

APPENDIX A

Assumptions of B Use Class SIC Codes

APPENDIX B

Business Survey Proforma

B. BUSINESS SURVEY PROFORMA

Sutton Business Survey

Good morning/afternoon/evening. My name is _____ and I'm calling from _____, an independent market research company. We are currently working for the London Borough of Sutton and are keen to find out your views on local business needs and how local businesses will function over the next 10 years. This information will be used to help steer the new planning policies of the Council, currently being framed and which will be publicised for consultation later this year.

*Find appropriate person to speak to (MD/director/owner)
If not convenient time, arrange appointment for call-back.
If do not have required information to hand, send fax through sheet.*

Please can you confirm the postcode of the business?
Verify postcode according to that shown on sample sheet. Amend below if necessary.

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Overview of business

First of all, I'd like to ask you some general questions about the business...

A: BUSINESS

Ask all

A1

Please can you confirm that your business activity is
Read out Experian Classification Description.

Ask all

A2

On what basis do you occupy your premises. Is it :

Read out

- | | |
|--------------|------------|
| a) Freehold | (Go to A5) |
| b) Leasehold | (Go to A4) |
| c) Licence | (Go to A4) |
| d) Other | (Go to A5) |

Ask A3 only if respondent answers 'b' or 'c' at A2. All others go to A4.

A3

How many years remain on your existing lease/licence?
_____ (write in)

Ask all

A4

How long has this business been established in Sutton?

_____ (write in)

A5

Roughly how much floor space do your premises occupy? (write in)

_____ sq. metres OR _____ sq. feet

A6

What proportions of floor space are dedicated to the following uses:

Read out categories. Write in percentages. Ensure percentages total 100%.

- | | |
|------------------------------|---------|
| a) Office activities | _____ % |
| b) Production | _____ % |
| c) Studio/flexible workspace | _____ % |
| d) Warehouse/storage | _____ % |
| e) Showroom | _____ % |
| f) Vacant | _____ % |
| g) Other (specify) _____ | _____ % |
| Sum = 100% | |

Employment

Ask all

A7

How many full-time and part-time staff (including yourself) does your business employ at this site?

Read out. Write in numbers

- | | |
|--------------|-------|
| a) Full-time | _____ |
| b) Part-time | _____ |

The next questions concern the business' suppliers, customers, turnover and business premises costs...

Ask all

A8

Where are your suppliers based ? Please tell me what percentages of your suppliers are located in each of the following areas:

Read out categories. Write in percentages Ensure percentages total 100%.

- | | |
|--|---------|
| a) In the Borough of Sutton or neighbouring boroughs | _____ % |
| b) Rest of London | _____ % |
| c) Rest of the South East | _____ % |
| d) Nationally | _____ % |
| e) Internationally | _____ % |
| Sum = 100% | |

A9

And where are your customers based? Please tell me what percentages of your customers are located in each of the following areas:

Read out categories. Write in percentages Ensure percentages total 100%.

- | | |
|--|---------|
| a) In the Borough of Sutton or neighbouring boroughs | _____ % |
| b) Rest of London | _____ % |
| c) Rest of the South East | _____ % |
| d) Nationally | _____ % |
| e) Internationally | _____ % |
| Sum = 100% | |

A10

What proportion of your staff live within a 5 mile radius of this site?

If number, ensure this is not greater than the total number of staff employed at the site (A7)

Percentage: _____ % or No.: _____

A11

Does the business suffer from any skills shortages?

- a) Yes (Go to A12)
b) No (Go to next section)

Ask A12 only if respondent answers 'a' at A11. All others go to next section.

A12

What type of skills shortages are these?

Read out categories. Code all that apply.

- a) Managerial
b) Technical/professional
c) Skilled
d) Semi-skilled
e) Unskilled
f) Clerical/administrative
g) Other (specify) _____

B: PREMISES

Input and Output

The next questions concern issues relating to your business' premises...

B1

Excluding rates, approximately what **proportion** of the business turnover do you spend on business accommodation costs?

*Interviewer: this should include any rent or mortgage payments, maintenance and insurance costs, but **exclude rates***

_____ % (Write in)

Ask B2 and B3 to those who do **not** occupy their premises on a Freehold basis (*i.e. only ask those who answered 'b', 'c' or 'd' at A2*). All others go to B4

B2

If you rent your premises, approximately how much do you currently pay for your business premises?

- £_____ per sq. metre
- £_____ per sq. foot
- £_____ per month
- £_____ per year
- Don't know
- Not applicable

B3

Given your location and the quality of your business premises, how would you rate your current rental levels/business premises costs?

- a) Good value for money
- b) Fair Value for money
- c) Poor Value for money
- d) Other (Specify) _____

Ask All

B4 Do you consider your premises to be suitable for the ongoing operation of your business (for example, over the next 10 years)?

- a) Yes (go to next Section)
- b) No (go to B5)
- c) Don't Know (go to next Section)

Ask B5 only to those that answered (b) to Question B4

B5

What are the main factors that contribute to your premises being unsuitable for your business needs.

Do not read out. Code first four mentions only. (Ensure response relates to Sutton, e.g. if respondent says 'cheaper council tax in X' this should be coded as (a))

- a) High business rates
- b) High rents
- c) Premises too old / in poor condition
- d) Site / premises too small
- e) Unfavourable lease conditions
- f) High security costs
- g) Poor site access
- h) Poor public transport
- i) Lack of car parking provision
- j) Poor image of site / premises
- k) Poor public realm (e.g. street lighting, pavements, landscaping)
- l) Poor local facilities/amenities
- m) Other (specify) _____

C: EXPANSION / CONSOLIDATION**Expansion**

The next few questions concern your future plans for the business...

C1

Are you planning to expand the business in the next 10 years?

If respondent is unable to consider the next 10 years, ask question for the 'short term future'.

- a) Yes (Go to C2)
- b) No (Go to next section)
- c) Don't know (Go to next section)

Ask C2 only if respondent answers 'a' to C1. All others go to next Section

C2

How many full-time and part-time staff do you envisage taking on?

Read out. Write in numbers

- a) Full-time _____
- b) Part-time _____

C3

Will this expansion lead to a need for additional floor space?

- a) Yes (Go to C4)
- b) No (Go to next section)
- c) Don't know (Go to next section)

Ask C4 + C5 only if respondent answers 'a' at D3. All others go to next section.

C4

Roughly how much **additional** floor space do you think you will need?

_____ square feet/ or
_____ square metres

C5

Could this additional floor space be provided on your current site through the following measures?

Read out. Code all that apply.

- a) Extension
- b) Refurbishment
- c) Redevelopment
- d) More intensive use of existing space
- e) None of the above
- f) Don't know

D: RELOCATION

Ask all

D1

Are you likely to relocate from your current premises over the next 3 years?

- a) Yes (Go to D2)
- b) No (Go to next Section)

Ask D2-D5 only if respondent answers 'a' at D1. All others go to next section.

D2a

To which of the following locations have you considered relocating?

Read out. Code all that apply.

- a) Within the Borough of Sutton
- b) Elsewhere in surrounding areas / boroughs
- c) Elsewhere in Greater London
- d) Elsewhere in the South East
- e) To a specific location _____ (specify location)

D2b

Ask D2b only if respondent answers 'a' to D2a. All others go to D3.

To what type of location would you prefer to relocate?

Read out. Code all that apply

- a) Dedicated Industrial Area
- b) Residential Area
- c) Town centre / commercial district
- d) Mixed use area
- e) Other (please specify) _____

D3

What are your main reasons for relocating?

Do not read out. Code first three mentions only. (Ensure response relates to Sutton, e.g. if respondent says 'cheaper council tax in X' this should be coded as (a))

- a) High business rates
- b) High rents
- c) Outgrowing existing accommodation (premises too small)
- d) High security costs
- e) Traffic congestion
- f) Poor access
- g) Poor public transport
- h) To be closer to other similar businesses, suppliers or customers
- i) Poor signage
- j) Premises in poor condition / out dated
- k) Poor skills base
- l) Limited labour available
- m) Poor image
- n) Poor public realm (e.g. street lighting/furniture, pavements, landscaping)
- o) Poor local facilities/amenities
- p) Lack of car parking provision
- q) Other (specify) _____

D4

How much floor space do you think you will need for each of the following uses?

Read out uses. Record amount of space required for each, including 'None' where no space is required for a particular use. Calculate total floor space required.

	Sq Metres	Sq Feet	DK	None
a) Office Space	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
b) Production workspace	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
c) Studio/flexible workspace	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
d) Warehouse/storage	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
e) Showroom	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
f) Other (specify).....	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
g) Total floor space required	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>

D5

Is this type of premises available within Sutton?

Code one answer only

- a) Yes
- b) No
- c) Don't know

D6

If actively seeking alternative premises, how long have you been looking?

- a) Up to 2 months
- b) 2 to 6 months
- c) 6 to 12 months
- d) over 12 months.

London Borough of Sutton

E: SUTTON AS A BUSINESS LOCATION

Ask all

E1

How do you regard Sutton as a business location? Do you think it is:

Read out. Code one answer only.

- a) A good location *(Go to E2, then go to E5)*
- b) A poor location *(Go to E3, E4 & E5)*
- c) Neither good nor poor *(Go straight to E5)*
- d) Good in some ways, poor in others *(Go to E2, E3, E4 & E5)*

Ask E2 only if respondent answers 'a' or 'd' at E1.

E2

What aspects do you consider to be good?

Do not read out. *Code most appropriate responses & all that apply*

- a) Low business rates
- b) Low rents
- c) Low overall costs

- d) Good labour supply
- e) Good local skills base
- f) Network of contacts
- g) Good quality land/premises
- h) Good transport/access arrangements
- i) Good signage
- j) Low crime rate
- k) Little traffic congestion
- l) Good public transport
- m) Good car parking
- n) Local suppliers
- o) Local customer base
- p) Good image for businesses
- q) Good public realm (e.g. street lighting/furniture, pavements, landscaping)
- r) Good local facilities/amenities
- s) Local cultural scene
- t) Other (specify) _____

Ask E3 & E4 only if respondent answers 'b' or 'd' at E1

E3

What aspects do you consider to be poor?

Do not read out. Code most appropriate responses & all that apply

- a) High business rates
- b) High rents
- c) High overall costs
- d) Poor labour supply
- e) Poor local skills base
- f) Little local networking
- g) Poor quality land/premises
- h) Poor transport/access arrangements
- i) Poor car parking provision
- j) Poor signage
- k) High crime rate
- l) Traffic congestion
- m) Poor public transport
- n) Few local suppliers
- o) Few local customers
- p) Poor image for businesses
- q) Poor public realm (e.g. street lighting/furniture, pavements, landscaping)
- r) Poor local facilities/amenities
- s) Other (specify) _____

E4

Are these factors significant enough to make you leave Sutton?

- a) Yes
- b) No
- c) Don't know

Ask all

E5

Is there anything the Borough of Sutton could do to help your business operate more effectively?

- a) Yes (Go to E6)
- b) No (Go to E7)
- c) Don't know (Go to E7)

Ask E6 only if respondent answers 'a' at E5. All others go to E7.

E6

What would you like to be done?

Do not read out. Code the most appropriate responses & all that apply

- a) Reduce taxes
- b) Reduce rents
- c) Improve image of Borough
- d) Improve public realm (e.g. street lighting/furniture, pavements, landscaping)
- e) Reduce crime
- f) Improve public transport
- g) Improve car parking provision
- h) Improve access
- i) Reduce traffic congestion
- j) Increase availability of land and premises
- k) Increase availability of labour
- l) Other(specify) _____

Ask all

E7

Are there any additional comments you would like to make regarding local business needs in Sutton?

Yes: _____

ETHNICITY

Ethnicity

F1

And finally, please tell me how you would describe the ethnic origin of the owner(s) of this business?

Ensure respondent understands you are asking about the owner rather than him/herself. If business is owned by 1+ people, record ethnic origin of each owner.

Do not read out. Prompt to obtain complete response – e.g. If response is 'White', ask 'Is that White – British, Irish, Cypriot, Greek Cypriot, Turkish Cypriot, Kurdish or another ethnicity?'

