

Business Recovery Survey – Autumn 2020

APPENDIX FOR THE ENGAGEMENT REPORT

Appendices A – F for the Business Recovery engagement report. The full report and appendices are available to view on the South and Vale Business Support [website](#).

NOVEMBER 2020

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APPENDIX A – BACKGROUND TO THE ENGAGEMENT

The following information is taken from the online survey introduction pages.

We, the South and Vale Business Support team, understand the COVID-19 pandemic has hit businesses in different ways. Some businesses have managed to adapt and diversify whilst many others have struggled and suffered.

We want to know how your business has been impacted, whether it has affected you negatively, positively or it has not affected you at all. Whatever your experiences, we would like to hear your responses to this survey.

Why is this survey important?

Your feedback will guide our plans for the help and support we offer to businesses in the future. We call this work our Economic Recovery Plan.

If you believe your business or industry requires further support, we ask that you share your views via the survey so that we may work with appropriate organisations to help influence wider support and recovery plans.

We are asking one representative to complete the survey on behalf of each organisation. Please answer the survey using the most commonly held views for your organisation. If there are differing views within your organisation, please use the space provided at the end of the survey to give us further comments and feedback.

APPENDIX B - ENGAGEMENT METHODOLOGY

The **engagement methodology** consisted of the following:

- an email newsletter notification to the councils' South and Vale Business Support database, to provide a link to the survey and details of how to comment. The notification was issued through the Economic Development team.
- a total of 1,035 email newsletter notifications were sent out. A copy of the notification can be found at Appendix C;
- informing South Oxfordshire district councillors through our internal councillor e-newsletter;
- informing South Oxfordshire district council staff through our internal all staff email communications;
- updating the website with a link to the online survey;
- a focused online survey, offering participants the opportunity to indicate how businesses have been impacted by the Covid-19 pandemic, to inform the councils' Economic Recovery Plan that aims to shape the help and support offered to businesses in the future. A free text box at the end of the survey to catch any other comments. A copy of the survey can be found at Appendix D.
- Social media messages (Twitter and Facebook) were posted throughout the engagement period to further publicise and encourage wide participation from the public;
- a three-week engagement period for submitting responses between 16 September and 7 October 2020. The original closing date was 30 September; the engagement was extended by one week to encourage more responses;
- the engagement was carried out in conformity with our public engagement charter¹.

Reporting methodology

- a total of 207 completed responses were received. 39 partial responses were included as at least one of the main survey questions was answered. 49 people looked at the survey but didn't answer any of the questions;
- a total of 67 comments were received to the free text 'anything else' question. Most of the comments contained several comments or points within them and, where this is the case, each comment or point has been summarised individually for analysis purposes. Therefore, the total number of actual comments received is much higher.
- a summary of the comments is included in the main engagement report;
- any personal information supplied to us within the comments that could identify anyone has been redacted and will not be shared or published in the report. Further information on data protection is available in our general consultations privacy statement on our [South](#) or [Vale](#) website;
- some spelling, grammatical and punctuation errors in the original comments raised were corrected in the main body of this report; a full list of unedited comments can be found at Appendix F.

¹ <https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/get-in-touch/consultations/>

APPENDIX C – COMMUNICATION

A copy of the e-newsletter sent out to consultees in South Oxfordshire and Vale of White Horse district councils is below.



Welcome to the latest edition of our South and Vale Business Support newsletter!

COMPLETE OUR
BUSINESS RECOVERY SURVEY

Help us understand the impact of COVID-19 on your business!

We, the **South and Vale Business Support** team, understand the COVID-19 pandemic has hit businesses in different ways. Some businesses have managed to adapt and diversify whilst many others have struggled and suffered.

Our Business Recovery Survey has today gone live, and we want to know how your business has been impacted, whether it has affected you negatively,

positively or it has not affected you at all. Whatever your experiences, we would like to hear your responses to this survey.

[Complete the survey here.](#)

WHY IS THIS SURVEY IMPORTANT?

As a voice for our local businesses, it's important that we are able to understand what support and guidance is needed to aid recovery from the COVID-19 pandemic.

Your feedback will guide our plans for the help and support we offer to businesses in the future. We call this work our Economic Recovery Plan.

If you believe your business or industry requires further support, we ask that you share your views via the survey so that we may work with appropriate organisations to help influence wider support and recovery plans.

We are asking one representative to complete the survey on behalf of each organisation. Please answer the survey using the most commonly held views for your organisation. If there are differing views within your organisation, please use the space provided at the end of the survey to give us further comments and feedback.

WHEN DOES THE SURVEY CLOSE?

The survey will close at midnight on Wednesday 30 September 2020.

The survey will take around 10 minutes to complete and you are able to add further views at the end. Please note the questions that are marked with an asterisk require an answer. If an asterisk does not appear at the end of the question, completing this is optional.

We invite businesses operating in South Oxfordshire and Vale of White Horse, whatever your size, nature of business or COVID-19 experiences, to take part.



SVBS.CO.UK/CORONAVIRUS-GUIDANCE-AND-SUPPORT

Find out more by reading the Business and Innovation Strategy Action Plans
on our **SVBS website**.

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APPENDIX D – SURVEY

A copy of the online comment form in a Word document format is below; it is based on the online survey.



Business Recovery Survey - Autumn 2020

Introduction

We, the **South and Vale Business Support** team, understand the COVID-19 pandemic has hit businesses in different ways. Some businesses have managed to adapt and diversify whilst many others have struggled and suffered.

We want to know how your business has been impacted, whether it has affected you negatively, positively or it has not affected you at all. Whatever your experiences, we would like to hear your responses to this survey.

Why is this survey important?

Your feedback will guide our plans for the help and support we offer to businesses in the future. We call this work our Economic Recovery Plan.

If you believe your business or industry requires further support, we ask that you share your views via the survey so that we may work with appropriate organisations to help influence wider support and recovery plans.

We are asking one representative to complete the survey on behalf of each organisation. Please answer the survey using the most commonly held views for your organisation. If there are differing views within your organisation, please use the space provided at the end of the survey to give us further comments and feedback.

When does the survey close?

The deadline for completing this survey is midnight on Wednesday 7 October 2020.

The survey will take around 10 minutes to complete and you are able to add further views at the end. Please note the questions that are marked with an asterisk require an answer. If an asterisk does not appear at the end of the question, completing this is optional.

We invite businesses operating in South Oxfordshire and Vale of White Horse, whatever your size, nature of business or COVID-19 experiences, to take part. Thank you.

What happens once I have completed the survey?

Once the survey has closed we will review all of the comments raised and publish a summary report on our South and Vale Business Support [website](#). Survey responses will be deleted after the report has been published.



Listening Learning Leading



Queries?

If you have any queries about this survey or require it in an alternative format (for example large print, Braille, audio, email, Easy Read or alternative languages) please email haveyoursay@southandvale.gov.uk or call 01235 422425.

Personal details

Please note that you are not required to provide your contact details. Supplying your business name and contact details is optional, and only necessary if you would like to receive information about any of the opportunities mentioned in this survey. Any personal information supplied to the council within your comments that could identify you will not be made publicly available and will not be published in our report.

All personal information supplied to the council will be handled in accordance with the Data Protection Act 2018. Your contact information will only be used to provide you with more information on the opportunities you have chosen to be informed about. Further information on how we store personal data is provided in our [privacy statement](#).

A save and continue option is available so that you can come back and finish the survey later. You will be prompted to enter your email address at this stage. On clicking "Next Page" you confirm you are happy for your response to be used in the survey analysis and results report. Your responses may be included as valid answers, even if you do not click "Submit" at the end of the survey.

Your Business

1. What industry does your business operate in?

- Accommodation and Food Services
- Administrative and Support Services
- Advertising / Marketing
- Agriculture

- Arts and Recreation Services
- Building and Construction
- Financial and Insurance
- Fisheries or Forestry
- Health and Fitness
- Information Media and Telecommunications
- Manufacturing
- Professional, Scientific and Technical Services
- Rental, Hiring and Real Estate
- Retail and Wholesale Trade
- Tourism
- Transport, Posting and Warehousing
- Other (please specify):

2. What type of location does the business operate from?

- Business Park
- Home based
- Industrial Park
- Out of town retail park
- Rural
- Town Centre
- Village
- Other (please specify):

3. Has your business's workplace needs changed during COVID-19? Tick all that apply.

- Our needs have not changed
- Our workplace has grown in size
- Our workplace has reduced in size
- We are moving into a new workplace
- We no longer require a workplace
- Other (please specify):

4. Where is the business based?

- South Oxfordshire
- Vale of White Horse
- Based out of districts (but trade within South and Vale)

5. What is the business's legal entity?

- Charity
- Community Interest Company
- Limited Company
- Partnership
- Sole Trader
- Social Enterprise
- Not sure
- Prefer not to say
- Other (please specify):

6. How many staff members does your business employ? Please include the business owner(s) as an employee.

- 1 - 9
- 10 - 49
- 50 - 249
- 250 plus
- Prefer not to say

7. Which of the following stages best describes the business?

- Start-up (trading less than 2 years)
- An established business (trading)
- A growing business (10 per cent plus growth each year)
- A scale-up (20 per cent plus growth each year)
- Prefer not to say
- Other (please specify):

Coronavirus

8. What are the main challenges your enterprise currently faces, as a result of COVID-19? Tick all that apply.

- Accessing funding
- Attracting new customers
- Attracting or retaining volunteers
- Building brand loyalty
- Building environmentally sustainable operational processes
- Cash flow

- Creating a resilient business operating model
- Customers / clients have been affected and demand is lower than normal
- Developing innovative products and services
- Improving coordination between departments
- Issues accessing suppliers
- Issues finding suppliers
- Managing and supporting remote staff
- Managing debt resulting from lockdown
- New regulations / legislation or adaptations related to social distancing
- Raw material cost increase
- Retaining key staff
- Strategic direction
- Understanding and managing risks
- Other (please specify):

9. Has your business made any redundancies due to the COVID-19 pandemic? If so, how many employees have been affected?

- None
- 1 – 5
- 5 – 10
- 10 plus

10. Does your business plan to make redundancies within the next 12 months? If so, how many roles would be affected?

- None

- 1 – 5
- 5 – 10
- 10 plus
- Not sure

11. How long could your business be sustained in the current economic climate?

- Less than 3 months
- Less than 6 months
- Less than 12 months
- Less than 18 months
- Over 2 years or more
- Not sure

12. Has your business had to make any physical adaptations in order to comply with social distancing rules? If so, what adaptations have you made? Tick all that apply.

- Alternative entrances / exits
- Creating a one-way system inside / outside your business
- Creating an outdoor seating area
- Hand sanitising stations
- Screens
- Social distancing
- Use of PPE (personal protection equipment)
- No physical adaptations have been made
- We are internet based only
- Other (please specify):

13. If your business needed to make any adaptations, has your business experienced any difficulties in making them? Tick all that apply.

- Affordability and covering costs
- Sourcing PPE
- Sourcing signage
- Understanding advice or guidance
- No physical adaptations have been made
- Other (please specify):

14. Has your business taken any positives out of the COVID-19 pandemic? Tick all that apply.

- Developed an online presence
- Diversified into a new area
- Relocated
- No - we have not taken any positives from the COVID-19 pandemic
- Other (please specify):

Business Support

15. Has your business been able to access any of the following UK Government financial support during the COVID-19 crisis? Tick all that apply.

- Bounce Back Loan Scheme (issued by banks)
- Coronavirus Jobs Retention Scheme (Furlough)
- Discretionary Grant (issued by councils)
- Grants for voluntary sector organisations (issued by councils)

- Innovate Grant
- Leisure and Hospitality Grant (issued by councils)
- OxLEP Business Resilience Grant
- Self Employment Income Support Scheme (SEISS)
- Small Business Grant (issued by councils)
- No - we have not tried to access funding
- No - we have been unsuccessful in securing funding
- Prefer not to say
- Other (please specify):

16. We are keen to find out what support businesses would find most valuable from South and Vale Business Support. Our limited resources mean that we may not be able to fulfil every request, but these responses will influence our work going forward. Thinking ahead between now and next spring, what support would make the biggest difference to your business? Please select up to five answers.

- Access to finance signposting or financial guidance
- Accessing suppliers
- Bespoke one to one mentoring or support
- Business development
- Business skills guidance including seminars and workshops
- Carbon neutral business initiatives
- Developing new business models
- Employment-related guidance, such as recruitment, training or redundancies
- Entrepreneurial skills
- Financial support (finance planning, investment to diversify, or short-term support)

- Guidance on new legislation and regulations linked to COVID-19
- Guidance on new planning regulations
- Help finding new customers
- Information on apprenticeships and support
- Networking opportunities
- Shop local initiatives including local sales platforms
- Skills and development
- Start-up business advice
- Supply chain opportunities linked to new developments in the area
- Support with Brexit process
- We do not need any support
- Other (please specify):

17. From summer 2021 onwards, what support would make the biggest difference to your business? Please select up to five answers.

- Access to finance signposting or financial guidance
- Accessing suppliers
- Bespoke one to one mentoring or support
- Business development
- Business skills guidance including seminars and workshops
- Carbon neutral business initiatives
- Developing new business models
- Employment-related guidance, such as recruitment, training or redundancies
- Entrepreneurial skills

- Financial support (finance planning, investment to diversify, or short-term support)
- Guidance on new legislation and regulations linked to COVID-19
- Guidance on new planning regulations
- Help finding new customers
- Information on apprenticeships and support
- Networking opportunities
- Shop local initiatives including local sales platforms
- Skills and development
- Start-up business advice
- Supply chain opportunities linked to new developments in the area
- Support with Brexit process
- We are not sure
- We do not need any support
- Other (please specify):

18. Are you aware of the following support available to you via South and Vale Business Support? Please ensure you provide your email address at the end of the survey if you would like to find out more.

	We are not aware	We are aware, but have not used	We've used it in the past	We are currently using	We'd like to find out more
Accessing superfast broadband	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bespoke one-to-one advice and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital skills seminars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding new premises for your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	We are not aware	We are aware, but have not used	We've used it in the past	We are currently using	We'd like to find out more
Networking and business breakfast events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relevant funding and grants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signposting to other useful organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skills and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Recovery

19. We have previously promoted online sales platforms including Locally UK and The Henley Basket, which encourage people to shop locally. Would an online sales portal/directory for South and Vale based businesses only be of interest to you? Please ensure you provide your email address at the end of the survey if you select 'yes'.

Yes

No

20. Would you be interested in attending any of the following? Please ensure you provide your email address at the end of the survey if you select 'yes'.

	Yes	No	Not sure
Online business skills workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online networking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor networking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Socially distanced business skills workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Socially distanced indoor networking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. Where do you search to find support for your business?

Facebook

- LinkedIn
- Local media
- Networking events
- Other social media platforms
- South and Vale Business Support
- Trade groups
- Twitter
- Other (please specify):

22. Would you be interested in a one to one discussion with the South and Vale Business Support team to discuss the current issues your business is facing? Please ensure you provide your email address at the end of the survey if you select 'yes'.

- Yes
- No

23. Does your business plan to take advantage of any of the following schemes mentioned in the Government's 'Plan for Jobs 2020'? Tick all that apply.

- High quality traineeships for young people
- Jobs Retention Bonus
- Kickstart Scheme
- Payments for employers who hire new apprentices
- We are not sure
- None of these

24. Has your business taken on any apprentices, or do you plan to take on any apprentices? Tick all that apply. Please ensure you provide your email address at the end of the survey if you select 'yes'.

- Yes - we have taken on apprentices
- No - we have not taken on any apprentices

- We would like to take on apprentices
- We would not like to take on any apprentices
- We would like to find out more
- We are not sure

Anything else?

25. Is there anything else you'd like to tell us, which you feel is important for us to know?

And finally...

