





































## 1. Where is your business located?








		Response Percent	Response Count
Ash cum Ridley/ New Ash Green		1.9%	1
Brasted		0.0%	0
Chevening		1.9%	1
Chiddingstone		7.4%	4
Cowden		1.9%	1
Crockenhill		0.0%	0
Dunton Green		1.9%	1
<b>Edenbridge</b>		<b>25.9%</b>	<b>14</b>
Eynsford		1.9%	1
Farningham		1.9%	1
Fawkham		0.0%	0
Halstead		0.0%	0
Hartley		0.0%	0
Hextable		0.0%	0
Hever		3.7%	2
Horton Kirby and South Darenth		1.9%	1
Kemsing		3.7%	2
Knockholt		1.9%	1
Leigh		1.9%	1
Otford		1.9%	1
Penshurst		3.7%	2
Riverhead		0.0%	0

Seal		0.0%	0
<b>Sevenoaks Town</b>		<b>25.9%</b>	<b>14</b>
Sevenoaks Weald		1.9%	1
Shoreham		1.9%	1
Sundridge/ Ide Hill		3.7%	2
Swanley		7.4%	4
Westerham and Crockham Hill		5.6%	3
West Kingsdown		3.7%	2
<b>answered question</b>			<b>54</b>
<b>skipped question</b>			<b>5</b>

## 2. Type of business

		Response Percent	Response Count
Agriculture, forestry and fishing		1.7%	1
Production		10.3%	6
Construction		5.2%	3
Motor Trades		0.0%	0
Wholesale		0.0%	0
Retail		8.6%	5
Transport and storage (including postal)		1.7%	1
<b>Accomodation and food services</b>		<b>34.5%</b>	<b>20</b>
Information and communication		5.2%	3
Finance and insurance		3.4%	2
Property		3.4%	2
Professional, scientific and technical		3.4%	2
Business administration and support services		1.7%	1
Public administration and defence		0.0%	0
Education		3.4%	2
Health		6.9%	4
Arts, entertainment, recreation and other services		10.3%	6
<b>answered question</b>			<b>58</b>
<b>skipped question</b>			<b>1</b>

### 3. How many people do you employ?

		Response Percent	Response Count
0-4		59.6%	34
5-9		5.3%	3
10-19		14.0%	8
20-49		10.5%	6
50-99		7.0%	4
100-249		1.8%	1
250+		1.8%	1
<b>answered question</b>			<b>57</b>
<b>skipped question</b>			<b>2</b>

### 4. Please let us know how important these issues are to your business

	Very important	Fairly important	Not important	Rating Count
Promoting the District as a great place to set up a business	46.0% (23)	36.0% (18)	18.0% (9)	50
Making sure there is employment space to set up and expand a business	44.7% (21)	34.0% (16)	21.3% (10)	47
Helping town centres to be more vibrant	60.0% (30)	32.0% (16)	8.0% (4)	50

Please use this space to expand on any of the issues set out above, or to tell us whether you have other challenges, opportunities or key issues we should consider within this priority

<b>answered question</b>	<b>51</b>
<b>skipped question</b>	<b>8</b>

**5. What sort of business premises do you think are in short supply in the District? Tick as many categories as you wish**

		Response Percent	Response Count
Office		23.7%	9
Serviced Office		18.4%	7
Retail units		15.8%	6
Warehousing		5.3%	2
<b>Hotel or other staying accomodation</b>		<b>55.3%</b>	<b>21</b>
Light industrial		18.4%	7
Starter units		39.5%	15
	Other (please specify)		10
<b>answered question</b>			<b>38</b>
<b>skipped question</b>			<b>21</b>

**6. Are there areas or locations in the District that should be identified for growth and improvement? If so please specify**

	Response Count
	11
<b>answered question</b>	<b>11</b>
<b>skipped question</b>	<b>48</b>

**7. Are there any barriers to improving land or property in your ownership? If so please specify**

	Response Count
	16
answered question	16
skipped question	43

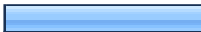

**8. Do you have any problems finding suitably qualified staff?**

	Response Count
	41
answered question	41
skipped question	18



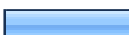



**9. What is your perception of the skills gap in the workforce?**

	Response Count
	26
answered question	26
skipped question	33

**10. Do you have any links with local colleges or Universities?**

		Response Percent	Response Count
Yes		31.8%	14
No		68.2%	30
	answered question		44
	skipped question		15

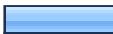

## 11. If yes, which college or University?

		Response Percent	Response Count
Hadlow		20.0%	2
<b>K College</b>		<b>70.0%</b>	<b>7</b>
NW Kent College		20.0%	2
Bromley College		10.0%	1
Croydon College		0.0%	0
Univeristy of Kent		10.0%	1
Canterbury Christ Church University		20.0%	2
The Open University (South East)		0.0%	0
Other (please state name of the college or University)			3

**answered question 10**

**skipped question 49**

## 12. Do you have links with a Job Centre?

		Response Percent	Response Count
Yes		17.4%	8
<b>No</b>		<b>82.6%</b>	<b>38</b>
Do you have any comments?			6

**answered question 46**

**skipped question 13**

### 13. Please let us know how important you rate these issues to businesses in the Sevenoaks District

	Very important	Fairly important	Not important	Rating Count
Lobby for improved rail transport	<b>50.0% (23)</b>	39.1% (18)	10.9% (5)	46
Include Swanley in the outer zone of Transport for London's fare zone 6	15.0% (6)	35.0% (14)	<b>50.0% (20)</b>	40
Improve Swanley Train Station	10.5% (4)	23.7% (9)	<b>65.8% (25)</b>	38
Improve the Bat and Ball Train Station at Sevenoaks	17.9% (7)	<b>46.2% (18)</b>	35.9% (14)	39
Improve roads/junctions that get very congested	<b>75.6% (34)</b>	20.0% (9)	4.4% (2)	45

