

## Payhembury Neighbourhood Plan Employment Consultation Event

Held on 9<sup>th</sup> May 2017 at Village Hall

Persons previously identified via the NP Survey as being employers or business owners were invited to the session.

Five people attended and were asked to complete a questionnaire prior to a structured discussion

In addition, a number of invitees who were unable to attend sent apologies and provided views by email.

### Email Responses

Three were provided. The common themes within these responses were:

- Slow internet speed
- Terrible service by the internet provider in terms of delivering promised upgrade

In addition, two respondent suggested a need / interest in hot desk space to be provided in the parish.

### Questionnaire Responses

Five questionnaires were completed [analysis required]

### Structured Discussion

A discussion was conducted with views sought on a number of different subjects. Responses to each subject are set out below

#### *Internet*

- Service awful and patchy with no apparent pattern to good vs bad internet service
- Key issue was very low speed
- Poor service impeded business by prevent download of large data
- Poor communication with BT Openreach
- Perception of being caught between ultra poor service by BT and not being able to access rural alternative (Gigclear)
- Businesses forced to seek use of 3G network instead
- Was affecting planned business use because of customer expectations regarding onsite internet accessibility
- Prevents some business types being set up from the outset because of low expectation of internet access
- Strong sense that providers should be subject to hassle

#### *Premises Requirement*

- It was felt some small office space was available eg at Colliton Barton and at Woodhayes

- A sense that there was latent demand for hot desk or small space given number of small / sole trader businesses operating in the parish out of spare rooms
- One respondent would like to have small office space in the village but having to travel to Haldon
- Was further research needed to reveal the true extent of small businesses in the village? E.g. door to door survey?

#### *Transport /Accessibility*

- Feniton still felt to be a useful rail halt
- Prospect of future traffic because of local growth of concern to some respondents

#### *Childcare*

- Holiday services could be much better as this really affected ability to do business
- In term time, childcare was ok because of the school, its additional care services (after school club etc) and Becky Gannon
- Possibility of additional clubs e.g. childrens tennis, football, multisports clubs could provide useful additional resource

#### *Advertising*

- It was felt that the PC website could be reworked to work better as a community resource and advertise the wide range of skills and services on offer locally
- Also the possibility of social media in the mode of Ottery Buy n Sell

#### *Other Businesses You Want to Attract*

- A cafe – somewhere to meet clients and hold meetings
- Be good to have greater service from the shop Post Office – the current two hour long service seemed to be high, so room to expand? Would it be possible to train a shop volunteer?

#### *Vision for Your Business*

- One commentator wanted to improve green credentials