

Business and Employer Survey

February 2019

Introduction

As part of the community consultation process, Tywardreath and Par Parish Neighbourhood Plan (NP) Steering Group (SG) engaged with the business community. The Parish covers a rural area in which there are neither major employers nor large employment sites. There are two settlements in the Parish, the villages of Tywardreath and Par, as well as some smaller clusters of dwellings, for example at Kilhallon, Tywardreath Highway, Treesmill and Castledore. Otherwise it is mainly farmland and woodland with the remains of abandoned industrial mining. The Parish is bisected by the Plymouth - Penzance railway line; and Par station is the junction for the Newquay branch line. A key feature of the Parish is the wonderful family beach of Par Sands, an attraction both for locals and tourists from further afield, many of whom enjoy also enjoy the countryside views while walking along the Saints Way and the South West Coast Path. See Appendix 2 for a Parish Map.

Business and Employment in Tywardreath and Par Parish

In November 2018, 2,915 adults lived in Tywardreath and Par Parish (Electoral Services, Cornwall Council). Available statistical information about the number of people economically active in the Parish is limited. Indeed, the most recent figures are from the census of 2011 when it was noted that of the population aged 16-74 at the time, 31% were in full-time employment; 16% worked part-time; and 14.4% were self-employed (Local Insight Report Tywardreath and Par Parish, OCSI, Cornwall Council, 2018, p.46). Information on unemployment and the number of individuals in receipt of workless benefits such as Job Seekers Allowance is more recent in that it relates to the period 2016 to 2018 and shows that trends in the Parish generally reflect the national picture (Local Insight Report Tywardreath and Par Parish, OCSI, Cornwall Council, 2018, p.10). It should be noted, however, that some of the business and employment information given below is based on estimates (Local Insight Report Tywardreath and Par Parish, OCSI, Cornwall Council, 2018, p.49).



Retail is the largest employment sector



1 in 5 of those employed work in Hotels and Catering





65% of local businesses have 0-4 employees

The wider geographical context

Tywardreath and Par Parish lies in the Community Network Area (CNA) of St Blazey, Fowey and Lostwithiel and is within 5 miles of St Austell, so although the parish itself is rural by nature, it is not isolated in employment terms. As regards the local economy, the information below is taken from the Local Insight Report for the CNA and the figures relate to 2016

Largest industry sector

Hotels and catering

15.0% of all people in employment

Source: Business Register and Employment Survey (BRES) (2016)

Third largest industry sector

Education

9.7% of all people in employment

9.7% of all people in employment



Agriculture is the largest industry group (of VAT eligible businesses)

(Local Insight profile for 'St Blazey, Fowey and Lostwithiel' area, Cornwall County Council, Jan 2018)

Although detailed statistics on the contribution of tourism to the local economy at CNA level are not available, it is likely that this is significant given that the Eden Project is situated in St Blazey. "Since opening to the public in 2001, the place has attracted more than 18 million visitors and inspired an economic renaissance in Cornwall by contributing more than £1.7 billion to the local economy."

(https://www.edenproject.com/eden-story/about-us/our-funding)

The residents of Tywardreath and Par Parish do travel outside of the area to work, principally by car or train. Par Station is on the main London-Penzance line: Truro is circa 20 minutes and Plymouth 50 minutes or so by train. Newquay Airport is about 30 minutes by car and this, along with the mainline train service to London, enables some residents to travel much further afield for work. In addition, there are some residents who work on a self-employed basis from home much of the time, but who also travel to London and elsewhere for meetings.

Although more needs to be done to boost employment prospects and wages locally, European Union Funding has brought much needed improvements to infrastructure within 3 miles of Tywardreath and Par Parish, prompting the development of new employment sites such as Carluddon Technology Park. Further development is also planned for land along Par Moor Rd. where a retail park, industrial park and business units are already located. In addition, we understand that planning for the Eco-bos multi-million pound regeneration of Par Docks (at the western end of Par Beach) is under way again, although uncertainty remains as regards the detail of the scheme and the projected completion date. See Appendix 3 for an Employment Sites Map.

