' by 'Business activity'											
		What type of business unit is your MAIN pr...											
		Office / workshop at home	Small Office	Office complex	Workshop	Retail shop, restaurant	Small industrial unit	Large industrial unit	Specialist unit	Hotel	Farm	Total	
What is the main activity your business	Agriculture	Count	4	3	0	1	0	0	1	0	98	107	
		Expected Count	17	9	4	6	27	12	6	11	3	12	107
		% within Type of prem	3	4	0	2	0	0	0	1	0	90	11
	Manufacturing	Count	5	2	5	16	3	36	25	3	0	0	95
		Expected Count	15	8	4	6	24	11	5	10	3	11	95
		% within Type of prem	3	3	14	29	1	34	49	3	0	0	10
	Construction	Count	41	11	2	10	0	18	4	3	0	1	90
		Expected Count	14	7	4	5	22	10	5	9	3	10	90
		% within Type of prem	28	14	5	18	0	17	8	3	0	1	10
	Retail / Repairs / Wholesale	Count	29	13	7	23	174	37	16	17	0	2	318
		Expected Count	50	26	12	19	79	36	17	33	9	37	318
		% within Type of prem	20	17	19	42	74	35	31	18	0	2	34
	Hotels / Restaurants Pubs	Count	2	2	1	0	45	1	0	8	25	5	89
		Expected Count	14	7	3	5	22	10	5	9	3	10	89
		% within Type of prem	1	3	3	0	19	1	0	8	93	5	9
	Technology	Count	6	3	3	1	0	1	0	1	0	0	15
		Expected Count	2	1	1	1	4	2	1	2	0	2	15
		% within Type of prem	4	4	8	2	0	1	0	1	0	0	2
	Transport	Count	6	2	2	2	0	4	1	1	0	0	18
		Expected Count	3	1	1	1	4	2	1	2	1	2	18
		% within Type of prem	4	3	5	4	0	4	2	1	0	0	2
	Financial / Business Services	Count	12	15	7	0	0	0	1	2	0	0	37
		Expected Count	6	3	1	2	9	4	2	4	1	4	37
		% within Type of prem	8	19	19	0	0	0	2	2	0	0	4
	Health / Soc Work	Count	12	5	1	0	2	1	0	32	2	0	55
		Expected Count	9	5	2	3	14	6	3	6	2	6	55
		% within Type of prem	8	6	3	0	1	1	0	33	7	0	6
	Other	Count	16	7	2	2	4	7	3	10	0	3	54
		Expected Count	8	4	2	3	13	6	3	6	2	6	54
		% within Type of prem	11	9	5	4	2	7	6	10	0	3	6
Other Service	Count	14	13	3	0	7	1	1	8	0	0	47	
	Expected Count	7	4	2	3	12	5	3	5	1	5	47	
	% within Type of prem	9	17	8	0	3	1	2	8	0	0	5	
Education / Charities and Trusts	Count	1	2	4	0	0	0	0	11	0	0	18	
	Expected Count	3	1	1	1	4	2	1	2	1	2	18	
	% within Type of prem	1	3	11	0	0	0	0	11	0	0	2	
Total	Count	148	78	37	55	235	106	51	97	27	109	943	
	Expected Count	148	78	37	55	235	106	51	97	27	109	943	
	% within Type of prem	100	100	100	100	100	100	100	100	100	100	100	

Table 5

Ownership of premises

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Owned by you	565	58	59	59
	Privately rented	337	34	35	95
	Rented from the Council	51	5	5	100
	Total	953	97	100	
Missing	Not answered	26	3		
Total		979	100		

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Table 6

'Ownership of premises' by 'Business activity'

			Is the current (main) premises:-			Total
			Owned by you	Privately rented	Rented from the Council	
What is the main activity of your business?	Agriculture	Count	84	19	0	103
		Expected Count	61	37	6	103
		% within Is the current (main) premises:-	15	6	0	11
	Manufacturing	Count	47	33	15	95
		Expected Count	56	34	5	95
		% within Is the current (main) premises:-	8	10	29	10
	Construction	Count	63	23	4	90
		Expected Count	53	32	5	90
		% within Is the current (main) premises:-	11	7	8	10
	Retail / Repairs / Wholesale	Count	158	142	14	314
		Expected Count	186	111	17	314
		% within Is the current (main) premises:-	28	42	27	33
	Hotels / Restaurants / Pub	Count	61	26	2	89
		Expected Count	53	32	5	89
		% within Is the current (main) premises:-	11	8	4	9
	Technology	Count	8	6	2	16
		Expected Count	9	6	1	16
		% within Is the current (main) premises:-	1	2	4	2
	Transport	Count	12	7	1	20
		Expected Count	12	7	1	20
		% within Is the current (main) premises:-	2	2	2	2
	Financial / Business Services	Count	21	15	2	38
		Expected Count	22	13	2	38
		% within Is the current (main) premises:-	4	4	4	4
	Health / Social Work	Count	43	10	2	55
		Expected Count	33	19	3	55
		% within Is the current (main) premises:-	8	3	4	6
Other	Count	32	22	4	58	
	Expected Count	34	21	3	58	
	% within Is the current (main) premises:-	6	7	8	6	
Other Service	Count	22	23	2	47	
	Expected Count	28	17	3	47	
	% within Is the current (main) premises:-	4	7	4	5	
Education / Charities and Trusts	Count	8	9	3	20	
	Expected Count	12	7	1	20	
	% within Is the current (main) premises:-	1	3	6	2	
Total	Count	559	335	51	945	
	Expected Count	559	335	51	945	
	% within Is the current (main) premises:-	100	100	100	100	

