



Business Survey Report

This business survey was undertaken as Rother District Council required evidence of business requirements to be part of the Ticehurst Neighbourhood Plan. A subset of the steering group called the Working Village put a set of questions together and worked with the consultants to refine it. The survey was then taken around the 22 of the largest employers in the Parish before being circulated more widely to the extent that this was possible to identify and contact them all.

In all 53 businesses including many farms replied to the survey which represented 42% of the 125 listed by the TNP. The larger businesses are more represented in the survey than the smaller ones and it is highly likely that the results speak for circa 75% of those employed in the parish. The 53 businesses employed 672 employees.

This document uses four sections to report the survey results;

1. Business expansion plans.
2. Improvements business would like to see in the parish.
3. Why Ticehurst Parish is good for business.
4. Types of business, location of employees and customers.

Attached to the appendix are all the comments from the survey questions. Similar themes came up and these were categorised to assist with prioritising the information. In order to keep the data anonymous no names or contact information are included in the reports four sections.

1. Business Expansion Plans

Q11 asked **In the next 1-5 years do you have expansion plans?**

The answer options were aimed at understanding business expansion in terms of land use within the parish;

1. No expansion plans.
2. Expand within existing site.
3. Expand by acquiring land/bldgs. adjacent to your site.
4. Expand by moving to another site inside the parish.
5. Expand by moving to another site outside the parish.

Figure 1 shows this information by the individual businesses and Figure 2 uses this weighted by the number of employees.

So over half (53%) of businesses had expansion plans. When the answer was weighted by the number of people employed in the business 88% had expansion plans. This shows a positive view of the commercial future in the next 1-5 years. The majority of these would achieve this using the existing site. A significant 11% of the businesses were seeking to expand by finding another site within the Parish, this became 7% when weighted by the number of employees.

Expansion Plans for 53 Businesses

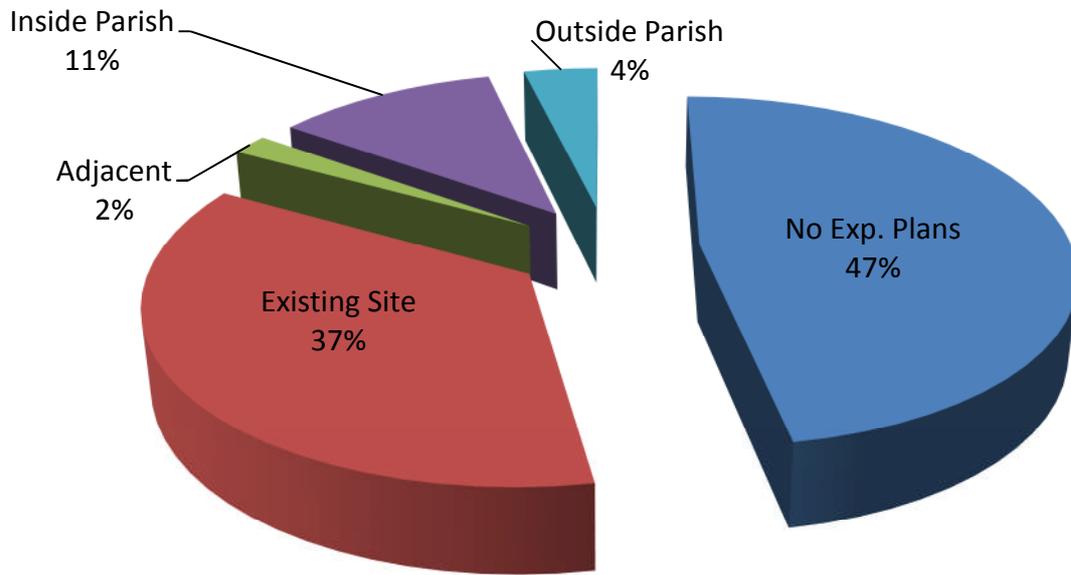


Figure 1

Expansion Plans Weighted by Employee No.

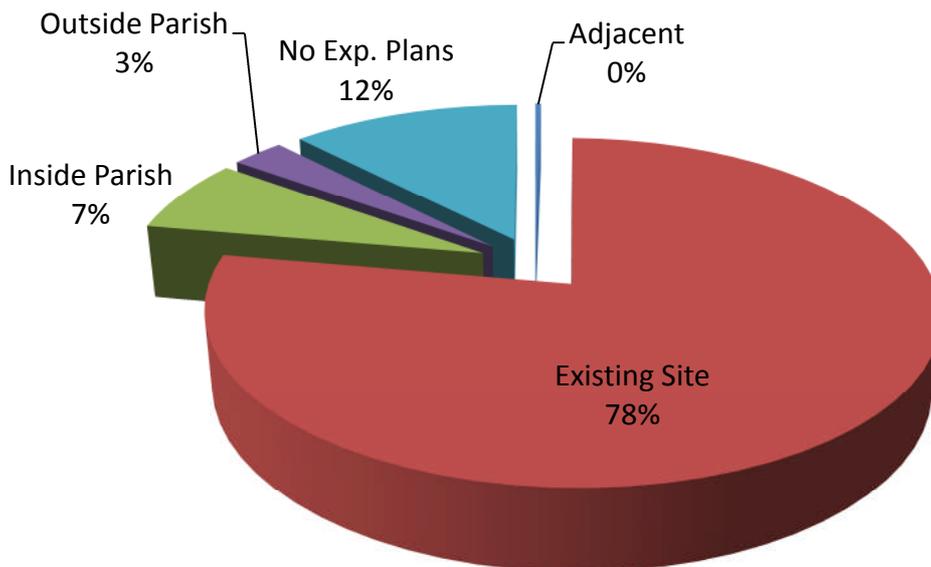


Figure 2

2. Improvements Business Would Like to See in the Parish

Q15 asked **What 3 things would improve your operating/working conditions in the Ticehurst parish?**

The replies have been categorised in order to evaluate and prioritise and shown in Figure 3 with a selection of the business comments. All the comments to the questions are included in the appendix.

