



## LONDON BOROUGH OF SOUTHWARK – INDUSTRIAL AND WAREHOUSING LAND STUDY

### BUSINESS SURVEY

#### Introduction

The London Borough of Southwark is responsible for planning for future employment and encouraging new investment into the borough. To enable this, there is a need to consider factors related to land, premises, and infrastructure that meet the needs of businesses. We have commissioned this work to find out more about the key industrial and warehousing sites in Southwark and the businesses operating there – including the quality and suitability of these sites.

We have commissioned an independent company to undertake this survey on behalf of Southwark Council. All information provided will be treated as confidential and all results reported anonymously. Providing your views will ensure that the survey is representative of businesses operating from industrial and warehousing sites in the borough and that we have an accurate insight into business needs and requirements. Completing the survey should take no longer than 10-15 minutes. It can also be completed online at the following link:

<http://www.surveymonkey.com/s/southwark-business>

If you have any questions or concerns regarding the survey or require any further assistance in completing it, please do not hesitate to contact:

Jon Jones  
Principal Consultant  
GVA  
T: 0121 609 8075  
E: [jon.jones@gva.co.uk](mailto:jon.jones@gva.co.uk)

If you would like any further information on the study, please contact Southwark Council:

Barbara-Ann Overwater  
Southwark Council  
T: 0207 525 5411  
E: [Barbara-Ann.Overwater@southwark.gov.uk](mailto:Barbara-Ann.Overwater@southwark.gov.uk)

#### Business Background

1. Name of the business:

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2. Can you please provide us with the address of your main site in Southwark, including postcode?

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3. Do you operate from any additional sites in Southwark? *(Tick one box only)*

	✓	
Yes		<b>Go to Q4</b>
No		<b>Go to Q6</b>
Don't Know		<b>Go to Q6</b>

4. If yes, how many additional sites do you operate from in Southwark? *(Please write in below)*

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5. Can you please provide the address (es) for these sites, including postcode(s)? *(Please write in below)*

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6. What is your main business activity sector? *(Tick one box only)*

	✓
Agriculture, Forestry and Fishing	
Mining, quarrying and utilities	
Manufacturing	
Construction	
Motor trades	
Wholesale	
Retail	
Transport and storage	
Accommodation and food services	
Information and communication	
Finance and insurance	
Property	
Professional, scientific and technical	
Business administration and support services	
Education	
Health	
Public administration	
Other (please state)	

7. Please describe your main business activity in more detail (for example: manufacture of vehicle components; wholesaler of beverages; IT consultancy; food distribution; courier service etc). *(Please write in below)*

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8. Is the business...?: *(Tick one box only)*

	✓
UK owned	
Foreign owned	
Don't know	

9. Is the business: *(Tick one box only)*

	✓
A single site business (no related operations elsewhere)	
A Headquarters (co-ordinating operations across two or more sites)	
A branch, subsidiary or division with UK Headquarters	
A branch, subsidiary or division with International Headquarters	
Don't know	

10. Is the business a franchise? *(Tick one box only)*

	✓
Yes	
No	
Don't Know	

**Location and Premises**

11. How many years has the business been established – i.e. since start-up whether located at its current site or elsewhere? *(Tick one box only)*

	✓
Less than 1	
1-5	
6-10	
11-15	
16-20	
20+	
Don't know	

12. Has the business always been based in Southwark? *(Tick one box only)*

	✓	
Yes		<b>Go to Q16</b>
No		<b>Go to Q13</b>
Don't Know		<b>Go to Q16</b>

13. For how many years has the business been based in Southwark? *(Tick one box only)*

	✓
Less than 1	
1-5	
6-10	
11-15	
16-20	
20+	
Don't know	

14. Where was the business located previously? *(Please write in below)*

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15. Why did the business move to Southwark? *(Please write in below)*

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16. To what extent is being based in Southwark important to your business? *(Tick one box only)*

	✓
Very important	
Important	
Neither important nor unimportant	
Important	
Very unimportant	

17. What are the specific advantages to your business by being located in Southwark?  
(Tick all that apply)

	✓
Access to markets and/or clients	
High demand for product in local markets	
Ease of adopting/acquiring new technology	
Availability of skilled labour	
Good knowledge sharing	
Innovation culture	
Low cost of labour	
Low cost of local housing	
Low cost of energy	
Good transport links	
Low business rates	
Availability of finance	
Other (Please Specify)	

18. Are there any specific limitations to your business by being located in Southwark?  
(Tick all that apply)

	✓
Difficulty accessing markets and/or clients	
Limited demand in principal product areas	
Increasing competition	
Difficulties in acquiring or implementing new technology	
Availability / cost of finance	
Lack of skilled labour	
High cost of labour	
High cost of local housing	
High cost of energy	
Constraints with premises or location	
Difficulty in obtaining planning permission	
Poor public transport	
Parking (cost and availability)	
Poor perception of the area	
Local traffic congestion	
Business rates	
General economic climate	
Lack of access to support	
Lack of statutory support	
Restrictive legislation/bureaucracy	
Other (Please Specify)	