26. Would your business like to contribute to ongoing recovery plans as part of a focus group or similar initiative? Please ensure you provide your email address at the end of the survey if you select 'yes'.

- Yes
- No

27. Would you like to be informed when the final report is published on our website? Please ensure you provide your email address at the end of the survey if you select 'yes'.

- Yes
- No

28. Do you agree to opt-in to receive marketing material from South and Vale Business Support through our newsletter and via email? (We will use your information to send you regular updates and information on any services or promotions that may be of interest to you. You will have the opportunity to opt-out of receiving communications from us every time we contact you.) Please ensure you provide your email address at the end of the survey if you select 'yes'.

Yes

No

29. If you have selected 'We'd like to find out more' or answered 'yes' to the questions above, or would like to be contacted about any of the opportunities mentioned in this survey, please provide your contact details below. You are not required to leave your contact details in order to complete this survey. All personal information supplied to the council will be handled in accordance with the Data Protection Act 2018. Your information will only be used to provide you with more information on the opportunities you have chosen to be informed about. For further information, please view our privacy statement.

Contact name:

Email address:

Business name (optional):

30. How did you hear about this survey?

South and Vale Business Support

Twitter

Word of mouth

Facebook

District Council website

Parish Council

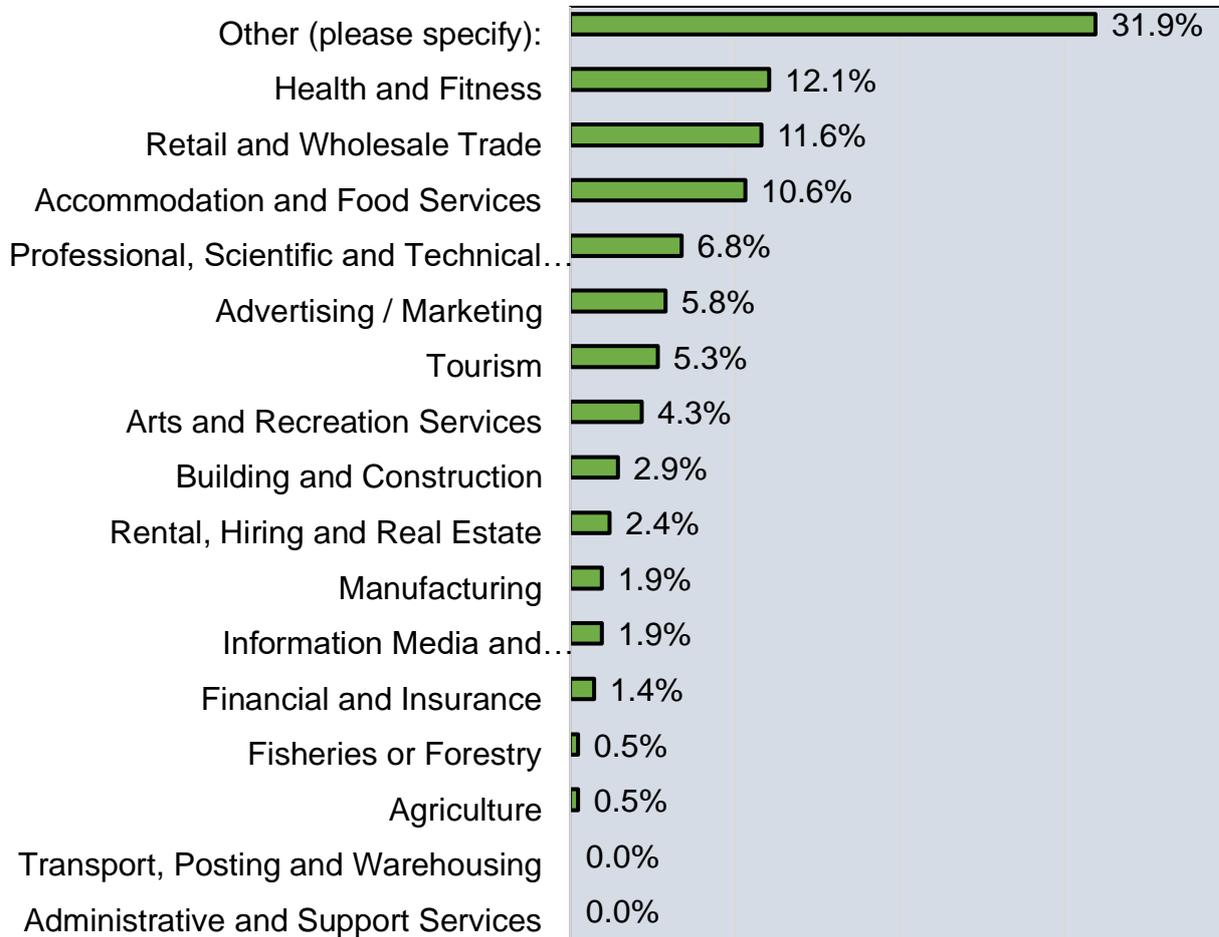
Prefer not to say

Other (please specify):

APPENDIX E – QUANTITATIVE DATA

Below is the quantitative data collected in the engagement. Not all respondents answered, so percentages given represent responses to each question. For many of the questions, responders could choose more than one answer to a question.

Q.1 What industry does your business operate in?



Other (please specify): (66)

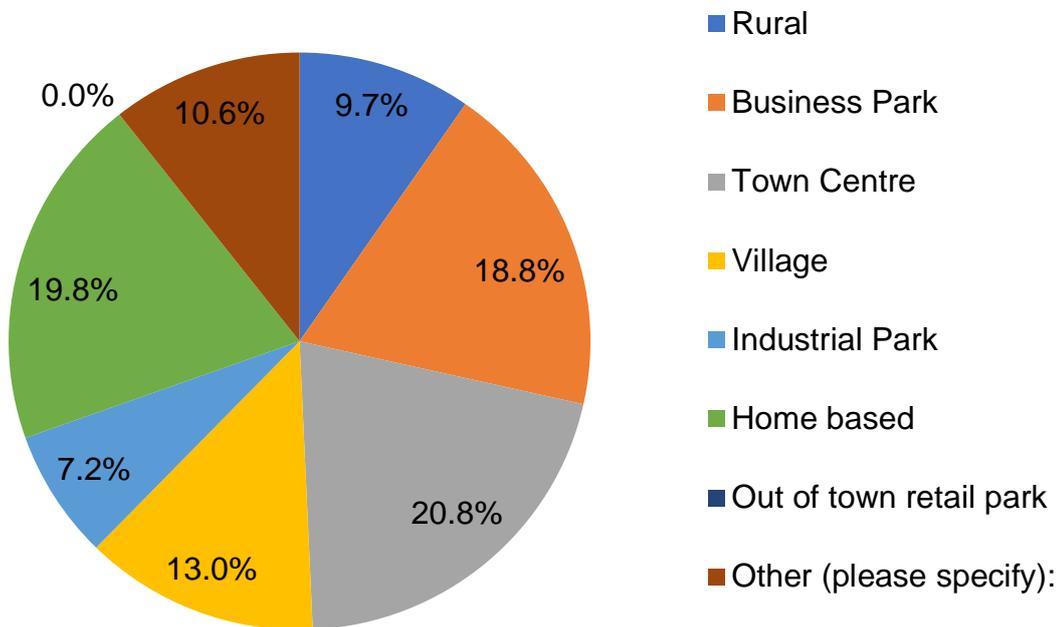
1	Events
2	Interiors and Soft furnishing
3	Full Day Care Nursery 0 -5 year olds.
4	Automotive

5	Events, Events Management
6	Beauty
7	Entertainment
8	Dog care
9	Business adviser
10	Hospitality Recruitment
11	Beauty Therapy
12	Environmental (flooding)
13	hair and beauty /retail
14	Dry cleaning
15	Event Management
16	Agri, Tourism, manufacturing, retail and wholesale. Silly to think businesses only do ONE thing!!
17	Relocation
18	Training
19	BOOKKEEPING
20	Events and Entertainment
21	DIY VEHICLE REPAIR WORKSHOP
22	Hospitality
23	Commercial photography
24	Motor Racing Support.

25	Cafe
26	Waste & recycling
27	Photographic Services
28	Beauty
29	Public House
30	Event industry
31	Software
32	Architecture
33	Recycling
34	Events
35	Therapy massage
36	Web design, marketing, photography
37	social enterprise
38	Photography- across a range of business types and private clients
39	Events and AV installation
40	Education
41	Automotive/motorsport
42	Events
43	BUSINESS TRAVEL
44	Hospitality
45	Village Hall / Community space

46	Catering
47	Swim School
48	Garage services
49	trade
50	Weddings and corporate hospitality
51	Exhibition and Conference Design
52	Hairdressing
53	Events/tourism/Accommodation
54	Digital Skills
55	Commercial Art Gallery
56	Consultant to the education sector
57	Dog care
58	Dental equipment sales and support
59	Events industry
60	Tattoo shop
61	Hospitality Recruitment
62	Hospitality
63	Community Centre
64	trade
65	Security & Investigation
66	Software

Q.2 What type of location does the business operate from?

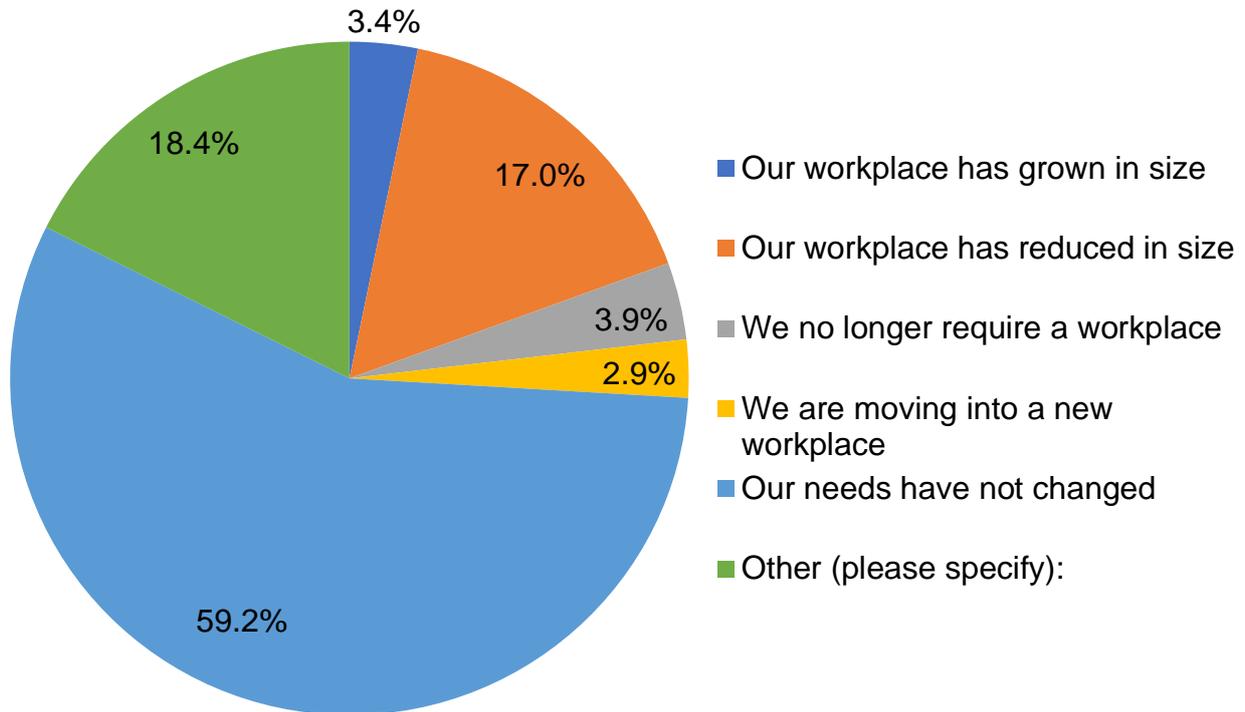


Other (please specify): (22)

1	Home or On-Site with clients
2	Three unit town edge site, two retailers and one marketing agency
3	Again we fit multiple categories
4	At clients' homes
5	private house pool rental
6	Home & Client premises
7	Office space / storage / multiple sites and venues

8	Worldwide
9	Faringdon Market Town
10	Home office storage in rural location
11	Community Venues
12	Online
13	Shopping centre
14	Vendor property
15	As a railway we have a presence in both urban and rural locations
16	Farm
17	Street food and outdoor events
18	School
19	Visiting clients in their homes or place of work/education mostly
20	Side road to the town centre
21	various community locations
22	Sports Park

Q.3 Has your business's workplace needs changed during COVID-19? Tick all that apply.



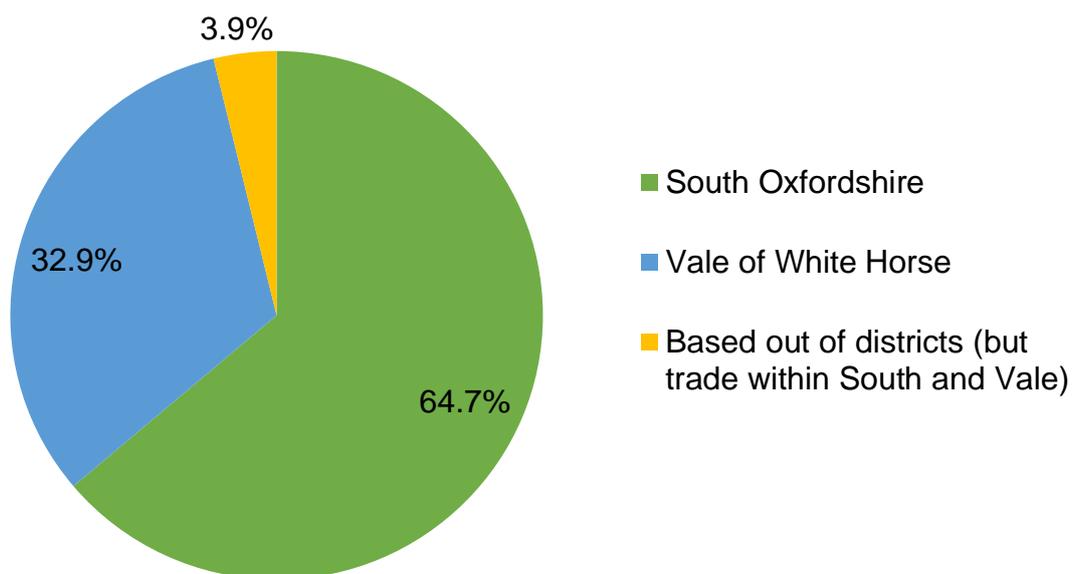
Other (please specify): (38)

1	Unable to work in original workplace
2	Need more space
3	home working due to safety requireemnts for my clients
4	We have the same space, which cannot change, but weâ€™ve not needed as much space
5	We are constantly adaptinbg our workplace
6	N/a
7	We are trying to get opening windows in our office but the landlord is not helpful. Long term we may not need the same facility