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Table 7

'Ownership of premises' by 'Turnover'

			Is the current (main) premises:-			Total
			Owned by you	Privately rented	Rented from the Council	
What was the business' approximate turnover...	£0-25,000	Count	86	27	2	115
		Expected Count	69	40	6	115
		% within Is the current (main) premises:-	16	9	4	13
	£26-54,000	Count	81	44	1	126
		Expected Count	76	43	7	126
		% within Is the current (main) premises:-	15	14	2	14
	£55-75,000	Count	50	21	6	77
		Expected Count	46	27	4	77
		% within Is the current (main) premises:-	9	7	13	9
	£76-150,000	Count	82	64	8	154
		Expected Count	93	53	8	154
		% within Is the current (main) premises:-	15	21	17	17
	£151-500,000	Count	118	79	12	209
		Expected Count	126	72	11	209
		% within Is the current (main) premises:-	22	26	26	24
	£501,000 - 1m	Count	41	26	9	76
		Expected Count	46	26	4	76
		% within Is the current (main) premises:-	8	9	19	9
	£1.1m-3m	Count	46	27	7	80
		Expected Count	48	28	4	80
		% within Is the current (main) premises:-	9	9	15	9
	£3.1m or more	Count	28	16	2	46
		Expected Count	28	16	2	46
		% within Is the current (main) premises:-	5	5	4	5
	Total	Count	532	304	47	883
		Expected Count	532	304	47	883
		% within Is the current (main) premises:-	100	100	100	100

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Table 8

Size of premises

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Too small	236	24	25	25
	About right	700	72	74	93
	Too large	16	2	2	100
	Total	952	97	100	
Missing	Not answered	27	3		
Total		979	100		

Table 9

Sharing premises

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	105	11	19	19
	No	445	45	81	100
	Total	550	56	100	
Missing	Not answered	429	44		
Total		979	100		

Table 10

Age of premises

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 5 years (1996-current)	46	5	5	5
	5-25 years old (1970-1995)	295	30	31	36
	26-50 years old (1945-1969)	137	14	14	50
	51-100 years old (1901-1944)	116	12	12	62
	101 years old or more (pre 1900)	314	32	33	95
	Do not know	47	5	5	100
	Total	955	98	100	
Missing	Not answered	24	2		
Total		979	100		

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Table 11

'Age of premises' by 'Business activity'

		Approximately, how old is your MAIN premises?						Total	
		Less than 5 years (1996-now)	5-25 years old (1970-1995)	26-50 years old (1945-1969)	51-100 years old (1901-1944)	101 years old or more (pre 1900)	Do not know		
What is the main activity of your business?	Agriculture	Count	4	19	20	9	49	2	103
		Expected Count	5	31	15	13	34	5	103
		% within age of premises	9	7	15	8	16	4	11
	Manufacturing	Count	9	44	17	6	17	3	96
		Expected Count	5	29	14	12	32	5	96
		% within age of premises	20	15	12	5	5	6	10
	Construction	Count	7	40	16	16	9	4	92
		Expected Count	4	28	13	11	31	5	92
		% within age of premises	15	14	12	14	3	9	10
	Retail / Repair / Wholesale	Count	11	100	46	33	100	23	313
		Expected Count	15	95	45	38	104	16	313
		% within age of premises	24	35	34	29	32	49	33
	Hotels / Restaurants / Pubs	Count	1	9	3	15	58	5	91
		Expected Count	4	28	13	11	30	5	91
		% within age of premises	2	3	2	13	18	11	10
	Technology	Count	1	5	0	4	6	0	16
		Expected Count	1	5	2	2	5	1	16
		% within age of premises	2	2	0	3	2	0	2
	Transport	Count	1	5	6	3	2	1	18
		Expected Count	1	5	3	2	6	1	18
		% within age of premises	2	2	4	3	1	2	2
	Financial / Business Services	Count	0	13	3	5	17	0	38
		Expected Count	2	12	5	5	13	2	38
		% within age of premises	0	5	2	4	5	0	4
	Health / Social Work	Count	2	11	9	8	23	2	55
		Expected Count	3	17	8	7	18	3	55
		% within age of premises	4	4	7	7	7	4	6
	Other	Count	3	25	8	5	18	0	59
		Expected Count	3	18	9	7	20	3	59
		% within age of premises	7	9	6	4	6	0	6
Other Service	Count	4	15	4	7	13	5	48	
	Expected Count	2	15	7	6	16	2	48	
	% within age of premises	9	5	3	6	4	11	5	
Education / Charities and Trusts	Count	3	2	5	4	2	2	18	
	Expected Count	1	5	3	2	6	1	18	
	% within age of premises	7	1	4	3	1	4	2	
Total	Count	46	288	137	115	314	47	947	
	Expected Count	46	288	137	115	314	47	947	
	% within age of premises	100	100	100	100	100	100	100	

