

ASHTON HAYES NEIGHBOURHOOD PLAN

BUSINESS AND EMPLOYMENT TASK GROUP

RESULTS OF HOME WORKING SURVEY

In May 2013 survey forms were delivered to anyone in the village that the team knew worked from home for at least part of a week. The survey was also promoted in 'Around Ashton' Spring 2013 issue and were available for completion at the 'Picnic in the Park' event in July 2013.

A total of 9 completed survey forms were received, but in addition task group members discussed the issues informally with others who work from home, but who did not wish to complete a survey form. Those informal responses were in line with the overall trend of responses in the completed survey forms and the task group therefore considers the following data to be representative of all the engagement on this subject.

The following table summarises the responses received and where a response might identify a specific respondent, it has been edited without changing the meaning. Some respondents gave multiple responses to some questions and not all respondents answered every question, so the number of responses do not always add up to 9.

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|-----------|---|
| Q1 | Which of these descriptions fits you best? |
| 3 | I work for an employer based outside Ashton Hayes |
| 3 | I am self employed, based at home |
| 3 | I run a company from home that employs no staff |
| 2 | Other |
| Q2 | How many days per week, on average, do you work from home? |
| | Answers ranged from 1-2 days per month through to full time. 4 respondents work from home for 3 days a week or more. |
| Q3 | When working from home, do you use a: |
| 5 | Dedicated office |
| 4 | Residential area such as a kitchen table or dining room |
| Q4 | Can you describe your business activity? |
| | To detail the answers to this question could identify the respondents, but all respondents were in professional occupations, and that was reflected in the answers to Q5. |
| Q5 | Can you briefly describe the type of work you do from home? |
| | Typical responses to this question were admin, writing, editing, researching, proposal writing, accounts, preparation for meetings. All described desk based work involving computer use. None mentioned meeting with customers or manufacture. |
| Q6 | Why do you work from home? |
| | To reduce travel time and costs – 3 Convenience – 7 No choice – job could not be done in any other way - 2 |
| Q7 | If available, would you be interested in local office facilities? |
| 1 | Yes |
| 8 | No |
| Q8 | if you answered yes, what size would you look for and what would be the maximum annual outlay you would consider? |
| | The one respondent who expressed an interest outlined a serviced office concept - a flexible space that could be used for meetings, for access to office services and technology on a pay as you go basis. |
| Q7 | What village facilities do you use while working from home? |
| 7 | Post Office |

Results of Home Working Survey (2013)

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| 8 | Community Shop |
| 3 | Pub (<i>The Golden Lion had only recently closed when these responses were received</i>) |
| | Other (please specify below) |
| 1 | School |
| Q8 | Please indicate if you use the following: |
| 9 | Landline telephone |
| 7 | Mobile telephone |
| 4 | Video conferencing / Skype |
| 9 | Broadband |
| Q9 | Please indicate your level of satisfaction with the following (1= totally dissatisfied, 5= totally satisfied) |
| | Landline telephone service |
| | 5 - 3 4 - 3 3 - 1 2 - 1 1 - 0 No answer - 1 |
| | Mobile telephone signal |
| | 5 - 0 4 - 0 3 - 2 2 - 4 1 - 1 No answer - 2 |
| | Broadband speed |
| | 5 - 1 4 - 1 3 - 2 2 - 4 1 - 0 No answer - 1 |
| | Broadband reliability |
| | 5 - 0 4 - 4 3 - 3 2 - 1 1 - 0 No answer - 1 |
| | Can you add any further information to explain your answers? |
| | Several respondents highlighted their dissatisfaction with mobile phone reception. |
| Q9 | Do you receive work related deliveries at home? |
| 7 | Yes |
| 2 | No |
| Q10 | Are there local facilities that have made it easier or more convenient for you to work from home? (eg but not exclusively, shop, pub, school, nursery, transport. other businesses) |
| | Shop and Post Office – 3 School – 1 Transport links (road and rail) - 3 |
| Q11 | What changes would help you with the ease or effectiveness of working at home? |
| | Improved phone reception and broadband performance - 6 A pub with predictable opening hours or coffee shop / convenient meeting place for clients – 1 Later postal collection - 1 |
| Q12 | Please add any other information that you think might be helpful to the Neighbourhood Plan about business and employment in Ashton Hayes |
| | One respondent suggested that professional firms could be encouraged to open offices in the area. One respondent suggested that light industry such as packaging and warehousing would be appropriate. One respondent noted that the very short power cuts experienced in the village can be very disruptive to those working at home. |
| Q13 | Would you be happy for us to contact you again for further information? |
| 9 | Yes |