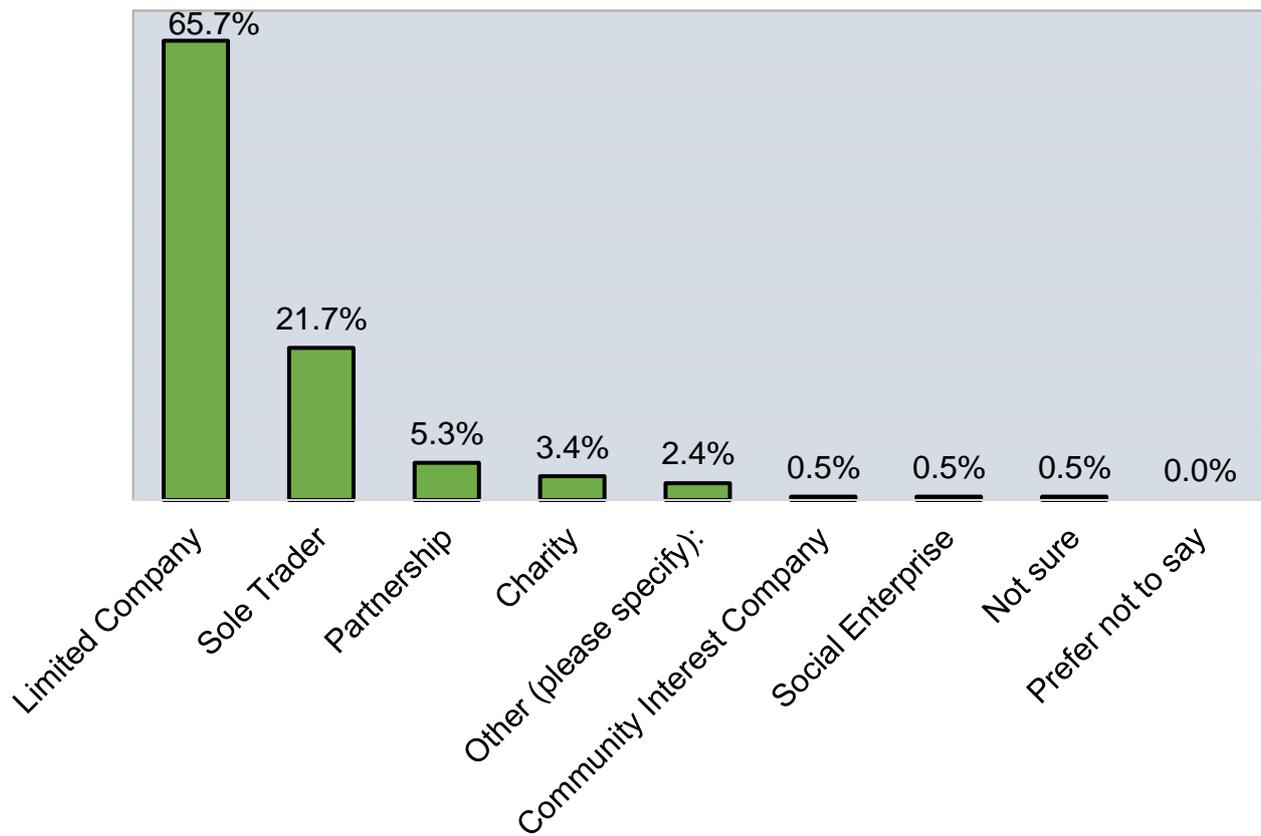
8	Tenant businesses vacating/downsizing leaving empty spaces
9	Had to down size office
10	massive reduction in trade
11	We work more from home but have retained the same office
12	We hire village hall, not all have reopened
13	We are constantly adapting our workplace
14	No workplace
15	Have less tables
16	We would like to move into office
17	Covid Measures introduced
18	All staff working from home
19	Considering smaller options due to reduced team
20	Working remotely
21	I had to close the business as I couldn't keep up with the lease payments and I've had to start again
22	Type of sessions offered has changed - online PT via zoom
23	We can expand but have received no support and are restricted by cashflow
24	We need more space to satisfy the 1m/2m guidelines
25	Our workplace is normally outdoors
26	Not able to work in office
27	We always worked from home so no change,

28	We haven't moved as a new contract was signed last year but we could now move to a smaller office
29	Less usage
30	Although we are fewer people we don't wish to downsize the office
31	No public events/weddings so no business
32	Social distancing has reduced our ability to fill our space.
33	Unable to visit people's homes and work/education settings as easily
34	We have very reduced footfall
35	Needed startup funding for an anti-covid safety product
36	Needed startup funding for an anti-covid safety product
37	We have the same space, which cannot change, but we've not needed as much space
38	Minimal visits as we cant work

Q.4 Where is the business based?



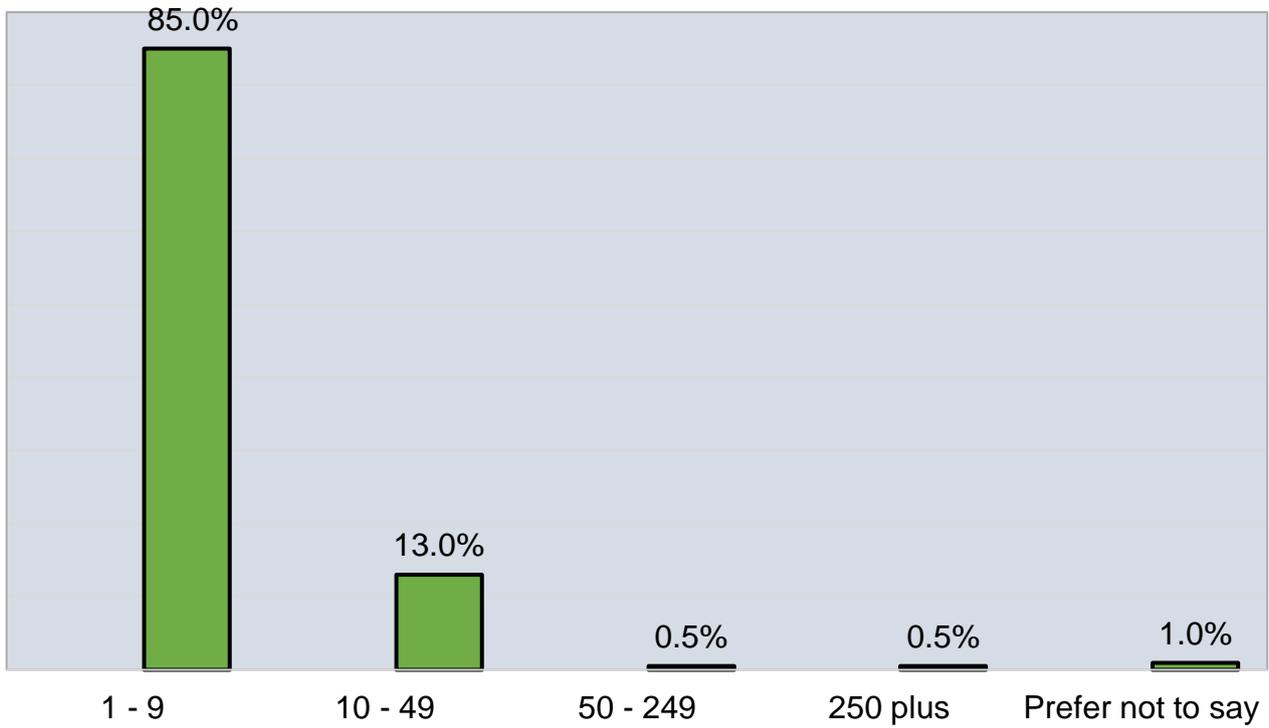
Q.5 What is the business's legal entity?



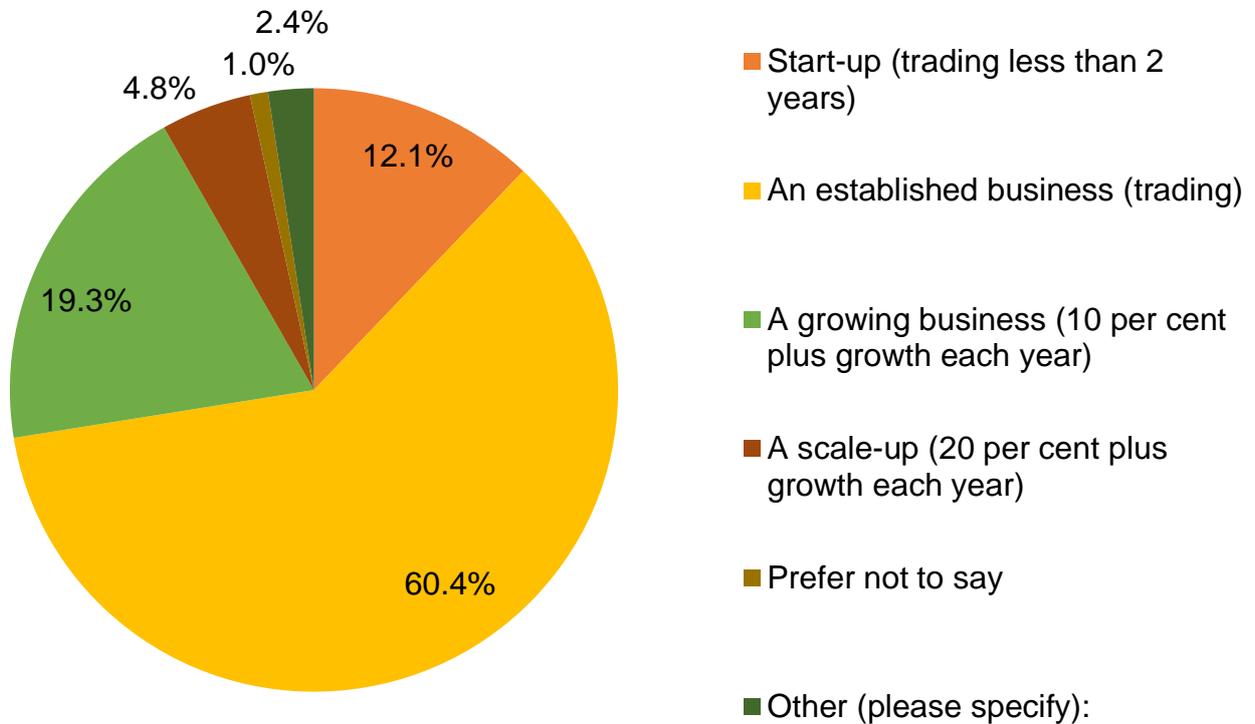
Other (please specify): (5)

- 1 Both Ltd Company plus 2 self employed
- 2 Sole Trader + Ltd Company
- 3 Self-employed
- 4 Public sector
- 5 Ltd

Q.6 How many staff members does your business employ? Please include the business owner(s) as an employee.



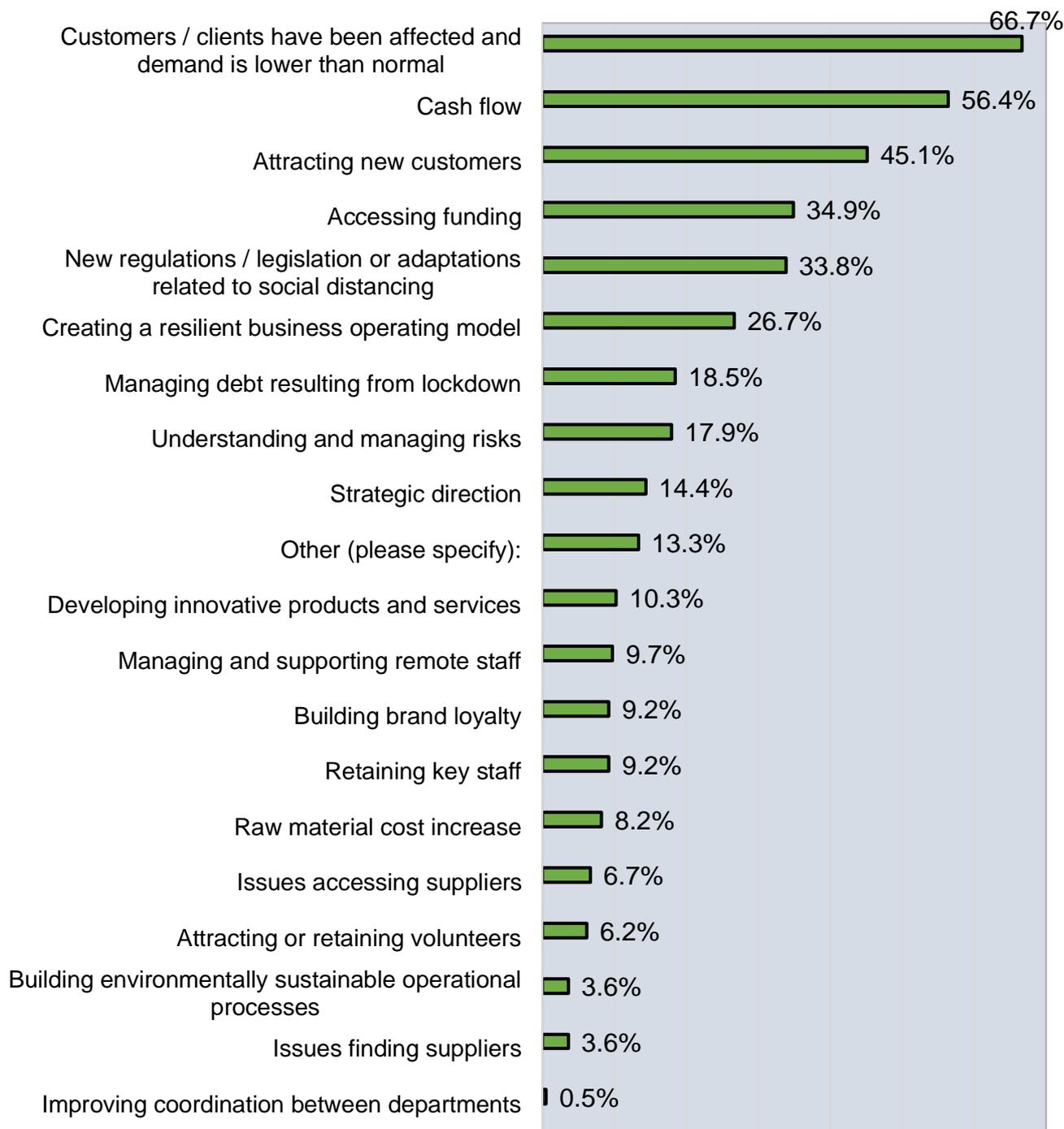
Q.7 Which of the following stages best describes the business?



Other (please specify): (5)

- | | |
|---|--|
| 1 | established 1995, about to go bust given no grants |
| 2 | more than 1 category |
| 3 | Charity - long established |
| 4 | Pre launch startup |
| 5 | Pre launch startup |

Q.8 What are the main challenges your enterprise currently faces, as a result of COVID-19? Tick all that apply.