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Table 12

'Age of premises' by 'Turnover'

		Approximately, how old is your MAIN premises?						Total	
		Less than 5 years (1996-now)	5-25 years old (1970-1995)	26-50 years old (1945-1969)	51-100 years old (1901-1944)	101 years old or more (pre 1900)	Do not know		
Turnover last year.	£0-25,000	Count	7	31	24	11	38	5	116
		Expected Count	6	36	17	15	38	5	116
		% within age of premise	17	11	19	10	13	14	13
	£26-54,000	Count	2	26	22	22	44	7	123
		Expected Count	6	38	18	15	41	5	123
		% within age of premise	5	9	17	20	15	19	14
	£55-75,000	Count	2	19	15	6	29	3	74
		Expected Count	4	23	11	9	24	3	74
		% within age of premise	5	7	12	5	10	8	8
	£76-150,000	Count	10	39	19	19	63	6	156
		Expected Count	7	48	23	20	52	7	156
		% within age of premise	24	14	15	17	22	16	18
	£151-500,000	Count	6	71	22	27	79	6	211
		Expected Count	10	65	31	26	70	9	211
		% within age of premise	14	26	17	24	27	16	24
	£501,000 - 1m	Count	4	25	8	10	24	7	78
		Expected Count	4	24	11	10	26	3	78
		% within age of premise	10	9	6	9	8	19	9
	£1.1m-3m	Count	7	39	9	13	11	3	82
		Expected Count	4	25	12	10	27	3	82
		% within age of premise	17	14	7	12	4	8	9
£3.1m or more	Count	4	24	9	3	4	0	44	
	Expected Count	2	14	6	6	15	2	44	
	% within age of premise	10	9	7	3	1	0	5	
Total	Count	42	274	128	111	292	37	884	
	Expected Count	42	274	128	111	292	37	884	
	% within age of premise	100	100	100	100	100	100	100	

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Table 13

		State of repair			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very good	307	31	32	32
	Generally good	356	36	38	70
	Needs some maintenance	147	15	15	85
	Needs some repairs	110	11	12	97
	In urgent need of repair	29	3	3	100
	Total	949	97	100	
Missing	Not answered	30	3		
Total		979	100		

Table 14:

'Age of premises' by 'State of repair'. Crosstabulation

			How would you describe the physical condit...					Total
			Very good	Generally good	Needs some maintenance	Needs some repairs	In urgent need of repair	
Approximately, how old is your MAIN premises?	>5 years	Count	34	6	2	0	1	43
		Expected Count	14	16	7	5	1	43
		% within How would you describe the physical condit...	11	2	1	0	3	5
	5-25 years old	Count	129	117	26	17	2	291
		Expected Count	94	110	44	34	9	291
		% within How would you describe the physical condit...	42	33	18	15	7	31
	26-50 years old	Count	40	47	27	16	6	136
		Expected Count	44	51	21	16	4	136
		% within How would you describe the physical condit...	13	13	19	15	21	14
	51-100 years old	Count	25	42	17	23	6	113
		Expected Count	36	43	17	13	3	113
		% within How would you describe the physical condit...	8	12	12	21	21	12
	101 years +	Count	71	122	59	47	13	312
		Expected Count	101	118	48	36	10	312
		% within How would you describe the physical condit...	23	34	41	43	45	33
	Do not know	Count	5	21	13	7	1	47
		Expected Count	15	18	7	5	1	47
		% within How would you describe the physical condit...	2	6	9	6	3	5
	Total	Count	304	355	144	110	29	942
		Expected Count	304	355	144	110	29	942
		% within How would you describe the physical condit...	100	100	100	100	100	100

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Table 15:

Reason for location in the South Hams

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Access to customers	181	18	21	21
	Access to suppliers	19	2	2	23
	Pleasant environment	148	15	17	40
	Cost	33	3	4	44
	Access to transport routes	25	3	3	46
	Owner already living here	469	48	54	100
	Total	875	89	100	
Missing	Not answered	104	11		
Total		979	100		

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Table 16:

'Reason for location in the South Hams' by 'Business activity'