- | | | |
|-----------------------------|------------------------------|-----------------------------|
| 1. Broadband speed | 8. Planning | 15. Lighting |
| 2. Parking | 9. Public transport | 16. Drain cleaning |
| 3. Condition of roads | 10. Signage | 17. Enhanced village square |
| 4. Mobile coverage | 11. Traffic calming | 18. Farming |
| 5. Improved local suppliers | 12. Congestion | 19. Footfall |
| 6. Housing for employees | 13. Hedge rows | 20. Policing |
| 7. Premises | 14. Improved community links | 21. Rubbish bins |

Q11 asked **What are the negatives of being in Ticehurst Parish**

The replies mirrored the answers to Q15 and are included in the appendix but not analysed any further.

On the issue of “Housing for Employees” which was mentioned 4 times 2 of them were the larger employers.

The survey had some specific questions on a three of the above improvement categories;

- Broadband Speeds (1st)
- 4G Mobile Signal (4th)
- Parking (2nd)

Q13 asked **How critical to your business is good broadband speeds where 1 is not important and 5 is vital?**

Q14 asked **How critical to your business is a good 4G mobile signal where 1 is not important and 5 is vital?**

On broadband (Q13) and 4G mobile(Q14) they were asked how critical this was to their business and 58% said Broadband was critical (Figure 4) and 34% said mobile was critical(Figure 5). So this question echoes the response to Q11 placing broadband speed as a higher priority and a more critical need to the businesses.

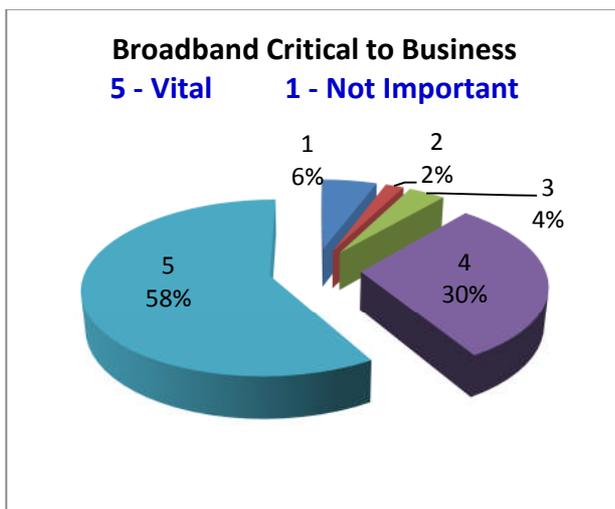


Figure 4

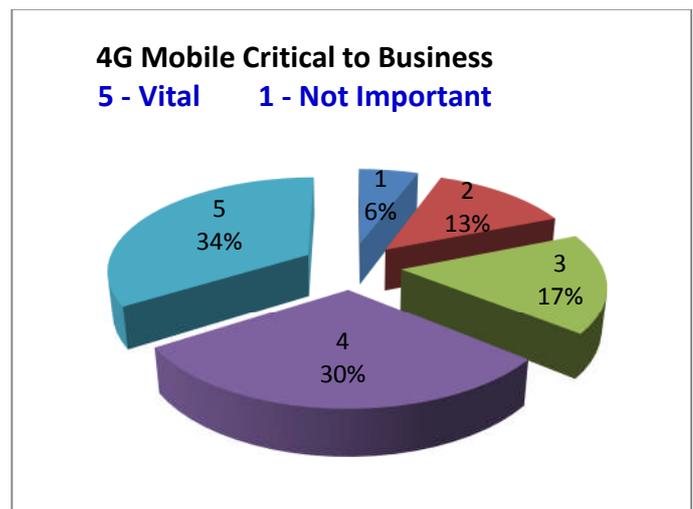
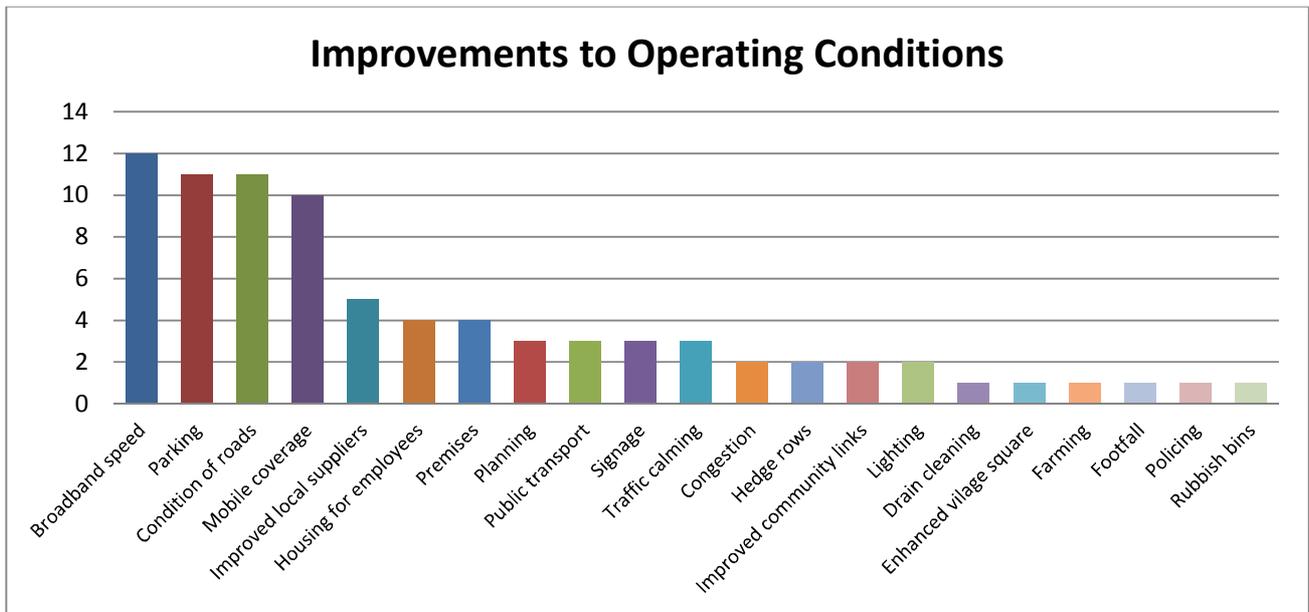