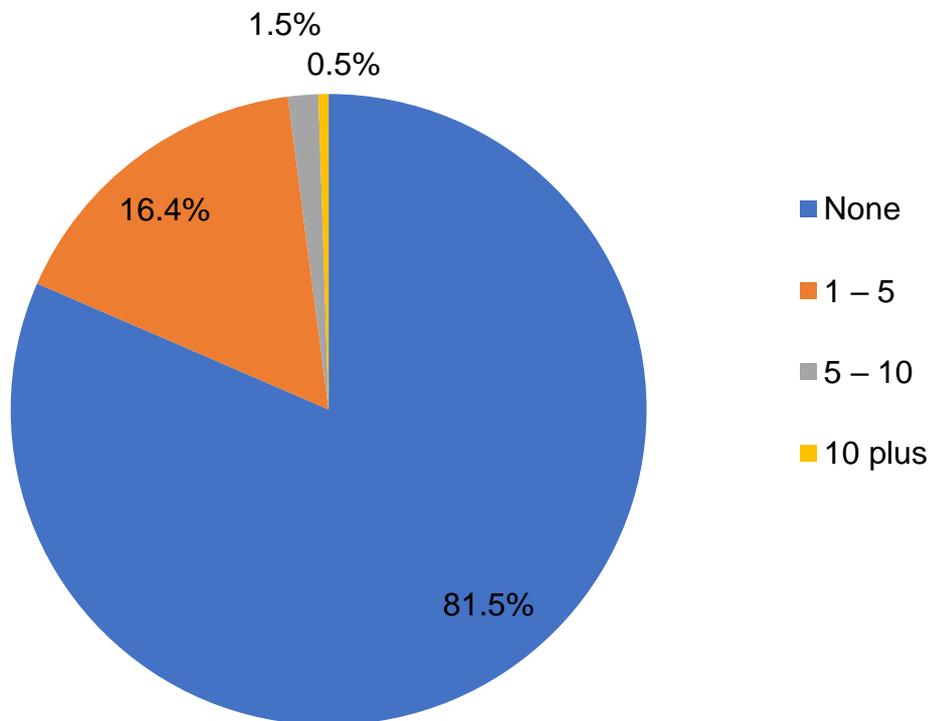
Other (please specify): (26)

1 not being angry that I qualify for no grant despite 15 years of corporation tax

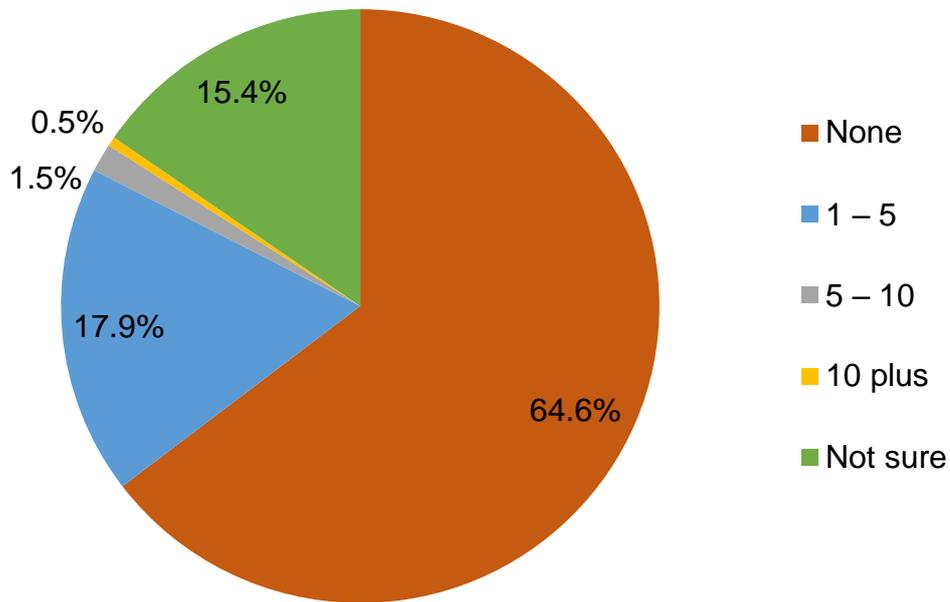
2	Supply Chain shortages and long lead times
3	Some clients going bust creating bad debt
4	uncertain future trading environment
5	There is no disposable revenue for hospitality businesses to spend on learning & development.
6	No one is travelling so all my contracts have dried up
7	Company restructure
8	Accessing affordable office space to grow
9	funding grants for growth - everything is concentrating on surviving
10	No Compassion and understanding from VOWHDC
11	B2B indoor events have been illegal to run, hoping to restart in October, but realistically not until Q2 2021
12	Moving online
13	Ineligible for any government support
14	As a Theatre, we cannot trade viably
15	No activity in our sector (music festivals) hence no income
16	Remote provision of health services
17	Travel restrictions
18	reduced turnover
19	My business cannot operate during current restrictions
20	Swimming pools we hire not reopening. We have many clients eager to book but a massive shortage of venues

21	We are not allowed to work on weddings for more than 15 which is not attractive to our clients
22	We have no income due to the fact that exhibitions are not allowed until next March 2021
23	Customers cancellations due to the restrictions and accessing funding, the business only operates for 5 months of the year April-Sept (our only income) and the deposit refunds has left us in a precarious financial situation
24	Global travel restrictions
25	
26	Customers cancellations due to the restrictions and accessing funding, the business only operates for 5 months of the year April-Sept (our only income) and the deposit refunds has left us in a precarious financial situation

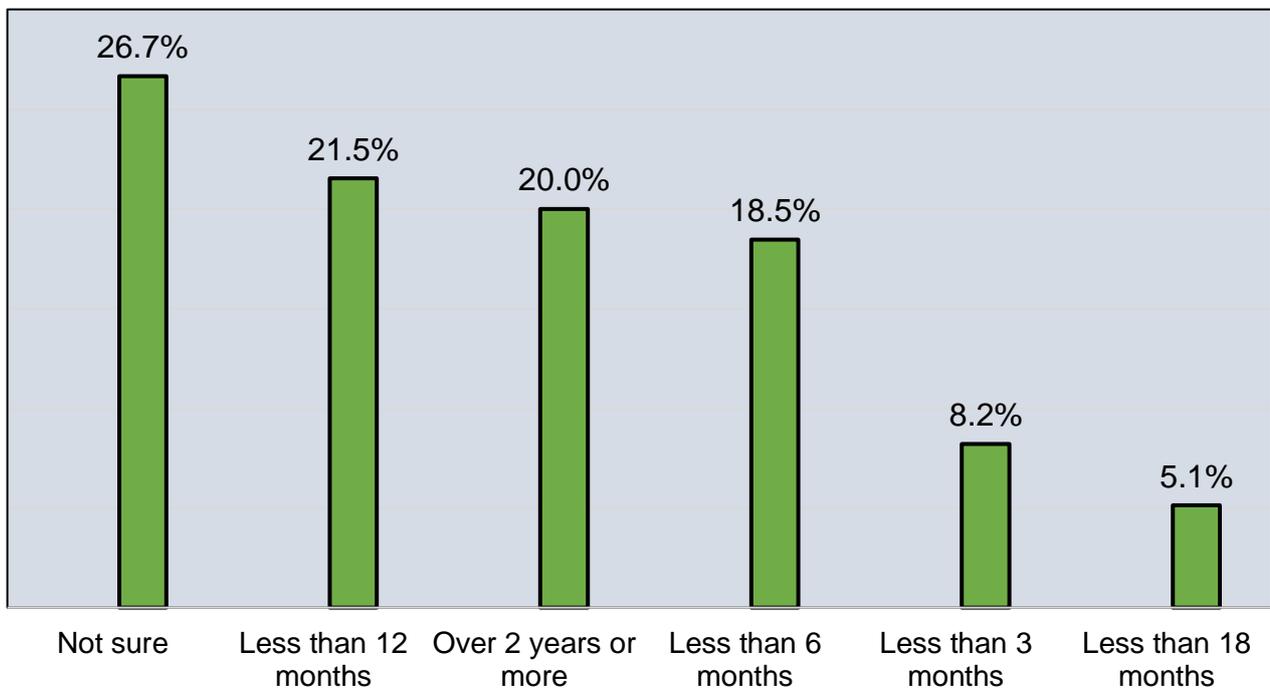
Q.9 Has your business made any redundancies due to the COVID-19 pandemic? If so, how many employees have been affected?



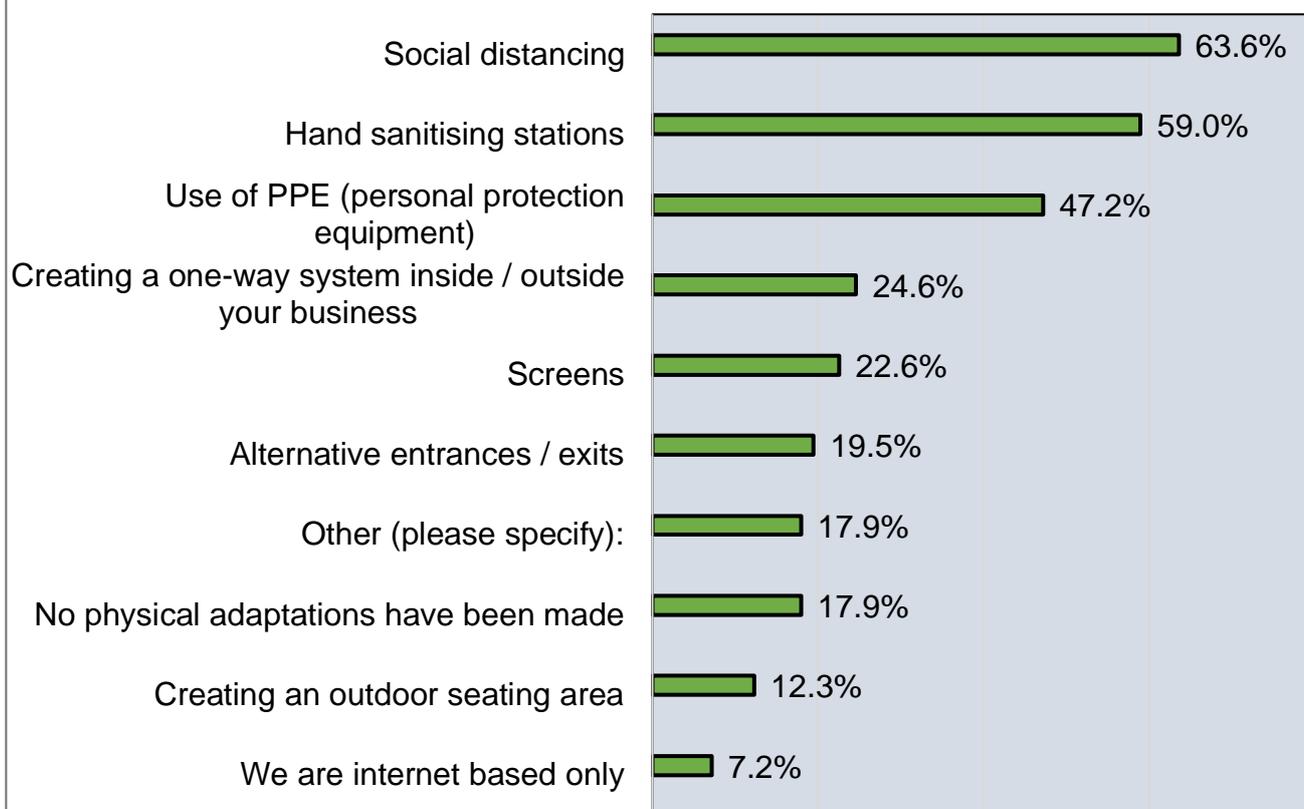
Q.10 Does your business plan to make redundancies within the next 12 months? If so, how many roles would be affected?



Q.11 How long could your business be sustained in the current economic climate?



Q.12 Has your business had to make any physical adaptations in order to comply with social distancing rules? If so, what adaptations have you made? Tick all that apply.



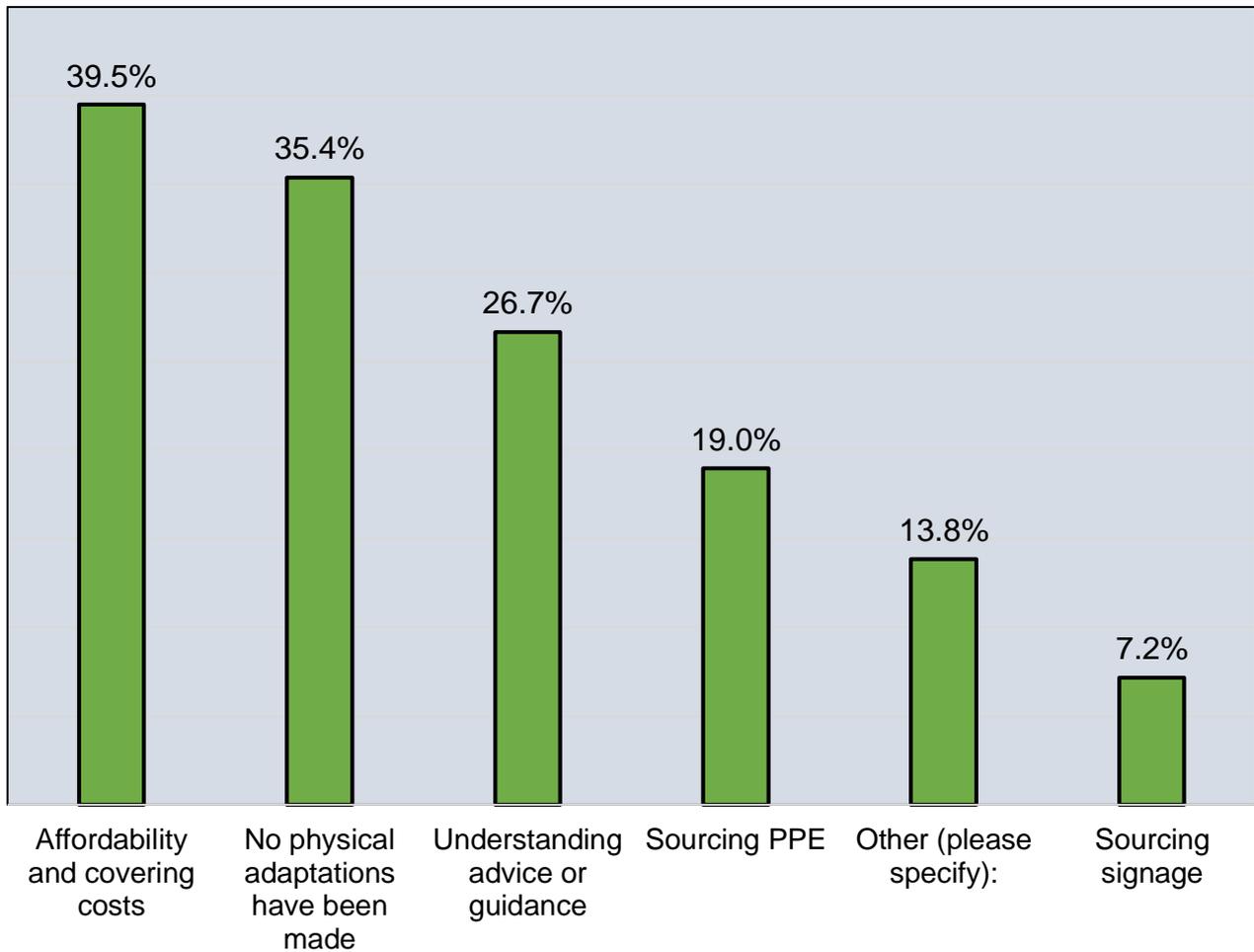
Q.12 Other (please specify): (35)

1	N/A because we can't run events
2	Original business not able to operate - clients are older people and venues too small / not available
3	theatre and live concerts - so everything has stopped
4	total - ceasing use of offices and working remotely from home
5	The whole event was cancelled but we will be making physical adaptations next year according to guidelines.

6	Reduced numbers in hired meeting rooms & social distancing = fewer people can now work in offices
7	Not worried about a touch of the Flu
8	Working from home
9	some people working from home full time
10	Remote working
11	We have lost 75% of our village hall bookings so have no physical location
12	A new office pod purchased to enable more office space
13	NOT ENOUGH SPACE TO LIST PUBLIC HOUSE
14	Helping event organisers to try and get back to business
15	Returned to the office for a short period to regroup, will all be returning to home working.
16	New office pod to increase work space.
17	Delivering livestream sessions and pre-recorded sessions (fitness)
18	New preparation methods and equipment required
19	As a small museum we have been closed since March
20	Appointment Only
21	We would have to do all this if we were to open with SD
22	created new desk spaces to space people out
23	All current work can be done from home.
24	Internet based now due to current professional guidance
25	Events business so not trading

26	We were already successfully managing 54 other viruses/zoonoses
27	A comprehensive set of policies and protocols.
28	Business cannot operate during current restrictions
29	Having to avail of different settings for meetings, some of which have costs, having to use virtual sessions.
30	Staff working less hours due to social distancing
31	We have been forced to sell the office
32	Shared office has made changes but I have been working from home since March
33	Home based
34	Worked from home throughout
35	Reducing the number of staff allowed in the office at any one time.