- a) White – British
- b) White – Irish
- c) White – Turkish / Turkish Cypriot
- d) White – Greek / Greek Cypriot
- e) White – Kurdish
- f) White – Other
- g) Mixed – White and Black Caribbean

- h) Mixed – White and Black African
- i) Mixed – White and Asian
- j) Mixed - Other
- k) Asian / Asian British – Indian
- l) Asian / Asian British – Pakistani
- m) Asian / Asian British – Bangladeshi
- n) Asian / Asian British - Other
- o) Black / Black British – Caribbean
- p) Black / Black British – African Somali
- q) Black / Black British – African Eritrean
- r) Black / Black British – African Nigerian
- s) Black / Black British – African Ghanaian
- t) Chinese
- u) Filipino
- v) Vietnamese
- w) Any other ethnic group
- x) Refused

Record contact details for quality assurance purposes
Thank respondent and close.

APPENDIX C

Business Survey Findings

C. BUSINESS SURVEY FINDINGS

INTRODUCTION

- C.1 Atkins was commissioned to undertake an assessment of current employment and floor space use and future demand to inform the preparation of the Local Development Framework. As part of this study, a business survey was conducted with local businesses.
- C.2 The main objective of the survey was to provide a statistically significant, empirical basis for assessing future business needs in the borough, having particular regard to requirements for employment land and premises. In accordance with ODPM best-practice, the business survey provides an important strand of analysis used to inform our assessment of future employment land and floor space requirements in Sutton.
- C.3 This report sets out the detailed findings of the business survey and is presented as an appendix to the main study report.
- C.4 The report is structured into the following Sections:
- Methodology
 - Survey sample details
 - Survey results

METHODOLOGY

C.5 A survey of indigenous businesses within Sutton was conducted in order to provide a statistically significant assessment of needs amongst borough's business community. This provides an empirical source of data which can be used to supplement analysis provided by the manipulation of secondary data sources.

C.6 The key topics research included:

- Type of ownership;
- Ownership / number of years remaining on lease;
- Rental information and affordability issues;
- Type and size of premises;
- Land and premises requirements;
- Employment information;
- Future plans, including expansion, relocation and investment.

Survey Process

C.7 The information was collected through a series of 15 minute interviews with 255 businesses located within Sutton. Interviews were conducted with owners, managers and directors.

Survey Sample

C.8 The sample frame was taken from the Annual Business Inquiry whilst the sample itself was drawn from the Experian business database. It is important to highlight that the sample included private sector business types only likely to accommodate B-use class floor space.

C.9 The survey was carried out with 255 businesses, representing over 8% of all B-use class businesses in the borough. The sample frame included quotas to

ensure that each industry sector was represented. Quotas were based on the universal split of the Borough's businesses between the five industry sectors. The sectors were:

- Manufacturing;
- Construction;
- Transport, distribution & wholesale;
- Business services; and
- Other services.

C.10 A secondary quota was also established in order to achieve representative proportions of interviews with businesses of different sizes. The size brackets were:

- Small (0 -10 employees)
- Medium (11 – 49 employees)
- Large (50 + employees)

Survey Outputs

C.11 The remainder of this report details the main findings from the telephone surveys. The results shown here are not weighted.

C.12 The findings have been analysed by industry sector and company size (in terms of the number of employees) where appropriate.

SURVEY SAMPLE DETAILS

C.13 The following two tables set out the survey sample population by industry and by size of business. There were a total of 255 interviews conducted. The Tables confirm that the representation of each sector and business size in the survey sample was in-line with that of the borough as a whole.

Table C.1– Industry sector

Industry sector	Sutton businesses		Survey interviews	
	Number	% of total	Number	% of total
Manufacturing	574	18.9	49	19.2
Construction	738	24.2	62	24.3
Transport, distribution & wholesale	573	18.8	48	18.8
Business services	729	23.9	61	23.9
Other services	431	14.2	35	13.7
TOTAL	3045	100.0	255	100

Table C.2 – Business size

Business size	Sutton Businesses		Survey Interviews	
	Number	% of total	Number	% of total
Small (0 – 10 employees)	2553	83.8	213	83.5
Medium (11 – 49 employees)	396	13.0	34	13.3
Large (50 + employees)	96	3.2	8	3.1
TOTAL	3045	100	255	100

SURVEY RESULTS

BUSINESSES PREMISES

C.14 Table C.3 shows that the most common basis by which businesses occupy their premises is a freehold (38.2%). This figure is highest in the transport, distribution & wholesale sector (40.8%) and for medium size businesses (45.8%). Only business services show a different pattern, with leasehold being the most common form. Leaseholds are particularly common for large businesses (62.5%).

Table C.3 – On what basis do you occupy your premises?

	Freehold		Leasehold		Licence		Work from home		Other		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Industry sector												
Manufacturing	20	40.8	16	32.7	1	2.0	9	18.4	3	6.1	49	100
Construction	24	38.7	16	25.8	1	1.6	17	27.4	4	6.5	62	100
Transport, dist & wholesale	22	45.8	13	27.1	3	6.3	5	10.4	5	10.4	48	100
Business services	18	29.5	21	34.4	6	9.8	10	16.4	6	9.8	61	100
Other services	13	38.2	9	26.5	0	0.0	10	29.4	2	5.9	34	100
TOTAL	97	38.2	75	29.5	11	4.3	51	20.1	20	7.9	254	100
Business size												
Small	79	37.1	57	26.8	10	4.7	49	23.0	18	8.5	213	100
Medium	15	45.5	13	39.4	1	3.0	2	6.1	2	6.1	33	100
Large	3	37.5	5	62.5	0	0.0	0	0.0	0	0.0	8	100
TOTAL	97	38.2	75	29.5	11	4.3	51	20.1	20	7.9	254	100

C.15 A high proportion of respondents work from home (20.1%), particularly in the other services (29.4%) and construction (27.4%) sectors. Unsurprisingly nearly all of those who work from home are small businesses. Only two medium-size businesses work from home and no large businesses do.

C.16 Other types of occupation account for nearly 8%. These include mobile working, rented and a mixture of freehold, lease & license.

- C.17 Table C.4 shows, for those who occupy their premises on a leasehold or license basis, how long is left on their lease. Well over half of respondents (57%) have less than 5 years left on their lease. A further 19.8% don't know how long they have left. There are only a very limited number of businesses with leases with over 10 years left on them.
- C.18 Table C.5 shows how long the surveyed businesses have been established in the area. Nearly a quarter (22.7%) have been established in the area for over 20 years. This increases for the large firms to a half (50%).
- C.19 A particularly high proportion of those in the other services (42.9%) and to a lesser extent those in the business services (36.1%) have been active in the area for up to 5 years. These are nearly all small firms.

Table C.4 – How long is left on your existing lease?

Years left on lease		< 1	1 to 2		3 to 5		6 to 10		11 to 15		16 to 20		20 +		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
By industry sector																		
Manufacturing	3	17.6	2	11.8	5	29.4	3	17.6	0	0.0	0	0.0	0	0.0	4	23.5	17	100
Construction	2	11.8	5	29.4	4	23.5	1	5.9	2	11.8	0	0.0	0	0.0	3	17.6	17	100
Transport, distribution & wholesale	5	31.3	2	12.5	3	18.8	0	0.0	2	12.5	0	0.0	2	12.5	2	12.5	16	100
Business services	4	14.8	5	18.5	4	14.8	4	14.8	2	7.4	2	7.4	0	0.0	6	22.2	27	100
Other services	1	11.1	0	0.0	4	44.4	1	11.1	0	0.0	0	0.0	1	11.1	2	22.2	9	100
TOTAL	15	17.4	14	16.3	20	23.3	9	10.5	6	7.0	2	2.3	3	3.5	17	19.8	86	100
By company size																		
Small	13	19.4	9	13.4	16	23.9	7	10.4	6	9.0	1	1.5	2	3.0	13	19.4	67	100
Medium	2	14.3	5	35.7	2	14.3	2	14.3	0	0.0	1	7.1	1	7.1	1	7.1	14	100
Large	0	0.0	0	0.0	2	40.0	0	0.0	0	0.0	0	0.0	0	0.0	3	60.0	5	100
TOTAL	15	17.4	14	16.3	20	23.3	9	10.5	6	7.0	2	2.3	3	3.5	17	19.8	86	100

Table C.5 - How long has the business been established in the area?

Years left on lease		< 1		1 to 2		3 to 5		6 to 10		11 to 15		16 to 20		20 +		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	
By industry sector																			
Manufacturing	1	2.0	2	4.1	7	14.3	10	20.4	5	10.2	7	14.3	15	30.6	2	4.1	49	100	
Construction	1	1.6	6	9.7	8	12.9	12	19.4	10	16.1	9	14.5	16	25.8	0	0.0	62	100	
Transport, distribution & wholesale	1	2.1	4	8.3	5	10.4	7	14.6	5	10.4	11	22.9	13	27.1	2	4.2	48	100	
Business services	2	3.3	7	11.5	13	21.3	17	27.9	8	13.1	5	8.2	9	14.8	0	0.0	61	100	
Other services	2	5.7	6	17.1	7	20.0	9	25.7	4	11.4	2	5.7	5	14.3	0	0.0	35	100	
TOTAL	7	2.7	25	9.8	40	15.7	55	21.6	32	12.5	34	13.3	58	22.7	4	1.6	255	100	
By company size																			
Small	7	3.3	23	10.8	37	17.4	47	22.1	23	10.8	28	13.1	45	21.1	3	1.4	213	100	
Medium	0	0.0	2	5.9	3	8.8	8	23.5	8	23.5	4	11.8	9	26.5	0	0.0	34	100	
Large	0	0.0	0	0.0	0	0.0	0	0.0	1	12.5	2	25.0	4	50.0	1	12.5	8	100	
TOTAL	7	2.7	25	9.8	40	15.7	55	21.6	32	12.5	34	13.3	58	22.7	4	1.6	255	100	

- C.20 Respondents were asked how much floor space their current premises occupy. Table C.6 and C.7 detail the results of this question.
- C.21 The average floor space occupied by respondents was 363 square metres. This figure was largest for those in the manufacturing sector, where the average was 1,009 square metres. In total, just over 41,000 square metres of floor space was occupied by the respondents to the question. As would be expected, large firms occupied the largest amount of floor space on average. However due to the number of small firms, these account for a larger amount in total.
- C.22 It should be noted that nearly half of respondents did not know how much floor space their premises occupied.

Table C.6 – How much floor space do your current premises occupy?
Summary

	Overall			Excluding outliers		
	Number of responses ¹	Average floor space (sq.m)	TOTAL floor space (sq.m)	Number of responses ²	Average floor space (sq.m)	TOTAL floor space (sq.m)
By industry sector						
Manufacturing	24	967	23 219	23	1 009	23 218
Construction	26	346	8 993	26	346	8 993
Transport, distribution & wholesale	16	3 986	63 774	15	252	3 774
Business services	37	106	3 934	36	109	3 933
Other services	13	85	1 108	13	85	1 108
TOTAL	116	871	101 027	113	363	41 025
Size of business						
Small (0-10)	92	211	19 377	90	215	19 375
Medium (11-50)	21	3 730	78 321	20	916	18 321
Large (51+)	3	1 110	3 330	3	1 110	3 330
TOTAL	116	871	101 027	113	363	41 025

¹ Excludes 'did not know' responses

² Excludes 'did not know' responses and outliers.

Table C.7 – How much floor space do your premises occupy?

Industry sector	Floor space (sq.m)	0-100		101-250		251-500		501-1000		1001-5000		5001+		Don't know		Total	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing		8	16	5	10	4	8	2	4	4	8	1	2	25	51	49	100
Construction		12	19	6	10	3	5	3	5	2	3	0	0	36	58	62	100
Transport, distribution & wholesale		5	10	6	13	2	4	2	4	0	0	1	2	32	67	48	100
Business services		29	48	5	8	1	2	2	3	0	0	0	0	24	39	61	100
Other services		11	31	1	3	1	3	0	0	0	0	0	0	22	63	35	100
TOTAL		65	25	23	9	11	4	9	4	6	2	2	1	139	55	255	100
Size of business																	
Small (0-10)		59	28	20	9	7	3	3	1	2	1	1	0	121	57	213	100
Medium (11-50)		6	18	3	9	3	9	5	15	3	9	1	3	13	38	34	100
Large (51+)		0	0	0	0	1	13	1	13	1	13	0	0	5	63	8	100
TOTAL		65	25	23	9	11	4	9	4	6	2	2	1	139	55	255	100

C.23 Tables C.8 to C.14 look at the proportions of respondents premises that are dedicated to specific uses. The uses looked at are:

- Office activities;
- Production;
- Studio/flexible workspace;
- Warehouse/storage;
- Showroom;
- Vacant; and
- Other.