			Key reason for location					Total	
			Access to customers	Access to suppliers	Pleasant environment	Cost	Access to transport routes		Owner already living here
What is the main activity of your business?	Agriculture	Count	2	1	9	6	0	80	98
		Expected Count	20	2	17	4	3	52	98
		% within reason for location	1	5	6	18	0	17	11
	Manufacturing	Count	16	2	12	9	5	46	90
		Expected Count	19	2	15	3	3	48	90
		% within reason for location	9	11	8	27	20	10	10
	Construction	Count	13	3	6	1	3	57	83
		Expected Count	17	2	14	3	2	44	83
		% within reason for location	7	16	4	3	12	12	10
	Retail / Repairs / Wholesale	Count	78	9	50	5	5	144	291
		Expected Count	60	6	50	11	8	156	291
		% within reason for location	43	47	34	15	20	31	33
	Hotels / Restaurants / Pubs	Count	12	2	35	4	0	28	81
		Expected Count	17	2	14	3	2	43	81
		% within reason for location	7	11	24	12	0	6	9
	Technology	Count	3	0	2	1	1	8	15
		Expected Count	3	0	3	1	0	8	15
		% within reason for location	2	0	1	3	4	2	2
	Transport	Count	6	0	2	1	2	8	19
		Expected Count	4	0	3	1	1	10	19
		% within reason for location	3	0	1	3	8	2	2
	Financial / Business Services	Count	8	0	6	1	0	22	37
		Expected Count	8	1	6	1	1	20	37
		% within reason for location	4	0	4	3	0	5	4
	Health / Social Work	Count	17	0	12	2	3	14	48
		Expected Count	10	1	8	2	1	26	48
		% within reason for location	9	0	8	6	12	3	6
	Other	Count	9	1	7	1	4	31	53
		Expected Count	11	1	9	2	2	28	53
		% within reason for location	5	5	5	3	16	7	6
Other Service	Count	11	0	6	0	2	20	39	
	Expected Count	8	1	7	1	1	21	39	
	% within reason for location	6	0	4	0	8	4	4	
Education / Charities and Trusts	Count	5	1	1	2	0	7	16	
	Expected Count	3	0	3	1	0	9	16	
	% within reason for location	3	5	1	6	0	2	2	
Total	Count	180	19	148	33	25	465	870	
	Expected Count	180	19	148	33	25	465	870	
	% within reason for location	100	100	100	100	100	100	100	

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Table 17

'Reason for location in the South Hams' by 'Turnover'

			Please indicate the key reason for choosin...						Total
			Access to customers	Access to suppliers	Pleasant environment	Cost	Access to transport routes	Owner already living here	
Turnover last year	£0-25,000	Count	12	2	13	4	1	83	115
		Expected Count	23	2	20	4	4	62	115
		% within reason for location	7	12	9	14	4	19	14
	£26-54,000	Count	17	2	24	1	3	72	119
		Expected Count	24	2	21	4	4	64	119
		% within reason for location	10	12	17	3	12	17	15
	£55-75,000	Count	13	0	21	1	0	38	73
		Expected Count	15	2	13	3	2	39	73
		% within reason for location	8	0	15	3	0	9	9
	£76-150,000	Count	22	3	30	8	2	72	137
		Expected Count	28	3	24	5	4	73	137
		% within reason for location	13	18	21	28	8	17	17
	£151-500,000	Count	46	2	37	6	3	100	194
		Expected Count	40	4	34	7	6	104	194
		% within reason for location	28	12	26	21	12	23	24
	£501,000 - 1m	Count	18	5	10	3	3	27	66
		Expected Count	13	1	11	2	2	35	66
		% within reason for location	11	29	7	10	12	6	8
	£1.1m-3m	Count	27	3	6	2	6	26	70
		Expected Count	14	1	12	2	2	37	70
		% within reason for location	16	18	4	7	24	6	9
	£3.1m or more	Count	11	0	1	4	7	18	41
		Expected Count	8	1	7	1	1	22	41
		% within reason for location	7	0	1	14	28	4	5
	Total	Count	166	17	142	29	25	436	815
		Expected Count	166	17	142	29	25	436	815
		% within reason for location	100	100	100	100	100	100	100

Table 18

Considering moving

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	178	18	19	19
	No	780	80	81	100
	Total	958	98	100	
Missing	Not answered	21	2		
Total		979	100		

South Hams Business Survey 2001: Appendices
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Table 19

Areas considered for a move

		Maximum distance considered
Within South Hams	Count	95
	%	56%
Within Devon	Count	54
	%	32%
Elsewhere in South West	Count	14
	%	8%
Elsewhere in UK	Count	10
	%	6%
Elsewhere in EU	Count	4
	%	2%
Elsewhere in the world	Count	6
	%	4%

South Hams Business Survey 2001: Appendices
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Table 20

'Considering moving' by 'Business activity'