Consultation process

The Neighbourhood Plan (NP) Steering Group (SG) employed Highstone Consultants to set up a Business and Employment website with information specifically of relevance to businesses in the parish and a link to the Employer and Business Survey c.f. https://highstoneconsultants.wixsite.com/tywardreathandpar.

Highstone Consultants obtained information on businesses operating in the area, for example by obtaining Companies House records. Meanwhile, the NP SG checked these lists and eliminated those businesses which were no longer operating and those where the address given was primarily for communication purposes, but bore no relation to where the business actually operated. For example, one address was given as the registered address for several companies, but in fact was that of the Accountancy Firm which dealt with businesses nationwide. The NP SG also added other businesses to the database according to local knowledge and by going through the list of those which pay business rates. Many of the businesses operating in the Parish appeared to be sole traders, either working for themselves or as sub-contractors for larger firms.

Invitations went out via Facebook and on posters throughout the Parish over the summer and autumn of 2018 asking businesses and employers to look at the website and complete the survey online. The Employer and Business Survey was also advertised twice in June and September 2018 in the local community magazine PL24. After much research, we had a list of 155 businesses, but we were only able to find email addresses for 69 of those which we believed were trading. We emailed these businesses direct and asked them to click on the survey link. It may be that there were other businesses we missed, but the survey was well publicised through other media such as local, community based Facebook pages and our Neighbourhood Plan email Updates contact list. As the deadline for returns came closer, various members of the SG also hand-delivered surveys and envelopes to many of the street-facing businesses throughout the parish. The Parish Clerk, Tywardreath Village Shop and Cornubia Hall in Par village were all given as return addresses for those who preferred to complete paper copies.

The Employer and Business Survey: content and format

Community consultation to date had already revealed that there is considerable confusion as to where the boundary is for Tywardreath and Par Parish. This stems from the fact that the postal address of Par covers not only our Parish and NP area, but also that of some roads and housing estates in St Blaise NP area. To ensure that we only took into account the views of those businesses based in Tywardreath and Par Parish, respondents were obliged to complete the full post code of the business (but they were not required to give the business name or address).

Some of the questions in the survey were drawn from comments made at community engagement events e.g. complaints about internet service and flooding. We also drew on ideas for questions in surveys carried out by other Neighbourhood Plan groups. See Appendix 1 for **Survey Questions**.

Submissions information

We did receive a number of surveys from businesses and employers based outside of the Parish and they were excluded from the results. Where submissions included contact details, we referred those businesses on to the relevant NP area and as expected, many were based in the neighbouring area of St Blaise/St Blazey.

In total there were 18 electronic returns and 6 paper copies from businesses based in Tywardreath and Par Parish, so a total of 24 completed surveys were submitted. Taking the 155 businesses for which we found addresses as the baseline, the return rate is 15%. However, given that it is not possible to know exactly how many businesses are operating in the Parish, the return rate figure should be treated with caution.

Geographical Spread of Responding Employers and Businesses

Employers and businesses from across the Parish completed the survey. Some were based in the 2 settlements of Tywardreath and Par villages, others operated out of the more rural areas. See Appendix 2 for Parish Map.

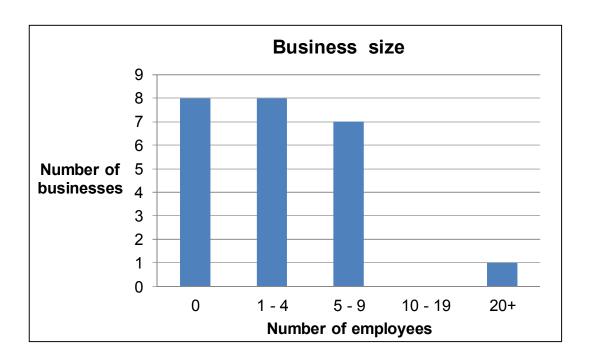
Economic activity (Q3)

There was good representation across different types of business activity including: Agriculture and Farming; Bed-and-Breakfast; Beauty Services; Building and Allied Trades; Education and Training; Environmental; Hairdressing; Holiday Home Let; Hospitality; Marketing; Professional Services e.g. legal, surveying, public relations; Retail; Small-scale Manufacturing; and Tourist Attractions.