Please use this space to expand on any of the issues set out above, or to tell us whether you have other challenges, opportunities or key issues we should consider within this priority? 15

**answered question 48**

**skipped question 11**

### 14. Are there locations where congestion affects your business? If so, where?

**Response Count**

18

**answered question 18**

**skipped question 41**





**15. Do you think there are roads or other transport infrastructure that should be improved? Please say where**

	Response Count
	27
answered question	27
skipped question	32

**16. If you need business support and advice, what areas of expertise are most important to you?**

	Response Count
	18
answered question	18
skipped question	41



**17. Do you think that business loans are sufficiently available to local businesses?**

		Response Percent	Response Count
Yes		40.0%	10
No		60.0%	15



Do you have any comments? 11

answered question	25
skipped question	34

**18. Have you seen information about 0% loans through the "Escalate" scheme?**

		Response Percent	Response Count
Yes		20.5%	8
No		79.5%	31
answered question			39
skipped question			20

**19. Do you receive "real Business" the Council's e-newsletter for local business?**

		Response Percent	Response Count
Yes		28.6%	12
No		71.4%	30

If yes, how could "real Business" be improved to better meet your business's needs? 2

answered question			42
skipped question			17

**20. What do you think the Council can do to help businesses in the District be more successful?**

	Response Count
	26
answered question	26
skipped question	33

## 21. Please let us know how important you rate these issues to businesses in the Sevenoaks District

	Very important	Fairly important	Not important	Rating Count
Help businesses use energy more carefully	<b>46.3% (19)</b>	43.9% (18)	9.8% (4)	41
Give businesses information about schemes and funding they can use to make them more energy efficient	<b>61.9% (26)</b>	31.0% (13)	9.5% (4)	42
Help businesses to adapt to the changing climate, e.g. the impact of severe weather and flooding	<b>50.0% (21)</b>	40.5% (17)	9.5% (4)	42

Please use this space to expand on any of the issues set out above, or to tell us whether you have other challenges, opportunities or key issues we should consider within this priority? 5

**answered question 42**

**skipped question 17**

## 22. Please let us know how important you rate these issues to businesses in the Sevenoaks District

	Very important	Fairly important	Not important	Rating Count
Highlight areas in our District that need faster broadband	<b>93.0% (40)</b>	7.0% (3)	0.0% (0)	43
Help rural areas to have faster broadband	<b>93.0% (40)</b>	4.7% (2)	2.3% (1)	43
Help areas who want faster broadband to find local solutions	<b>85.0% (34)</b>	15.0% (6)	2.5% (1)	40

Please use this space to expand on any of the issues set out above, or to tell us whether you have other challenges, opportunities or key issues we should consider within this priority? 9

**answered question 44**

**skipped question 15**

### 23. Please let us know how important you rate these issues to businesses in the Sevenoaks District

	Very important	Fairly important	Not important	Rating Count
Encourage more tourists to the District	<b>61.4% (27)</b>	29.5% (13)	9.1% (4)	44
Provide more places for tourists to stay	<b>53.5% (23)</b>	39.5% (17)	7.0% (3)	43
Provide tourism advice and support for tourism businesses	<b>60.5% (26)</b>	30.2% (13)	9.3% (4)	43
Provide networking opportunities for tourism businesses and accomodation providers	<b>59.5% (25)</b>	26.2% (11)	14.3% (6)	42

Please use this space to expand on any of the issues set out above, or to tell us whether your have other challenges, opportunities or key issues we should consider within this priority?

7

**answered question**

**44**

**skipped question**

**15**

### 24. Please let us know if we have missed anything you think should be a priority or any other comments that you would like to make?

**Response Count**

13

**answered question**

**13**

**skipped question**

**46**



**Page 3, Q1. Please let us know how important these issues are to your business**

1	A stable economic environment requires a stable planning situation. Developers are spoiling the district for coming booms in rural tourism and hospitality by negotiating jam today projects with naive councillors. With 2,000 listed buildings in the area and good, close access to London, this area needs to be totally on top of cycling routes and protection of rural assets and amenities. Tighten up your policies!	Mar 28, 2014 12:36 PM
2	The parking charges are extremely high, this puts many people off visiting Sevenoaks including myself. The closure of the tourist office was a travesty and the problem should be addressed immediately.	Mar 25, 2014 8:27 AM
3	Public transport. Intelligent connections to get people to and from work and to from the tourist sites. Encourage use of public transport by making it easier to use and more frequent.	Mar 24, 2014 4:19 PM
4	We think it is important to attract visitors to Sevenoaks because of its great location. An easy journey by car from the ferry ports and the Channel Tunnel, and then a base for a wide range of options in the area. Sevenoaks gives the option of visiting London, about 35 minutes by train, visiting many historic houses and gardens within a short drive, but having the pleasure of a beautiful town with a long history and a wide range of shops, restaurants and other attractions.	Mar 23, 2014 8:20 PM
5	Hever is a small village within an AONB. Hever Castle attracts many tourists and there are also many other places of interest nearby. There is a lack of accommodation in the area and not many good restaurants. It is important to encourage business, but only if it is not detrimental to the quiet surroundings and residents who pay a premium to live here. It is however more important to keep the town centre in Edenbridge vibrant and support the smaller shops and businesses, especially following the recent floods.	Mar 20, 2014 4:15 PM
6	As a B&B guesthouse we have a mix of tourist and business guests. Lidl supermarket is one example of a business set up in Sevenoaks where we housed some of the construction workers. There are others.	Mar 20, 2014 12:10 AM
7	The support of leisure facilities is important alongside the development of new employment as it provides additional reasons for new employers to come to the area and additional reasons for new employees to see the District as a god place to come.	Mar 19, 2014 12:01 AM
8	We market nationwide so local business is not particularly important - but it helps to have a nice environment for our staff	Mar 18, 2014 4:36 PM
9	We run a delivery business which covers a large.	Mar 18, 2014 3:36 PM
10	High parking charges make accessing town centres expensive.	Mar 18, 2014 11:55 AM
11	Encourage more household named shops to the high street or London Road	Mar 18, 2014 11:11 AM
12	Meshing with the London Metropolitan area helps with promoting business overall.	Mar 17, 2014 12:47 PM
13	none of the above are relevant to the nature of our premises	Mar 15, 2014 1:22 PM
14	my business is virtual I have no need of any office space	Mar 14, 2014 5:29 PM
15	We need more employment land and business space. Too much land and buildings have or are being converted or developed for residential purposes.	Mar 14, 2014 4:12 PM