Q.13 If your business needed to make any adaptations, has your business experienced any difficulties in making them? Tick all that apply.

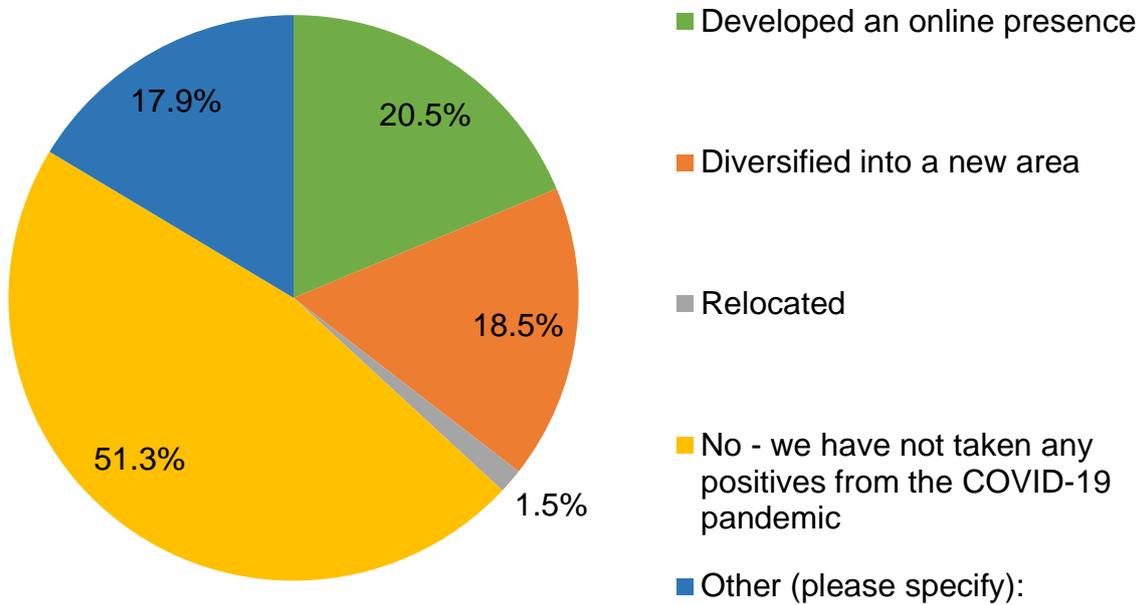


Other (please specify): (27)

1	N/a
2	Not relevant
3	No difficulties applying them
4	Marketing 'Hot Office Spaces' - a new area for us & unsure how to attract those users
5	keeping up with constant new guidelines
6	No difficulties
7	No panic here

8	No difficulties in making the changes to date.
9	Working from home
10	N/A
11	Lack of communication from VOWHDC
12	No difficulties
13	No
14	Adapting to deliver livestream sessions. Having to install a reliable internet service, it was very difficult as it took about 8 weeks to get connected.
15	have lost clients who are unwilling to be taught online
16	No difficulties
17	We have restricted access by none employees and maintain separation of staff
18	Listed building with very tight access and limited ventilation
19	No difficulties we could not overcome
20	No difficulties encountered
21	We have not yet purchased as we do not have opening date
22	Not required until work resumes.
23	Adaptions made with out too much difficulty
24	None
25	Covid has stopped my business from trading
26	
27	No, have not experienced difficulties

Q.14 Has your business taken any positives out of the COVID-19 pandemic? Tick all that apply.



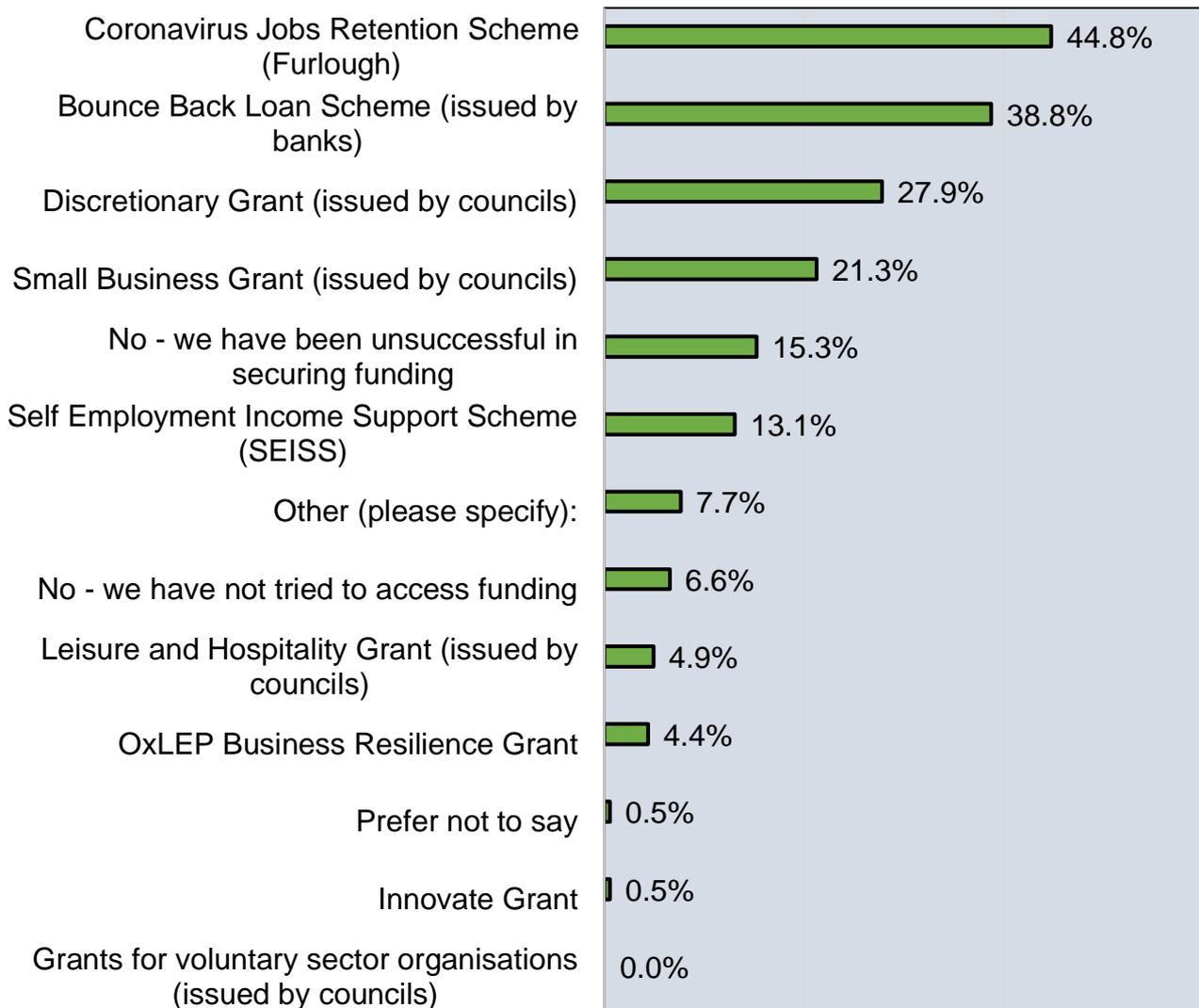
Other (please specify): (35)

1	attempting to disrupt bigger consultancies if the money lasts (I will not take a loan)
2	Yes brought the team together
3	Started using video services
4	Developed home working for some staff and added a second online portal
5	Video meetings have become standard so reducing travel
6	remote working
7	POTENTIAL CLIENTS APPRECIATE THE VALUE OF OUTSOURCING
8	currently innovating for new ideas

9	We have had more time to skill up and learn different technology
10	Improved and streamlined systems and processes
11	COVID HAS BEEN A TOTAL DISASTER FOR US AS A PUB
12	Taking opportunities to support clients
13	Market reach has increased
14	A complete business spring clean!
15	started delivering
16	We are turning away business due to the lack of support for start up businesses
17	We have undertaken some building work on site
18	More deliveries during national lockdown
19	evaluate what we are doing and how
20	Grown the business with increased sales
21	During lockdown we took the opportunity to decorate and refit the shop which we hadn't been able to do while we were open and we couldn't afford to close so in some ways lockdown was beneficial
22	Investment - 3 building projects - 1x refurbishment, 2x new builds
23	Brought forward diversification plans
24	No
25	Covid adaptations at pools working well, more structure and more efficient management of processes.
26	Found new customers whose suppliers could not meet their needs due to Covid
27	It has made us look at other areas to diversify, as the core business is currently hen weekend stays/birthday celebrations/group stays. Wedding cancellations and The 'Group of 6 rule' has really affected us and we are worried about this returning over the next year, so we are looking at promoting family stays with a strong eco/sustainability ethos including healthy workspaces to hire and company away days/team building
28	Don't bother relying on Government grants and support because you won't get any help, help yourself!
29	Client praise for the work we do
30	Changes to customer needs

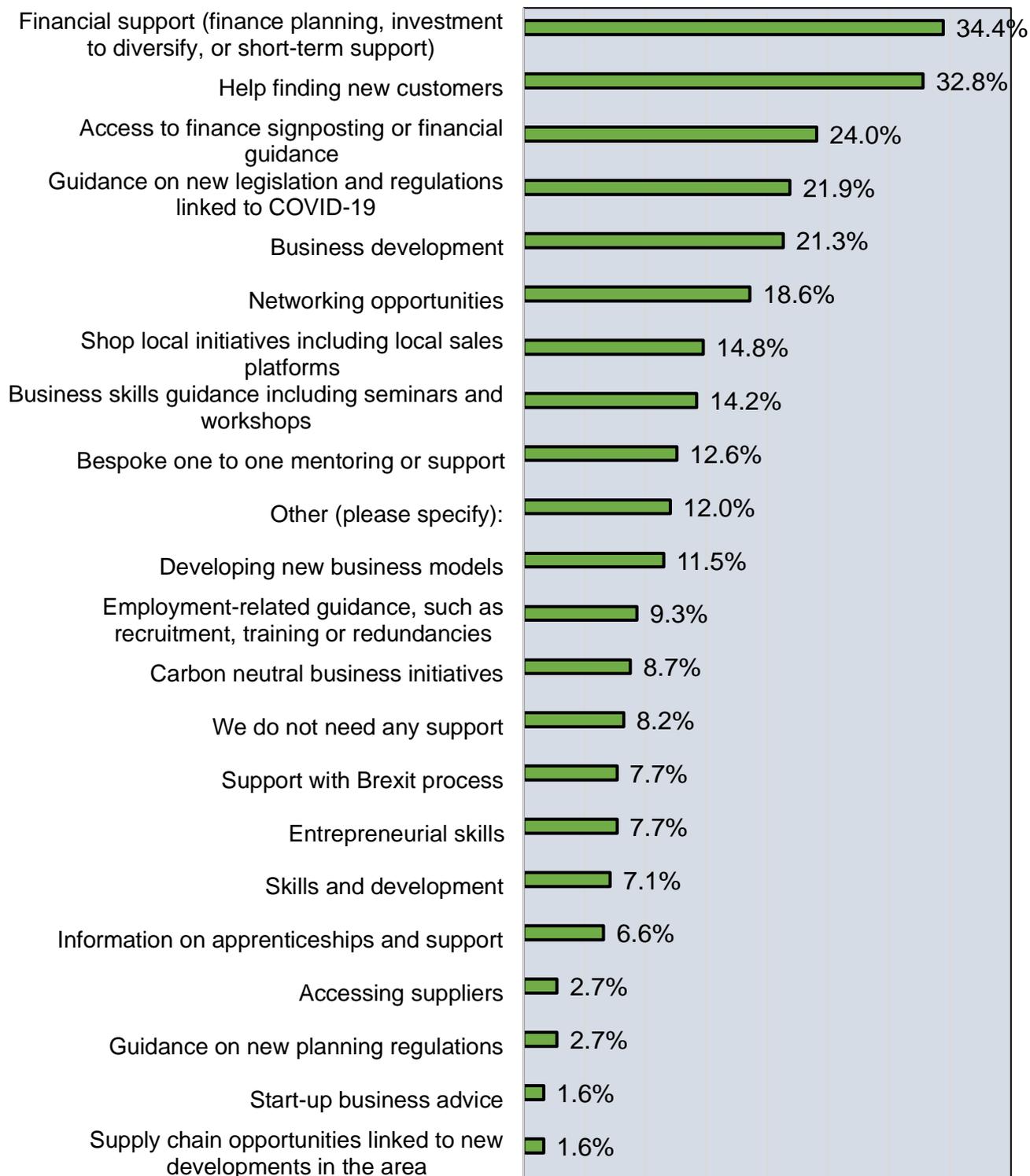
31	Breakfasts in All Rooms
32	We have learned to be more caring for our customers
33	attracting new custom
34	WFH facility
35	It has made us look at other areas to diversify, as the core business is currently hen weekend stays/birthday celebrations/group stays. Wedding cancellations and The 'Group of 6 rule' has really affected us, we are looking into more family stays with a strong eco/sustainability ethos around them

Q.15 Has your business been able to access any of the following UK Government financial support during the COVID-19 crisis? Tick all that apply.



Other (please specify): (14)	
1	Not eligible for any of these
2	Nothing. I am excluded from everything due to 50% rule and being home based.
3	Funding insufficient and does not help owner or Senior Director as both are past Retirement Age
4	No help from government.... no help from OxLEP since we're a "growing" company
5	Limited Company so very limited help
6	Not eligible for any of the others
7	Some support from Princess Trust
8	Government grant
9	We have had no support as we do not meet the criteria having started in March. We have increased staffing by one person per month since June and could have employed more staff
10	national lottery covid grant
11	Application outstanding
12	Arts Council grant
13	EOHO - which was good for customer confidence
14	Not accessed yet, but may require assistance if this goes on

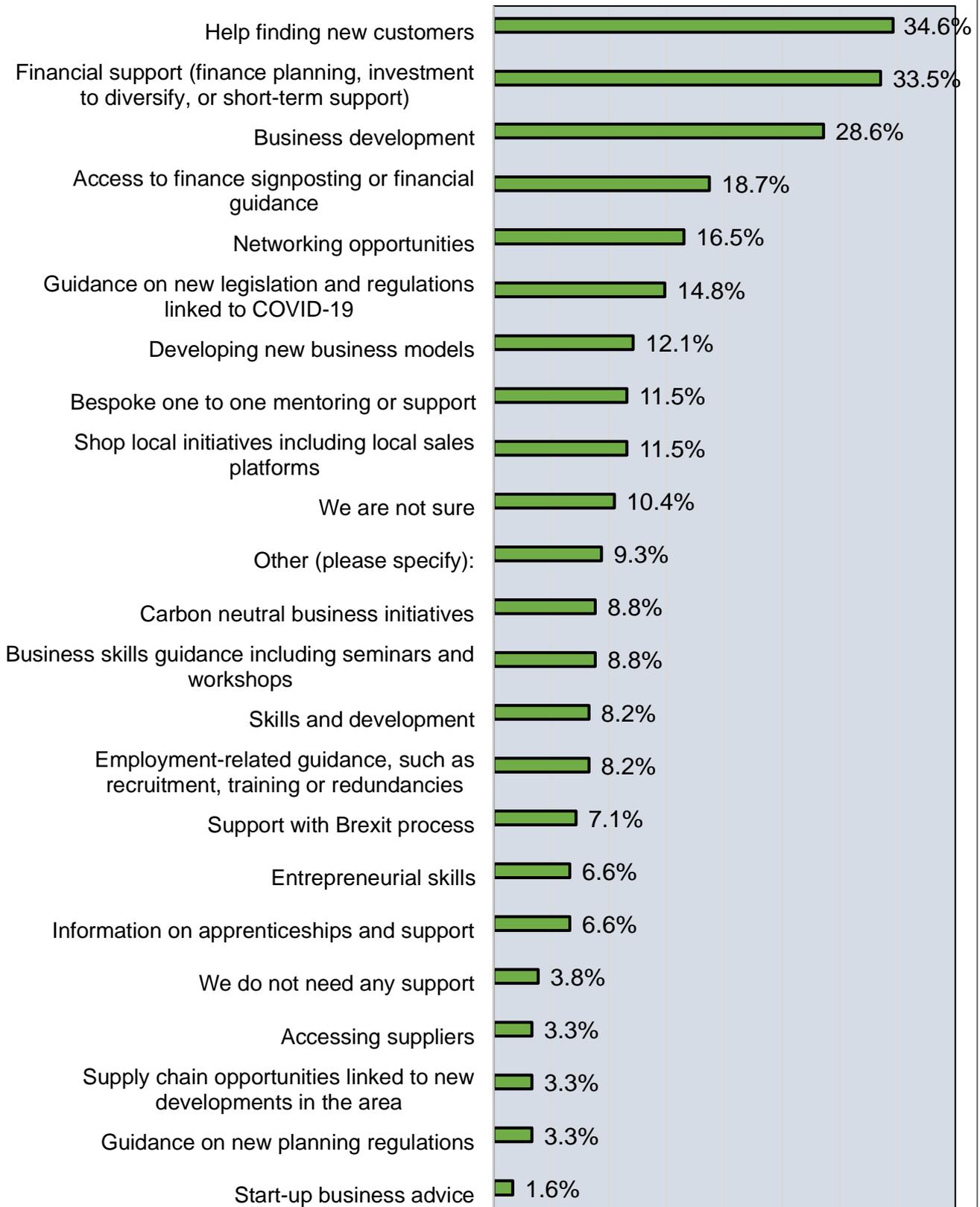
Q.16 We are keen to find out what support businesses would find most valuable from South and Vale Business Support. Our limited resources mean that we may not be able to fulfil every request, but these responses will influence our work going forward.



