



## Survey/Consultation Analysis – Meet the Businesses Event

### What was the survey/consultation you undertook?

Multipurpose survey that included questions around employment and skills; dementia awareness; information access and Town Team involvement.

### When and where did this survey/consultation take place?

Meet the Businesses event held at the Osborne Hotel on 14<sup>th</sup> February 2014

### Why was there a need for this survey/consultation?

To ascertain whether businesses wanted to be involved in Living Well (dementia), Ilfracombe Works (youth employment) and Town Team areas of the programme. To understand how businesses would prefer to access general information, what their current business skills gaps are and types of vacancies currently available.

### How many people/businesses took part in this?

22 Businesses took part

### Please categorise or list respondents

- Retail - 4
- Tourism - 6
- Service - 11
- Care - 1

### How did you conduct the survey/consultation?

Survey provided at tables for attendees to complete

Question	Results from Survey	Comments/Quotes
<b>Question 1 – How many employees do you have?</b>	<ul style="list-style-type: none"> <li>• 11 - Less than 5</li> <li>• 3 – 6-20</li> <li>• 3 - 21-100</li> <li>• 1 – 100+</li> </ul>	
<b>Question 2 – Will you be taking on staff in 2014?</b>	<ul style="list-style-type: none"> <li>• 9 - Yes</li> <li>• 7 - No</li> </ul>	
<b>Question 3 – What type of vacancies will you have in 2014?</b>	<ul style="list-style-type: none"> <li>• 8 - Part Time</li> <li>• 4 – Full Time</li> <li>• 4 – Temporary</li> <li>• 1 - Permanent</li> </ul>	
<b>Question 4 – What would help business employ young people</b>	<ul style="list-style-type: none"> <li>• Improved Housing market</li> </ul>	

<p>from Ilfracombe?</p>	<ul style="list-style-type: none"> <li>• Training</li> <li>• Advertising</li> <li>• Trainees</li> <li>• Town Regeneration</li> <li>• Work placements</li> <li>• Understanding of retail/customer service</li> <li>• More details about Apprenticeships</li> <li>• Brains and common sense</li> <li>• Year round customer base</li> <li>• Reliability</li> <li>• Funding</li> <li>• Enthusiasm, willingness to learn</li> <li>• Help with training costs</li> </ul>	
<p><b>Question 5 – Would you like to know more about training courses?</b></p>	<ul style="list-style-type: none"> <li>• 10 – Yes</li> <li>• 7 - No</li> </ul>	
<p><b>Question 6 – What training would address your business skills gaps?</b></p>	<ul style="list-style-type: none"> <li>• Local patisserie provision</li> <li>• Garden design/tree works/dry stone walling</li> <li>• Computer skills</li> <li>• Customer service/team working</li> <li>• Attitude rather than skill</li> <li>• Basic Skills/academic skills</li> </ul>	
<p><b>Question 7 – What type of work experience might you have available?</b></p>	<ul style="list-style-type: none"> <li>• 7 - Part day</li> <li>• 6 – Full day</li> <li>• 5 – Week</li> <li>• 3 - Holiday</li> </ul>	
<p><b>Question 8 – What types of placement might be available?</b></p>	<ul style="list-style-type: none"> <li>• Apprenticeships</li> <li>• Traineeships</li> </ul>	<p>2 asked for more info on apprenticeships.  Several asked for more info on traineeships  2 said they would need help with funding to take someone on</p>
<p><b>Question 9 – Would you like to join the Town Team?</b></p>	<ul style="list-style-type: none"> <li>• 6 – Yes</li> <li>• 7 – No</li> <li>• 5 - Possibly</li> </ul>	
<p><b>Question 10 – How do you rate the cleanliness of the town?</b></p>	<p>People were asked to rate from 1 (very poor) to 10 (very clean)  10 people rated a 7 or above, 6 people rated between a 5 and 6 and 3 people rated below 4</p>	

**Question 11 – Would you like to become a dementia friendly business?**

- 16 – Yes
- 4 - No