Figure 5

Q12 asked **Briefly describe parking arrangement?**

The question was aimed at understanding the various business site for employee and customer parking. In general the parking for the majority (81%) of businesses locations was workable and for a small number (4%) was approaching a limit.

However 15% of the responses were indicative of the village parking problem. This is further evidence that parking in the Ticehurst village centre is a problem. This was second equal on the list for improvement to operating conditions.



Below are the categories with some comments to aid understanding.

Reason	Sample comments from the businesses
Broadband speed	<i>"Better broadband speeds." "Fibre optic broadband."</i>
Parking	<i>"More signed parking for those visiting the village of Ticehurst." "Parking control." "Parking restrictions."</i>
Condition of roads	<i>"More attention to road surfaces - lots of potholes round here." "Poor road surfaces - 2 burst tyres from potholes." "Apart from road conditions all is good."</i>
Mobile coverage	<i>"Improved mobile phone signal."</i>
Improved local suppliers	<i>"Most suppliers are not local, would source locally if competitive." "More co-operation between competing businesses."</i>
Housing for employees	<i>"Difficulty of recruiting staff due to lack of affordable housing." "Horticulture wages will not meet housing needs."</i>
Premises	<i>"For our particular business extra and additional premises."</i>
Planning	<i>"Support from Rother D.C. planning Dept."</i>
Public transport	<i>"Increased/improved public transport provision."</i>
Signage	<i>"A signage schedule for seasonal business/events (directions and limited promotion)"</i>
Traffic calming	<i>"Speed restrictions of 20mph through the centre of the village."</i>
Congestion	<i>"Sort out traffic flow problems in Ticehurst."</i>
Hedge rows	<i>"Cutting back the hedgerows"</i>
Improved community links	<i>"More awareness of what business goes on in and around villages."</i>
Lighting	<i>"Better street lighting"</i>
Drain cleaning	<i>"Flooding (drains not cared for properly)"</i>
Enhanced village sq.	<i>"Better looking village square."</i>
Farming	<i>"Respect of the farming workplace (fields) from walkers for growing crops".</i>
Footfall	<i>"More footfall - i.e. tourism or building site."</i>
Policing	<i>"Increased policing presence."</i>
Rubbish bins	<i>"More rubbish bins."</i>

Figure 3

3. Why is Ticehurst Parish good for business?

Q9 asked **What are the positives of being in the Ticehurst Parish?**

The replies have been categorised in order to evaluate and prioritise and shown in Figure 6 with a selection of business comments.

- | | | |
|------------------------|------------------|---------------|
| 1. Community | 5. Affluence | 9. Commercial |
| 2. Wider access | 6. Rural | |
| 3. AONB | 7. Close to work | |
| 4. Good local services | 8. Good soils | |

The community theme came across strongly in the survey results. Businesses felt supported by;

- The local close-knit community who are seen as loyal customers.
- Other businesses actively seek to source from local businesses to the extent that they can.

Q7 asked **How important is it to your business to be located nearby to other businesses in the parish?**

The comments were polarised between important (46%) and not important (35%) whilst the remainder (9%) sourced or supplied locally to an extent.

The businesses that said this was important;

- Had another business as part of their supply chain.
- Were dependant on local goods and services.
- Supplied services and goods to local businesses as a major part of their business.

Businesses that were in close proximity to others tended to work together. The most significant examples were in the Ticehurst village centre and Gibbs Reed business units. These examples showed that the businesses benefited from being close and using each other services to complement each other.