Other (please specify): (22)

1	opening venues !
2	improve broadband in rural areas of sodc for home working
3	Need grants accessible to businesses with no employees who are home based.
4	we just need a further grant to cover our expenses until the Tourism market restarts
5	Grant funding
6	Support with taking on an apprentice
7	Subsidy for new staff/training/staff accommodation
8	Most our business comes from events like exhibitions, so grants to keep businesses like us going.
9	help to grow by subsidising new office space
10	grant for growth and/or affordable business premises local to our home
11	One to one meeting with Environmental Health so far been awful - no compassion vovhdc
12	Only when covid is no longer an issue will we be fully functionable
13	Eat Out to Help Out, extend furlough
14	Grants for capital equipment
15	Covid-security consultancy
16	Opening up the country so people can get on with life
17	We have lots of ideas, including investment & development and new products, and are busy implementing them
18	information on what grants are available from local authorities
19	I sell food to large groups of people
20	freight and customs linked Support with Brexit process
21	We cannot trade if people cannot or are totally disinclined to travel.
22	Our business will not survive beyond spring if large scale business gatherings continue to be forbidden

Q.17 From summer 2021 onwards, what support would make the biggest difference to your business? Please select up to five answers.



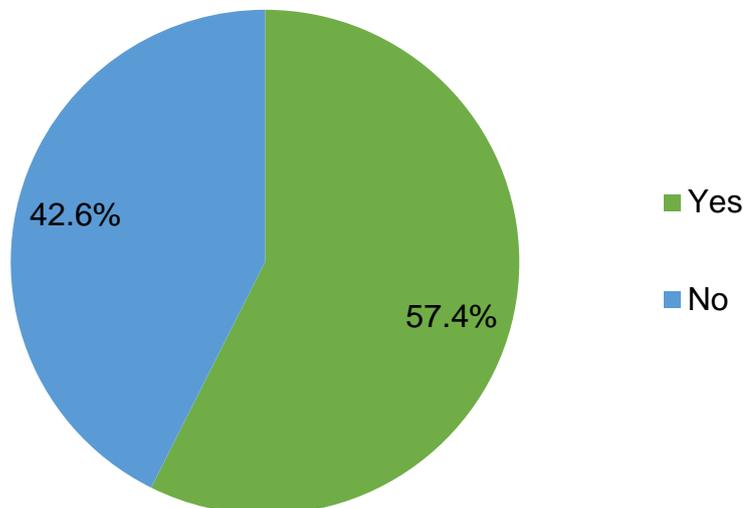
Other (please specify): (17)

1	We have a successful business model but government restrictions mean we're not able to operate
2	allowing events
3	better broadband infrastructure
4	Financial support for Post Retirement Business Owners
5	Overseas sales advice and expertise
6	have so many growths idea - not enough time or we do not dare spend too much currently
7	COMPASSION AND UNDERSTANDING AND SUPPORT FROM ENVIRONMENTAL HEALTH NOT CONSTANT THREATS OF PROSECUTION
8	restrictions on numbers of people gathering outdoors to be lifted
9	Discard social distancing and requirement of masks
10	Grants for capital equipment
11	Not wasting our time with pointless lockdowns and let people get back to work with no interruptions
12	Financial Reporting (tax filing, VAT, etc.)
13	I just need customers at events who will buy my food
14	Support with Brexit process freight and customs linked
15	removal of the restrictions preventing the hospitality industry from operating
16	Depends on if I will still be operating
17	Refer to answer given to Q16

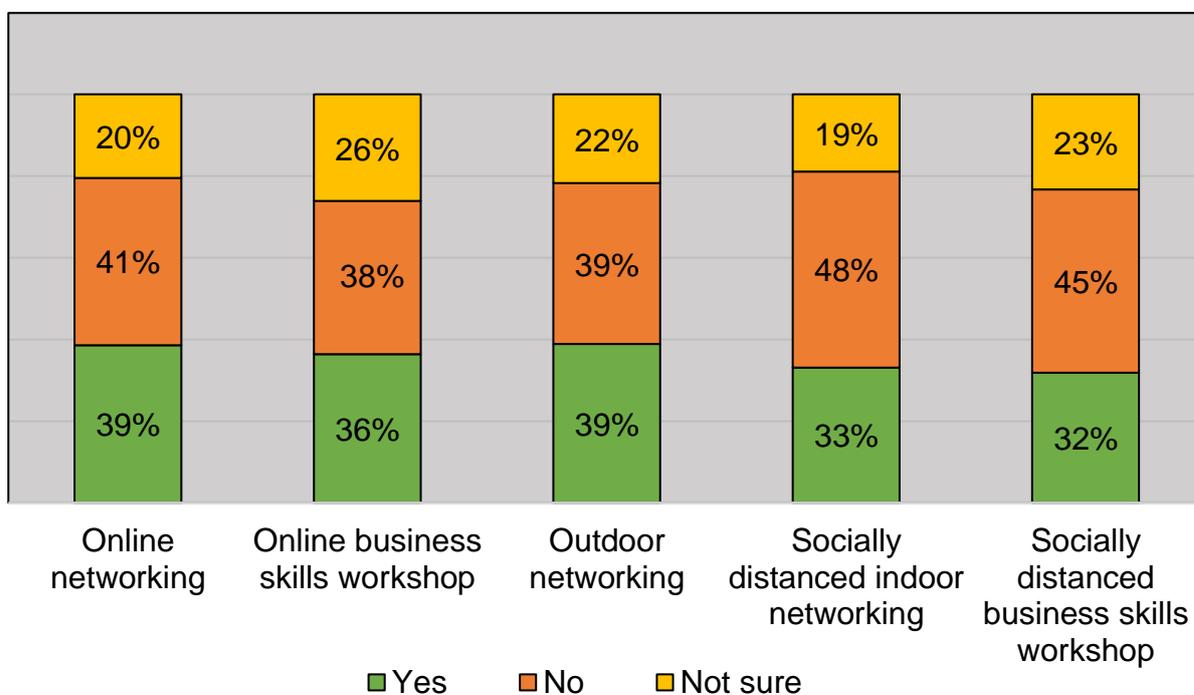
Q. 18. Are you aware of the following support available to you via South and Vale Business Support? Please ensure you provide your email address at the end of the survey if you would like to find out more.

	We are not aware	We are aware, but have not used	We've used it in the past	We are currently using	We'd like to find out more	Response Total
Digital skills seminars	50.5% (99)	31.6% (62)	3.1% (6)	1.5% (3)	13.3% (26)	196
Bespoke one-to-one advice and support	49.2% (97)	29.4% (58)	8.6% (17)	2.0% (4)	10.7% (21)	197
Accessing superfast broadband	57.8% (115)	14.1% (28)	0.5% (1)	11.6% (23)	16.1% (32)	199
Finding new premises for your business	65.4% (123)	22.3% (42)	1.6% (3)	3.2% (6)	7.4% (14)	188
Skills and employment	51.3% (98)	29.8% (57)	4.2% (8)	1.0% (2)	13.6% (26)	191
Relevant funding and grants	28.6% (57)	20.6% (41)	14.6% (29)	5.0% (10)	31.2% (62)	199
Networking and business breakfast events	41.5% (81)	30.3% (59)	10.8% (21)	5.1% (10)	12.3% (24)	195
Signposting to other useful organisations	48.0% (94)	27.0% (53)	5.6% (11)	1.5% (3)	17.9% (35)	196
					answered	182
					skipped	25

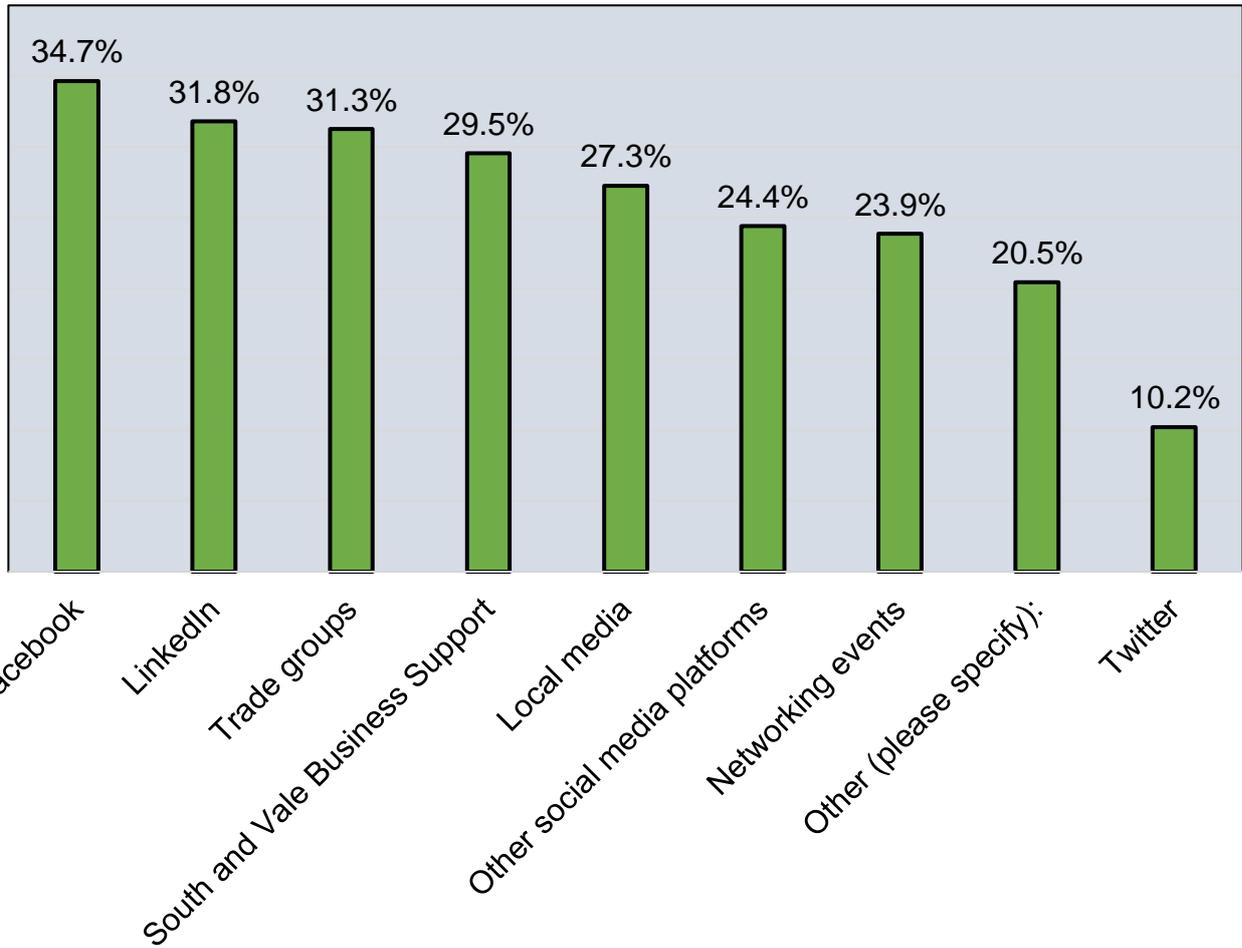
Q.19 We have previously promoted online sales platforms including Locally UK and The Henley Basket, which encourage people to shop locally. Would an online sales portal/directory for South and Vale based businesses only be of interest to you?



Q.20 Would you be interested in attending any of the following? Please ensure you provide your email address at the end of the survey if you select 'yes'.



Q.21 Where do you search to find support for your business?