			Considering move to other premises		Total
			Yes	No	
What is the main activity of your business?	Agriculture	Count	11	96	107
		Expected Count	20	87	107
		% within consider moving	6	12	11
	Manufacturing	Count	33	62	95
		Expected Count	18	77	95
		% within consider moving	19	8	10
	Construction	Count	13	79	92
		Expected Count	17	75	92
		% within consider moving	7	10	10
	Retail / Repairs / Wholesale	Count	53	263	316
		Expected Count	59	257	316
		% within consider moving	30	34	33
	Hotels / Restaurants / Pubs	Count	16	70	86
		Expected Count	16	70	86
		% within consider moving	9	9	9
	Technology	Count	5	11	16
		Expected Count	3	13	16
		% within consider moving	3	1	2
	Transport	Count	4	16	20
		Expected Count	4	16	20
		% within consider moving	2	2	2
	Financial / Business Services	Count	6	32	38
		Expected Count	7	31	38
		% within consider moving	3	4	4
	Health / Social Work	Count	7	47	54
		Expected Count	10	44	54
		% within consider moving	4	6	6
	Other	Count	12	47	59
		Expected Count	11	48	59
		% within consider moving	7	6	6
Other Service	Count	11	37	48	
	Expected Count	9	39	48	
	% within consider moving	6	5	5	
Education / Charities and Trusts	Count	7	12	19	
	Expected Count	4	15	19	
	% within consider moving	4	2	2	
Total	Count	178	772	950	
	Expected Count	178	772	950	
	% within consider moving	100	100	100	

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Table 21

Reason for moving

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More space required / expansion	84	9	55	55
	Cost issues	15	2	10	65
	Better position for customers	18	2	12	76
	Better position for clients	4	0	3	79
	Better position for employees	3	0	2	81
	Too much space	3	0	2	83
	Better access to transport routes	2	0	1	84
	Personal	24	2	16	100
	Total	153	16	100	
Missing	Not answered	826	84		
Total		979	100		

Table 22

Adequacy of private sector provision of premises

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	533	54	64	64
	No	298	30	36	100
	Total	831	85	100	
Missing	Not answered	148	15		
Total		979	100		

South Hams Business Survey 2001: Appendices
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Table 23

'Adequacy of private sector provision of premises' by 'Business activity'

			In your opinion, does the private sector c...		Total
			Yes	No	
What is the main activity of your business?	Agriculture	Count	63	27	90
		Expected Count	58	32	90
		% within In your opinion, does the private sector c...	12	9	11
	Manufacturing	Count	41	44	85
		Expected Count	54	31	85
		% within In your opinion, does the private sector c...	8	15	10
	Construction	Count	63	19	82
		Expected Count	53	29	82
		% within In your opinion, does the private sector c...	12	6	10
	Retail / Repairs / Wholesale	Count	171	108	279
		Expected Count	179	100	279
		% within In your opinion, does the private sector c...	32	36	34
	Hotels / Restaurants / Pub	Count	50	24	74
		Expected Count	47	27	74
		% within In your opinion, does the private sector c...	9	8	9
	Technology	Count	10	5	15
		Expected Count	10	5	15
		% within In your opinion, does the private sector c...	2	2	2
	Transport	Count	12	6	18
		Expected Count	12	6	18
		% within In your opinion, does the private sector c...	2	2	2
	Financial / Business Services	Count	24	8	32
		Expected Count	21	11	32
		% within In your opinion, does the private sector c...	5	3	4
	Health / Social Work	Count	35	12	47
		Expected Count	30	17	47
		% within In your opinion, does the private sector c...	7	4	6
Other	Count	38	16	54	
	Expected Count	35	19	54	
	% within In your opinion, does the private sector c...	7	5	7	
Other Service	Count	16	20	36	
	Expected Count	23	13	36	
	% within In your opinion, does the private sector c...	3	7	4	
Education / Charities and Trusts	Count	5	7	12	
	Expected Count	8	4	12	
	% within In your opinion, does the private sector c...	1	2	1	
Total	Count	528	296	824	
	Expected Count	528	296	824	
	% within In your opinion, does the private sector c...	100	100	100	

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Table 24

Factor for improvement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Access to transport routes	60	6	25	25
	More specialist premises	90	9	37	62
	Closeness to business communities	10	1	4	66
	Better maintenance	7	1	3	69
	Cost	75	8	31	100
	Total	242	25	100	
Missing	Not answered	737	75		
Total		979	100		

Appendix 7

Information Technology &

Environmental Issues

(Sections '3' & '4' of questionnaire)

South Hams Business Survey 2001: Appendices
Marketing Means

Table 1

How many computers does your business have?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	194	20	20	20
	1-5	622	64	64	84
	6-10	67	7	7	91
	11+	83	8	9	100
	Total	966	99	100	
Missing	Not answered	13	1		
Total		979	100		