Business size

Businesses were asked to indicate how many people they employed i.e. 0; 1-4; 5-9; 10-19; 20+

Only one business has 20 or more employees. No business had between 10 and 19 employees. Otherwise the number of respondents in each category was evenly spread: 7 businesses have 5-9 employees; 8 businesses have 1-4 employees; and 8 businesses operate as sole traders and do not employ anyone.



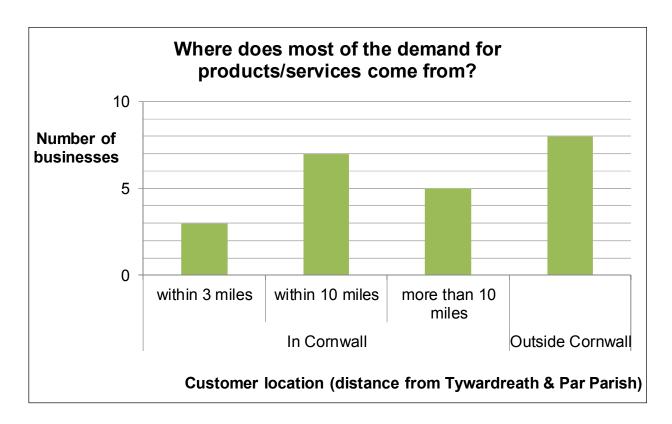
Customer base (Q4)

Where does most of the demand for your products/services come from?

One business did not answer this question. The responses from the other twenty-three were as follows:

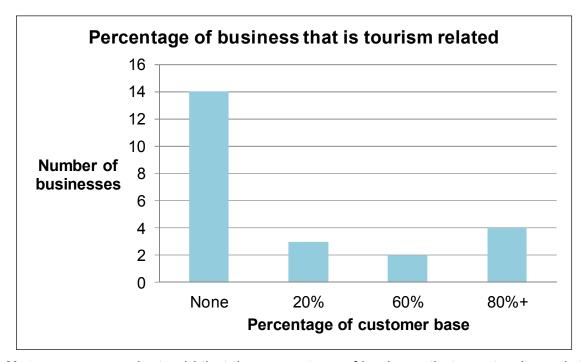
Within 3 miles of the Parish: 3 businesses Within 10 miles of the Parish: seven businesses Beyond 10 miles of the Parish: five businesses

Outside of Cornwall: eight businesses



Tourist economy (Q5)

The percentage of custom that is tourism related varies across the businesses. Ten businesses said that the tourist economy does form part of their customer base. Three said it accounts for 20%; one said it varies between 20% and 50% according to the season; two said 60%; and four depend on tourism for 80%+ of their business activity. In summary, the majority of businesses which responded to this survey, (fourteen out of twenty-four), are not tourism dependent.



Note: one respondent said that the percentage of business that was tourism related varies between 20% and 50% according to the season

Employment trends, local staff availability, skills/qualification (Q6, Q7, Q8)

Employers and businesses were asked if they were likely to employ more people over the next 5 years. Ten businesses said the number of employees would remain the same; four said they did not know; and ten businesses said they are likely to employ more people.

Of the 17 businesses which employ people, six businesses said they can find people with the right skills who live locally i.e. within 10 miles of the Parish. Seven businesses said that sometimes they can and sometimes they can't. Four businesses find it difficult to find suitable job applicants who live within 10 miles of the Parish.

Seven businesses said it could be problematic finding people who are (fully) qualified and/or experienced in their particular specialism. However, qualification/skill requirements varied according to the type of business and, apart from management experience (two mentions), no specific skill or qualification was mentioned more than once.