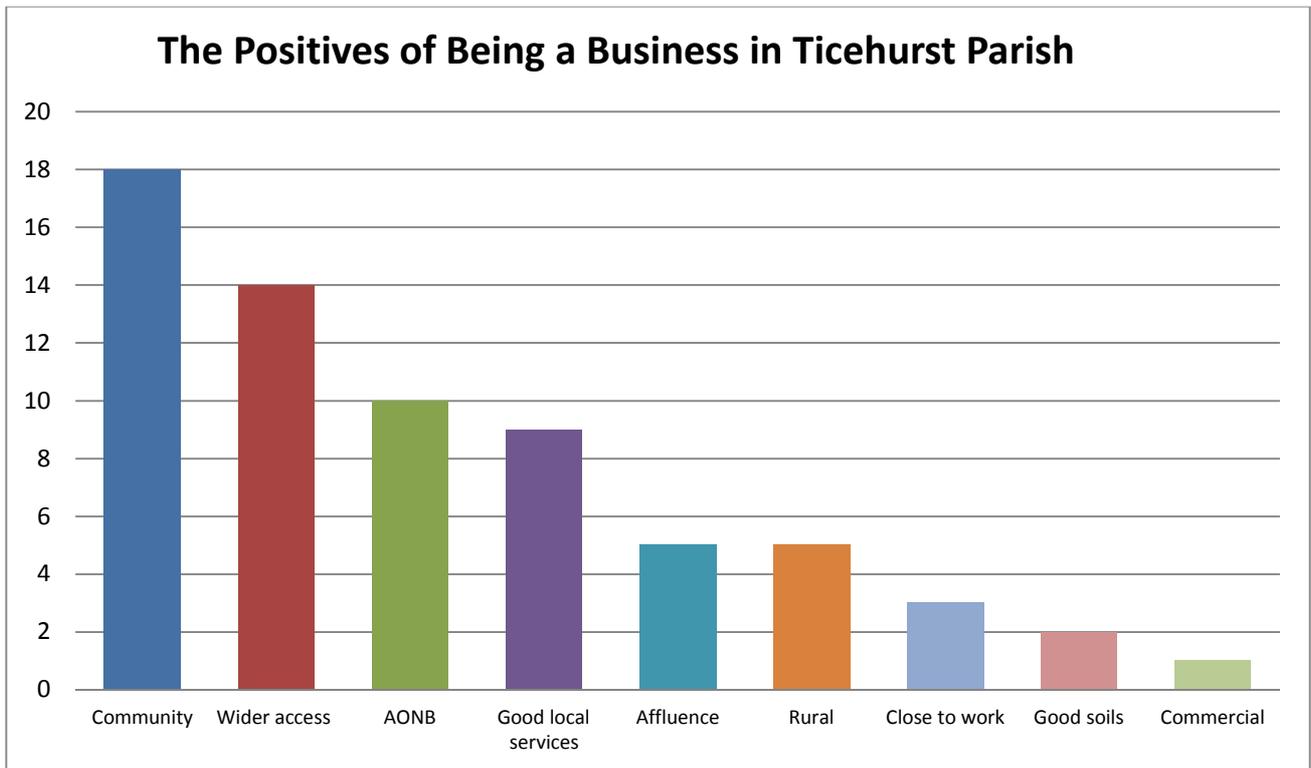
The majority of businesses would prefer to use a local business service if they could, and this was built into their mind-set.

The Ticehurst Village Centre benefitted from the footfall generated by;

1. Being supported by the local community and close to existing residential areas.
2. A healthy mix of retail, commercial and ancillary services in one centre that complement and support each other.

Q16 asked **Ticehurst Parish is a great place to do business because?**

This mirrored Q9 on the positives of being in Ticehurst Parish and the text above and is not analysed further.



Below are the categories with a selection of business comments to aid understanding.

Reason	Sample comments from businesses
Community	<i>"We are all local people so we all know pretty much everyone and are respected by the local community."</i> <i>"It's a lovely village to work in, the people and businesses are friendly & helpful & I hope to have many more years trading here."</i>
Wider access	<i>"Main road access is good via A21"</i> <i>"Rail link nearby."</i> <i>"Easy access to London"</i>
AONB	<i>"It is a beautiful part of the countryside. It is a privilege to be situated in such a scenic spot and we hope to do our bit in maintaining the appearance and history/heritage of this AONB for generations to follow and all to enjoy."</i>
Good local services	<i>"For a small parish there are good shops and services."</i> <i>"Local people like to use local businesses and therefore business is self generating."</i>
Affluence	<i>"The spending power of the catchment (15 Miles) is good."</i> <i>"A significant proportion of the population of this beautiful area want to spend locally and have the means to do so."</i>
Rural	<i>"Customers perceive it as rural."</i>
Close to work	<i>"Convenient for managing family life and work."</i>
Good soils	<i>"Quality of soil for growing crops especially on north side of Ticehurst"</i>
Commercial	<i>"Cheaper rent/salaries than London."</i>

Figure 6

4. Types of business, location of employees and customers

There are a huge variety of businesses in the parish from the small to the large. At the TNP we think most people would be surprised if they learnt of them all.

The four top types of business representing 77% of the surveyed employees are;

- Healthcare
- Building Trades
- Hotel/Catering
- Services to the public (education)

Q5 asked **What type of business are you in?** and using the number of employees this enabled the employment by business type to be understood (see Figure 7). Thirteen businesses employed 80% of the the survey employees.

Q8 asked **How long has your business been in Ticehurst Parish**

The average length of time businesses have been operating in the Parish is 43 years. This is due in part to the family connections in businesses and in part to existing businesses being bought as a running concern.

Q4 asked **Do you own or lease your buildings**

44% of businesses owned the building/land and 54% leased the building/land. The remaining 2% had another arrangement.

Q3 asked **Where do your staff reside?**

Of the 672 employees represented by the survey only 484 are part of this breakdown as some surveys omitted the answer to this question.

1. Reside within the parish (25%)
2. Live within 10 Miles of the parish (38%)
3. Live more than 10 miles of the parish (37%)

Figure 8 shows the results graphically.