C.24 Nearly a third (33.7%) of respondents dedicate between 75% and 100% of their premises to office activities. As one would expect, this figure is highest in the business services category (63.9%). Half of the large firms interviewed dedicate between 75% and 100% of their space to office activities. Nearly a quarter (22.7%) of respondents do not dedicate any space to office activities. This figure is highest in the manufacturing (36.7%) and other services (37.1%) sectors.

C.25 Manufacturers and those in the transport, distribution & wholesale sector dedicate the largest proportion of their floor space to production. Over three quarters of respondents dedicate no floor space to studio/flexible workspace. Medium-size businesses are most likely to dedicate floor space to warehousing. A very high proportion of respondents (86.7%) do not dedicate any space to showroom activities.

C.26 Less than 6% of respondents have any vacant floor space, and none of them have over 50% of their floor space vacant. Those in the construction sector have the most floor space dedicated to 'other' uses. Small businesses are most likely to have a large proportion of their floor space dedicated to other uses. The most common other use is home living. Other uses include; garage/parking, kitchen, toilets/bathroom, meeting room, rented out office accommodation, snooker room and outdoor sports activities.

Table C.8 – Proportion of floor space dedicated to office activities

Industry sector	Proportion of floor space		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	18	36.7	13	26.5	4	8.2	3	6.1	10	20.4	1	2.0	49	100		
Construction	10	16.1	18	29.0	8	12.9	2	3.2	19	30.6	5	8.1	62	100		
Transport, distribution & wholesale	9	18.8	21	43.8	3	6.3	0	0.0	8	16.7	7	14.6	48	100		
Business services	8	13.1	10	16.4	2	3.3	2	3.3	39	63.9	0	0.0	61	100		
Other services	13	37.1	8	22.9	1	2.9	1	2.9	10	28.6	2	5.7	35	100		
TOTAL	58	22.7	70	27.5	18	7.1	8	3.1	86	33.7	15	5.9	255	100		
Size of business																
Small (0-10)	54	25.4	55	25.8	14	6.6	6	2.8	73	34.3	11	5.2	213	100		
Medium (11-50)	3	8.8	14	41.2	4	11.8	1	2.9	9	26.5	3	8.8	34	100		
Large (51+)	1	12.5	1	12.5	0	0.0	1	12.5	4	50.0	1	12.5	8	100		
TOTAL	58	22.7	70	27.5	18	7.1	8	3.1	86	33.7	15	5.9	255	100		

Table C.9 – Proportion of floor space dedicated to production

Industry sector	Proportion of floor space		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	30	61.2	2	4.1	2	4.1	2	4.1	6	12.2	8	16.3	1	2.0	49	100
Construction	53	85.5	2	3.2	0	0.0	0	0.0	1	1.6	1	1.6	5	8.1	62	100
Transport, distribution & wholesale	30	62.5	0	0.0	3	6.3	3	6.3	2	4.2	6	12.5	7	14.6	48	100
Business services	59	96.7	0	0.0	0	0.0	0	0.0	0	0.0	2	3.3	0	0.0	61	100
Other services	28	80.0	0	0.0	2	5.7	2	5.7	1	2.9	2	5.7	2	5.7	35	100
TOTAL	200	78.4	4	1.6	7	2.7	7	2.7	10	3.9	19	7.5	15	5.9	255	100
Size of business																
Small (0-10)	170	79.8	3	1.4	5	2.3	5	2.3	8	3.8	16	7.5	11	5.2	213	100
Medium (11-50)	24	70.6	1	2.9	2	5.9	2	5.9	2	5.9	2	5.9	3	8.8	34	100
Large (51+)	6	75.0	0	0.0	0	0.0	0	0.0	0	0.0	1	12.5	1	12.5	8	100
TOTAL	200	78.4	4	1.6	7	2.7	7	2.7	10	3.9	19	7.5	15	5.9	255	100

Table C.10 – Proportion of floor space dedicated to studio/flexible workspace

Industry sector	Proportion of floor space		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	42	85.7	1	2.0	1	2.0	1	2.0	0	0.0	4	8.2	1	2.0	49	100
Construction	50	80.6	3	4.8	0	0.0	0	0.0	2	3.2	2	3.2	5	8.1	62	100
Transport, distribution & wholesale	27	56.3	4	8.3	2	4.2	2	4.2	0	0.0	8	16.7	7	14.6	48	100
Business services	53	86.9	2	3.3	0	0.0	0	0.0	2	3.3	4	6.6	0	0.0	61	100
Other services	24	68.6	0	0.0	3	8.6	3	8.6	0	0.0	6	17.1	2	5.7	35	100
TOTAL	196	76.9	10	3.9	6	2.4	6	2.4	4	1.6	24	9.4	15	5.9	255	100
Size of business																
Small (0-10)	164	77.0	6	2.8	6	2.8	6	2.8	4	1.9	22	10.3	11	5.2	213	100
Medium (11-50)	25	73.5	4	11.8	0	0.0	0	0.0	0	0.0	2	5.9	3	8.8	34	100
Large (51+)	7	87.5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	12.5	8	100
TOTAL	196	76.9	10	3.9	6	2.4	6	2.4	4	1.6	24	9.4	15	5.9	255	100

Table C.11 – Proportion of floor space dedicated to warehouse/storage

Industry sector	Proportion of floor space		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	38	77.6	3	6.1	2	4.1	1	2.0	4	8.2	1	2.0	49	100		
Construction	39	62.9	6	9.7	6	9.7	1	1.6	6	9.7	4	6.5	62	100		
Transport, distribution & wholesale	25	52.1	9	18.8	2	4.2	0	0.0	5	10.4	7	14.6	48	100		
Business services	53	86.9	5	8.2	0	0.0	1	1.6	2	3.3	0	0.0	61	100		
Other services	26	74.3	2	5.7	5	14.3	0	0.0	0	0.0	2	5.7	35	100		
TOTAL	181	71.0	25	9.8	15	5.9	3	1.2	17	6.7	14	5.5	255	100		
Size of business																
Small (0-10)	161	75.6	18	8.5	10	4.7	2	0.9	11	5.2	11	5.2	213	100		
Medium (11-50)	15	44.1	7	20.6	4	11.8	1	2.9	5	14.7	2	5.9	34	100		
Large (51+)	5	62.5	0	0.0	1	12.5	0	0.0	1	12.5	1	12.5	8	100		
TOTAL	181	71.0	25	9.8	15	5.9	3	1.2	17	6.7	14	5.5	255	100		

Table C.12 – Proportion of floor space dedicated to showroom

Industry sector	Proportion of floor space		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	42	85.7	0	0.0	1	2.0	0	0.0	5	10.2	1	2.0	49	100		
Construction	54	87.1	2	3.2	1	1.6	0	0.0	1	1.6	4	6.5	62	100		
Transport, distribution & wholesale	35	72.9	1	2.1	2	4.2	3	6.3	0	0.0	7	14.6	48	100		
Business services	59	96.7	1	1.6	0	0.0	0	0.0	1	1.6	0	0.0	61	100		
Other services	31	88.6	1	2.9	1	2.9	0	0.0	0	0.0	2	5.7	35	100		
TOTAL	221	86.7	5	2.0	5	2.0	3	1.2	7	2.7	14	5.5	255	100		
Size of business																
Small (0-10)	184	86.4	5	2.3	3	1.4	3	1.4	7	3.3	11	5.2	213	100		
Medium (11-50)	30	88.2	0	0.0	2	5.9	0	0.0	0	0.0	2	5.9	34	100		
Large (51+)	7	87.5	0	0.0	0	0.0	0	0.0	0	0.0	1	12.5	8	100		
TOTAL	221	86.7	5	2.0	5	2.0	3	1.2	7	2.7	14	5.5	255	100		

Table C.13 – Proportion of floor space vacant

Proportion of floor space	None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Industry sector														
Manufacturing	47	95.9	1	2.0	0	0.0	0	0.0	0	0.0	1	2.0	49	100
Construction	58	93.5	0	0.0	0	0.0	0	0.0	0	0.0	4	6.5	62	100
Transport, distribution & wholesale	43	89.6	0	0.0	0	0.0	0	0.0	0	0.0	5	10.4	48	100
Business services	61	100.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	61	100
Other services	31	88.6	1	2.9	1	2.9	0	0.0	0	0.0	2	5.7	35	100
TOTAL	240	94.1	2	0.8	1	0.4	0	0.0	0	0.0	12	4.7	255	100
Size of business														
Small (0-10)	202	94.8	1	0.5	1	0.5	0	0.0	0	0.0	9	4.2	213	100
Medium (11-50)	31	91.2	1	2.9	0	0.0	0	0.0	0	0.0	2	5.9	34	100
Large (51+)	7	87.5	0	0.0	0	0.0	0	0.0	0	0.0	1	12.5	8	100
TOTAL	240	94.1	2	0.8	1	0.4	0	0.0	0	0.0	12	4.7	255	100

Table C.14 – Proportion of floor space dedicated to other activities

Industry sector	Proportion of floor space		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	45	91.8	0	0.0	1	2.0	0	0.0	3	6.1	0	0.0	0	0.0	49	100
Construction	45	72.6	2	3.2	3	4.8	1	1.6	11	17.7	0	0.0	0	0.0	62	100
Transport, distribution & wholesale	42	87.5	2	4.2	1	2.1	0	0.0	2	4.2	1	2.1	0	0.0	48	100
Business services	51	83.6	3	4.9	0	0.0	0	0.0	7	11.5	0	0.0	0	0.0	61	100
Other services	29	82.9	0	0.0	0	0.0	0	0.0	6	17.1	0	0.0	0	0.0	35	100
TOTAL	212	83.1	7	2.7	5	2.0	1	0.4	29	11.4	1	0.4	1	0.4	255	100
Size of business																
Small (0-10)	179	84.0	3	1.4	2	0.9	0	0.0	28	13.1	1	0.5	0	0.0	213	100
Medium (11-50)	27	79.4	2	5.9	3	8.8	1	2.9	1	2.9	0	0.0	0	0.0	34	100
Large (51+)	6	75.0	2	25.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	8	100
TOTAL	212	83.1	7	2.7	5	2.0	1	0.4	29	11.4	1	0.4	1	0.4	255	100

EMPLOYMENT

C.27 Table C.15 shows that just under 80% of respondents employ between 1 and 5 full-time staff. This proportion is highest in the other services sector. The construction sector has the lowest proportion employing between 1 and 5 full-time staff, however only the manufacturing sector employs more than 51 full time staff.

Table C.15 – How many full-time staff do you employ on this site?

Number of staff	1 – 5		6 – 10		11 – 20		21 – 50		51 & over		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Industry sector												
Manufacturing	36	73.5	3	6.1	4	8.2	3	6.1	3	6.1	49	100
Construction	43	69.4	11	17.7	4	6.5	4	6.5	0	0.0	62	100
Transport, dist & wholesale	40	83.3	4	8.3	2	4.2	2	4.2	0	0.0	48	100
Business services	53	86.9	2	3.3	5	8.2	1	1.6	0	0.0	61	100
Other services	31	88.6	1	2.9	2	5.7	1	2.9	0	0.0	35	100
TOTAL	203	79.6	21	8.2	17	6.7	11	4.3	3	1.2	255	100
Business size												
Small	193	90.6	15	7.0	4	1.9	1	0.5	0	0.0	213	100
Medium	10	29.4	6	17.6	13	38.2	5	14.7	0	0.0	34	100
Large	0	0.0	0	0.0	0	0.0	5	62.5	3	37.5	8	100
TOTAL	203	79.6	21	8.2	17	6.7	11	4.3	3	1.2	255	100

C.28 Table C.16 shows that over two thirds of respondents do not employ any part-time staff. Part-time employment appears to be strongest in the transport, distribution & wholesale and other services sectors.

Table C.16 – How many part-time staff do you employ on this site?