**Page 3, Q1. Please let us know how important these issues are to your business**

	This has resulted in an imbalance in supply and demand. Long established businesses looking to expand will be forced to locate to nearby boroughs, such as Ton and Malling or T Wells.	
16	The town at present seems to be slowly dying and needs to have investment for the future, to attract in new businesses that will provide employment for the generations coming up behind.	Mar 14, 2014 3:56 PM
17	Need to keep overheads down and focus on profitability growing micro businesses to become the larger contributors of the future.	Mar 14, 2014 3:00 PM

**Page 3, Q2. What sort of business premises do you think are in short supply in the District? Tick as many categories as you wish**

1	There are plenty of places to stay in Sevenoaks and district but finding them is a different matter. The Hotels are expensive and sometimes of an inferior quality, give us small accommodation providers a chance to provide this essential service.	Mar 25, 2014 8:27 AM
2	n/a	Mar 24, 2014 7:59 PM
3	Art suppliers and general household/garden supplies. Clothes and shoe shops	Mar 20, 2014 4:15 PM
4	Car parking facilities for businesses in the town.	Mar 20, 2014 12:10 AM
5	Local shopping and cafe facilities - do not like driving 5 miles to and from my nearest shop	Mar 19, 2014 7:25 PM
6	Not aware of any shortages	Mar 18, 2014 4:36 PM
7	Not aware of shortages apart from car parking.	Mar 18, 2014 2:20 PM
8	work from home or virtually	Mar 14, 2014 5:29 PM
9	I hadn't read Q2 before completing Q1!!!!	Mar 14, 2014 4:12 PM
10	Leisure	Mar 14, 2014 3:47 PM

**Page 3, Q3. Are there areas or locations in the District that should be identified for growth and improvement? If so please specify**

1	The AONB, Green Belt and Conservation Areas are already there - SDC needs to be firm in protecting these areas and not allow creeping development.	Mar 28, 2014 12:36 PM
2	Edenbridge High Street	Mar 24, 2014 1:44 PM
3	The Farmers site opposite the station and the Edwards site beyond Suffolk Way are a disgrace and should either be developed or confiscated.	Mar 23, 2014 8:20 PM
4	Edenbridge and Tonbridge	Mar 21, 2014 9:09 PM
5	The jumble of shops opposite Sevenoaks station and the Farners site. Behind what was Iceland supermarket near Waitrose. Finish the square in the centre of town, here M&S will now occupy the northeast corner. The District Council plot on the left of Otford Road, just after Bakers.	Mar 20, 2014 12:10 AM
6	IDE HILL and SUNDRIDGE	Mar 19, 2014 7:25 PM
7	Businesses should be encouraged in rural areas and villages as well as the main towns. At the moment planning legislation seems to favour residential development rather than business use and many former business premises are being lost to housing.	Mar 18, 2014 11:55 AM
8	Hitchen Hatch Lane, on the corner opposite Sevenoaks station. First impressions to Sevenoaks are important.	Mar 18, 2014 11:11 AM
9	Saint John's hill road	Mar 15, 2014 12:06 AM
10	Westerham is "under-promoted" by the District and it's importance as a strategic business locations should be emphasised.	Mar 14, 2014 4:12 PM
11	Swanley	Mar 14, 2014 3:00 PM





**Page 3, Q4. Are there any barriers to improving land or property in your ownership? If so please specify**

1	Why improve when next door some remote party developer will be making a quick buck out of my view and my locality?	Mar 28, 2014 12:36 PM
2	AONB/Green belt	Mar 26, 2014 10:12 AM
3	Work to get empty buildings back into use.	Mar 24, 2014 4:19 PM
4	Costs of planning controls	Mar 21, 2014 9:09 PM
5	We live in a grade II listed property in an AONB.	Mar 20, 2014 4:15 PM
6	Planning issues	Mar 20, 2014 12:41 AM
7	No	Mar 20, 2014 12:10 AM
8	N/A	Mar 19, 2014 12:01 AM
9	n/a	Mar 18, 2014 4:36 PM
10	shortage of car parking	Mar 18, 2014 2:20 PM
11	None that we aware of, at present.	Mar 18, 2014 11:11 AM
12	Being a green belt the restrictions are too severe with no room to improve whatsoever	Mar 17, 2014 12:17 PM
13	As a Public House we are tied to the Landlord - Enterprise. They do not invest and have no intention of investing in the building or land. It is down to us to finance.	Mar 15, 2014 9:25 AM
14	Landlord	Mar 15, 2014 12:06 AM
15	Speaking on behalf of my many clients, yes there are many barriers. Tenants are reluctant to "improve" buildings as they don't see a return on the investment. Landlords or developers are restricted by the planning system. We have been involved in the David Lloyd proposal and were shocked when this was refused. Even worse was the way in which it was refused - ie. the applicant wasn't given the opportunity of withdrawing the application before the formal decision notice had been issued. I would say that most applicants are provided with that opportunity (there's evidence to show this). Something such as the David Lloyd scheme would have brought so much more to Sevenoaks than simply employment and a well designed fitness and tennis facility.	Mar 14, 2014 4:12 PM
16	There seems to be a prevalence of "Nimbyism" in the area. If we want to ensure the long term and short term growth in the area then we need to have a structured, cohesive development plan for growth. Any improvements or development in the area needs to be explained in this context.	Mar 14, 2014 3:56 PM