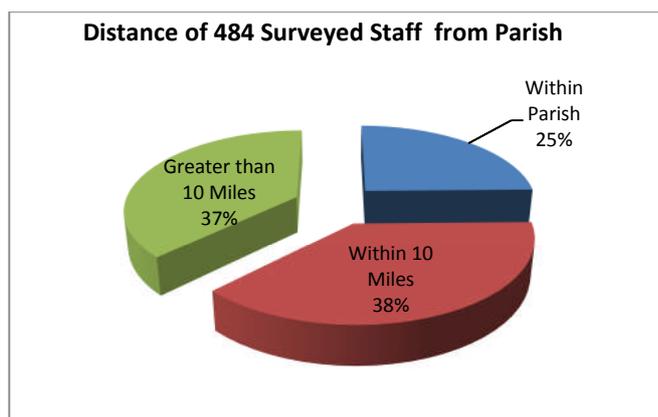


Figure 8

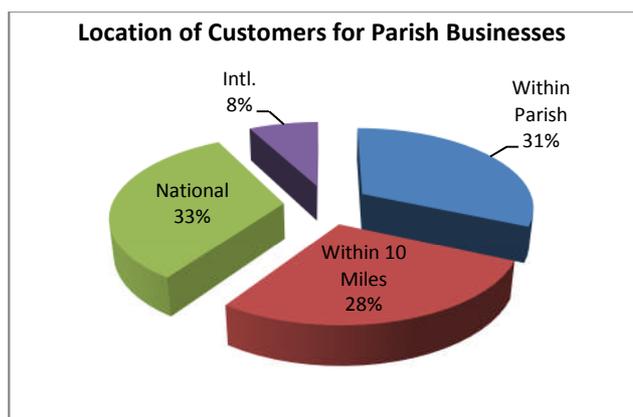


Figure 9

Q6 asked **What percentage of your customers?**

1. Reside within the parish (31%)
2. Live within 10 miles of the parish (28%)
3. National (33%)
4. International (8%)

Figure 9 shows the results graphically.