Number of staff	None		1 – 5		6 – 10		11 – 20		21 & over		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Industry sector												
Manufacturing	37	75.5	11	22.4	1	2.0	0	0.0	0	0.0	49	100
Construction	45	72.6	14	22.6	1	1.6	1	1.6	1	1.6	62	100
Transport, dist & wholesale	28	58.3	20	41.7	0	0.0	0	0.0	0	0.0	48	100
Business services	46	75.4	14	23.0	1	1.6	0	0.0	0	0.0	61	100
Other services	20	57.1	11	31.4	1	2.9	2	5.7	1	2.9	35	100
TOTAL	176	69.0	70	27.5	4	1.6	3	1.2	2	0.8	255	100
Business size												
Small	153	71.8	56	26.3	2	0.9	1	0.5	1	0.5	213	100
Medium	21	61.8	10	29.4	1	2.9	1	2.9	1	2.9	34	100
Large	2	25.0	4	50.0	1	12.5	1	12.5	0	0.0	8	100
TOTAL	176	69.0	70	27.5	4	1.6	3	1.2	2	0.8	255	100

C.29 Respondents were asked where their suppliers were based. Tables C.17 through to C.21 show the detailed figures and Table C.22 summarises these results.

C.30 The borough of Sutton or neighbouring boroughs was the most common location of suppliers, followed by the rest of London. This is particularly true for smaller firms. Only a very small proportion of respondents had suppliers located overseas.

Table C.17 – Proportion of suppliers located in the borough of Sutton or neighbouring boroughs

Industry sector	Proportion of suppliers		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know/ not applicable		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	25	51.0	9	18.4	4	8.2	2	4.1	3	6.1	6	12.2	49	100		
Construction	14	22.6	17	27.4	5	8.1	4	6.5	18	29.0	4	6.5	62	100		
Transport, distribution & wholesale	7	14.6	21	43.8	4	8.3	0	0.0	9	18.8	7	14.6	48	100		
Business services	19	31.1	15	24.6	3	4.9	4	6.6	8	13.1	12	19.7	61	100		
Other services	12	34.3	4	11.4	1	2.9	0	0.0	9	25.7	9	25.7	35	100		
TOTAL	77	30.2	66	25.9	17	6.7	10	3.9	47	18.4	38	14.9	255	100		
Size of business																
Small (0-10)	65	30.5	53	24.9	16	7.5	7	3.3	40	18.8	32	15.0	213	100		
Medium (11-50)	9	26.5	11	32.4	1	2.9	3	8.8	7	20.6	3	8.8	34	100		
Large (51+)	3	37.5	2	25.0	0	0.0	0	0.0	0	0.0	3	37.5	8	100		
TOTAL	77	30.2	66	25.9	17	6.7	10	3.9	47	18.4	38	14.9	255	100		

Table C.18 – Proportion of suppliers located in the rest of London

Industry sector	Proportion of suppliers		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know/ not applicable		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	19	38.8	11	22.4	5	10.2	3	6.1	5	10.2	6	12.2	49	100		
Construction	24	38.7	11	17.7	7	11.3	3	4.8	14	22.6	3	4.8	62	100		
Transport, distribution & wholesale	13	27.1	13	27.1	7	14.6	1	2.1	6	12.5	8	16.7	48	100		
Business services	23	37.7	6	9.8	9	14.8	4	6.6	9	14.8	10	16.4	61	100		
Other services	14	40.0	6	17.1	0	0.0	1	2.9	5	14.3	9	25.7	35	100		
TOTAL	93	36.5	47	18.4	28	11.0	12	4.7	39	15.3	36	14.1	255	100		
Size of business																
Small (0-10)	79	37.1	34	16.0	26	12.2	9	4.2	34	16.0	31	14.6	213	100		
Medium (11-50)	13	38.2	10	29.4	2	5.9	3	8.8	4	11.8	2	5.9	34	100		
Large (51+)	1	12.5	3	37.5	0	0.0	0	0.0	1	12.5	3	37.5	8	100		
TOTAL	93	36.5	47	18.4	28	11.0	12	4.7	39	15.3	36	14.1	255	100		

Table C.19 – Proportion of suppliers located in the rest of the South East

Proportion of suppliers		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know/ not applicable		TOTAL		
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Industry sector																
	Manufacturing	25	51.0	10	20.4	1	2.0	0	0.0	7	14.3	6	12.2	49	100	
	Construction	43	69.4	7	11.3	3	4.8	0	0.0	6	9.7	3	4.8	62	100	
	Transport, distribution & wholesale	23	47.9	7	14.6	6	12.5	0	0.0	4	8.3	8	16.7	48	100	
	Business services	31	50.8	11	18.0	6	9.8	1	1.6	0	0.0	12	19.7	61	100	
	Other services	20	57.1	3	8.6	3	8.6	1	2.9	0	0.0	8	22.9	35	100	
TOTAL	142	55.7	38	14.9	19	7.5	2	0.8	17	6.7	37	14.5	255	100		
Size of business																
	Small (0-10)	120	56.3	30	14.1	16	7.5	2	0.9	13	6.1	32	15.0	213	100	
	Medium (11-50)	18	52.9	8	23.5	2	5.9	0	0.0	4	11.8	2	5.9	34	100	
	Large (51+)	4	50.0	0	0.0	1	12.5	0	0.0	0	0.0	3	37.5	8	100	
TOTAL	142	55.7	38	14.9	19	7.5	2	0.8	17	6.7	37	14.5	255	100		

Table C.20 – Proportion of suppliers located nationally

Industry sector	Proportion of suppliers		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know/ not applicable		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	20	40.8	3	6.1	5	10.2	5	10.2	11	22.4	5	10.2	49	10.2	100	100
Construction	45	72.6	6	9.7	2	3.2	2	3.2	4	6.5	3	4.8	62	4.8	100	100
Transport, distribution & wholesale	22	45.8	5	10.4	3	6.3	4	8.3	5	10.4	9	18.8	48	18.8	100	100
Business services	24	39.3	6	9.8	5	8.2	3	4.9	11	18.0	12	19.7	61	19.7	100	100
Other services	16	45.7	4	11.4	4	11.4	0	0.0	3	8.6	8	22.9	35	22.9	100	100
TOTAL	127	49.8	24	9.4	19	7.5	14	5.5	34	13.3	37	14.5	255	14.5	100	100
Size of business																
Small (0-10)	110	51.6	18	8.5	11	5.2	11	5.2	31	14.6	32	15.0	213	15.0	100	100
Medium (11-50)	16	47.1	6	17.6	6	17.6	2	5.9	2	5.9	2	5.9	34	5.9	100	100
Large (51+)	1	12.5	0	0.0	2	25.0	1	12.5	1	12.5	3	37.5	8	37.5	100	100
TOTAL	127	49.8	24	9.4	19	7.5	14	5.5	34	13.3	37	14.5	255	14.5	100	100

Table C.21 – Proportion of suppliers located internationally

Proportion of suppliers	None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know/ not applicable		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Industry sector														
Manufacturing	37	75.5	3	6.1	1	2.0	1	2.0	1	2.0	6	12.2	49	100
Construction	56	90.3	1	1.6	2	3.2	0	0.0	0	0.0	3	4.8	62	100
Transport, distribution & wholesale	35	72.9	2	4.2	0	0.0	1	2.1	1	2.1	9	18.8	48	100
Business services	46	75.4	1	1.6	0	0.0	1	1.6	1	1.6	12	19.7	61	100
Other services	23	65.7	1	2.9	0	0.0	0	0.0	3	8.6	8	22.9	35	100
TOTAL	197	77.3	8	3.1	3	1.2	3	1.2	6	2.4	38	14.9	255	100
Size of business														
Small (0-10)	168	78.9	5	2.3	1	0.5	1	0.5	5	2.3	33	15.5	213	100
Medium (11-50)	26	76.5	2	5.9	2	5.9	1	2.9	1	2.9	2	5.9	34	100
Large (51+)	3	37.5	1	12.5	0	0.0	1	12.5	0	0.0	3	37.5	8	100
TOTAL	197	77.3	8	3.1	3	1.2	3	1.2	6	2.4	38	14.9	255	100

Table C.22 – Location of Suppliers

Location of suppliers	Proportion of suppliers (%)
Borough of Sutton or neighbouring boroughs	30.5
Rest of London	28.2
Rest of the South East	13.4
Nationally	24.1
Internationally	4.6
TOTAL	100

C.31 Respondents were asked where their customers are based. Table C.23 shows that nearly 45% of their customers are located within Sutton or neighbouring boroughs. This is particularly true for those in the transport, distribution & wholesale sector and those in the other services sector. A further 30.1% are located in the rest of London. These two locations account for nearly $\frac{3}{4}$ of all respondents' customers.

C.32 Tables C.24 – C.28 show the detailed results for this question.

Table C.23 – Location of customers: Summary

Location of customers	Proportion of suppliers (%)
Borough of Sutton or neighbouring boroughs	44.7
Rest of London	30.1
Rest of the South East	10.5
Nationally	11.4
Internationally	3.6
TOTAL	100

Table C.24 – Proportion of customers located in the borough of Sutton or neighbouring boroughs

Industry sector	Proportion of customers		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know/ not applicable		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	14	28.6	10	20.4	7	14.3	2	4.1	14	28.6	2	4.1	49	100		
Construction	11	17.7	17	27.4	12	19.4	5	8.1	15	24.2	2	3.2	62	100		
Transport, distribution & wholesale	3	6.3	8	16.7	6	12.5	7	14.6	18	37.5	6	12.5	48	100		
Business services	19	31.1	12	19.7	8	13.1	7	11.5	10	16.4	5	8.2	61	100		
Other services	5	14.3	4	11.4	4	11.4	4	11.4	16	45.7	2	5.7	35	100		
TOTAL	52	20.4	51	20.0	37	14.5	25	9.8	73	28.6	17	6.7	255	100		
Size of business																
Small (0-10)	42	19.7	37	17.4	34	16.0	22	10.3	64	30.0	14	6.6	213	100		
Medium (11-50)	7	20.6	13	38.2	3	8.8	2	5.9	8	23.5	1	2.9	34	100		
Large (51+)	3	37.5	1	12.5	0	0.0	1	12.5	1	12.5	2	25.0	8	100		
TOTAL	52	20.4	51	20.0	37	14.5	25	9.8	73	28.6	17	6.7	255	100		

Table C.25 – Proportion of customers located in the rest of London

Proportion of customers		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know/ not applicable		TOTAL	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Industry sector															
Manufacturing	21	42.9	9	18.4	7	14.3	5	10.2	5	10.2	2	4.1	49	100	
Construction	16	25.8	5	8.1	13	21.0	6	9.7	18	29.0	4	6.5	62	100	
Transport, distribution & wholesale	13	27.1	16	33.3	7	14.6	4	8.3	2	4.2	6	12.5	48	100	
Business services	15	24.6	18	29.5	14	23.0	3	4.9	6	9.8	5	8.2	61	100	
Other services	17	48.6	4	11.4	6	17.1	2	5.7	4	11.4	2	5.7	35	100	
TOTAL	82	32.2	52	20.4	47	18.4	20	7.8	35	13.7	19	7.5	255	100	
Size of business															
Small (0-10)	71	33.3	41	19.2	41	19.2	17	8.0	29	13.6	14	6.6	213	100	
Medium (11-50)	8	23.5	10	29.4	4	11.8	3	8.8	6	17.6	3	8.8	34	100	
Large (51+)	3	37.5	1	12.5	2	25.0	0	0.0	0	0.0	2	25.0	8	100	
TOTAL	82	32.2	52	20.4	47	18.4	20	7.8	35	13.7	19	7.5	255	100	

Table C.26 – Proportion of customers located in the rest of the South East

Industry sector	Proportion of customers		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know/ not applicable		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	33	67.3	10	20.4	1	2.0	0	0.0	3	6.1	2	4.1	49	100		
Construction	45	72.6	8	12.9	3	4.8	0	0.0	3	4.8	3	4.8	62	100		
Transport, distribution & wholesale	26	54.2	13	27.1	1	2.1	1	2.1	1	2.1	6	12.5	48	100		
Business services	26	42.6	20	32.8	2	3.3	5	8.2	4	6.6	4	6.6	61	100		
Other services	29	82.9	3	8.6	0	0.0	0	0.0	1	2.9	2	5.7	35	100		
TOTAL	159	62.4	54	21.2	7	2.7	6	2.4	12	4.7	17	6.7	255	100		
Size of business																
Small (0-10)	140	65.7	40	18.8	6	2.8	5	2.3	9	4.2	13	6.1	213	100		
Medium (11-50)	17	50.0	12	35.3	1	2.9	0	0.0	2	5.9	2	5.9	34	100		
Large (51+)	2	25.0	2	25.0	0	0.0	1	12.5	1	12.5	2	25.0	8	100		
TOTAL	159	62.4	54	21.2	7	2.7	6	2.4	12	4.7	17	6.7	255	100		