Soft skills were valued by four employers who looked for and did not always find: "Highly enthused and engaged staff....who can contribute to a project without having to be supervised 100% of the time." "Good transferable skills"; "Time keeping"; "Work ethic"; and "Able to communicate with customers."

Evidence from Q6, Q7 and Q8 shows that:

- The qualifications and skillset which local businesses are looking for in employees vary significantly and do not point to any specific educational or training need.
- Ten businesses think they may recruit more employees over the next five years, but the potential for growth is not concentrated in any particular sector.

Internet speed (Q9, Q10)

Two businesses said internet speed was not applicable to their operation. Five businesses said that their internet speed was not sufficient for business purposes. Of these, four of the businesses were located in more rural areas of the Parish. Over half the respondents (thirteen out of twenty-two) believe their business would benefit from faster internet speed. It is not known whether any of these businesses would be prepared to pay for a faster internet connection, if it were available in their area.

Benefits of being located in the Parish (Q11)

Respondents could tick various options (work from home, customer base proximity, suitable premises) and also add their own reasons.

For many of the business owners and employers – eleven out of the twenty-four respondents – a key benefit was being able to work from home.

Nine respondents cited being close to their customer base; and seven said that they had found suitable premises. One owner of tourist accommodation mentioned the advantage of "proximity to the coast and various attractions."

Difficulties and challenges (Q12)

Seventeen businesses responded to this question and the lack of parking spaces was the most frequently mentioned difficulty (10 times).

Six businesses said that they found it difficult to recruit suitable employees, which was in line with the responses to Q7 and Q8 above.

Six businesses said they lack space to expand. Of these, one needs more land for animals; one business would like larger premises as well as more land for rural activities; and four need larger premises.

Three businesses considered the lack of Affordable Housing to be an issue; one mentioned the lack of passing trade; one has problems with flooding; and one business offering tourist accommodation found it challenging when "it rains incessantly".

Evidence from Q10, Q11 and Q12 suggests that:

- employers and business owners value being able to work from home
- some businesses do not have an internet connection which meets their business needs; and most respondents feel their business would benefit from faster internet speed
- a major difficulty for many businesses is the lack of parking spaces.

Relocation need and options (Q13, Q14 and Q15)

Five businesses believe they will need to relocate in the next five years. Although for most the preference is to remain in Tywardreath and Par Parish, four would consider re-locating to one of the Par Moor employment sites which lie within 1 and 1.5 miles of the Parish boundary. Three of these businesses commented on the advantages of the Par Moor sites, saying it is "a short commute"; they offer room for "expansion and growth"; and "there is the support of other businesses there, plus parking and cheap rent for office space." For the one business which might need to relocate but would like to remain within the Parish, the Par Moor site/s would not fit its image.

Small business units (Q16, Q17)

Out of the nine businesses who said there was a need for small business units, only five were looking to relocate themselves within 5 years; and of these, four said they were willing to relocate to Par Moor Rd. which is outside of the Parish.

Two businesses said business units should be for rent only, and eight thought they should be to rent and buy. However, there was in fact only one respondent who said that they themselves were interested in renting or buying a small business unit in the parish.

Renting serviced shared office space might of interest to seven respondents. But the question did not ask whether the businesses would require the office space to be within the Parish as opposed to relatively nearby at Par Moor, for example. Nor were the businesses asked how much they would be willing to pay for this type of facility.

Employment sites within Tywardreath and Par Parish

Q18 asked whether there are any areas in the Parish where employers and businesses believed designated employment site could be located.

"Behind Par railway station" was the only area named within the Parish and that suggestion was made by only one respondent. In fact, there are already businesses located close to the station on one employment site, but this is also an area of the Parish which is at risk of flooding.

Another respondent named "Cornubia" which is not an employment site but a hall owned by Par Bay Community Trust. The hall has tenant space for 3 businesses, usually social enterprises; and it is also used for employment linked training/ support services as well as for community activities.