Employment by Business Type

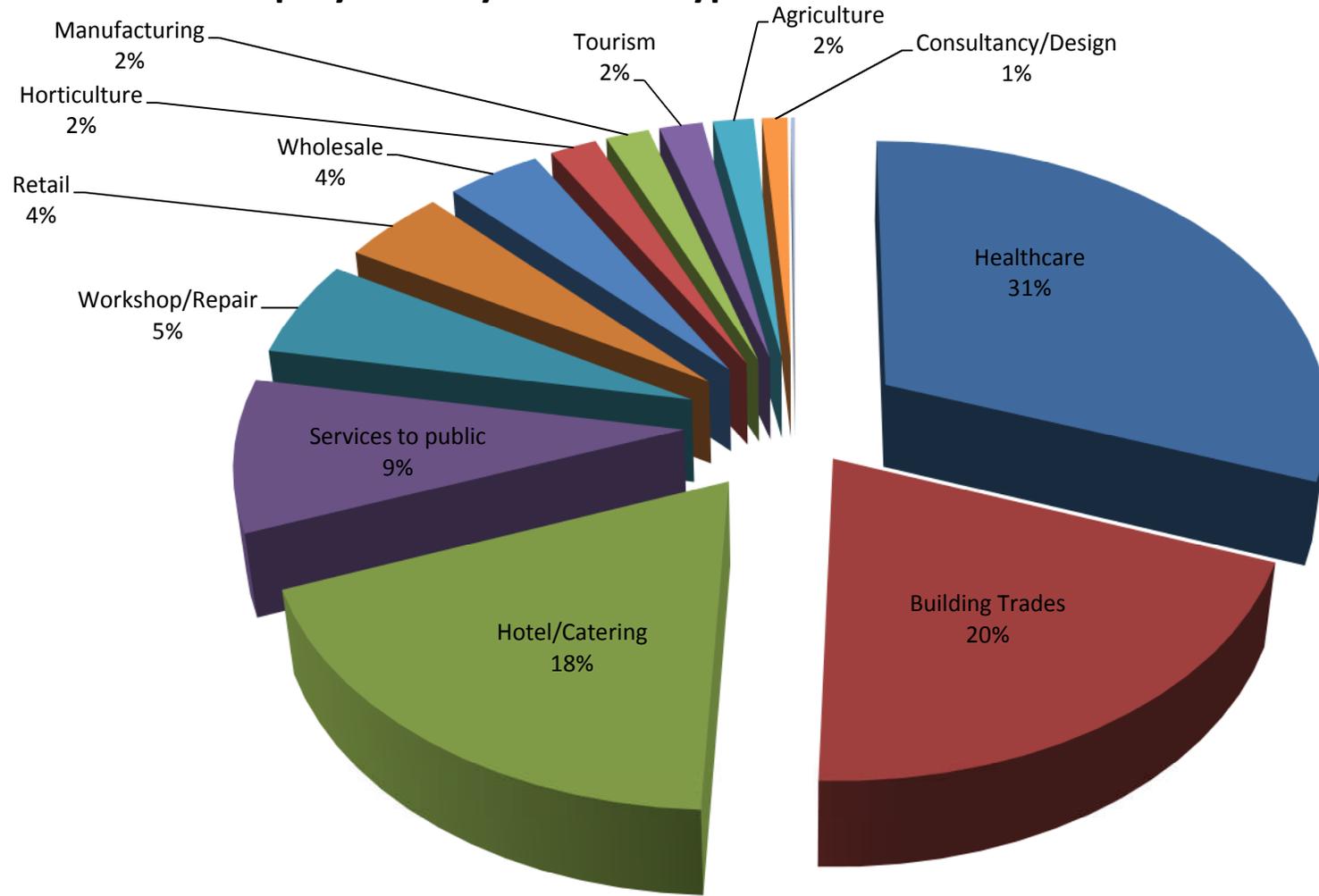


Figure 7

Appendix

Comments from Survey Questions

Q7	How important is it to your business to be located nearby?
Cat. Description	Text
Important to business	Yes within Gibbs Reed we use 4 other businesses in our supply chain. We supply goods and services to 15 businesses in the Parish
Important to business	Ticehurst surgery, Newington Court and defibrillator
Important to business	Location is important since we are a tourist attraction. We regularly use several local businesses. C Leach for vegetables for the café, fruit from Maynard's farm for making chutney, the local post office for all our stamps, Lighthouse bakery (Bodium/Ticehurst for bread for the cafe etc.
Important to business	My family farms two businesses in the Parish which are complementary to each other. We have no FTE but we use self employed contactors when needed. They are generally sources from a ten mile radius of Ticehurst. Our suppliers and customers are generally within a 50 mile radius of Ticehurst - Kent & Sussex. Knowledge of local businesses is important to our operations.
Important to business	Very important.
Important to business	Increasingly important to be near other local producers.
Important to business	Very - Helps bring visitors to the area. Part of our marketing is "# Visit Ticehurst" - The Bell, Old Haberdashery, Ruston House, Pashley, Dale Hill, Lighthouse Bakery, Kit Smith & King Johns Nursery
Important to business	It is very useful to have supply businesses nearby.
Important to business	Being part of a small village it is essential to have enough businesses that will keep on attracting people in the area. Many of the businesses compliment each other, it is how we survive.
Important to business	It is very important for the success of our village that all businesses are located as central as possible. To draw on passing traffic from outside our area,
Important to business	Other leisure related businesses such as pubs help attract "pick your own" customers.
Important to business	It is important to have other businesses nearby as people tend to hand in prescription and then come back after they have done some shopping.
Important to business	Very important.
Important to business	Very important.
Important to business	To best serve the community The Bell has to be at it's heart.
Important to business	Very important to not waste time travelling to get materials
Important to business	We operate from Gibbs Reed Farm, Pashley Rd. and most of the businesses here try and use each other as much as possible, so it is very important to us.
Important to business	As a farm it is vital that we are part of the community and combine with other farmers to store grain etc. As a B1 industrial site it provides a cottage industry where all businesses benefit from each other.
Important to business	It is very important to be located near other businesses as this enables us to be noticed and used.
Important to business	Important but not essential.
Important to business	Very important
Important to business	Important to be close to a local community - shops/café/PYO/local markets & produce.
Not important	Nothing I can think of.
Not important	Not very important.
Not important	Not important.
Not important	Not important.
Not important	Not that important. Most other suppliers we need/use are outside the Parish but within 10 miles.
Not important	There are no local services in our supply chain. We do at odd times help out businesses on our small ind./estate when emergencies arise.
Not important	N/A At present would like to improve links with the community.
Not important	Very important.
Not important	N/A
Not important	N/A
Not important	Not at all
Not important	Not important.
Not important	Not important.
Not important	Not important.

Not important	Not really significant for us but nice socially at old factory buildings.
Not important	Not very important, we supply insurance to local businesses.
Not important	No.
Source locally	Not really significant, buy fruit from neighbouring parishes mainly Hawkhurst
Source locally	Not so important but we use local firms as much as possible.
Source locally	It is always helpful to have to have other agri-businesses located nearby.
Source locally	Some local businesses supply us e.g. Lighthouse Bakery, Park Farm, but it is not essential that suppliers are local. We supply local businesses e.g. pubs, shops.
Source locally	We use the greengrocer and the local shop.
Source locally	We use a lot of local businesses such as florists, photographers, B&B's, Hotels, pubs, private taxis.
Source locally	Access to local shops is a very important part of rehabilitation for a number of patients. Staff also benefit from being able to access local business,
Supply locally	Only percent of our business is made with local companies.
Supply locally	We supply our meat to local businesses like Lighthouse Bakery/The Bell otherwise not important.

Q9	What are the positives of being in Ticehurst Parish?
Cat. Description	Text
Community	Great sense of community.
Community	On the whole there seems to be a good relationship between businesses and residents within the Parish
Community	As we are all local people, local people know and trust us, so it is important that we remain in the Parish.
Community	Close-knit friendly community.
Community	Good community support.
Community	Great community, local to home, we cook for the residents of Newington Court.
Community	We have a strong small business community. We promote each other through social media. Local have a good sense of how important it is to retain and support local businesses (this later point has become more apparent over the last few years).
Community	There is a good community spirit in Ticehurst very evident at Christmas , Remembrance Day, the village fete. Also the shop and other services offered not forgetting our beautiful church and News & Views
Community	Loyal local customers who we know well. I think we tend to look after each other. Go the extra mile.
Community	Great village
Community	Good community.
Community	Food aware customers who actively seek out local suppliers.
Community	Great community spirit and other collaborative businesses.
Community	Trusted by customers to do work on a day rate
Community	Friendly locals
Community	Being part of a local village helps reduce the frequently held perception that "we are in the middle of nowhere.
Community	Community
Community	Central location to our designated area.
Wider access	Main road access is good via A21
Wider access	Easy access to London
Wider access	Near A21
Wider access	Rail link nearby.
Wider access	Good access to A21.
Wider access	Good connections e.g. to costal ports (could be better).
Wider access	Road access to farm premises for 30 tonne articulated vehicles collection & delivery.
Wider access	Very nice place to be, good traffic links.
Wider access	Ticehurst is easily accessible. Parking at present is better than Wadhurst.
Wider access	Road links are adequate.
Wider access	Easy access to A21/M25
Wider access	Being located near the A21
Wider access	Location of A21
Wider access	Easy access - near A21.
AONB	Scenic views
AONB	Beautiful surroundings.
AONB	Countryside, tourist destination, pleasant day out.
AONB	Nature on the doorstep.
AONB	Beautiful environment.
AONB	Good place to invite client to.
AONB	Beautiful part of the world attracts visitors to our holiday cottage.
AONB	Living within an AONB
AONB	AONB
AONB	Unspoilt country side
Good local services	For a small parish there are good shops and services.
Good local services	Nice and local to good and friendly shops.
Good local services	Being near local producers and having a good loyal, clientele.