Table C.27 – Proportion of customers located nationally

Proportion of customers	None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know/ not applicable		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Industry sector														
Manufacturing	35	71.4	2	4.1	4	8.2	0	0.0	6	12.2	2	4.1	49	100
Construction	54	87.1	2	3.2	1	1.6	0	0.0	2	3.2	3	4.8	62	100
Transport, distribution & wholesale	34	70.8	5	10.4	0	0.0	1	2.1	2	4.2	6	12.5	48	100
Business services	31	50.8	13	21.3	2	3.3	3	4.9	8	13.1	4	6.6	61	100
Other services	28	80.0	3	8.6	1	2.9	0	0.0	1	2.9	2	5.7	35	100
TOTAL	182	71.4	25	9.8	8	3.1	4	1.6	19	7.5	17	6.7	255	100
Size of business														
Small (0-10)	157	73.7	20	9.4	3	1.4	4	1.9	16	7.5	13	6.1	213	100
Medium (11-50)	21	61.8	5	14.7	3	8.8	0	0.0	3	8.8	2	5.9	34	100
Large (51+)	4	50.0	0	0.0	2	25.0	0	0.0	0	0.0	2	25.0	8	100
TOTAL	182	71.4	25	9.8	8	3.1	4	1.6	19	7.5	17	6.7	255	100

Table C.28 – Proportion of customers located internationally

Proportion of customers	None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know/ not applicable		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Industry sector														
Manufacturing	40	81.6	2	4.1	2	4.1	1	2.0	2	4.1	2	4.1	49	100
Construction	58	93.5	1	1.6	0	0.0	0	0.0	0	0.0	3	4.8	62	100
Transport, distribution & wholesale	38	79.2	2	4.2	0	0.0	2	4.2	0	0.0	6	12.5	48	100
Business services	53	86.9	4	6.6	0	0.0	0	0.0	0	0.0	4	6.6	61	100
Other services	29	82.9	2	5.7	0	0.0	0	0.0	2	5.7	2	5.7	35	100
TOTAL	218	85.5	11	4.3	2	0.8	3	1.2	4	1.6	17	6.7	255	100
Size of business														
Small (0-10)	188	88.3	8	3.8	0	0.0	1	0.5	3	1.4	13	6.1	213	100
Medium (11-50)	26	76.5	3	8.8	1	2.9	1	2.9	1	2.9	2	5.9	34	100
Large (51+)	4	50.0	0	0.0	1	12.5	1	12.5	0	0.0	2	25.0	8	100
TOTAL	218	85.5	11	4.3	2	0.8	3	1.2	4	1.6	17	6.7	255	100

C.33 Table C.29 shows that over $\frac{3}{4}$ of respondents' staff live within a 5-mile radius of the site, indicating that the vast majority all live locally. This is particularly true of those in the other services sector. Large businesses and to a lesser extent medium-sized businesses have a lower proportion of 'locally' sourced staff.

Table C.29 – What proportion of your staff live within a 5-mile radius of this site?

	Proportion (%)
Industry sector	
Manufacturing	74.1
Construction	77.5
Transport, distribution & wholesale	81.0
Business services	74.3
Other services	90.0
TOTAL	78.5
Size of business	
Small (0-10)	81.0
Medium (11-50)	67.6
Large (51+)	55.8
TOTAL	78.5

C.34 Table C.30 shows that on the whole, businesses do not suffer from any skills shortages. However, the larger the business, the more likely they are to suffer from skills shortages. Over 37% of respondents from large businesses said that they suffer from skill shortages.

C.35 This high occurrence of skill shortages amongst larger firms may contribute to the high proportion of their staff that are located from outside the local area.

C.36 Those in the construction and business services sectors had the highest proportion of respondents suffering from skill shortages.

Table C.30 – Does the business suffer from any skills shortages?

	Yes		No		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%
Industry sector								
Manufacturing	5	10.2	44	89.8	0	0.0	49	100
Construction	11	17.7	51	82.3	0	0.0	62	100
Transport, distribution & wholesale	3	6.3	45	93.8	0	0.0	48	100
Business services	10	16.4	51	83.6	0	0.0	61	100
Other services	3	8.6	31	88.6	1	2.9	35	100
TOTAL	32	12.5	222	87.1	1	0.4	255	100
Size of business								
Small (0-10)	23	10.8	189	88.7	1	0.5	213	100
Medium (11-50)	6	17.6	28	82.4	0	0.0	34	100
Large (50+)	3	37.5	5	62.5	0	0.0	8	100
TOTAL	32	12.5	222	87.1	1	0.4	255	100

C.37 The most common type of skill shortage, as shown in Table C.31, was for skilled workers. A lack of technical/professional skills was also commonly cited.

Table C.31 – What type of skills shortages are these?

Type of skill	Frequency
Skilled	17
Technical / professional	12
Semi-skilled	6
Managerial	3
Unskilled	2
Clerical / administrative	2

PREMISES

- C.38 Table C.32 shows the proportion of the business turnover that respondents spend on business accommodation costs. Business accommodation costs include any rent or mortgage payments, maintenance and insurance costs, but exclude rates.
- C.39 Just under half of respondents did not know the proportion spent on accommodation costs. A further 19.6% said that they spent 0% on accommodation. The most common proportion was between 1% and 25%.
- C.40 Respondents were asked how much they pay for their premises per square foot, however not enough valid responses were gained in order to effectively analyse the results.

Table C.32 – Excluding rates, what proportion of business turnover do you spend on business accommodation costs?

Industry sector	Proportion of business accommodation costs		None		1% - 25%		26% - 50%		51% - 75%		76% - 100%		Don't know/ not applicable		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	10	20.4	15	30.6	0	0.0	0	0.0	0	0.0	0	0.0	24	49.0	49	100
Construction	20	32.3	14	22.6	1	1.6	0	0.0	0	0.0	1	1.6	26	41.9	62	100
Transport, distribution & wholesale	8	16.7	11	22.9	4	8.3	1	2.1	0	0.0	0	0.0	24	50.0	48	100
Business services	5	8.2	26	42.6	1	1.6	0	0.0	0	0.0	0	0.0	29	47.5	61	100
Other services	7	20.0	4	11.4	1	2.9	1	2.9	1	2.9	0	0.0	22	62.9	35	100
TOTAL	50	19.6	70	27.5	7	2.7	2	0.8	1	0.4	1	0.4	125	49.0	255	100
Size of business																
Small (0-10)	49	23.0	52	24.4	7	3.3	2	0.9	1	0.5	1	0.5	102	47.9	213	100
Medium (11-50)	1	2.9	17	50.0	0	0.0	0	0.0	0	0.0	0	0.0	16	47.1	34	100
Large (51+)	0	0.0	1	12.5	0	0.0	0	0.0	0	0.0	0	0.0	7	87.5	8	100
TOTAL	50	19.6	70	27.5	7	2.7	2	0.8	1	0.4	1	0.4	125	49.0	255	100

C.41 Table C.33 shows that 46.5% of respondents consider their current location and premises to be fair value for money. A further 19.8% consider their premises to be good value for money.

C.42 Nearly 19% considered their premises poor value for money. This figure was highest for those in the construction sector (29.4%).

Table C.33 – Given your location and the quality of your business premises, how would you rate your current rental levels/business premises costs?

Value for money rating	Good		Fair		Poor		N/a / Work from home		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Industry sector												
Manufacturing	3	17.6	7	41.2	3	17.6	0	0.0	4	23.5	17	100
Construction	3	17.6	8	47.1	5	29.4	1	5.9	0	0.0	17	100
Transport, dist & wholesale	1	6.3	10	62.5	3	18.8	0	0.0	2	12.5	16	100
Business services	8	29.6	11	40.7	4	14.8	0	0.0	4	14.8	27	100
Other services	2	22.2	4	44.4	1	11.1	1	11.1	1	11.1	9	100
TOTAL	17	19.8	40	46.5	16	18.6	2	2.3	11	12.8	86	100
Business size												
Small	14	20.9	31	46.3	12	17.9	2	3.0	8	11.9	67	100
Medium	3	21.4	8	57.1	3	21.4	0	0.0	0	0.0	14	100
Large	0	0.0	1	20.0	1	20.0	0	0.0	3	60.0	5	100
TOTAL	17	19.8	40	46.5	16	18.6	2	2.3	11	12.8	86	100

C.43 Just under 80% of respondents consider their current premises to be suitable for the ongoing operation of their business, as shown in Table C.34. This figure is broadly similar across the sectors. However, only 50% of large businesses consider their premises suitable, with the other 50% considering their premises to be unsuitable.

Table C.34 – Do you consider your business premises to be suitable for the ongoing operation of your business?

	Yes		No		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%
Industry sector								
Manufacturing	38	77.6	6	12.2	5	10.2	49	100
Construction	50	80.6	11	17.7	1	1.6	62	100
Transport, distribution & wholesale	39	81.3	7	14.6	2	4.2	48	100
Business services	48	78.7	8	13.1	5	8.2	61	100
Other services	28	80.0	6	17.1	1	2.9	35	100
TOTAL	203	79.6	38	14.9	14	5.5	255	100
Size of business								
Small (0-10)	171	80.3	30	14.1	12	5.6	213	100
Medium (11-50)	28	82.4	4	11.8	2	5.9	34	100
Large (50+)	4	50.0	4	50.0	0	0.0	8	100
TOTAL	203	79.6	38	14.9	14	5.5	255	100

C.44 The 38 respondents who consider their current premises to be unsuitable for the ongoing operation of their business were asked what the main factors were that contribute to this. Table C.35 shows that by far the most common reason was that their site/premises were too small.

Table C.35 – The main factors that contribute to premises being unsuitable for the ongoing business needs.

Factor	Number	%
Site / premises too small	22	57.9
High rents	5	13.2
Premises too old / in poor condition	3	7.9
High business rates	2	5.3
Poor site access	2	5.3
Poor image of site / premises	2	5.3
Other costs too high	2	5.3
The Red Route	2	5.3
Unsuitable type of premises	2	5.3
Lack of car parking provision	1	2.6
Poor public realm (eg street lighting / furniture, pavements)	1	2.6
Premises too large	1	2.6

Note: percentages do not add to 100% due to some respondents giving more than one factor.

EXPANSION/CONSOLIDATION

C.45 Table C.36 shows that over a quarter of respondents are planning to expand their business over the next 10 years. This figure is similar across the five sectors. Plans for expansion are strongest in the medium and large businesses, where 38.2% and 37.5% are planning to expand.

Table C.36 – Are you planning to expand the business in the next 10 years?

	Yes		No		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%
Industry sector								
Manufacturing	12	24.5	32	65.3	5	10.2	49	100
Construction	17	27.4	40	64.5	5	8.1	62	100
Transport, distribution & wholesale	10	20.8	30	62.5	8	16.7	48	100
Business services	17	27.9	32	52.5	12	19.7	61	100
Other services	8	22.9	24	68.6	3	8.6	35	100
TOTAL	64	25.1	158	62.0	33	12.9	255	100
Size of business								
Small (0-10)	48	22.5	138	64.8	27	12.7	213	100
Medium (11-50)	13	38.2	18	52.9	3	8.8	34	100
Large (50+)	3	37.5	2	25.0	3	37.5	8	100
TOTAL	64	25.1	158	62.0	33	12.9	255	100

C.46 Those respondents who are planning to expand their business were then asked how many full-time and part-time staff they envisaged taking on. Over 40% thought that they would take on between 1 and 5 full-time staff. The large businesses were planning to take on the most full-time staff. The business services sector also had strong expectations.

C.47 Over half of those planning to expand do not envisage taking on any part-time staff. Those in the transport, distribution & wholesale and business services sectors are most likely to take on part-time staff, as are those in large businesses.