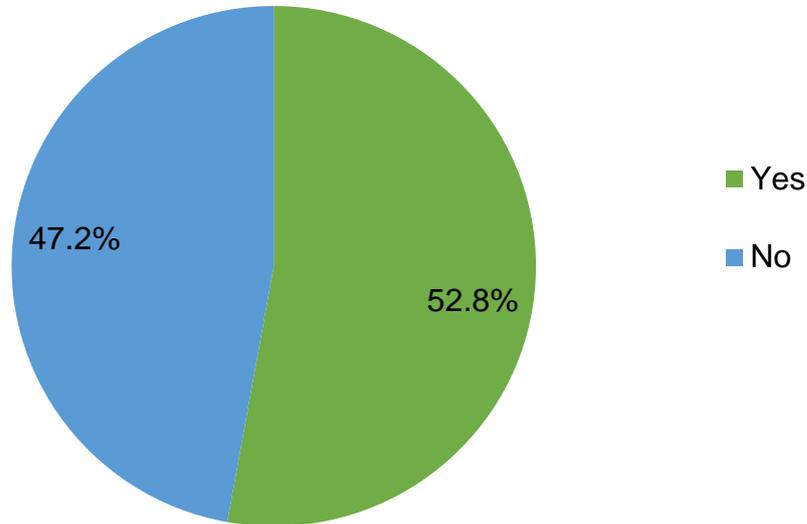


Other (please specify): (36)

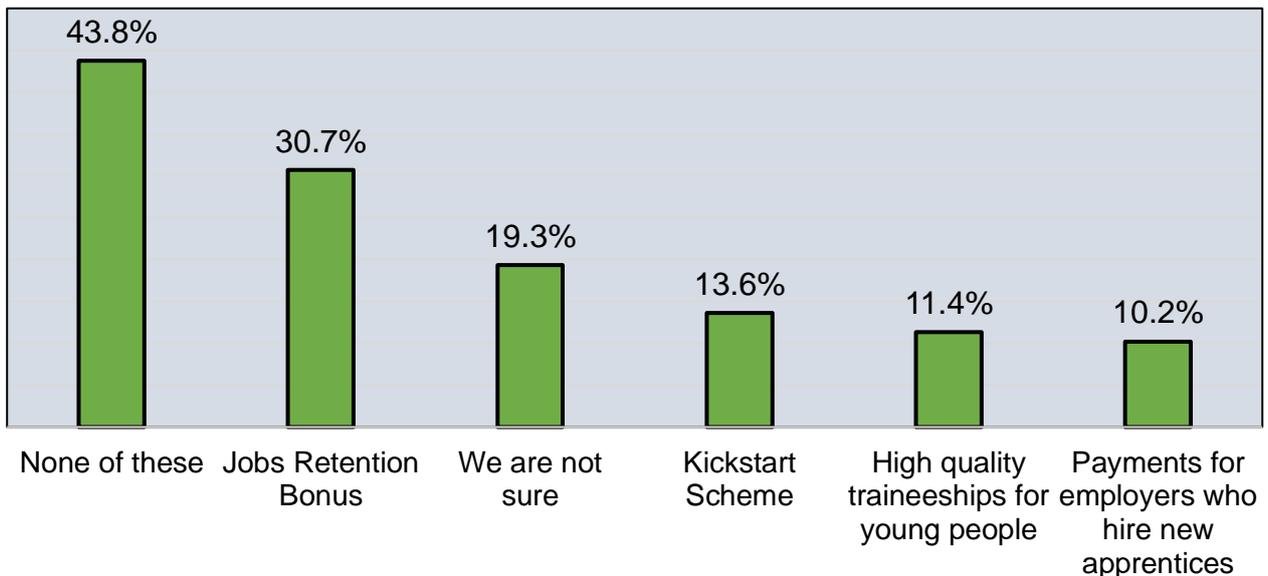
- | | |
|---|--|
| 1 | google |
| 2 | Search engine |
| 3 | Reacting to Customers requests, and keeping premises exceptionally clean and B&B rooms fogged. All at great expense and without funding. |
| 4 | Word of mouth, tenders, partners (e.g. Aviva) |
| 5 | People we have contacts with |
| 6 | Friends |
| 7 | Google |
| 8 | google |

9	Reacting to Customers requests, keeping premises exceptionally clean and B&B rooms fogged. Praying to God!!All at great expense and without funding.
10	I don't
11	why do we need support?
12	HAVE FOUND VOWHDC OF NOT HELP OR SUPPORT WHATSOEVER DURING THIS CRISIS - AM SHOCKED AT TLACK OF UNDERSTANDING FOR SMALL BUSINESSES AND OUR CHALLENGES AND DEVASTATED BY ATTITUDE
13	
14	Google
15	.gov.uk
16	OxLEP and enterprise nation
17	Museums networks
18	OxLEP
19	Oxlep
20	Online
21	DCMS
22	
23	We do not search for support but your question demands an answer
24	Personal network
25	Other suppliers
26	Franchisor
27	Government and other websites
28	internet
29	My Head Office have resources that I use
30	google
31	don't
32	Doesn't really apply
33	I dont need support, I need weddings and events to resume
34	FSB

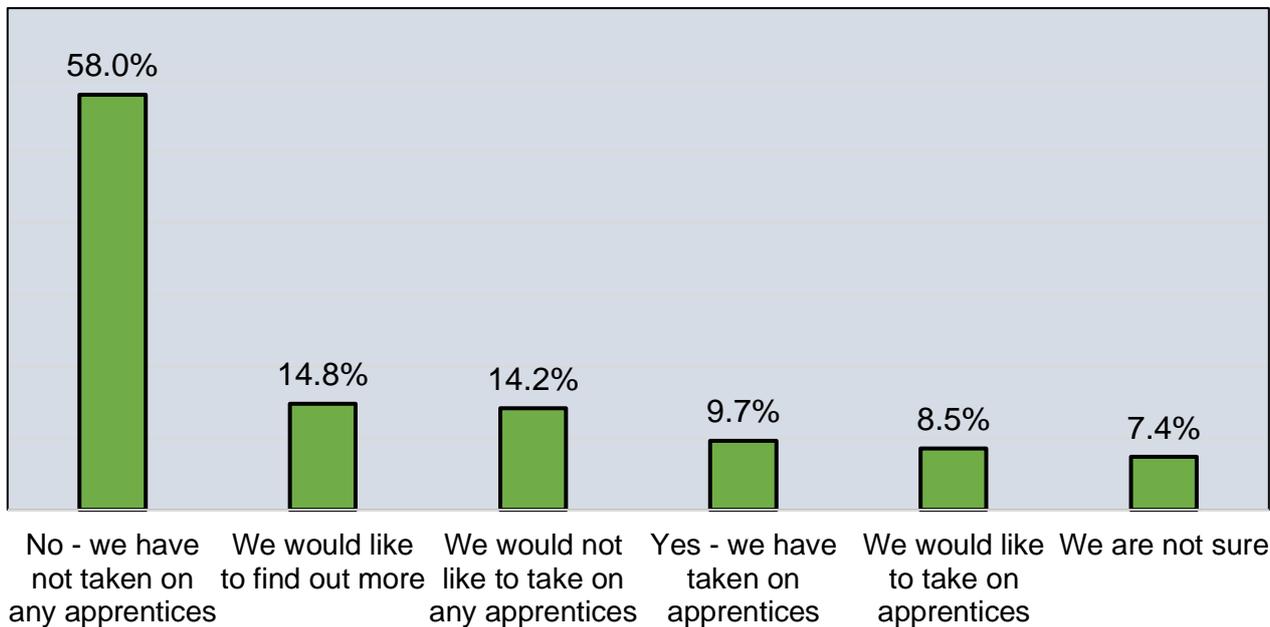
Q.22 Would you be interested in a one to one discussion with the South and Vale Business Support team to discuss the current issues your business is facing? Please ensure you provide your email address at the end of the survey if you select 'yes'.



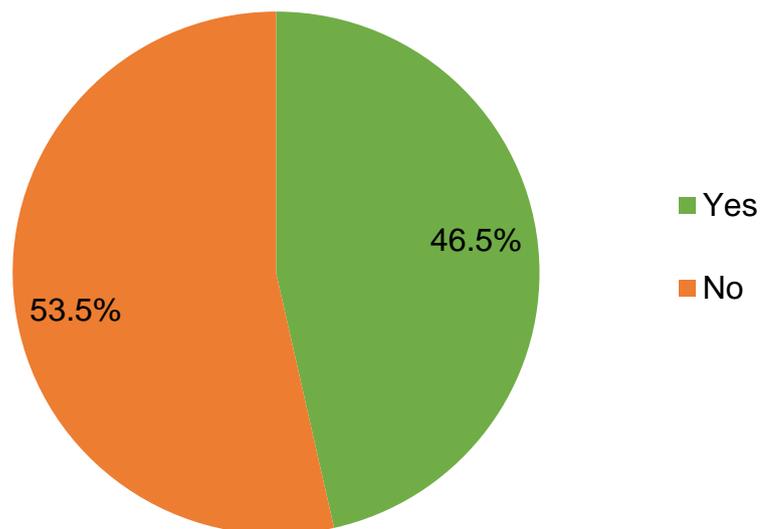
Q.23 Does your business plan to take advantage of any of the following schemes mentioned in the Government's 'Plan for Jobs 2020'? Tick all that apply.



Q.24 Has your business taken on any apprentices, or do you plan to take on any apprentices? Tick all that apply. Please ensure you provide your email address at the end of the survey if you select 'yes'.

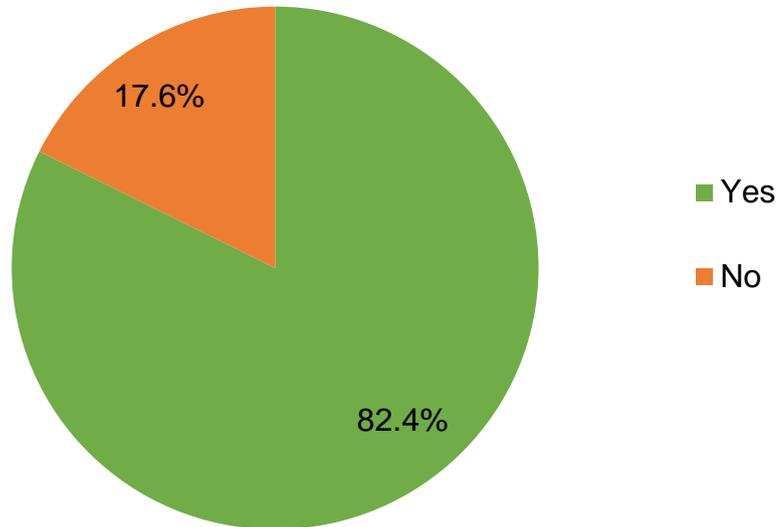


Q.26 Would your business like to contribute to ongoing recovery plans as part of a focus group or similar initiative? Please ensure you provide your email address at the end of the survey if you select 'yes'.

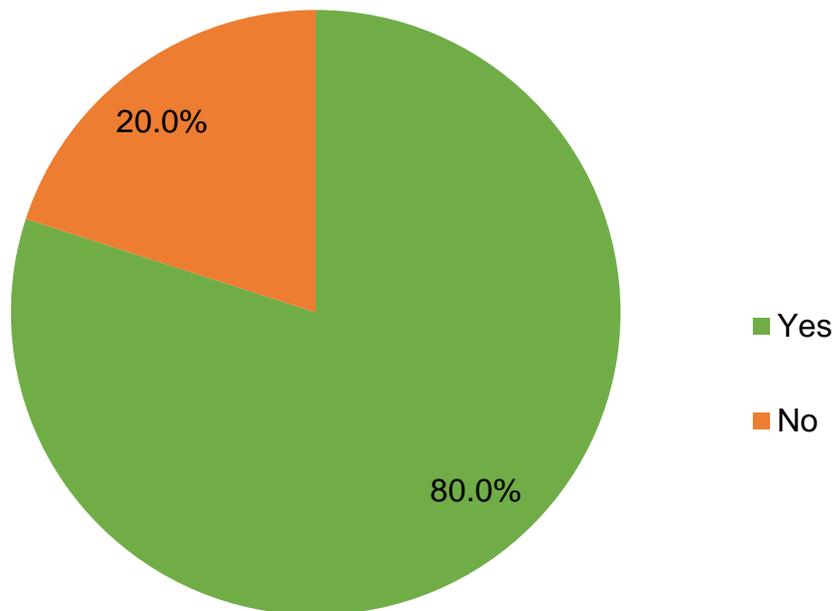


Q.27 Would you like to be informed when the final report is published on our website?

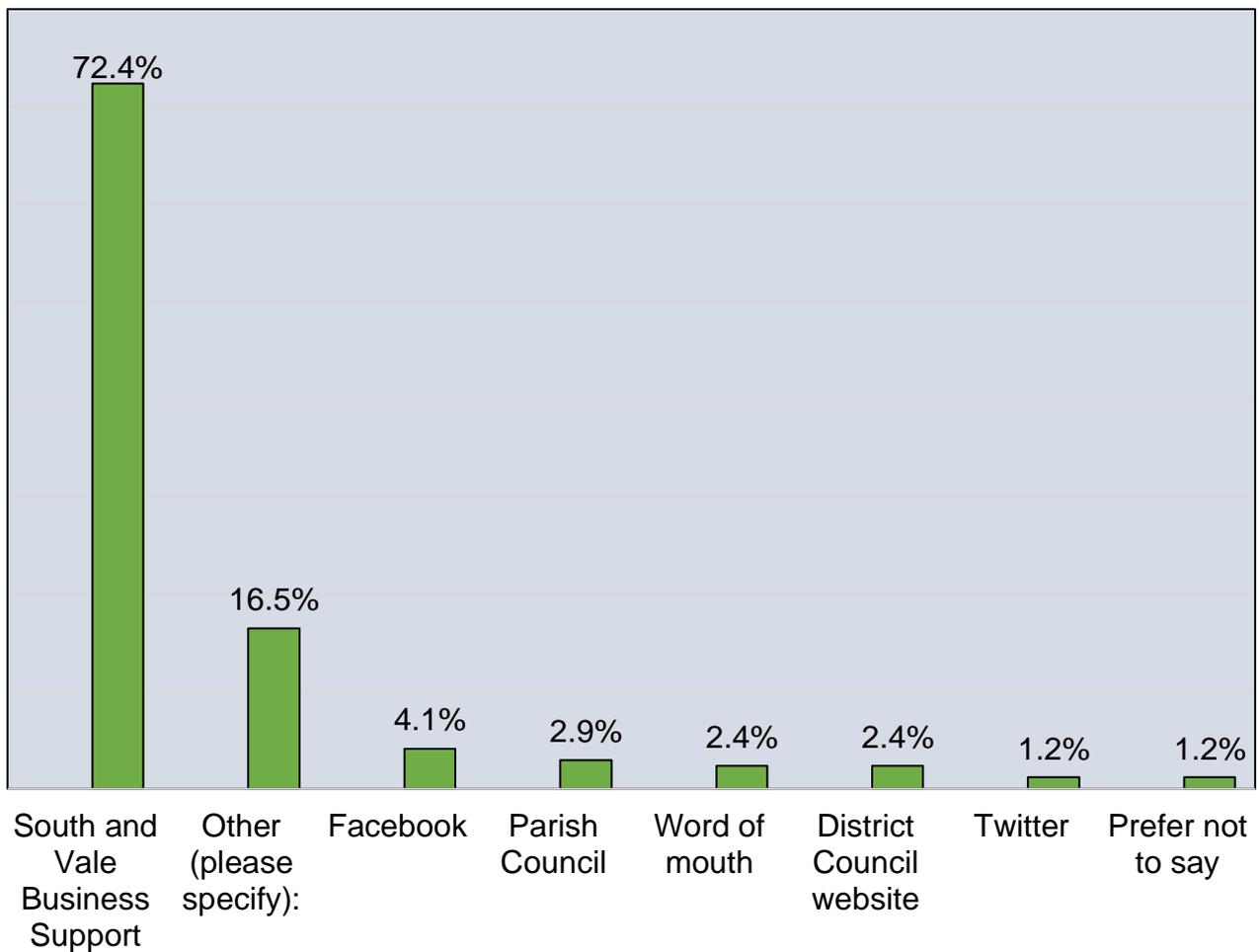
Please ensure you provide your email address at the end of the survey if you select 'yes'.



Q.28 Do you agree to opt-in to receive marketing material from South and Vale Business Support through our newsletter and via email? (We will use your information to send you regular updates and information on any services or promotions that may be of int



Q.30 How did you hear about this survey?



Other (please specify): (28)

- | | |
|---|--|
| 1 | email from South & Vale Business Support |
| 2 | acquaintance forwarded |
| 3 | Linkedin |
| 4 | you sent it. |
| 5 | Harwell newsletter |
| 6 | Received an email from you |
| 7 | Email |
| 8 | You emailed me |

9	LinkedIn
10	via LinkedIn Graham Ballantyne
11	LinkedIn post
12	GoActive
13	Go Active Gold
14	Didcot Chamber of Commerce
15	Friend sent link
16	email
17	Tourism south east
18	Tourism South East
19	Sent to me via email
20	Tourism Southeast
21	Town Council Business Forum
22	Email
23	Henley Town Council
24	Tourism SE
25	Phone call to SODC
26	LinkedIn
27	via email
28	Our landlord

APPENDIX F – FULL LIST OF COMMENTS RECEIVED

A full list of unedited comments can be found below. Some spelling, grammatical and punctuation errors in the original comments raised were corrected in the main body of the report.

Any personal information supplied to us within the comments that could identify anyone has been removed and will not be shared or published in the report or appendices.