Three respondents suggested Par Docks and one of these also mentioned disused land on Par Moor. Par Docks and Par Moor are situated in St Blaise Parish. Locally there is some confusion as to the Parish boundary, given that some addresses in St Blaise Parish have a Par postcode, so it may be that these respondents thought that Par Docks and Par Moor are within Tywardreath and Par Parish.

Two respondents suggested brownfield sites, without naming any particular area. Four respondents said they could not think of anywhere within the Parish; and two said there are already enough business units and "more plans for more which are not needed". The vast majority of employers and businesses did not answer this question.

The evidence from this part of the survey (Qs 13-18) suggests that:

- businesses and employers found it difficult to name anywhere suitable in Tywardreath and Par Parish for the location of new employment sites
- among those seeking to move premises within 5 years, all but one feel that this
 need could be met by relocation to one of the Par Moor employment sites
 (industrial, business, retail) which are located within 1 to 1.5 miles of the
 Tywardreath and Par Parish boundary. It appears that there is little demand for
 new employment sites within the Parish.

Are there any particular business sectors or types of business which you think the neighbourhood plan should aim to promote? (Q19)

Tourism was mentioned most frequently (4 times). In addition, respondents favoured "social and community led enterprises"; "niche artisan businesses"; "small business start-ups"; "good quality businesses"; "professional services"; "architecture/design"; "digital services" and "Blue Green Health". In line with the latter theme, one respondent suggested "Health, sports, anything to encourage young entrants" and another mentioned "equine related" activity. For another respondent the key objective should be to: "Rebuild community shopping, greengrocers/ butchers/ deli/ cafe. More community engaged environments to keep money within parish."

What would help you grow your business? (Q20)

The responses reflected the nature of the businesses concerned. "Affordable premises /space to rent" was important for two businesses operating as Community Interest Companies (CICs). A CIC is a type of company designed for social enterprises that want to use their profits and assets for the public good.

Two businesses mentioned that they would expand, if they could acquire more land - buy, rent or borrow - for rural activities. Three businesses mentioned the importance of grant funding or similar and were clearly reliant on this income stream for at least some of their business activity. Four businesses mentioned marketing activities. Suggestions included "free advertising"; "possibly a community website promoting the Parish"; and "collaborational promotion". One respondent added that "networking events would be helpful along with a skills analysis of local entrepreneurs".

How could visitors be encouraged to enjoy and spend money within the Parish? (Q21)

Eight respondents expressed the view that the Parish needs to offer visitors "something worthwhile here to get them to spend time.....restaurants, etc etc". Indeed, one respondent mentioned that their visitors always enjoyed having a drink or meal out locally.

One respondent picked up on themes discussed at the Blue Green Workshop in July 2018: "There is a need to develop new products e.g. Blue Green Health Tourism also the visitor experience needs to be all year round which probably means concentrating on high end tourism with all that entails." Other ideas included (better) shops with "local craft items for sale" and to encourage visitors to "buy local" as well as more amenities and more attractions, for example, "a walk with history boards". Another respondent advocated "more engagement with the community / a better understanding of community activities and the activities could cater more to include tourists".

Alongside all the ideas above, the issue of parking was the second most frequently mentioned item (6 times). Comments included "improve parking" and provide more spaces, "at a reasonable price" or for free (including at Par Beach). One respondent with mobility issues highlighted how difficult it could be to access the village, saying "It's friendly but not always inclusive".

Advertising took the third spot with 5 mentions, including the importance of a "positive online presence" and "information for tourists".

Evidence from Q19, Q20, Q21 and elsewhere in the survey suggests that:

- some local businesses are reliant on external funding and/or depend on being able to access "affordable" bases for their business, be it premises or land
- the issue of insufficient parking needs to be addressed, if the Parish is to realise its full economic potential
- advertising is important for encouraging business growth and attracting visitors to the Parish
- local business and employer preference would seem to be for the promotion of small-scale, good quality enterprises: professional services, retail, "niche, artisan businesses", "any business which supports the community and helps tourism" as well as community led and social enterprises
- the evidence indicates that a key objective should be to ensure that locals, tourists and visitors have the opportunity for good quality, worthwhile community based experiences all year round, for example, eating out in the local cafes, pubs and restaurants; buying locally made "artisan" goods; visiting "welcoming" attractions; and enjoying leisure activities which follow Blue Green (Health and Tourism) principles, so maximising the natural assets of Tywardreath and Par Parish.