**Page 4, Q1. Do you have any problems finding suitably qualified staff?**

1	.	Apr 3, 2014 6:25 PM
2	no	Apr 2, 2014 11:38 PM
3	N	Mar 28, 2014 12:38 PM
4	Difficulty in sourcing volunteers - we are a private charitable trust/museum	Mar 27, 2014 3:20 PM
5	no	Mar 26, 2014 10:12 AM
6	no	Mar 24, 2014 8:00 PM
7	No, local agencies have quite a supply of candidates.	Mar 24, 2014 5:35 PM
8	Yes, my cafe is a social enterprise focusing on offering apprenticeships and volunteer roles to local young people. The quality and availability of possible employees within the area is very poor.	Mar 24, 2014 1:46 PM
9	No	Mar 23, 2014 8:20 PM
10	No	Mar 22, 2014 1:20 PM
11	No	Mar 21, 2014 9:32 PM
12	N/a	Mar 20, 2014 7:42 PM
13	N/A	Mar 20, 2014 4:16 PM
14	No as I do not employ anyone.	Mar 20, 2014 12:42 AM
15	No.	Mar 20, 2014 12:12 AM
16	NO	Mar 19, 2014 7:25 PM
17	N/A	Mar 19, 2014 3:34 PM
18	Yes.	Mar 19, 2014 12:06 AM
19	Yes	Mar 18, 2014 4:38 PM
20	No	Mar 18, 2014 3:37 PM
21	Yes, can't find staff from catering staff to operational managers	Mar 18, 2014 2:22 PM
22	No	Mar 18, 2014 11:57 AM
23	N/A	Mar 18, 2014 11:55 AM
24	Yes	Mar 18, 2014 11:13 AM
25	No but finding local staff can be difficult.	Mar 17, 2014 1:54 PM
26	Yes. Though not necessarily that it's the qualification. More an issue around attitude toward work.	Mar 17, 2014 12:48 PM
27	Thank God for Eastern europeans	Mar 17, 2014 12:20 PM
28	yes	Mar 15, 2014 10:03 PM

**Page 4, Q1. Do you have any problems finding suitably qualified staff?**

29	Yes	Mar 15, 2014 9:52 AM
30	No	Mar 15, 2014 12:07 AM
31	Yes.	Mar 14, 2014 7:58 PM
32	We have problems finding people with upholstery skills	Mar 14, 2014 6:06 PM
33	no - do not employ staff - would just source freelancers	Mar 14, 2014 5:30 PM
34	no	Mar 14, 2014 4:19 PM
35	no	Mar 14, 2014 4:13 PM
36	Yes	Mar 14, 2014 4:06 PM
37	Yes	Mar 14, 2014 3:58 PM
38	Yes	Mar 14, 2014 3:50 PM
39	No	Mar 14, 2014 3:47 PM
40	n/a	Mar 14, 2014 3:02 PM
41	Yes - the commuting situation is a barrier with the lack of free parking.	Mar 14, 2014 1:24 PM



**Page 4, Q2. What is your perception of the skills gap in the workforce?**

1	Appalingly low standards at every level - all the talent is (justifiably) sucked into London where the money is earnt.	Mar 28, 2014 12:38 PM
2	As a small manufacturing company we do not find a skills gap for our particular industry.	Mar 24, 2014 5:35 PM
3	There is very little awareness today by young people of the responsibilities they have once commencing paid work.	Mar 24, 2014 1:46 PM
4	This is not applicable to our business	Mar 23, 2014 8:20 PM
5	Not applicable	Mar 21, 2014 9:32 PM
6	N/a	Mar 20, 2014 7:42 PM
7	Don't have any experience to judge.	Mar 20, 2014 12:12 AM
8	A lack of willing (or available) candidates in West Kent for jobs in Sevenoaks Town	Mar 19, 2014 12:06 AM
9	recent recruitment had only poorly qualified applicants -not good graduates with good English, Maths and ambition	Mar 18, 2014 4:38 PM
10	None	Mar 18, 2014 3:37 PM
11	Experince is the problem and lack of people applying for the roles.	Mar 18, 2014 2:22 PM
12	N/A	Mar 18, 2014 11:55 AM
13	Our particular business is not promoted enough in Schools/colleges as a career.	Mar 18, 2014 11:13 AM
14	Skills can be trained, attitudes a much harder task to alter.	Mar 17, 2014 12:48 PM
15	trade skills	Mar 15, 2014 10:03 PM
16	The workforce lacks basic educational skills - literacy, numeracy, verbal and non verbal communication and common-sense. .	Mar 15, 2014 9:52 AM
17	None	Mar 15, 2014 12:07 AM
18	At the moment Edenbridge is generally viewed as an unexciting town. I believe many young stylists would prefer to work in Sevenoaks or Tunbridge wells.	Mar 14, 2014 7:58 PM
19	Many parents do not want school leavers to take up jobs that need practical skills	Mar 14, 2014 6:06 PM
20	illiterate and work shy youth	Mar 14, 2014 5:30 PM
21	none	Mar 14, 2014 4:13 PM
22	There is a shortage of people locally who want to work in hospitality	Mar 14, 2014 4:06 PM
23	I perceive that the people coming out of colleges are not suitably trained or are ready fro employment. There is a yawning gap between what they are taught and what is actually needed in the real world workplace.	Mar 14, 2014 3:58 PM