Table C.37 – How many full-time staff do you envisage taking on?

Number of staff		None	1-5	6-10	11-20	21+	Don't know	TOTAL						
Industry sector														
Manufacturing	2	16.7	5	41.7	1	8.3	0	0.0	3	25.0	12	100		
Construction	2	11.8	8	47.1	2	11.8	0	0.0	1	5.9	4	23.5	17	100
Transport, distribution & wholesale	1	10.0	2	20.0	4	40.0	1	10.0	0	0.0	2	20.0	10	100
Business services	1	5.9	9	52.9	1	5.9	0	0.0	1	5.9	5	29.4	17	100
Other services	3	37.5	2	25.0	0	0.0	0	0.0	0	0.0	3	37.5	8	100
TOTAL	9	14.1	26	40.6	8	12.5	2	3.1	2	3.1	17	26.6	64	100
Size of business														
Small (0-10)	8	16.7	22	45.8	5	10.4	1	2.1	0	0.0	12	25.0	48	100
Medium (11-50)	1	7.7	4	30.8	3	23.1	1	7.7	0	0.0	4	30.8	13	100
Large (50+)	0	0.0	0	0.0	0	0.0	0	0.0	2	66.7	1	33.3	3	100
TOTAL	9	14.1	26	40.6	8	12.5	2	3.1	2	3.1	17	26.6	64	100

Table C.38 – How many part-time staff do you envisage taking on?

Number of staff		None	1-5	6-10	11-20	21+	Don't know	TOTAL						
Industry sector														
Manufacturing	8	66.7	1	8.3	0	0.0	0	0.0	3	25.0	12	100		
Construction	10	58.8	1	5.9	1	5.9	0	0.0	0	0.0	5	29.4	17	100
Transport, distribution & wholesale	3	30.0	2	20.0	2	20.0	0	0.0	0	0.0	3	30.0	10	100
Business services	8	47.1	2	11.8	1	5.9	1	5.9	0	0.0	5	29.4	17	100
Other services	4	50.0	1	12.5	0	0.0	0	0.0	0	0.0	3	37.5	8	100
TOTAL	33	51.6	7	10.9	4	6.3	1	1.6	0	0.0	19	29.7	64	100
Size of business														
Small (0-10)	27	56.3	5	10.4	1	2.1	1	2.1	0	0.0	14	29.2	48	100
Medium (11-50)	6	46.2	2	15.4	1	7.7	0	0.0	0	0.0	4	30.8	13	100
Large (50+)	0	0.0	0	0.0	2	66.7	0	0.0	0	0.0	1	33.3	3	100
TOTAL	33	51.6	7	10.9	4	6.3	1	1.6	0	0.0	19	29.7	64	100

C.48 Table C.39 shows that, out of those respondents who are planning to expand, 57.8% will require additional floor space and a further 7.8% do not know. All of the large businesses that are planning to expand will need additional floor space.

Table C.39 – Will this expansion lead to a need for additional floor space?

	Yes		No		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%
Industry sector								
Manufacturing	6	50.0	5	41.7	1	8.3	12	100
Construction	10	58.8	6	35.3	1	5.9	17	100
Transport, distribution & wholesale	6	60.0	3	30.0	1	10.0	10	100
Business services	11	64.7	4	23.5	2	11.8	17	100
Other services	4	50.0	4	50.0	0	0.0	8	100
TOTAL	37	57.8	22	34.4	5	7.8	64	100
Size of business								
Small (0-10)	26	54.2	17	35.4	5	10.4	48	100
Medium (11-50)	8	61.5	5	38.5	0	0.0	13	100
Large (50+)	3	100.0	0	0.0	0	0.0	3	100
TOTAL	37	57.8	22	34.4	5	7.8	64	100

C.49 Table C.40 shows a summary of the additional floor space that would be required by those planning to expand. The figures shown are for the 20 respondents who could provide such figures (out of the 37 who said that they will require additional floor space). Table C.41 shows more detailed results

C.50 Including all responses, an average of 1,431 square metres is expected to be needed to accommodate expansion plans, giving a total of nearly 29,000 square metres. When the maximum and minimum responses are excluded, the total floor space required falls to 8,604 square metres, giving an average of 478 square metres.

C.51 Table C.42 shows that nearly $\frac{3}{4}$ of those planning to expand do not think that they will be able to accommodate their increase in floor space on their existing site. This is particularly true of those in the other services and transport, distribution & wholesale sectors.

Table C.40 – Additional floor space requirements: Summary

	Overall			Excluding outliers		
	Number of responses ³	Average floor space (sq.m)	TOTAL floor space (sq.m)	Number of responses ⁴	Average floor space (sq.m)	TOTAL floor space (sq.m)
By industry sector						
Manufacturing	3	342	1 026	3	342	1 026
Construction	5	1 121	5 606	5	1 121	5 606
Transport, distribution & wholesale	3	7 131	21 394	2	697	1 394
Business services	7	74	516	6	84	506
Other services	2	36	71	2	36	71
TOTAL	20	1 431	28 614	18	478	8 604
Size of business						
Small (0-10)	14	189	2 641	13	202	2 631
Medium (11-50)	5	5 015	25 073	4	1 268	5 073
Large (51+)	1	900	900	1	900	900
TOTAL	20	1 431	28 614	18	478	8 604

³ Excludes 'did not know' responses

⁴ Excludes 'did not know' responses and outliers.

Table C.41 – How much additional floor space do you think that you will need?

Industry sector	Floor space needed (sq.m)		0-100		101-250		251-500		501-1000		1001-5000		5001+		Don't know		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	0	0.0	1	16.7	2	33.3	0	0.0	0	0.0	0	0.0	0	0.0	3	50.0	6	100
Construction	2	20.0	0	0.0	1	10.0	1	10.0	1	10.0	1	10.0	0	0.0	5	50.0	10	100
Transport, distribution & wholesale	0	0.0	0	0.0	1	16.7	1	16.7	1	16.7	0	0.0	1	16.7	3	50.0	6	100
Business services	6	54.5	1	9.1	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4	36.4	11	100
Other services	2	50.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	2	50.0	4	100
TOTAL	10	27.0	2	5.4	4	10.8	2	5.4	1	2.7	1	2.7	1	2.7	17	45.9	37	100
Size of business																		
Small (0-10)	9	34.6	2	7.7	2	7.7	1	3.8	0	0.0	0	0.0	0	0.0	12	46.2	26	100
Medium (11-50)	1	12.5	0	0.0	2	25.0	0	0.0	1	12.5	1	12.5	1	12.5	3	37.5	8	100
Large (51+)	0	0.0	0	0.0	0	0.0	1	33.3	0	0.0	0	0.0	0	0.0	2	66.7	3	100
TOTAL	10	27.0	2	5.4	4	10.8	2	5.4	1	2.7	1	2.7	1	2.7	17	45.9	37	100

Table C.42 – Could this additional floor space be provided on your current site through the following measures?

	Extension		Refurbishment		Redevelopment		More intensive use of existing space		None of the above		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Industry sector														
Manufacturing	0	0.0	0	0.0	2	33.3	0	0.0	4	66.7	0	0.0	6	100
Construction	1	10.0	0	0.0	0	0.0	1	10.0	7	70.0	1	10.0	10	100
Transport, distribution & wholesale	0	0.0	1	16.7	0	0.0	0	0.0	5	83.3	0	0.0	6	100
Business services	1	9.1	1	9.1	0	0.0	0	0.0	7	63.6	2	18.2	11	100
Other services	0	0.0	0	0.0	0	0.0	0	0.0	4	100.0	0	0.0	4	100
TOTAL	2	5.4	2	5.4	2	5.4	1	2.7	27	73.0	3	8.1	37	100
Size of business														
Small (0-10)	1	3.8	2	7.7	1	3.8	1	3.8	19	73.1	2	7.7	26	100
Medium (11-50)	0	0.0	0	0.0	1	12.5	0	0.0	6	75.0	1	12.5	8	100
Large (50+)	1	33.3	0	0.0	0	0.0	0	0.0	2	66.7	0	0.0	3	100
TOTAL	2	5.4	2	5.4	2	5.4	1	2.7	27	73.0	3	8.1	37	100

EXTRAPOLATED EXPANSION RESULTS

- C.52 Using data from the Annual Business Inquiry we can provide indicative estimates of the total number of business in Sutton, by size. By applying the sample results to reflect the total number of B-use class businesses by size, estimates can be provided of the total expansion requirements of indigenous businesses in the District.
- C.53 Table C.43 shows estimates of the number of business in Sutton expecting to expand over the next ten years and the amount of additional floor space that they are likely to require. Row (A) provides the extrapolation using the sample results where a specific floor space figure was provided by respondents (i.e. excludes those that did not know whether they would expand and excludes those who plan to expand but do not know whether they will need any additional floor space). Row B provides estimates that include those that did not know whether they would expand and those who did not know whether they would need any additional floor space.
- C.54 All estimates provided in Table C.43 have been weighted according to business size. This is important to ensure that the expansion requirements of large firms recorded by the sample does not overly skew the extrapolation results

**Table C.43 – Floor space expansion requirements for Sutton businesses
(extrapolation of sample results)**

Sample	Small	Medium	Large	Total
Floor space (A) excluding don't know	62 890	117 965	32 400	213 225
Floor space (B) including don't know	117 267	145 140	64 800	327 208

- C.55 Method (A) gives a total floor space requirement of 213,225 square metres in order to accommodate all expansion plans. Method (B) gives a total of 327,208 square metres.

RELOCATION

C.56 Table C.44 shows that 16.9% of respondents think that they are likely to relocate within the next three years. This figure is highest for large businesses (25.0%) and those in the other services sector (22.9%).

Table C.44 – Are you likely to relocate from your current premises over the next 3 years?

	Yes		No		TOTAL	
	No.	%	No.	%	No.	%
Industry sector						
Manufacturing	6	12.2	43	87.8	49	100
Construction	8	12.9	54	87.1	62	100
Transport, distribution & wholesale	10	20.8	38	79.2	48	100
Business services	11	18.0	50	82.0	61	100
Other services	8	22.9	27	77.1	35	100
TOTAL	43	16.9	212	83.1	255	100
Size of business						
Small (0-10)	35	16.4	178	83.6	213	100
Medium (11-50)	6	17.6	28	82.4	34	100
Large (50+)	2	25.0	6	75.0	8	100
TOTAL	43	16.9	212	83.1	255	100

C.57 Those 43 respondents who think that they will relocate within the next three years were then asked some questions about their relocation plans.

C.58 Table C.45 shows that 55.8% have considered relocating within the borough of Sutton. This figure is particularly high for those in the business services sector (72.7%), whilst it is quite low for those in the manufacturing sector (33.3%), with the majority of them favouring relocating to the surrounding area/boroughs.

Table C.45 – To which of the following locations have you considered relocating?

Industry sector	Respondents		Within the borough of Sutton		In the surrounding area / boroughs		Elsewhere in Greater London		Elsewhere in the South East		Scotland		Don't know yet	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	6	2	33.3	4	66.7	0	0.0	0	0.0	0	0.0	0	0.0	0.0
Construction	8	4	50.0	2	25.0	0	0.0	0	0.0	0	0.0	3	37.5	
Transport, distribution & wholesale	10	6	60.0	4	40.0	1	10.0	2	20.0	0	0.0	2	20.0	
Business services	11	8	72.7	3	27.3	1	9.1	0	0.0	1	9.1	0	0.0	
Other services	8	4	50.0	2	25.0	1	12.5	0	0.0	0	0.0	1	12.5	
TOTAL	43	24	55.8	15	34.9	3	7.0	2	4.7	1	2.3	6	14.0	
Size of business														
Small (0-10)	35	21	60.0	10	28.6	3	8.6	2	5.7	1	2.9	5	14.3	
Medium (11-50)	6	2	33.3	3	50.0	0	0.0	0	0.0	0	0.0	1	16.7	
Large (50+)	2	1	50.0	2	100.0	0	0.0	0	0.0	0	0.0	0	0.0	
TOTAL	43	24	55.8	15	34.9	3	7.0	2	4.7	1	2.3	6	14.0	

Note: percentages do not add to 100% as some respondents stated more than one location

- C.59 The 24 respondents who said that they had considered relocating within the borough of Sutton were asked why they had considered relocating and what type of location they would prefer. Table C.46 shows their main reasons for relocating whilst Table C.47 shows the preferred locations.
- C.60 By far the most common reason for wanting to relocate was that the business was outgrowing the existing accommodation (48.8%), as shown in Table C.46. To be closer to other similar business, suppliers or customers was also a common reason for wishing to relocate (18.6%).
- C.61 The preferred location to relocate to was town centre / commercial district, cited by nearly 42% of respondents. This was particularly high for those in business services (50%) and other services (100%). A dedicated industrial area was the second most preferred location (29.2%).