Good local services	Local shops are useful, both in Ticehurst and Burwash as we are located half way between both.
Good local services	Other small creative businesses.
Good local services	Availability of contracts/suppliers
Good local services	Good range of shops.
Good local services	Having local business contacts that then recommend us as a wedding and function venue.
Good local services	Guest in holiday cottages will use/enjoy local services
Affluence	Good village and wealthy area
Affluence	Affluent area.
Affluence	Reasonably affluent area
Affluence	The spending power of the catchment (15 Miles) is good.
Affluence	Affluent area
Rural	Quiet and rural and are on main road.
Rural	Quiet location.
Rural	Rural location.
Rural	Customers perceive it as rural.
Rural	Rural
Close to work	Convenient for managing family life and work.
Close to work	Close to home.
Close to work	Reasonably local to staff homes.
Good soils	Quality of soil for growing crops especially on north side of Ticehurst
Good soils	The soils/aspects are just adequate for fruit growing, with few competing businesses dealing with
Unassigned	Quality of life.
Unassigned	Broadband.
Commercial	Cheaper rent/salaries than London.

Q10	What are the negatives of being in Ticehurst Parish?
Cat. Description	Text
No comment	No negatives.
No comment	Hmmm.. I can't think of any.
No comment	None.
No comment	None worth mentioning.
No comment	Nil.
No comment	None that impact the hospital and its activities.
Parking	Poor parking in neighbouring towns/local church etc.
Parking	Parking!
Parking	No direct negatives only parking can be difficult at times and passing between parked cars etc., between the Church High St Ticehurst
Parking	Parking restrictions.
Parking	It is often difficult to park outside my business for unloading.
Parking	No parking in village square due to number of cars outside Ticehurst Motors
Parking	Parking and traffic restrictions.
Parking	Traffic and parking in and around the village, constant road works.
Housing for employees	Cost and availability of housing for employees
Housing for employees	There is not enough growth including housing to allow staff and the younger generation to
Housing for employees	Horticulture wages will not meet housing needs.
Housing for employees	Seem to be not enough housing for the young.
Housing for employees	Difficulty of recruiting staff due to lack of affordable housing.
Housing for employees	Not enough low cost housing.
Condition of roads	A21 crossroads difficult to get across.
Condition of roads	Poor road surfaces - 2 burst tyres from potholes.
Condition of roads	Conditions of paths and roads.
Condition of roads	Roads very poor.
Condition of roads	Roads
Congestion	Traffic through the village can be a problem.
Congestion	Over the years the village has become more residential and congested and some newcomers do
Congestion	A few too many people and cars on the road.
Congestion	Size of vehicles trying to squeeze down Church St.
Congestion	Congestion down lanes
Farming	Poor soil.
Farming	Nitrate Vulnerable Zone(NVZ) and AONB
Farming	Packhouses for produce get larger and more distant, so it only worth transporting loads of 10
Farming	If I wanted to scale up, Ticehurst would be a poor location.
Improved local suppliers	Not a great choice of local shops,
Improved local suppliers	Lack of local banking.
Improved local suppliers	Not enough local businesses
Improved local suppliers	Local businesses possibly closing
Lack of local labour	Seasonal labour is not readily available locally.
Lack of local labour	Cannot get enough local staff/workforce/apprentices.
Lack of local labour	Limited access to trained personnel.
Broadband speed	Broadband speed
Broadband speed	Poor internet coverage.
Footfall	Lack of footfall. (Ticehurst village centre)
Footfall	Smallish footfall.
Mobile coverage	Mobile reception can be slow/patchy in out area of the Parish

Mobile coverage	Poor telephone coverage.
Planning	Planning red tape is a huge disincentive to change/expand.
Planning	That we must comply.
Hedge rows	Overhanging trees not being addressed by Highways
Policing	There is no Police presence for security of any premises. No neighbourhood watch scheme active.
Premises	If I wish to expand in the near future there are no significant retail spaces to move to.
Public transport	Not great transport links - no bus route passes us, not many local busses for staff and visitors and no footpath on B2099 to join us to village.
Traffic calming	Bardown Rd is too fast and very dangerous.
Traffic calming	Speeding traffic on the High street is sometimes an issue.
Traffic calming	Speed of traffic.
Unassigned	Some Parish councillors influenced by wealthy business people.
Unassigned	When crops are growing in the fields walkers and dog walkers should respect the fact that the fields are our workplace and not a playground. Keep to the public right of way which leads from Ticehurst to Bewl Water
Unassigned	Restricted to local residents/pupils. Travel costs & public transport. Access to school premises/site.
Unassigned	Litter/fly tipping
Unassigned	Uncooperative neighbours NIMBY's
Unassigned	A bit far away from anything.