19. How would you rate your current premises in terms of the following factors: *(Tick one response per row)*

	Very Good	Good	Neutral	Poor	Very Poor
Suitability for business operations					
Cost					
Expansion space					
Energy costs					
Location					
Accessibility for staff					
Accessibility for customers/suppliers					
Quality of environment					
Parking					
Corporate image					

20. Does the business have any plans to move away from its main site in Southwark in the next two to three years? *(Tick one box only)*

	✓	
Yes		<b>Go to Q21</b>
No		<b>Go to Q23</b>
Don't Know		<b>Go to Q23</b>

21. Where does the business plan to move to? *(Tick one box only)*

	✓
Elsewhere in Southwark	
Elsewhere in South East London	
Elsewhere in Greater London	
Elsewhere in the South East	
Elsewhere in the UK	
Abroad	
Don't know	

22. What are the main reasons that the business is planning to move? *(Please write in below)*

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**Staff, Skills and Recruitment**

23. How many staff are employed at your main site in Southwark? *(Please write in below)*

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24. How many of these staff are full-time i.e. working at least 30 hours per week? *(Please write in below)*

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25. How many of these staff are part-time i.e. working less than 30 hours per week? *(Please write in below)*

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26. Can you please provide an estimate of the number of your staff who live in: *(Please write in below)*

	Number
Southwark	
South East London	
Greater London	
South East England	
Elsewhere in the UK	
Don't know	

27. Can you please provide an estimate of the number of your staff who work in the following types of skills or jobs: *(Please write in below)*

	Number
Managers and senior staff	
Professional and technical	
Unskilled	
Administrative and secretarial	
Skilled trades	
Personal services/carers	
Marketing	
Sales and customer service	
Process, plant and machine operatives	
Other (please specify)	

28. Have you experienced any recruitment difficulties in the past 12 months? *(Tick one box only)*

	✓	
Yes		<b>Go to Q29</b>
No		<b>Go to Q30</b>
Have not tried to recruit		<b>Go to Q30</b>
Don't Know		<b>Go to Q30</b>

29. In which of the following jobs/skills areas have you experienced recruitment difficulties? *(Tick all that apply)*

	✓
Managers and senior staff	
Professional and technical	
Unskilled	
Administrative and secretarial	
Skilled trades	
Personal services/carers	
Marketing	
Sales and customer service	
Process, plant and machine operatives	
Other (please specify)	



30. Have you identified any of the following skills gaps in your current workforce? (Tick all that apply)

	✓
Numeracy skills	
Literacy skills	
Communication skills	
Customer service skills	
Basic computer literacy skills	
Foreign language skills	
Strategic/management skills	
Advanced IT or software skills	
High level technical skills	
Other (please specify)	

### Business Performance

31. What is the annual turnover of the business? (Tick one box only)

	✓
Under £79,000 (VAT threshold) per year	
£79,000 to £100,000 per year	
£100,001 to £200,000 per year	
£200,001 to £300,000 per year	
£300,001 to £500,000 per year	
£500,001 to £1 million per year	
£1,000,001 to £2 million per year	
Over £2 million	
Do not know	
Not prepared to provide	

32. What is the market reach of your business (i.e. the area in which most of your customers are based)? (Tick one box only)

	✓
Southwark	
South East London	
Greater London	
South East England	
UK	
Europe	
Outside of Europe	
Don't know	

33. Where are most of your suppliers located? (Tick one box only)

	✓
Southwark	
South East London	
Greater London	
South East England	
UK	
Europe	
Outside of Europe	
Don't know	

34. Where are most of your competitors located? (Tick one box only)

	✓
Southwark	
South East London	
Greater London	
South East England	
UK	
Europe	
Outside of Europe	
Don't know	

35. In the next 6-12 months, how do you expect your business to perform in terms of the following aspects? (Tick one response per row)

	Increase	Decrease	Remain the Same	Don't Know
Staffing levels				
Turnover				
Profitability				
Access to finance				
Other (Please specify)				

36. Why do you expect the business to perform in this way? (Please write in below)

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**Opportunities for Further Participation**

37. Would you be interested in attending a workshop in early October to discuss future industrial land provision in Southwark in more detail? *(Tick one box only)*

	✓	
Yes		<b>Go to Q38</b>
No		<b>Go to end</b>

38. Please provide your contact details below and we will send you an invitation to the workshop. Please note that these details will be held confidentially and used for no other purpose beyond this work

Name \_\_\_\_\_

Telephone \_\_\_\_\_

Mobile \_\_\_\_\_

Email \_\_\_\_\_

**MANY THANKS FOR YOUR TIME IN COMPLETING THIS SURVEY.**

**WE WOULD LIKE TO ASSURE YOU THAT ALL INFORMATION PROVIDED WILL BE TREATED AS STRICTLY CONFIDENTIAL AND ANONYMOUS**