Table C.46 – What are your main reasons for relocating?

	Number	%
Outgrowing existing accommodation (premises too small)	21	48.8
To be closer to other similar businesses, suppliers or customers	8	18.6
High business rates	4	9.3
High rents	4	9.3
Lack of car parking provision	4	9.3
Poor public realm (eg street lighting / furniture, pavements)	3	7.0
Traffic congestion	2	4.7
Premises in poor condition / out dated	2	4.7
Poor local facilities / amenities	2	4.7
Poor access	1	2.3
Poor skills base	1	2.3

Note: percentages do not add to 100% as some respondents cited more than one reason.

Table C.47 – To what type of location would you prefer to locate?

Industry sector	Responses		Dedicated industrial area		Residential area		Town centre / commercial district		Mixed use area		Rural / farm area		Don't know yet	
	No.	No.	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	2	1	0	50.0	0	0.0	0	0.0	0	0.0	0	0.0	1	50.0
Construction	4	1	1	25.0	1	25.0	0	0.0	0	0.0	0	0.0	2	50.0
Transport, distribution & wholesale	6	2	0	33.3	0	0.0	2	33.3	1	16.7	1	16.7	0	0.0
Business services	8	3	2	37.5	2	25.0	4	50.0	2	25.0	0	0.0	1	12.5
Other services	4	0	0	0.0	0	0.0	4	100.0	0	0.0	0	0.0	0	0.0
TOTAL	24	7	3	29.2	3	12.5	10	41.7	3	12.5	1	4.2	4	16.7
Size of business														
Small (0-10)	21	6	3	28.6	3	14.3	9	42.9	3	14.3	1	4.8	3	14.3
Medium (11-50)	2	1	0	50.0	0	0.0	1	50.0	0	0.0	0	0.0	0	0.0
Large (50+)	1	0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	1	100.0
TOTAL	24	7	3	29.2	3	12.5	10	41.7	3	12.5	1	4.2	4	16.7

Note: percentages do not add to 100% as some respondents stated more than one location.

Table C.48 – How much floor space do you think that you will need for each of the following uses?

	None		1 – 250		251 – 500		501 – 1000		1001 – 5000		5001 +		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Office space	6	16.2	17	45.9	1	2.7	1	2.7	1	2.7	0	0.0	11	29.7	37	100
Production workspace	23	62.2	5	13.5	1	2.7	0	0.0	1	2.7	0	0.0	7	18.9	37	100
Studio / flexible space	27	73.0	3	8.1	0	0.0	0	0.0	0	0.0	0	0.0	7	18.9	37	100
Warehouse / storage	24	64.9	5	13.5	1	2.7	0	0.0	1	2.7	0	0.0	6	16.2	37	100
Showroom	28	75.7	5	13.5	0	0.0	0	0.0	0	0.0	0	0.0	4	10.8	37	100
Other	35	94.6	1	2.7	0	0.0	0	0.0	0	0.0	0	0.0	1	2.7	37	100
TOTAL	0	0.0	20	54.1	2	5.4	1	2.7	2	5.4	0	0.0	12	32.4	37	100

C.62 Tables C.48 and C.49 look at the amount of floor space that the 37 respondents who anticipate relocating in the next three years think that they will need for a range of uses.

C.63 Out of the respondents who are considering relocating, 20 of them think that they will need office space, at an average size of 164 square metres. In total nearly 3,300 square metres of office space is needed. Production workspace requires the largest amount of floor space overall (4,323 sq.m) and has the largest average requirement (618 sq.m).

C.64 In total over 11,300 square metres of floor space will be needed, at an average amount of 453 square metres per respondent.

Table C.49 – How much floor space do you think that you will need for the following uses? Summary table

	Excluding don't knows		Excluding don't knows and zeros		TOTAL floor space (sq.m)
	Number of respondents	Average floor space (sq.m)	Number of respondents	Average floor space (sq.m)	
Office space	26	126	20	164	3 284
Production workspace	30	144	7	618	4 323
Studio / flexible space	30	4	3	38	113
Warehouse / storage	31	93	7	411	2 875
Showroom	33	6	5	41	205
Other	36	3	1	100	100
TOTAL	25	453	25	453	11 329

C.65 Just over 37% of those considering relocating believe that the type of premises that they are after is available in Sutton. The bulk of respondents (44.2%) do not know if it is available. Notably, 50% of manufacturers interviewed do not think that the right type of premises is available in Sutton.

Table C.50 – Is this type of premises available within Sutton?

	Yes		No		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%
Industry sector								
Manufacturing	2	33.3	3	50.0	1	16.7	6	100
Construction	2	25.0	2	25.0	4	50.0	8	100
Transport, distribution & wholesale	3	30.0	2	20.0	5	50.0	10	100
Business services	6	54.5	1	9.1	4	36.4	11	100
Other services	3	37.5	0	0.0	5	62.5	8	100
TOTAL	16	37.2	8	18.6	19	44.2	43	100
Size of business								
Small (0-10)	14	40.0	5	14.3	16	45.7	35	100
Medium (11-50)	2	33.3	2	33.3	2	33.3	6	100
Large (50+)	0	0.0	1	50.0	1	50.0	2	100
TOTAL	16	37.2	8	18.6	19	44.2	43	100

C.66 Nearly 70% of those considering relocating have not been actively looking for new premises. This high figure may explain why such a low number of people believe that the type of premises that they are looking for is available in Sutton.

C.67 Most of those who have been looking are from the small business sector.

Table C.51 – If actively seeking alternative premises, how long have you been looking?

Industry sector	Up to 2 months		2 – 6 months		6 – 12 months		Over 12 months		Not actively looking		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Manufacturing	0	0.0	0	0.0	1	16.7	0	0.0	5	83.3	6	100
Construction	0	0.0	0	0.0	0	0.0	1	12.5	7	87.5	8	100
Transport, distribution & wholesale	1	10.0	1	10.0	0	0.0	2	20.0	6	60.0	10	100
Business services	1	9.1	1	9.1	0	0.0	1	9.1	8	72.7	11	100
Other services	2	25.0	0	0.0	0	0.0	2	25.0	4	50.0	8	100
TOTAL	4	9.3	2	4.7	1	2.3	6	14.0	30	69.8	43	100
Size of business												
Small (0-10)	3	8.6	2	5.7	0	0.0	5	14.3	25	71.4	35	100
Medium (11-50)	1	16.7	0	0.0	1	16.7	1	16.7	3	50.0	6	100
Large (50 +)	0	0.0	0	0.0	0	0.0	0	0.0	2	100.0	2	100
TOTAL	4	9.3	2	4.7	1	2.3	6	14.0	30	69.8	43	100

SUTTON AS A BUSINESS LOCATION

C.68 Nearly 46% of respondents regard Sutton as a good business location, compared to just 9% who regard it as a poor business location. Those most likely to think that it is a poor location are large organisations (25%) and manufacturers (18.4%).

Table C.52 – How do you regard Sutton as a business location?

	A good location		A poor location		Neither good nor poor		Good in some ways, poor in others		TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%
Industry sector										
Manufacturing	22	44.9	9	18.4	14	28.6	4	8.2	49	100
Construction	34	54.8	3	4.8	17	27.4	8	12.9	62	100
Transport, distribution & wholesale	18	37.5	4	8.3	15	31.3	11	22.9	48	100
Business services	25	41.0	4	6.6	23	37.7	9	14.8	61	100
Other services	17	48.6	3	8.6	13	37.1	2	5.7	35	100
TOTAL	116	45.5	23	9.0	82	32.2	34	13.3	255	100
Size of business										
Small (0-10)	93	43.7	20	9.4	71	33.3	29	13.6	213	100
Medium (11-50)	19	55.9	1	2.9	11	32.4	3	8.8	34	100
Large (50 +)	4	50.0	2	25.0	0	0.0	2	25.0	8	100
TOTAL	116	45.5	23	9.0	82	32.2	34	13.3	255	100

C.69 Those respondents who regard Sutton as being either a good location or being good in some ways and poor in others were asked what they consider to be the good aspects.

C.70 Out of the 150 respondents who this applies to, local customer base was cited as a good aspect by 44.7%. Good transport/access arrangements was cited by 22.7%.

Table C.53 – What aspects do you consider to be good?

Aspect	Number	% of total
Local customer base	67	44.7
Good transport / access arrangements	34	22.7
Local suppliers	16	10.7
Good local facilities / amenities	15	10.0
Central location	15	10.0
Proximity to my home	11	7.3
Good public transport	9	6.0
Proximity to Central London	9	6.0
Good image for businesses	8	5.3
Good quality land / premises	6	4.0
Local cultural scene	5	3.3
Don't know / Nothing specific	5	3.3
Low business rates	4	2.7
Good car parking	4	2.7
Good public realm (eg street lighting / furniture, pavements)	4	2.7
Proximity to M25	4	2.7
Low crime rate	3	2.0
Little traffic congestion	2	1.3
Wealthy area	2	1.3
Low overall costs	1	0.7
Good labour supply	1	0.7
Network of contacts	1	0.7
Proximity to airports	1	0.7

Note: percentages do not add to 100% as some respondents stated more than one aspect.

C.71 Those respondents who regard Sutton as being either a poor location or being good in some ways and poor in others were asked what they consider to be the poor aspects.

C.72 Table C.54 shows that, out of the 57 respondents who this applied to, 28.1% said that high business rates were a poor aspect and a further 17.5% cited high rents.

C.73 Just over 26% considered car parking provision to be poor. Nearly 9% regarded transport/access arrangements to be poor. This compared to 22.7% in the previous table who considered them to be good.

Table C.54 – What aspects do you consider to be poor?

Aspect	Number	% of total
High business rates	16	28.1
Poor car parking provision	15	26.3
High rents	10	17.5
High crime rate	10	17.5
Poor public realm (eg street lighting / furniture, pavements)	7	12.3
High overall costs	6	10.5
Poor transport / access arrangements	5	8.8
Traffic congestion	5	8.8
Don't know / Nothing specific	5	8.8
Few local customers	4	7.0
Poor image for businesses	4	7.0
Poor local facilities / amenities	4	7.0
Poor Council	3	5.3
Less manufacturing / industrial areas	3	5.3
Poor public transport	2	3.5
Too many pubs	2	3.5
Poor labour supply	1	1.8
Poor local skills base	1	1.8
Little local networking	1	1.8
Poor quality land / premises	1	1.8
Too built up	1	1.8

Note: percentages do not add to 100% as some respondents stated more than one aspect.