Table 2

'Number of computers' by 'Main activity of business' Crosstabulation

		How many computers does your business have?												Total		
		0			1-5			6-10			11+			Count	Expected Count	% within Main activity of business
		Count	Expected Count	% within Main activity of business	Count	Expected Count	% within Main activity of business	Count	Expected Count	% within Main activity of business	Count	Expected Count	% within Main activity of business			
Main activity of business	Agriculture	33	21	31	71	68	67	1	7	1	1	9	1	106	106	100
	Manufacturing	8	19	8	56	62	58	13	7	14	19	8	20	96	96	100
	Construction	21	19	22	66	61	69	5	7	5	3	8	3	95	95	100
	Retail / Repairs / Wholesale	79	64	25	196	205	62	16	22	5	26	26	8	317	317	100
	Hotels / Restaurants / Pubs	20	18	22	65	58	73	3	6	3	1	7	1	89	89	100
	Technology	1	3	6	7	10	44	2	1	13	6	1	38	16	16	100
	Transport	5	4	26	12	12	63	1	1	5	1	2	5	19	19	100
	Financial / Business Services	0	7	0	29	24	78	4	3	11	4	3	11	37	37	100
	Health / Social Work	9	11	16	31	36	56	10	4	18	5	5	9	55	55	100
	Other	11	12	18	41	39	68	6	4	10	2	5	3	60	60	100
	Other Service	4	10	8	34	31	71	4	3	8	6	4	13	48	48	100
Education / Charities and Trusts	2	4	10	11	13	55	1	1	5	6	2	30	20	20	100	
Total	193	193	20	619	619	65	66	66	7	80	80	8	958	958	100	

Table 3

Does your business have a web site?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	409	42	42	42
	No	557	57	58	100
	Total	966	99	100	
Missing	Not answered	13	1		
Total		979	100		

South Hams Business Survey 2001: Appendices
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Table 4

'Does your business have a web site?' by 'Main activity of business' Crosstabulation

		Does your business have a web site?						Total		
		Yes			No					
		Count	Expected Count	% within Main activity of business	Count	Expected Count	% within Main activity of business	Count	Expected Count	% within Main activity of business
What is the main activity of your business?	Agriculture	17	44	16	88	61	84	105	105	100
	Manufacturing	64	41	66	33	56	34	97	97	100
	Construction	23	39	25	70	54	75	93	93	100
	Retail / Repairs / Wholesale	122	133	39	193	182	61	315	315	100
	Hotels / Restaurants / Pubs	49	38	54	41	52	46	90	90	100
	Technology	14	7	88	2	9	13	16	16	100
	Transport	7	8	37	12	11	63	19	19	100
	Financial / Business Services	18	16	47	20	22	53	38	38	100
	Health / Social Work	17	23	31	38	32	69	55	55	100
	Other	32	26	52	29	35	48	61	61	100
	Other Service	31	21	63	18	28	37	49	49	100
Education / Charities and Trusts	12	8	60	8	12	40	20	20	100	
Total		406	406	42	552	552	58	958	958	100

Table 5

'Does your business have a web site?' by 'Approximate turnover' Crosstabulation

		Does your business have a web site?						Total		
		Yes			No					
		Count	Expected Count	% within Approximate turnover	Count	Expected Count	% within Approximate turnover	Count	Expected Count	% within Approximate turnover
Approximate turnover.	£0-25,000	31	51	26	87	67	74	118	118	100
	£26-54,000	34	56	26	95	73	74	129	129	100
	£55-75,000	26	32	35	49	43	65	75	75	100
	£76-150,000	61	67	39	95	89	61	156	156	100
	£151-500,000	98	91	47	112	119	53	210	210	100
	£501,000 - 1m	39	33	51	38	44	49	77	77	100
	£1.1m-3m	60	35	74	21	46	26	81	81	100
	£3.1m or more	35	19	78	10	26	22	45	45	100
Total		384	384	43	507	507	57	891	891	100

South Hams Business Survey 2001: Appendices
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Table 6

If no, what is the main issue?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not appropriate for my business	269	27	55	55
	Too expensive	52	5	11	66
	Lack of IT experience	140	14	29	94
	Do not like the internet	27	3	6	100
	Total	488	50	100	
Missing	Not answered	491	50		
Total		979	100		

Table 7

What percentage of sales are generated by the website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	99	10	29	29
	1 to 10	159	16	47	75
	11 to 20	11	1	3	79
	21 to 30	7	1	2	81
	31 to 40	1	0	0	81
	41 to 50	4	0	1	83
	71 to 80	3	0	1	84
	Don't Know	56	6	16	100
	Total	340	35	100	
Missing	Not answered	639	65		
Total		979	100		

Table 8

IT Infrastructure adequacy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	190	19	21	21
	No	117	12	13	33
	Do not know	618	63	67	100
	Total	925	94	100	
Missing	Not answered	54	6		
Total		979	100		

South Hams Business Survey 2001: Appendices
Marketing Means

Table 9

How does the IT infrastructure need to improve

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More accessible	5	1	7	7
	Bandwidth	53	5	70	76
	Advertising and Information	4	0	5	82
	Training	3	0	4	86
	Other	11	1	14	100
	Total	76	8	100	
Missing	Not answered	903	92		
Total		979	100		