Any other comments (Q22)

Only three respondents made comments and two of these have been incorporated earlier on in the report under other headings. The remaining comment echoed comments made by others in the survey:

"The more we can encourage local people to support their community the better. Local people need to take the initiative to grow their community and make it more resilient. We can no longer depend on government to look after our environment – we need to look after our own parish."

Conclusions and recommendations

Evidence from this Business and Employer Survey suggests that the following should be taken into consideration when drawing up the Neighbourhood Plan for Tywardreath and Par Parish.

- businesses and employers found it difficult to name anywhere suitable in Tywardreath and Par Parish for the location of new employment sites
- among those seeking to move premises within 5 years, all but one feel that this
 need could be met by relocation to one of the Par Moor employment sites
 (industrial, business, retail) which are located within 1 to 1.5 miles of the
 Tywardreath and Par Parish boundary. It appears that there is little demand for
 new employment sites within the Parish. Moreover, should there be any increase
 in demand over the course of the Neighbourhood Plan, it is likely that this
 demand will be met by the Par Moor employment sites as well as others which
 are within easy commuting distance.
- some local businesses are reliant on external funding and/or depend on being able to access "affordable" bases for their business, be it premises or land
- some businesses do not have an internet connection which meets their business needs; and most respondents feel their business would benefit from faster internet speed
- the qualifications and skillset which local businesses are looking for in employees vary significantly and do not point to any specific educational or training need
- ten businesses think they may recruit more employees over the next five years, but the potential for growth is not concentrated in any particular sector
- the issue of insufficient parking spaces needs to be addressed, if the Parish is to realise its full economic potential
- the customer base of local businesses is relatively dispersed geographically
- businesses and employers believe that advertising is important for encouraging business growth and attracting visitors to the Parish
- business owners and employers value being able to work from home
- the majority of businesses which responded to this survey are not tourism dependent
- local business and employer preference would seem to be for the promotion of small-scale, good quality enterprises: professional services, retail,

- "any business which supports the community and helps tourism" as well as community-led and social enterprises. This is in line with the type and size of businesses which responded to the survey.
- A key objective should be to ensure that locals, tourists and visitors have the opportunity for good quality, worthwhile community based experiences all year round, for example, eating out in the local cafes, pubs and restaurants; buying locally made "artisan" goods; visiting "welcoming" attractions; and enjoying leisure activities which follow Blue Green (Health and Tourism) principles, so maximising the natural assets of Tywardreath and Par Parish.

This is a small-scale survey, but it does represent the views of a wide range of different types of businesses, located across the Parish in the settlements of Tywardreath and Par villages as well as in the more rural areas. The consistency of views is remarkable and offers clear guidance as to how these local businesses and employers would like to see the economic base of the Parish develop.

Tywardreath and Par Parish Neighbourhood Plan Steering Group would like to thank all the businesses and employers who took the time to contribute to this consultation.

Alison White

Secretary, Tywardreath and Par Parish Neighbourhood Plan Steering Group

February 2019

For more information see:

Tywardreath and Par Parish Council website:

http://www.tywardreathandparparishcouncil.gov.uk/neighbourhoodplan.php

Tywardreath and Par Parish Neighbourhood Plan Business and Employment website: https://highstoneconsultants.wixsite.com/tywardreathandpar



Facebook @tywardreathparneighbourhoodplan

Contacts:

Cllr David Hughes on 01726 812982

Or email tywardreathandparnp@gmail.com

If you would like to be involved, contribute in any way, please do contact us.