**Page 4, Q2. What is your perception of the skills gap in the workforce?**

24	Willingness to work & good ethics	Mar 14, 2014 3:50 PM
25	Older workers provide an instant knowledge base that satisfies the micro business but young people with appropriate employability skills can bring freshness.	Mar 14, 2014 3:02 PM
26	Not noticing a gap in my workforce	Mar 14, 2014 1:24 PM

**Page 4, Q4. If yes, which college or University?**

1	An art college in Southwark.	Mar 28, 2014 12:38 PM
2	University of Leicester	Mar 18, 2014 2:22 PM
3	Nottingham University, London South Bank, Greenwich University	Mar 17, 2014 12:48 PM

**Page 4, Q5. Do you have links with a Job Centre?**

1	Looking to employ my first staff. Starting with an apprentice	Apr 3, 2014 6:25 PM
2	Despite advertising the role through the local job centre we only recieved one applicant who was directed to us from the Job Centre.	Mar 24, 2014 1:46 PM
3	Tonbridge JobCentre Plus provides an excellent service for work experience candidates and has also provided a good service for job applicants.	Mar 19, 2014 12:06 AM
4	Very rarely finds suitable candidates as most don't really seem to want a job.	Mar 18, 2014 2:22 PM
5	This connection is all through the internet, where as it used to be more personalised .	Mar 18, 2014 11:13 AM
6	An absolute waste of time.	Mar 15, 2014 9:52 AM





**Page 5, Q1. Please let us know how important you rate these issues to businesses in the Sevenoaks District**

1	Improve the roads! Kent Highways are being ridiculous about repairs which only last for a few weeks.	Mar 28, 2014 12:40 PM
2	This type of work can be promoted by a Community Rail Partnership	Mar 24, 2014 4:21 PM
3	It is a source of much delay caused by the junction of the M.25, west bound, with the M.26 and the A21. It is inconvenient that travellers from the continent are unable to exit at Junction 5.	Mar 23, 2014 8:22 PM
4	Lack of east bound access to and from M25 at Sevenoaks!	Mar 21, 2014 9:31 PM
5	Not all trains returning from London on the Uckfield line stop at Hever, yet they stop on the way in to London. This is very difficult for many people needing to travel home later in the day.	Mar 20, 2014 4:19 PM
6	Don't know Swanley train station.	Mar 20, 2014 12:20 AM
7	We do not use the train services but the road congestion does affect our deliveries.	Mar 18, 2014 3:47 PM
8	The A25 is a nightmare in the mornings	Mar 18, 2014 2:24 PM
9	When attending craft fairs I often have to move my car between car parks because of limited parking times. Also the parking is expensive. It is not possible to transport my stock on public transport.	Mar 18, 2014 11:58 AM
10	Riverhead roundabout to Sevenoaks station is always congested every morning.	Mar 18, 2014 11:16 AM
11	Parking in Sevenoaks is a major issue. We purchase permits for the long stay carpark and regularly cannot get parked here. We are considering relocating away from Sevenoaks as the problem is ongoing.	Mar 17, 2014 1:58 PM
12	Improve on street car parking enforce parking restrictions	Mar 15, 2014 12:10 AM
13	The rail network only brings in a limited number of people into the town, the roads network is far more flexible and affordable. If you want to come into the town from the east or the west the rail links are very poor.	Mar 14, 2014 4:02 PM
14	Height of Edenbridge Rail bridge	Mar 14, 2014 3:51 PM
15	Train stations not important as the lines they are on are not relevant to most staff commuting to Sevenoaks	Mar 14, 2014 1:26 PM



**Page 5, Q2. Are there locations where congestion affects your business? If so, where?**

1	A21	Mar 26, 2014 10:13 AM
2	Any closures to the M25 mean that our staff struggle to get to site on time due to the amount of traffic that gets diverted through Swanley.	Mar 24, 2014 5:37 PM
3	As above,	Mar 23, 2014 8:22 PM
4	No.	Mar 20, 2014 12:20 AM
5	Sevenoaks town during school drop off and rush hours	Mar 19, 2014 3:36 PM
6	Parking capacity availability in Sevenoaks Town.	Mar 19, 2014 12:16 AM
7	No	Mar 18, 2014 4:39 PM
8	Tunbridge Wells and surrounding areas, Tonbridge, East Grinstead especially but any town with road works / closures.	Mar 18, 2014 3:47 PM
9	The A25 and M25 if there are problems it effects staff and visitors ability to get to work.	Mar 18, 2014 2:24 PM
10	Sevenoaks High Street congestion is always a problem.	Mar 17, 2014 1:58 PM
11	a25 M26 Godstone interface	Mar 15, 2014 10:04 PM
12	m26/m25 junction	Mar 15, 2014 10:36 AM
13	Bat and ball cross roads	Mar 15, 2014 12:10 AM
14	The dartford tunnel	Mar 14, 2014 6:07 PM
15	No	Mar 14, 2014 4:20 PM
16	Practically all the roads coming into town.	Mar 14, 2014 4:02 PM
17	Pembroke Road junction with High Street	Mar 14, 2014 3:50 PM
18	A25 Westerham	Mar 14, 2014 3:46 PM