Table 10

Environmental policy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	269	27	28	28
	No	687	70	72	100
	Total	956	98	100	
Missing	Not answered	23	2		
Total		979	100		

South Hams Business Survey 2001: Appendices
Marketing Means

Table 11

'Environmental policy' by 'Main activity of business'

		Environmental Policy					
		Yes			No		
		Count	Expected Count	% within What is the main activity of your business?	Count	Expected Count	% within What is the main activity of your business?
What is the main activity of your business?	Agriculture	36	30	34	70	76	66
	Manufacturing	41	27	43	55	69	57
	Construction	22	26	23	72	68	77
	Retail / Repairs / Wholesale	84	86	27	224	222	73
	Hotels / Restaurants / Pubs	25	25	28	63	63	72
	Technology	4	4	25	12	12	75
	Transport	3	6	15	17	14	85
	Financial / Business Services	2	10	5	35	27	95
	Health / Social Work	11	15	20	43	39	80
	Other	21	17	34	40	44	66
	Other Service	13	14	27	36	35	73
	Education / Charities and Trusts	4	5	21	15	14	79
Total		266	266	28	682	682	72

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Table 12

'Environmental Policy' by 'Turnover'

		Environmental Policy		Total	
		Yes	No		
Turnover	£0-25,000	Count	25	95	120
		Expected Count	34	86	120
		% within Turnover	21	79	100
	£26-54,000	Count	32	93	125
		Expected Count	36	89	125
		% within Turnover	26	74	100
	£55-75,000	Count	9	64	73
		Expected Count	21	52	73
		% within Turnover	12	88	100
	£76-150,000	Count	33	122	155
		Expected Count	44	111	155
		% within Turnover	21	79	100
	£151-500,000	Count	54	155	209
		Expected Count	60	149	209
		% within Turnover	26	74	100
	£501,000 - 1m	Count	29	48	77
		Expected Count	22	55	77
		% within Turnover	38	62	100
	£1.1m-3m	Count	36	45	81
		Expected Count	23	58	81
		% within Turnover	44	56	100
	£3.1m or more	Count	34	11	45
		Expected Count	13	32	45
		% within Turnover	76	24	100
Total	Count	252	633	885	
	Expected Count	252	633	885	
	% within Turnover	28	72	100	

Table 13

Reasons why no policy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not appropriate for my business	317	32	48	48
	Do not know how to write one	44	4	7	55
	Not an important issue	60	6	9	64
	Have not considered it	234	24	36	100
	Total	655	67	100	
Missing	Not answered	324	33		
Total		979	100		

South Hams Business Survey 2001: Appendices
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Table 14

Environmental quality standard

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	281	29	31	31
	No	627	64	69	100
	Total	908	93	100	
Missing	Not answered	71	7		
Total		979	100		

Table 15

'Environmental quality standard' by 'Main activity of business'
Crosstabulation

		Environmental Quality Standard					
		Yes			No		
		Count	Expected Count	% within Main activity of business	Count	Expected Count	% within Main activity of business
Main activity of business	Agriculture	52	30	53	46	68	47
	Manufacturing	22	28	24	70	64	76
	Construction	20	28	22	70	62	78
	Retail / Repairs / Wholesale	97	92	32	203	208	68
	Hotels / Restaurants / Pubs	30	26	35	55	59	65
	Technology	4	5	25	12	11	75
	Transport	1	6	5	18	13	95
	Financial / Business Services	4	10	12	29	23	88
	Health / Social Work	16	16	31	35	35	69
	Other	16	17	29	39	38	71
	Other Service	10	13	23	33	30	77
Education / Charities and Trusts	5	6	26	14	13	74	
Total		277	277	31	624	624	69

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Table 16:

Environmental measures taken:

		No	Yes	Total
Recycle Office Materials	Count	407	420	827
	%	49%	51%	100%
Recycle Other Materials	Count	352	475	827
	%	43%	57%	100%
Water saving	Count	544	283	827
	%	66%	34%	100%
Local purchasing	Count	333	494	827
	%	40%	60%	100%
Cleaner manufacturing production	Count	730	97	827
	%	88%	12%	100%
Energy Saving	Count	485	342	827
	%	59%	41%	100%
Reduced packaging	Count	651	177	828
	%	79%	21%	100%

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Table 17

'Environmental behaviour' by 'Main activity of business'