Q 25. Is there anything else you'd like to tell us, which you feel is important for us to know?			Response Percent	Response Total
1	Open-Ended Question		100.00%	67
1	Our industry (events) is unable to operate because of government guidelines and financial support is being pulled from underneath us. It's a very difficult time for our industry.			
2	No thank you			
3	<p>I very angry.</p> <p>I have paid corporation and other taxes since I established the business in 1995.</p> <p>As I work onsite with clients or from home I have no business rated premises or business rent. I have to be a Ltd Co for insurance purposes.</p> <p>Consequently I get NO central or local government grant and NO 80% of earnings like the employed or self-employed. It's a ****ing disgrace.</p>			
4	My business has been trading for 15 years and I've worked tirelessly to build it up to be what it was pre-COVID. I have not been able to access any funding despite other franchisees running the same business model being successful - and receiving a top up discretionary grant payment.			
5	<p>Its sad that in outer counties nurseires like ours were given either £10k or £25k grants, but we under our county could not.</p> <p>We provided care throughout lockdown to key workers at a huge financial cost to us a new and developing nursery, well was developing.</p>			

Q 25. Is there anything else you'd like to tell us, which you feel is important for us to know?

		Response Percent	Response Total
	Each county has made a choice of which sectors they chose to give the grants, we had minimal 30 hours funded children so missed out on that as being new we had no children eligible for funding.		
6	We can do all we can, but if the "fear" of going out continues it will be harder to keep our head above water. So far in 2020 Jan Feb was up on last year, March down to 50%, April & May £0 turn over. June/July we turned over just 15% of last year. August September so far... on target, but less people spending more. We expect in normal years for 45% of our annual turnover to be the last quarter, so a slow down will have a much harder hit on us of the public stay home!		
7	Overall pleased with the support. Once we got the £10k discretionary grant made a big difference to how we were able to reopen safely. Would be good if we got some business rates relief for next 12 months to help us through.		
8	why can people eat out, eat in, fly, swim and not attend theatre ?		
9	Challenging Times for Business -		
10	The lockdown very nearly wiped us out, only the grants and furlough saved us. It will be touch and go if we survive in the long term.		
11			
12	Yes! As people past retirement age still running a business, we personally have missed out on the kind of funding that our staff got in furlough. Government and HMRC will be horrified in 12 to 24 months time when they see huge decline in income from VAT and personal taxation. The people that Government have been supporting have been employees in both the Public and Private Sectors. I'm not saying this was altogether wrong, but there should have been at least equal support for their employers. It has been nearly impossible over the last 6 months for citizens to contact		

Q 25. Is there anything else you'd like to tell us, which you feel is important for us to know?

		Response Percent	Response Total
	important organisations. Big companies such as Sainsburys, Barclaycard, Waterboard, energy, BT or NHS.		
13	My business has been excluded from all support, including discretionary grants, due to being home based and having no employees. I was also excluded from the self-employment grant as I started in January 2019 but earned more in my previous employment in 2018. Support should be available for us who have fallen through the gaps.		
14	Due to being heavily associated with the cruise industry we are aware that this is probably one of the last sectors to begin working again but are confident this will happen in 2021. Due to the job retention scheme and the grant your organisation kindly provided us we will hopefully survive until work picks up again.		
15	Our business, which produces and sells imagery of the area, particularly Oxford, Oxfordshire, the Chilterns and The Cotswolds is valuable for both the economy and more important for the recovery. If we are able to continue supplying publications with our noted beautifully aesthetic imagers it will encourage people to visit and revisit the area, bring much needed income with them. But the market will not recover in any size until at least spring 2021, depending on a vaccine, or even summer 2021. We have invested all our reserves in keeping going and keeping our staff employed. We need a further grant to see us through to spring 2021		
16	I think you have provided amazing financial support for my business for which I am very grateful. I think my concern is what is in place going forward, for example if there were another lockdown or if myself and my family have to quarantine because of track and trace. If that happens a few times it effectively stops me from working. Many thanks		
17	we all need all the financial and other support that is available		
18	I think the support offered to businesses by the government and local councils has been incredible. I feel very lucky to have accessed the grant scheme and bounce back loan this has allowed my business to continue and to teach children the vital skill of learning to swim.		

Q 25. Is there anything else you'd like to tell us, which you feel is important for us to know?

		Response Percent	Response Total
	I as a business owner are very grateful for the opportunity to apply for the scheme.		
19	<p>It's a struggle. I tried to apply for the council grant, but don't have a printed copy of my lease - so couldn't complete all the eligible fields - VERY FRUSTRATING</p> <p>We are moving fast to virtual delivery, but demand for training has dropped because corporate clients are also struggling, or distracted or very busy themselves.</p> <p>We might make it - we might not.</p>		
20	Compared to other counties getting a grant seemed near on impossible. Talking to other business owners, many received 10k with little form filling and admin barriers.		
21	The support you've given us has made a huge difference to our business and taken a lot of pressure away.		
22	need more finance or grant to small business .to keep local business live		
23	I am a small business that has recently taken up a unit on a high street. I keep being told how important new businesses are to the high street and yet I cannot get any grants or funding which is frankly ridiculous as I have a lease and pay rent for a property in which I run a fitness business from and was told by the government that I wasn't allowed to open or operate from. Therefore I should be eligible for grants.		
24	I'd love to know if there are any grants available to non rateable businesses		
25	Yes! We are angry that people still working beyond State Retirement Age but still employing staff, have not had a self-employment Grant. We are confused because questions from Government/Local Government Surveys do not understand that Financial aid for our BUSINESS does not secure 80% of our income as the Business Owners.		

Q 25. Is there anything else you'd like to tell us, which you feel is important for us to know?

		Response Percent	Response Total
	I am sickened by the fact that millions of people who have been in furlough can even think about Holidays! Then off they go, and cause crises at home and abroad. No more space but more to say. EG Local MP said months ago he'd come and listen to both our business issues and other local problems. Not happened. Mega businesses avoid British Taxation, huge businesses don't pay enough. Inland Revenue need to get a rocket up somewhere sensitive! All the businesses who pay the most tax, and the individuals who can afford to employ others have been overlooked.		
26	<p>I'm considering starting up a new business, as I don't think my LTD company will survive.</p> <p>Also, the enthusiasm to re-start it from scratch a second time is hard to muster. It's all very well suggesting diversification but you've got to have passion which I'm afraid to say, Covid and LinkedIn have beaten out of me.</p> <p>It's rather like running up a mountain, nearly getting to the top, then being told you have to start from the bottom again. Think I want to try another mountain with a different view!</p> <p>Maybe some coaching could help?</p>		
27	Because my business is in the Hospitality sector, many of the items mentioned above are just not applicable		
28	I do feel aggrieved i was not granted the £10,000,00 grant for rates relief. The bounce back loan was a life saver for me and my business.		
29	The planned pedestrian only part of town needs to be revised .. it does not help with social distancing		
30	You are doing a great job supporting local businesses.		
31	<p>The Vale team were really lovely and supportive during lockdown. This is hugely appreciated.</p> <p>It's very easy to feel like you are lost in the machine but having a real team of human beings to talk to was invaluable when too often you end up feeling like you are spending your day talking to chat bots or filling in forms and sending</p>		

Q 25. Is there anything else you'd like to tell us, which you feel is important for us to know?

		Response Percent	Response Total
	them off into the void. Many thanks!		
32	Like most other businesses, we just need things to go back to normal so we can all start trading again. Businesses are having to take large loans to survive which will take us years to pay off if you even manage to get through. The grants that we first received kept us flowing for the first three months so basically up to end of June now our bounce back loan is slowly starting to disappear.		
33	Your ongoing support has been greatly appreciated.		
34	We would like to grow but government "30 places" for apprentices makes it impossible for small company. We are growing 50% each year, we've outgrown our home operation but lack of affordable office space in Henley.		
35	We know, if we could spend money on the right help we would grow even more. We have had no help in all this. we have a service people want and are paying for. meanwhile money is being spent on businesses that are struggling.		
36			
37	The opportunity to quote for any firework displays the council are providing in the future.		
38	Financial support to directors of limited companies compared to the self employed has been atrocious. We've been able to access the bare minimum of furlough payments and debt on the business. Grants were not open to us as we didn't pay enough rent. We want lobbying to prevent small Ltd companies bearing the brunt of future tax rises.		
39	With the support of Oxlep resilience grant we have been able to employ two new members of staff.		

Q 25. Is there anything else you'd like to tell us, which you feel is important for us to know?

		Response Percent	Response Total
40	We value the support you give businesses even more so through the current pandemic. We would like to reciprocate this support through any B2B initiatives in the future.		
41	Whilst it is appreciated that everyone had to reduce manning at the start of the lockdown, I thought it was unacceptable to have calls & emails go unanswered. I know of other small businesses that also found this.		
42	We offer a service to sporting clubs and organisations that want to offer branded items to members. With no group activity happening we struggle to meet potential new clients and existing ones are mostly shutdown.		
43	We are a an entirely volunteer run museum and, given the constraints of our old listed building, we are unlikely to be able to Covid 19 safely fully re-open in the foreseeable future which is very disappointing for the many who have put so much in developing the museum as an important tourist point. We will be trying to see if we can partially re-open (ground floor only) by March.		
44	As a charity we have had to rely a lot on donations, ideas for promoting the business to attract donations when there is NO ticket revenue would be most welcome. It seems that we will have to survive to at least Easter 2021 with NO sales income.		
45	For various reasons I did not qualify for any of the support grants early on, but was finally awarded the discretionary council grant. This has been an absolute lifeline and has ensured that I will have a chance to continue to trade in 2021 with whatever adjustments need to be made.		
46	One of our largest barriers currently is business rates; I understand councils have the ability to offer discretionary relief for businesses irrespective of COVID. As an events supply chain business the ability for many retail premises to access a rates holiday yet continue trading as normal is particularly galling. SODC should consider a discretionary relief scheme for events businesses in the area who are likely to fail without additional support, especially in light of this weeks announcements effectively killing off any		

Q 25. Is there anything else you'd like to tell us, which you feel is important for us to know?

		Response Percent	Response Total
	chance of a busy summer of events in 2021 due to the lead times needed for organising large festivals.		
47	The Covid impact has been huge on many businesses but I believe national and local government support has been incredible and will help strong businesses get through the pandemic.		
48	Speaking for the outdoor events and music industry in general, we feel that it is overlooked by government. There has, and continues to be a good deal of support for some industries but none for this one which may well be without an income stream for at least 2 years. This particular company hopes to survive on its capital but we are in touch with many others who do not have sufficient reserves, which I feel is made doubly hard for them when many around them in other industries are receiving generous help.		
49	Support for consultants operating as limited companies, particularly those that are pre-revenue or have been trading for a short time is sadly lacking. Creating a local scheme, similar to the SEISS, to provide cover to people operating under this model would be a great use of local funding as national funding covers most other scenarios.		
50	Our main clients are hospitality based so Covid has hit us in a Supply & Demand manner.		
51	All you are doing is building huge debt for the country and not actually letting businesses trade. All most business want to do is get back to normal life and start working as they were before this over hyped mild illness.		
52	We require the business rates holiday for gyms with rateable values over £51k to be permanent. Our property and equipment costs make up a vast proportion of our total costs. We have had no support whatsoever with them from the council, the government or suppliers despite being forced to close for 4 months and could only open at partial capacity. It is financial support in the form of grants that we need.		
53	This has been an unprecedented and extremely challenging time. The communication and support so far has great thank you.		

Q 25. Is there anything else you'd like to tell us, which you feel is important for us to know?

		Response Percent	Response Total
54	Our event business has not been able to trade since lockdown. We have received some grants but are there any further we can claim for our business that has still not been able to reopen due to government restrictions in our specific sector?		
55	Many of the questions in the section preceding this require an answer. In all honesty it doesn't matter which you select as the council has been virtually uncontactable since late March. So yes most of the businesses know about the services which are supposedly there but trying to access anything is a complete waste of time. At some point there needs to be a public enquiry about the mishandling of the business grants and the fact that the council wouldn't respond to phone or email enquiries from the many desperate businesses who applied for the grants they were entitled to on the 1st day applications opened and then heard absolutely 0 about why they still hadn't been paid post 30/04!! According to.gov on 20/04 South Oxfordshire had paid the lowest percentage of grants in the entire country and Vale was the 2nd lowest, even though they had far fewer grants to pay than many other councils. To then refuse to respond even to email enquiries is totally unacceptable. There is no excuse when funding was available from central government to cover extra staff and administrative costs for the grant scheme (which shouldn't have required the businesses to apply in the 1st place!) and excuses don't pay bills.		
56	I am one of those startup businesses that was not eligible for any national or local Covid-19 funding schemes, so I feel I have been completely alone in facing this crisis. Luckily I am doing ok-ish, but it's been very lonely out there...		
57	i am very annoyed that i did not know about the discretionary grants and you did not advertise this. i now know of other companies that received this money but i did not, because you did not tell me about it.		
58	My business has been established and trading successfully for 15 years but I have been unable to secure any financial support under the current criteria. If you are able to reopen the discretionary grant scheme again that may be useful for me.		
59	We achieved near 'normal' visitor numbers over the summer holidays.		

Q 25. Is there anything else you'd like to tell us, which you feel is important for us to know?

		Response Percent	Response Total
	<p>Secondary spend, including refreshments, is still lower than previously.</p> <p>We are reviewing all our products and services to make them C19 friendly and intend to retain new procedures for the long term.</p> <p>We are investing heavily in our buildings including 2 new builds for a commercial tenant who has developed rapidly during the year and has created 15+ new jobs.</p> <p>There is some good news!</p>		
60	<p>The Govt's occasional publications re Covid regulations (about 8 versions so far, up to end Sept 20?), are an absolute effing nightmare, 'masterpieces' of Civil Service gobbledegook, poorly written, poorly edited, and I'd like to add poorly checked and verified, except there clearly hasn't been any checking so that doesn't apply!</p> <p>IF the District Council COULD manage to issue clear, properly written and easily understood guidelines and updates, I'm sure that would be a big help.</p>		
61	<p>The various grant schemes from the local organisations were byzantine and ultimately a waste of our time, sadly.</p>		
62	<p>No</p>		
63	<p>Our business simply needs the govt restrictions lifted. They are nonsensical. The wedding industry is the ultimate track and trace event where all attendees are know and have an address. once we are allowed to work again we can begin to generate income and tax again. Just unshackle us.</p>		
64	<p>My business qualifies for practically none of the grants and financial support. I received 50% of a grant request from OxLEP which was invaluable but otherwise nothing. Time and time again the directors of small limited companies are missed out of support.</p>		
65	<p>We feel that the Exhibition industry as a whole has had very little support in the UK. We thought that we only had to get to October and it looked like the Exhibitions were going to be revised and there was a glimmer of hope. But this</p>		

Q 25. Is there anything else you'd like to tell us, which you feel is important for us to know?

		Response Percent	Response Total
	has been now put back to end of March 2021. The Furlough scheme was really helpful, but with this ending soon, it is going to get tough.		
66	We are going to have to look for new premises next year as a break in our lease comes up. Assistance to keep us in the area would be welcome.		
67	<p>The travel sector has received no targeted assistance whatsoever. As a director, I could not furlough and have worked every day since March to help clients rebook and with refunds for holidays. That means we are operating at a loss as commissions have to be repaid. Last month was a net loss of £21,000.00.</p> <p>The travel restrictions in place and constantly changing regulations have essentially placed travel agencies in lockdown with no opportunity to sell. We are charged credit card fees to take payments and are charged again to process refunds.</p> <p>The industry has been decimated and the job losses are going to be horrific and are imminent.</p> <p>The grant was not available to me due to shared office space. The secondary grant was a mountain of paperwork and my figures reflected healthy income for the timeframe although that has all now been repaid and turnover is down 95% since March with no end in sight. I have had a business since 2002. The clock is ticking and I face the reality of losing everything I have worked for through no fault of my own. It makes me feel sick.</p>		
		answered	67
		skipped	140

END