**Page 5, Q3. Do you think there are roads or other transport infrastructure that should be improved? Please say where**

1	Improve the roads! Kent Highways are being ridiculous about repairs which only last for a few weeks. A225 for eg.	Mar 28, 2014 12:40 PM
2	Road signage to attractions (brown signs) should be funded by the council and not by individual attractions, if tourism is considered to be an important part of the economic infrastructure of the area.	Mar 27, 2014 3:22 PM
3	A21	Mar 26, 2014 10:13 AM
4	M25 Dartford Crossing through to M26 needs to be widened.	Mar 24, 2014 5:37 PM
5	Yes. Better train/bus connections for non-car drivers/users. Get the Gatwick Link working more positively to encourage use.	Mar 24, 2014 4:21 PM
6	General quality of the roads locally is appalling. Either constantly covered in pot holes or unable to cope with the weather conditions whether wet, icy.	Mar 24, 2014 1:48 PM
7	Yes! There is really only one road leading into Sevenoaks from the south and congestion occurs regularly between 7.45am and 9am. Any roadworks on the A.225 should have high priority for completion of work as soon as possible. Work on roads, or service requiring the road being closed causes massive disruption and inconvenience to many many people. Workers, tourists commuters all have to sit and wait in their cars, as priority to completing work is not given.	Mar 23, 2014 8:22 PM
8	Bat and Ball cross roads/traffic lights	Mar 22, 2014 1:22 PM
9	A21 at Tunbridge Wells. Better maintenance of local road and footpath infrastructure	Mar 21, 2014 9:31 PM
10	A21	Mar 20, 2014 7:43 PM
11	Potholes in roads. The area in general.	Mar 20, 2014 12:45 AM
12	One way system around Sevenoaks centre, Pembroke Rd to High Street to London Rd. Also roundabout outside Sevenoaks Station with a roadway into and out of the station at the same level as the main road and the station floor, parking or taxi rank underneath.	Mar 20, 2014 12:20 AM
13	More safe cycle lanes throughout the District. Some quieter country roads designated 'rural' - especially those attracting cyclists / horses / walkers (like Eggpie Lane) to have 20 mph speed limit	Mar 19, 2014 9:50 PM
14	A 25	Mar 19, 2014 7:26 PM
15	Pot holes across the whole district!!! (Even when there is no flooding!)	Mar 19, 2014 3:36 PM
16	Parking capacity in Sevenoaks Town. Through traffic control for Sevenoaks Town centre - forcing heavy through traffic to bypass the actual centre.	Mar 19, 2014 12:16 AM
17	Yes - as above.	Mar 18, 2014 3:47 PM
18	More rural buses	Mar 18, 2014 2:24 PM
19	Small riverhead roundabout coming from the A25 and continuing to the Harvester roundabout.	Mar 18, 2014 11:16 AM

**Page 5, Q3. Do you think there are roads or other transport infrastructure that should be improved? Please say where**

20	Bus service needs radically improving	Mar 15, 2014 9:54 AM
21	Make london rd and high street one way systems	Mar 15, 2014 12:10 AM
22	repair roads and fill in potholes	Mar 14, 2014 5:27 PM
23	A better bus / shuttle service from outlying business areas to Sevenoaks.	Mar 14, 2014 4:14 PM
24	Yes, they do need to be improved. Particularly at Riverhead and the station, the Bat and Ball area and the road into town from the south.	Mar 14, 2014 4:02 PM
25	A25 through Westerham	Mar 14, 2014 3:48 PM
26	Need to improve the east west accessibility to Ebbsfleet and the M2	Mar 14, 2014 3:03 PM
27	Parking - subsidised parking for employees and visitor parking permits for businesses	Mar 14, 2014 1:26 PM





**Page 6, Q1. If you need business support and advice, what areas of expertise are most important to you?**

1	Financial. Help with employing staff for the first time	Apr 3, 2014 6:30 PM
2	Retail and sourcing funding.	Mar 27, 2014 3:23 PM
3	tourism;leisure;planning	Mar 26, 2014 10:13 AM
4	marketing	Mar 24, 2014 8:04 PM
5	Marketing	Mar 24, 2014 1:49 PM
6	Gaining the co-operation of Sevenoaks District Council and Sevenoaks Town Council in promoting Tourism as a major money earner for Sevenoaks and the surrounding businesses. This is particularly important following the closure of Sevenoaks Tourist Office in December 2013, by the Town Council without giving adequate thought to what would take its place.	Mar 23, 2014 8:24 PM
7	General advice on tourism	Mar 21, 2014 9:29 PM
8	Computer / technology	Mar 20, 2014 4:21 PM
9	Staff tranining	Mar 18, 2014 4:40 PM
10	HR and health and safty	Mar 18, 2014 3:49 PM
11	Local community support.	Mar 18, 2014 11:18 AM
12	Pro-active support from advisors on business development including funding.	Mar 17, 2014 12:54 PM
13	New technology	Mar 15, 2014 9:56 AM
14	Expansion of business	Mar 15, 2014 12:12 AM
15	Small business management.	Mar 14, 2014 8:00 PM
16	Training facilities	Mar 14, 2014 6:10 PM
17	Talking to other businesses.	Mar 14, 2014 4:08 PM
18	marketing, planning access to customers	Mar 14, 2014 3:05 PM

**Page 6, Q2. Do you think that business loans are sufficiently available to local businesses?**

1	Probably but as we are part of an American company they handle all financial matters.,	Mar 24, 2014 5:40 PM
2	We do not need any finance, but we do not believe that worthwhile businesses cannot get support for their expansion plans.	Mar 23, 2014 8:24 PM
3	Not applicable	Mar 21, 2014 9:29 PM
4	don't know	Mar 20, 2014 4:21 PM
5	Only knowledge I have is of one of our guests who wanted to add a small amount to his existing loan but was told he could have this only if he agreed to give up the low rate on his existing loan and pay a new much higher rate on the new total. Seemed like sharp practice by the bankers to me.	Mar 20, 2014 12:26 AM
6	Never needed any	Mar 18, 2014 4:40 PM
7	Don't know as I haven't tried to obtain one.	Mar 18, 2014 3:49 PM
8	NA	Mar 18, 2014 2:25 PM
9	Dont know.	Mar 18, 2014 11:59 AM
10	Good to see Escalate coming onstream. Worried that the pot is not enough.	Mar 17, 2014 12:54 PM
11	All business loans must be underwritten by personal guarantee - I class that as a personal loan, not a business loan, so there are none available.	Mar 14, 2014 1:29 PM