			No	Yes	
What is the main activity of your business?	Agriculture	Recycle Office Materials	%	75%	25%
		Recycle Other Materials	%	39%	61%
		Water saving	%	47%	53%
		Local purchasing	%	34%	66%
		Cleaner manufacturing	%	79%	21%
		Energy Saving	%	49%	51%
		Reduced packaging	%	85%	15%
	Manufacturing	Recycle Office Materials	%	52%	48%
		Recycle Other Materials	%	38%	62%
		Water saving	%	62%	38%
		Local purchasing	%	44%	56%
		Cleaner manufacturing	%	64%	36%
		Energy Saving	%	64%	36%
	Construction	Reduced packaging	%	67%	33%
		Recycle Office Materials	%	45%	55%
		Recycle Other Materials	%	39%	61%
		Water saving	%	77%	23%
		Local purchasing	%	39%	61%
		Cleaner manufacturing	%	92%	8%
		Energy Saving	%	69%	31%
	Retail / Repairs / Wholesale	Reduced packaging	%	83%	17%
		Recycle Office Materials	%	49%	51%
		Recycle Other Materials	%	39%	61%
		Water saving	%	68%	32%
		Local purchasing	%	46%	54%
		Cleaner manufacturing	%	93%	7%
	Hotels / Restaurants / Pubs	Energy Saving	%	62%	38%
		Reduced packaging	%	73%	27%
Recycle Office Materials		%	67%	33%	
Recycle Other Materials		%	35%	65%	
Water saving		%	44%	56%	
Local purchasing		%	23%	77%	
Cleaner manufacturing		%	89%	11%	
Technology	Energy Saving	%	44%	56%	
	Reduced packaging	%	85%	15%	
	Recycle Office Materials	%	29%	71%	
	Recycle Other Materials	%	71%	29%	
	Water saving	%	100%		
	Local purchasing	%	50%	50%	
	Cleaner manufacturing	%	100%		
Energy Saving	%	57%	43%		
Reduced packaging	%	79%	21%		

South Hams Business Survey 2001: Appendices
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Table 17 Continued:

'Environmental behaviour' by 'Main activity of business'

			No	Yes	
What is the main activity of your business?	Transport	Recycle Office Materials	%	44%	56%
		Recycle Other Materials	%	56%	44%
		Water saving	%	88%	13%
		Local purchasing	%	44%	56%
		Cleaner manufacturing	%	100%	
		Energy Saving	%	75%	25%
		Reduced packaging	%	94%	6%
	Financial / Business Services	Recycle Office Materials	%	10%	90%
		Recycle Other Materials	%	65%	35%
		Water saving	%	81%	19%
		Local purchasing	%	45%	55%
		Cleaner manufacturing	%	100%	
		Energy Saving	%	68%	32%
		Reduced packaging	%	90%	10%
	Health / Social Work	Recycle Office Materials	%	39%	61%
		Recycle Other Materials	%	54%	46%
		Water saving	%	61%	39%
		Local purchasing	%	33%	67%
		Cleaner manufacturing	%	93%	7%
		Energy Saving	%	37%	63%
		Reduced packaging	%	83%	17%
	Other	Recycle Office Materials	%	42%	58%
		Recycle Other Materials	%	47%	53%
		Water saving	%	70%	30%
		Local purchasing	%	30%	70%
		Cleaner manufacturing	%	92%	8%
		Energy Saving	%	55%	45%
		Reduced packaging	%	85%	15%
	Other Service	Recycle Office Materials	%	31%	69%
		Recycle Other Materials	%	64%	36%
Water saving		%	83%	17%	
Local purchasing		%	48%	52%	
Cleaner manufacturing		%	90%	10%	
Energy Saving		%	71%	29%	
Reduced packaging		%	83%	17%	
Education / Charities and Trusts	Recycle Office Materials	%	11%	89%	
	Recycle Other Materials	%	22%	78%	
	Water saving	%	78%	22%	
	Local purchasing	%	50%	50%	
	Cleaner manufacturing	%	100%		
	Energy Saving	%	56%	44%	
	Reduced packaging	%	67%	33%	

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Table 18

‘Environmental behaviour’ by ‘Turnover (2 bands)’

				No	Yes	Total
Turnover (2 bands)	£0 to £499,999	Recycle Office Materials	Count	292	293	585
			%	50%	50%	100%
		Recycle Other Materials	Count	250	335	585
			%	43%	57%	100%
		Water saving	Count	385	200	585
			%	66%	34%	100%
		Local purchasing	Count	219	366	585
			%	37%	63%	100%
	Cleaner manufacturing production	Count	524	61	585	
		%	90%	10%	100%	
	Energy Saving	Count	368	217	585	
		%	63%	37%	100%	
	Reduced packaging	Count	481	104	585	
		%	82%	18%	100%	
	£500,000 +	Recycle Office Materials	Count	83	100	183
			%	45%	55%	100%
Recycle Other Materials		Count	73	110	183	
		%	40%	60%	100%	
Water saving		Count	120	63	183	
		%	66%	34%	100%	
Local purchasing		Count	83	100	183	
		%	45%	55%	100%	
Cleaner manufacturing production	Count	151	32	183		
	%	83%	17%	100%		
Energy Saving	Count	81	102	183		
	%	44%	56%	100%		
Reduced packaging	Count	122	62	184		
	%	66%	34%	100%		

Appendix 8:

Copy of Questionnaire & Letter