Appendix 1 (For maps see Appendix 2 and 3 in separate documents)

Employer and Business Survey Private

1. Postcode of business PL24
2. What is your role in the business? Tick as applicable ✓
I am the owner I am the manager I am a sole trader/self-employed
3. Type of business activity: Tick all that apply ✓
Agriculture and Farming Bed and Breakfast Beauty Services
Building and Allied Trades Education and Training Environmental
Hairdressing Holiday Home Let Hospitality
Home services eg laundry, cleaning, gardening
IT services Manufacturing Professional Services
Retail Vehicle and/or Machinery Maintenance
Any other business activity, please describe:
4. Where does most of the demand for your products/services come from? Tick as applicable √
Within 3 miles of the Parish Within 10 miles of the Parish
Beyond 10 miles of the Parish Outside of Cornwall
 How much of your business is tourism related? Tick as applicable √
None 20% 60% 80% +
Number of employees Tick as applicable ✓
0 1-4 5-9 10-19 20+
6. Is the number of employees likely to increase over the next 5 years? Tick as applicable ✓

Yes No Don't know 7. If you employ people, can you find enough people with the right skills locally i.e. who live within 10 miles of your business? Tick as applicable ✓
Yes No Sometimes I can, sometimes I can't N/A
8. What skills are most difficult to find? Please state:
9. Is your current internet access speed sufficient for business purposes? Tick as applicable √
Yes No N/A
10. In ideal circumstances, would faster internet access be of benefit to your business?Tick as applicable ✓
Yes No N/A
11. What are the benefits of being located in the Parish? Tick all that apply ✓
I work from home I am close to my customer base
I have found suitable premises
Other: please describe

12. What are the main difficulties and challenges for your business? Tick as applicable ✓
Lack of suitable employees Lack of car parking
Lack of affordable housing Problems with flooding
Lack of space to expand
Other: please describe:
13. Is your business likely to need to relocate premises in the next 5 years? Tick as applicable ✓
Yes No If no, go to Q 17
14. If you relocate, do you want to stay in the Parish? Tick as applicable ✓
Yes No I don't mind either way
15. If you are likely to need to relocate, would you consider relocating to a designated employment site such as at Par Moor? Tick as applicable ✓
Yes No
Please give a reason or reasons for your answer:
16. Is there a need for small business units within the Parish? Tick as applicable ✓
Yes No Don't know
If yes, should the small business units be to buy or rent? Tick as applicable ✓
Rent only Buy only Rent and buy
What size should the unit/s he? Square metre

17.Are you interested in renting serviced shared office space? (telephone answering, printing/copying, mailing) Tick as applicable ✓
Yes No
18. Are there any areas in the Parish where you think a designated employment site could be located? eg for offices, light industrial businesses, storage
Please describe where:
19. Are there any particular business sectors or types of business which you think the Neighbourhood Plan should aim to promote? Please describe:
20. What would help you grow your business? Please describe:
21. How could visitors be encouraged to enjoy and spend money within the Parish?

22. Any other comments
Thank you for taking the time to complete the survey Tywardreath and Par Neighbourhood Plan Steering Group
Return addresses By hand to: The Village Shop, Tywardreath PL24 2QP Cornubia Hall, Eastcliffe Rd., Par PL24 2AQ By post to: Mrs S Vincent, Parish Clerk, Tywardreath and Par PC, Colcerrow Farm, Par PL24 2RZ
Optional contact information If you would like us to get in contact with you to discuss your ideas, get updates, please give your contact information:
Contact Name:
Business Name:
Email: Tel:

Our contact information:

E-mail: tywardreathandparnp@gmail.com Tel: Cllr David Hughes on 01726 812982



Find us on Facebook @tywardreathparneighbourhoodplan

General information:

Business and Employment Website:

https://highstoneconsultants.wixsite.com/tywardreathandpar

for information about Business and Employment locally

Tywardreath and Par Parish website:

http://www.tywardreathandparparishcouncil.gov.uk/neighbourhoodplan.php for more information about the Neighbourhood Plan generally

Please be assured all survey responses will be kept private