Table C.55 – Good aspects by industry sector

Good aspect	Industry sector		Manufacture		Construction		Transport, distribution, wholesale		Business services		Other services	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Local customer base	12	46.2	18	42.9	14	48.3	11	32.4	12	63.2		
Good transport / access	8	30.8	10	23.8	4	13.8	9	26.5	3	15.8		
Local suppliers	2	7.7	2	4.8	5	17.2	4	11.8	3	15.8		
Good local facilities / amenities	2	7.7	5	11.9	2	6.9	4	11.8	2	10.5		
Central location	0	0.0	6	14.3	4	13.8	4	11.8	1	5.3		
Proximity to my home	3	11.5	2	4.8	3	10.3	2	5.9	1	5.3		
Good public transport	0	0.0	2	4.8	1	3.4	2	5.9	4	21.1		
Proximity to Central London	1	3.8	3	7.1	1	3.4	3	8.8	1	5.3		
Good image for businesses	1	3.8	2	4.8	0	0.0	2	5.9	3	15.8		
Good quality land / premises	1	3.8	1	2.4	0	0.0	2	5.9	2	10.5		
Local cultural scene	0	0.0	2	4.8	2	6.9	0	0.0	1	5.3		
Don't know / Nothing specific	0	0.0	1	2.4	2	6.9	2	5.9	0	0.0		
Low business rates	1	3.8	1	2.4	0	0.0	2	5.9	0	0.0		
Good car parking	1	3.8	0	0.0	2	6.9	1	2.9	0	0.0		
Good public realm	1	3.8	1	2.4	1	3.4	1	2.9	0	0.0		
Proximity to M25	0	0.0	0	0.0	1	3.4	2	5.9	1	5.3		
Low crime rate	0	0.0	1	2.4	1	3.4	0	0.0	1	5.3		
Little traffic congestion	0	0.0	2	4.8	0	0.0	0	0.0	0	0.0		
Wealthy area	1	3.8	0	0.0	1	3.4	0	0.0	0	0.0		
Low overall costs	1	3.8	0	0.0	0	0.0	0	0.0	0	0.0		
Good labour supply	0	0.0	1	2.4	0	0.0	0	0.0	0	0.0		
Network of contacts	0	0.0	1	2.4	0	0.0	0	0.0	0	0.0		
Proximity to airport	0	0.0	0	0.0	0	0.0	1	2.9	0	0.0		
Respondents	26	-	42	-	29	-	34	-	19	-		

Table C.56 – Good aspects by size of business

Good aspect	Establishment size		Small		Medium		Large	
	No.	%	No.	%	No.	%	No.	%
Local customer base	58	47.5	7	31.8	2	33.3		
Good transport / access	24	19.7	6	27.3	4	66.7		
Local suppliers	15	12.3	1	4.5	0	0.0		
Good local facilities / amenities	12	9.8	3	13.6	0	0.0		
Central location	11	9.0	2	9.1	2	33.3		
Proximity to my home	10	8.2	1	4.5	0	0.0		
Good public transport	8	6.6	1	4.5	0	0.0		
Proximity to Central London	3	2.5	5	22.7	1	16.7		
Good image for businesses	8	6.6	0	0.0	0	0.0		
Good quality land / premises	5	4.1	1	4.5	0	0.0		
Local cultural scene	3	2.5	2	9.1	0	0.0		
Don't know / Nothing specific	5	4.1	0	0.0	0	0.0		
Low business rates	4	3.3	0	0.0	0	0.0		
Good car parking	4	3.3	0	0.0	0	0.0		
Good public realm	4	3.3	0	0.0	0	0.0		
Proximity to M25	3	2.5	1	4.5	0	0.0		
Low crime rate	1	0.8	2	9.1	0	0.0		
Little traffic congestion	1	0.8	1	4.5	0	0.0		
Wealthy area	2	1.6	0	0.0	0	0.0		
Low overall costs	1	0.8	0	0.0	0	0.0		
Good labour supply	1	0.8	0	0.0	0	0.0		
Network of contacts	1	0.8	0	0.0	0	0.0		
Proximity to airports	1	0.8	0	0.0	0	0.0		
Respondents	122	-	22	-	6	-		

Table C.57 – Poor aspects by industry sector

Poor aspect	Manufacture		Construction		Transport, distribution, wholesale		Business services		Other services	
	No.	%	No.	%	No.	%	No.	%	No.	%
High business rates	5	38.5	3	27.3	5	33.3	1	7.7	2	40.0
Poor car parking provision	5	38.5	2	18.2	3	20.0	4	30.8	1	20.0
High rents	2	15.4	1	9.1	4	26.7	1	7.7	2	40.0
High crime rate	3	23.1	1	9.1	3	20.0	3	23.1	0	0.0
Poor public realm	0	0.0	1	9.1	0	0.0	4	30.8	2	40.0
High overall costs	3	23.1	1	9.1	1	6.7	1	7.7	0	0.0
Poor transport / access	1	7.7	0	0.0	2	13.3	1	7.7	1	20.0
Traffic congestion	1	7.7	2	18.2	0	0.0	1	7.7	1	20.0
Don't know / Nothing specific	0	0.0	2	18.2	1	6.7	2	15.4	0	0.0
Few local customers	3	23.1	0	0.0	0	0.0	1	7.7	0	0.0
Poor image for businesses	0	0.0	0	0.0	1	6.7	1	7.7	2	40.0
Poor local facilities / amenities	1	7.7	0	0.0	0	0.0	2	15.4	1	20.0
Poor Council	1	7.7	0	0.0	2	13.3	0	0.0	0	0.0
Less manufacturing/industrial areas	2	15.4	0	0.0	1	6.7	0	0.0	0	0.0
Poor public transport	1	7.7	0	0.0	0	0.0	1	7.7	0	0.0
Too many pubs	1	7.7	0	0.0	0	0.0	0	0.0	1	20.0
Poor labour supply	0	0.0	1	9.1	0	0.0	0	0.0	0	0.0
Poor local skills base	0	0.0	1	9.1	0	0.0	0	0.0	0	0.0
Little local networking	0	0.0	0	0.0	0	0.0	1	7.7	0	0.0
Poor quality land / premises	0	0.0	1	9.1	0	0.0	0	0.0	0	0.0
Too built up	1	7.7	0	0.0	0	0.0	0	0.0	0	0.0
Respondents	13	-	11	-	15	-	13	-	5	-

Table C.58 – Poor aspects by size of business

Poor aspect	Establishment size		Small		Medium		Large	
	No.	%	No.	%	No.	%	No.	%
High business rates	13	26.5	1	25.0	4	100.0		
Poor car parking provision	13	26.5	1	25.0	1	25.0		
High rents	8	16.3	0	0.0	2	50.0		
High crime rate	9	18.4	0	0.0	1	25.0		
Poor public realm	6	12.2	0	0.0	1	25.0		
High overall costs	4	8.2	0	0.0	2	50.0		
Poor transport / access arrangements	4	8.2	0	0.0	1	25.0		
Traffic congestion	3	6.1	1	25.0	1	25.0		
Don't know / Nothing specific	5	10.2	0	0.0	0	0.0		
Few local customers	4	8.2	0	0.0	0	0.0		
Poor image for businesses	4	8.2	0	0.0	0	0.0		
Poor local facilities / amenities	3	6.1	0	0.0	1	25.0		
Poor Council	3	6.1	0	0.0	0	0.0		
Less manufacturing / industrial areas	1	2.0	1	25.0	1	25.0		
Poor public transport	2	4.1	0	0.0	0	0.0		
Too many pubs	2	4.1	0	0.0	0	0.0		
Poor labour supply	0	0.0	0	0.0	1	25.0		
Poor local skills base	1	2.0	0	0.0	0	0.0		
Little local networking	1	2.0	0	0.0	0	0.0		
Poor quality land / premises	1	2.0	0	0.0	0	0.0		
Too built up	1	2.0	0	0.0	0	0.0		
Respondents	49	-	4	-	4	-		

C.74 Out of the 57 respondents who gave poor aspects about Sutton, over 28% consider them to be significant enough to make them leave Sutton, as shown in Table C.59. This figure was particularly strong for those in the other services sector (60.0%) and the business services sector (38.5%).

Table C.59 – Are these factors significant enough to make you leave Sutton?

	Yes		No		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%
Industry sector								
Manufacturing	4	30.8	5	38.5	4	30.8	13	100
Construction	3	27.3	7	63.6	1	9.1	11	100
Transport, distribution & wholesale	1	6.7	11	73.3	3	20.0	15	100
Business services	5	38.5	8	61.5	0	0.0	13	100
Other services	3	60.0	1	20.0	1	20.0	5	100
TOTAL	16	28.1	32	56.1	9	15.8	57	100
Size of business								
Small (0-10)	14	28.6	27	55.1	8	16.3	49	100
Medium (11-50)	1	25.0	3	75.0	0	0.0	4	100
Large (50 +)	1	25.0	2	50.0	1	25.0	4	100
TOTAL	16	28.1	32	56.1	9	15.8	57	100

C.75 Table C.60 shows that over 56% of businesses interviewed said that there was nothing that the borough of Sutton could do to help their business operate more effectively. Over 42% said that there was. This figure was highest for those in the transport, distribution & wholesale sector.

Table C.60 – Is there anything the Borough of Sutton could do to help your business operate more effectively?

	Yes		No		Don't know		TOTAL	
	No.	%	No.	%	No.	%	No.	%
Industry sector								
Manufacturing	22	44.9	27	55.1	0	0.0	49	100
Construction	24	38.7	37	59.7	1	1.6	62	100
Transport, distribution & wholesale	26	54.2	20	41.7	2	4.2	48	100
Business services	23	37.7	38	62.3	0	0.0	61	100
Other services	13	37.1	21	60.0	1	2.9	35	100
TOTAL	108	42.4	143	56.1	4	1.6	255	100
Size of business								
Small (0-10)	91	42.7	120	56.3	2	0.9	213	100
Medium (11-50)	14	41.2	19	55.9	1	2.9	34	100
Large (50 +)	3	37.5	4	50.0	1	12.5	8	100
TOTAL	108	42.4	143	56.1	4	1.6	255	100

C.76 Those respondents who said that they thought that there were things that the council could do to help their businesses were asked what they would like to be done. Table C.61 shows that reducing taxes was the mostly commonly suggested improvement (38.0%). Improve car parking provision and reducing rents were the next two most commonly mentioned improvements.

Table C.61 – What would you like to be done?

Improvement	Number	% of total
Reduce Taxes	41	38.0
Improve car parking provision	28	25.9
Reduce Rents	16	14.8
Advertise local businesses / Support local businesses	11	10.2
Better refuse collection / Recycling	8	7.4
Improve council communication / Too much red tap	7	6.5
Improve public transport	5	4.6
Improve image of Borough	4	3.7
Improve access	4	3.7
Increase availability of land and premises	4	3.7
Remove the Red Route	4	3.7
Improve public realm (e.g. street lighting / furniture, pave	3	2.8
Reduce traffic congestion	3	2.8
Offer grants for local businesses	3	2.8
Sort out traffic wardens	2	1.9
Reduce crime	1	0.9
Increase availability of labour	1	0.9
Improve street cleaning	1	0.9
Get rid of congestion charge	1	0.9

Note: percentages do not add to 100% as some respondents stated more than one suggestion.

C.77 Respondents were asked for any additional comments regarding local business needs. Table C.62 highlights some of the comments. Ongoing parking issues was the most common comment.

Table C.62 – Are there any additional comments that you would like to make regarding local business needs in Sutton?

Additional comment	Number	% of total
No further comments	216	84.7
Ongoing parking issues	16	6.3
Council attitude / communication	7	2.7
Reduce rates / prices	7	2.7
Over zealous traffic wardens	4	1.6
More policing / tackle graffiti - youths	3	1.2
More advertising of local businesses	2	0.8
Improve image of Sutton	2	0.8
Improve recycling for businesses	2	0.8
Only large businesses supported	1	0.4
Dangerous entrance to Beddington Lane	1	0.4
Only office activities supported	1	0.4

Note: percentages do not add to 100% as some respondents stated more than one comment..

ETHNICITY

C.78 Respondents were asked the ethnic origin of the business's owners. Table C.63 details the results for the 382 owners for the 255 businesses surveyed.

Table C.63 – Ethnic origin of business owners

Ethnic origin	Number	% of total
White - British	325	85.1
White - Other	17	4.5
Refused	15	3.9
Asian - Asian British - Indian	7	1.8
Mixed race - Other	3	0.8
Asian - Asian British - Pakistani	3	0.8
Black / Black British Caribbean	3	0.8
White - Irish	2	0.5
White - Turkish / Turkish Cypriot	2	0.5
Any other ethnic group	2	0.5
Black / Black British - African Eritrean	1	0.3
Black / Black British - African Nigerian	1	0.3
Filipino	1	0.3
Total	382	100

APPENDIX D

Site Survey Proforma

D. SITE SURVEY PROFORMA

APPENDIX E

Detailed Site Analysis

E. DETAILED SITE ANALYSIS

LIST OF TABLES

- E.1 Site Type and Location
- E.2 Employment Land and Vacancy
- E.3 Employment Floorspace
- E.4 No. of Employment Premises & Vacancy Levels
- E.5 Accessibility
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- E.7 Employment Sites Redeveloped for Housing 1996 – 2003

APPENDIX F

Evaluation of Potential Employment Locations

F. EVALUATION OF POTENTIAL EMPLOYMENT LOCATIONS

APPENDIX G

Detailed Site Analysis

G. DETAILED SITE ANALYSIS