**Page 6, Q4. Do you receive "real Business" the Council's e-newsletter for local business?**

1	Not sure, haven't seen anything recently.	Mar 24, 2014 5:40 PM
2	If they actually spoke to the local businesses and promoted the successful ones in the town. That would help attract more businesses into the area if it is shown that the area has thriving businesses that can help and support other businesses.	Mar 14, 2014 4:08 PM



**Page 6, Q5. What do you think the Council can do to help businesses in the District be more successful?**

1	The possibility of temporary "pop up shop" type schemes in the high st to give a boost and awareness of small companies	Apr 3, 2014 6:30 PM
2	Cultivate businesses that suit the natural environment and longer term demographics.	Mar 28, 2014 12:42 PM
3	Open a proper tourist/accomodation bureau	Mar 25, 2014 8:30 AM
4	Improved transportation infrastructure	Mar 24, 2014 5:40 PM
5	Look at empty properies on High Streets and encourage property owners to offer them to start-up companies at favourable rates. It is better to have a new business trying to be successful than an empty shop or series of them on the High Street. Look at keeping some of the business rates to be used to offset costs and subsidise this kind of development for start-ups.	Mar 24, 2014 1:49 PM
6	In the absence of a Sevenoaks Tourist Office, it is important to support local tourism through their continued support through Visit Kent, which has excellent plans to promote through its website and visits from their experience staff.	Mar 23, 2014 8:24 PM
7	Reduce regulatory hurdles facilitate business development by addressing infrastructure shortfalls, eg very poor broadband services in rural district (although less than 35 miles from London!)	Mar 21, 2014 9:29 PM
8	Make planning permission more practical for home owners so that they can run business at home and reduce travelling and be more eco friendly	Mar 20, 2014 4:21 PM
9	Finance to help get established	Mar 20, 2014 12:46 AM
10	Work to reduce both business rates and the high cost of High Street rents.	Mar 20, 2014 12:26 AM
11	Parking charges = having to guess how long you want to be there is stupid -	Mar 19, 2014 7:30 PM
12	Staff training	Mar 18, 2014 4:40 PM
13	Lower business rates!	Mar 18, 2014 3:49 PM
14	Increase ease of parking and parking available and improve local bus services so a suitable alternative to driving.	Mar 18, 2014 2:25 PM
15	Free tax/business advice	Mar 18, 2014 11:59 AM
16	Look at having a social services office at Sevenoaks.	Mar 18, 2014 11:18 AM
17	Further a culture of "doing". i.e. A positive approach to making things happen quickly and smoothly.	Mar 17, 2014 12:54 PM
18	Reduce business rates.	Mar 15, 2014 9:56 AM
19	Help with college training schemes	Mar 14, 2014 6:10 PM
20	no business rates on small units and reform business rates on larger units and shops	Mar 14, 2014 5:28 PM
21	arrange workshops/training events covering various aspects of business - advice on tax; property; social media; marketing etc, These could be "sponsored" by local businesses - perhaps morning sessions followed by	Mar 14, 2014 4:18 PM

**Page 6, Q5. What do you think the Council can do to help businesses in the District be more successful?**

	<p>lunch. Allows networking with local businesses + training as well. + allows SDC to engage with businesses. Just a thought.</p>	
22	<p>Actually come out and talk to them, find out who they are and find out why they are not getting involved in the local organisations like the chamber and Town Partnership</p>	<p>Mar 14, 2014 4:08 PM</p>
23	<p>Speedier &amp; more flexible approach to planning.</p>	<p>Mar 14, 2014 3:52 PM</p>
24	<p>Reduce the business rate</p>	<p>Mar 14, 2014 3:49 PM</p>
25	<p>Act as a portal to a range of business support organisations.</p>	<p>Mar 14, 2014 3:05 PM</p>
26	<p>Focus on returning benefit for the business rates received - evidence that monies returned by central government are spent on business infrastructure projects (such as employee parking) would be nice. Without this evidence, the business rates are merely a tax on businesses.</p>	<p>Mar 14, 2014 1:29 PM</p>

**Page 7, Q1. Please let us know how important you rate these issues to businesses in the Sevenoaks District**

1	<p>Why are developers still building in floodplains when it is five years since this was outlawed?</p>	<p>Mar 28, 2014 12:43 PM</p>
2	<p>We have already implemented several measures to improve efficiencies and continue to do so.</p>	<p>Mar 24, 2014 5:41 PM</p>
3	<p>Many people in the area have been worried about the current financial climate and need to know how they can plan and prepare for changes that may affect their business. Also some people have been affected by flooding or generally bad weather and have struggled to keep going. Maybe better networking and courses providing guidelines and could help so that people pull together and work as a team. Small businesses can feel very alone and unsupported, having to wear several different hats and adapt to skills they are not trained in. Less paperwork and someone on the end of the phone would be very helpful not just pushing buttons and using the internet.</p>	<p>Mar 20, 2014 4:30 PM</p>
4	<p>Flooding in Edenbridge should be a top priority having had our offices flooded twice this year</p>	<p>Mar 18, 2014 6:09 PM</p>
5	<p>I ticked not important on the last question. Clearly it is important but I don't think it should be the responsibility of local authorities.</p>	<p>Mar 14, 2014 4:23 PM</p>

**Page 8, Q1. Please let us know how important you rate these issues to businesses in the Sevenoaks District**

1	As we are linked to our parent company in Tennessee USA any improvements to faster connections would be very useful.	Mar 24, 2014 5:42 PM
2	Our Broadband is reasonably satisfactory, but we know from others, particularly those along the north side of the A25, with the 01959 numbers, where connection can be very slow and intermittent.	Mar 23, 2014 8:25 PM
3	Pursue high profile with current initiatives eg KCC/BT to improve infrastructure to deliver real improvements to service, cofund if appropriate.	Mar 21, 2014 9:27 PM
4	This is a huge concern to rural businesses and money should be spent to improve broadband speeds.. It just isn't fair for local rural businesses and we cannot compete with town businesses in the same manner. Good broadband is one of life's necessities these days and we should have better connectivity.	Mar 20, 2014 7:45 PM
5	We often have internet problems and as we have very little time allocated to office work this wastes precious time that is unproductive. People expect an instant response by email and go elsewhere if they don't get a reply	Mar 20, 2014 4:33 PM
6	Fast broadband is a priority in the modern business world.	Mar 20, 2014 12:28 AM
7	The use of the internet is affecting a large number of businesses these days and having a quality broadband link is very important. As a guide, as a small business we receive about 50 emails a day and transfer large files in and out of our business. I don't think that we are exceptional.	Mar 14, 2014 4:11 PM
8	The internet is vital to what we do. To get more business to use rural areas inc farm conversions, then fast broadband to country areas is a must	Mar 14, 2014 3:47 PM
9	Affordability is also of key importance.	Mar 14, 2014 3:05 PM

**Page 9, Q1. Please let us know how important you rate these issues to businesses in the Sevenoaks District**

1	I have already touched on this subject earlier in the Survey. SDC has made an excellent contribution in the last year by supporting Tourism through its "Vacancies facility", but this is dependent on a caller knowing that the Council is the place to ring. The Sevenoaks District Accommodation Forum is a vibrant forward thinking organisation which has replaced the departed Tourist Board, but lacks a central point for visitors who arrive by car and don't know where to find advice.	Mar 23, 2014 8:26 PM
2	Most of my customers come from my village by word or mouth.	Mar 22, 2014 1:24 PM
3	I have started a new business this year running a small B & B with only one double room. I would like to consider expanding at some stage , but feel there may be planning issues. I have found SDAF very helpful for meeting people in similar businesses and it is great to have this network facility. When making enquiries via the internet about setting up, I found it unhelpful but a friend who does B & B helped me a lot and introduced me to her contacts, then I received assistance from Visit Kent who put me in touch with SDAF. Information on the internet was confusing and put me off as the legislation was a bit scary!	Mar 20, 2014 4:42 PM
4	Small b and b's could be started with small loans or 50/50 funding. Would help retirees retain an income.	Mar 20, 2014 12:49 AM
5	A great opportunity for Sevenoaks to have a Formula One style hotel was lost with the demolition of the old Police Station in Morewood Road. The building was of the right shape & size and had good car-parking.	Mar 20, 2014 12:32 AM
6	I have no involvement in the tourist industry, but can see its value to other businesses	Mar 16, 2014 8:32 PM
7	Tourism is already very well supported in this area although there is a severe lack of hotel spaces. I am surprised that none of the national chains have picked up on this, or maybe they don't see the area as a viable place to do business and that tourism is important here.	Mar 14, 2014 4:14 PM





**Page 10, Q1. Please let us know if we have missed anything you think should be a priority or any other comments that you would like to make?**

1	I would like to see 'accommodation' spelled correctly.	Mar 23, 2014 8:28 PM
2	Nothing that I can think of as I am a very small B & B business so don't have much to say about businesses.	Mar 22, 2014 1:26 PM
3	Broadband is one of THE most significant issues for small businesses Our investment in a holiday let will be negatively affected by the poor broadband infrastructure in rural Sevenoaks	Mar 21, 2014 9:27 PM
4	Some of may comments may not be relevant to the subjects but I felt I wanted to mention them. We also run a small decorating business which we have relocated from Surrey to our home address in Hever. This has been established since 1983 and we work in Kent, Surrey and Sussex. We would like to do more work in this area and obviously the issues for this type of business are different to those of Bed and Breakfast. We only employ 2 people. However, many of the problems small businesses encounter are the same. Changing times and advanced technology are often a challenge for hands on trades people or practical individuals who have had no formal training in admin and computer skills. Both my husband and myself struggle to keep on top of paperwork and demanding admin which larger businesses can allocate to a specific department. Perhaps a flexible option for this type of thing could become available as taking time out to study these skills is very difficult. Even if it's not free, flexibility like a drop in would be great or a practical help line would be good too.	Mar 20, 2014 4:52 PM
5	Ensure candidates enrolled on free courses pay a penalty fee if they do not attend. A course I attended 3 years ago, only 5 out of 24 candidates were present.	Mar 20, 2014 12:52 AM
6	Car parking charges in the centre of Sevenoaks are prohibitive. All day parking for business people should be made affordable for the average shop worker, First hour should be free in the short term car parks to encourage retail visitors.	Mar 20, 2014 12:38 AM
7	transport to rural areas	Mar 19, 2014 7:32 PM
8	Parking	Mar 18, 2014 12:02 PM
9	Is there any support for sole traders? There are existing networking groups that are not connected to the council, but does the council provide anything?	Mar 18, 2014 12:01 PM
10	Thank you for inviting views on this survey! I look forward to integrating further into the fabric of Sevenoaks District!	Mar 17, 2014 12:57 PM
11	Very small business such as my own(7 people involved in manufacturing metalwork items) have very little support. Even the small rates relief is capped at 12,000 and I am just over at 12,500! There is no incentive whatever or assistance to grow, Business Link in its old format was a great resource- we may as well just cease trading it is such an uphill struggle to meet H&S standards. We do our level best but there is no support in the form of advice or grants(grants please note- not loans!)	Mar 16, 2014 8:36 PM
12	It would be better if the organisations like the Town Partnership actually spoke to businesses and listened to their concerns and wishes rather than it being a vehicle for the self-aggrandisement of the Town Councillors. If you can do that, that will be of far more use.	Mar 14, 2014 4:22 PM

**Page 10, Q1. Please let us know if we have missed anything you think should be a priority or any other comments that you would like to make?**

13	Support for those specifically working from home with access to business hubs and independent advice and guidance.	Mar 14, 2014 3:07 PM
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