Q12	Briefly describe parking arrangements?
Cat. Description	Text
Workable	Employees travel by car as public transport no existent. Have enough parking for employees and customers
Workable	We drive 2 miles to work and park on site.
Workable	Adequate parking in drives, by car and on foot locally.
Workable	Free onsite parking for staff, visitors and coach groups.
Workable	We have a small car park, which is just about sufficient with staggered arrival/departure times.
Workable	I live and work on the Farm
Workable	All the staff travel to & from work in their own vehicles. We have our own on site car park.
Workable	Parking on site, own vehicles used for transport.
Workable	I drive from Goudhurst and park at our offices.
Workable	Farms are close to each other and self contained as far as travel and parking for work.
Workable	Travel 30/40 minutes drive every day from East Peckham. Luckily can park right outside.
Workable	We all travel by car and park onsite (which is outside village centre).
Workable	I drive from Robertsbridge an park outside on the road.
Workable	With 300 acres we can always find somewhere to park!
Workable	Travel by car, park onsite.
Workable	No difficulties apart from getting through Wadhurst
Workable	Travel by car. Park in our carpark so no problem at all.
Workable	On-site parking - Battenhurst Rd. Stonegate.
Workable	All bar 1 member travel by car and park in suitable car parks locally.
Workable	Travel from Burwash/Parking outside workshop.
Workable	Parking on site at the workshop.
Workable	Car/van for business use. Customer parking for 40 cars on grass in summer.
Workable	Travel by car from Stonegate to Ticehurst. Parking on-site.
Workable	All staff drive to work and park on site.
Workable	Car parked in Church Street.
Workable	Travel by car for all employees. Parking is fine on site.
Workable	Park in square twice weekly. Thurs 11.00 - 14.00 Fri 15.00 - 19.00
Workable	Most employees drive to and from Stonegate by car, traffic generally increasing and further parking would be a benefit.
Workable	Most customers drive. We have a very large carpark.
Workable	Gibbs Reid Farm, lock up & vehicle parking.
Workable	Self contained parking on site and off road. Good access from B2099
Workable	Travel from Eastbourne every day with 1 employee who lives near me, other employee travels by car from Tonbridge, we have a parking space each outside the factory off road.
Workable	3 staff live on site otherwise car park on site.
Workable	One travels from Northfleet Kent and one from opposite the shop.
Workable	Free parking is made available for patients, visitors and staff. The significant majority of staff drive to work due to limitations of public transport.
Workable	OK
Workable	Good parking on site.
Workable	Parking is very important and we have just enough on some days it is a little cramped. Travel is via the A21 usually which is the only main road in the area.
Workable	On site parking
Village problem	We drop off good from Bakery to the shop every morning. Staff park in the car park behind the Bell. We Rely on customers being able to stop for 10 minutes on the pavement outside the shop.
Village problem	We all drive to the gallery and park behind the Bel or in Church St. We avoid parking in the square - trying to keep it free for customers. Usually only one of us in gallery each day.
Village problem	I either walk to work or park in the Bell carpark unless I need a car close by for deliveries.
Village problem	Travel daily by car . Do not park outside the shop but further up the High street going out of the village - this avoids blocking the centre with parked cars, freeing up space for potential customers. The only time I will park outside my business is for unloading (if there is a space)
Village problem	I travel from Wadhurst to Ticehurst by car and try and find parking near the office.
Village problem	Parking where you can find a free space.

Village problem	There is dedicated parking adjacent to the pub and parking behind in the village car park. The village car park was expanded, funded in part by The Bell. Already it appears there is not enough space although getting the lines draw would help parking discipline.
Approaching limit	Our work travel covers all of the UK and abroad, parking arrangements at our works are very limited.
Approaching limit	Parking for staff is available on site. Morning and Afternoon drop off/pick/up can be a problem - too many cars - nowhere to turn around other than using school carpark.

Q15	What 3 things would improve operating conditions?
Cat. Description	Text
Broadband speed	Fibre optic connection
Broadband speed	Broadband speed.
Broadband speed	Faster internet.
Broadband speed	Better Broadband
Broadband speed	Broadband.
Broadband speed	Better broadband speeds
Broadband speed	Better broadband
Broadband speed	Better broadband
Broadband speed	Better broadband
Broadband speed	Improved broadband speed.
Broadband speed	Fibre optic broadband
Broadband speed	Wifi speed
Condition of roads	More attention to road surfaces - lots of potholes round here.
Condition of roads	Things will improve once that road outside is done! (Pashley Rd) plus would be good if the Flimwell traffic lights weren't so slow!
Condition of roads	Apart from road conditions all is good.
Condition of roads	Repair roads and lanes - clean ditches.
Condition of roads	Condition of the <u>roads</u> .
Condition of roads	Better roads.
Condition of roads	Roads are bad.
Condition of roads	Road surface quality.
Condition of roads	Better maintained roads.
Condition of roads	Better roads.
Condition of roads	Road surfaces (Battenhurst Road)
Parking	More available parking in the square. Ask Ticehurst Motors to not park in the square.
Parking	Reduction of congestion from parking in village with roads such as Church Street being accessible for farm vehicles.
Parking	Parking.
Parking	Stopping parking on grass verge at Stonegate station and a general parking area for pickup/drop-off at Stonegate school. The parking at Stonegate school is extremely dangerous as many park around the junction of the three roads. It may be good to hand a copy of the "Highway Code" to the drivers. Some of which live only 300yds from the school.
Parking	Better signed "Parking Customers" having access to the entire square carpark.
Parking	More signed parking for those visiting the village of Ticehurst.
Parking	Better parking.
Parking	No current improvements apart from parking in the village.
Parking	More parking
Parking	Parking control.
Parking	Parking
Mobile coverage	Better telecommunications infrastructure ("H" (4G) has improved and I believe there are plans to improve H (4G) further.
Mobile coverage	Better mobile signal.
Mobile coverage	A phone signal on the farm.
Mobile coverage	Better mobile phone signal.
Mobile coverage	Better mobile reception and broadband.
Mobile coverage	Mobile phone signal.
Mobile coverage	Better mobile signal.
Mobile coverage	Mobile mast.
Mobile coverage	Mobile reception
Mobile coverage	Improved mobile phone signal.
Improved local suppliers	Main dealers for servicing vans are in Maidstone, local would be better.
Improved local suppliers	Most suppliers are not local, would source locally if competitive.
Improved local suppliers	Having a builders merchant in the Parish
Improved local suppliers	More co-operation between competing businesses
Improved local suppliers	Improve other businesses
Housing for employees	Availability of farm workers housing and priority for key local workers with housing.
Housing for employees	Housing opportunity for land-based workers.
Housing for employees	Affordable Housing

Housing for employees	Low cost housing for staff to live.
Premises	Access to premises.
Premises	Purpose built units.
Premises	For our particular business extra and additional premises.
Premises	Bigger more comfortable offices
Planning	A more reasonable planning framework.
Planning	Support from T.W.B. Council planning Dept.
Planning	Support from Rother D.C. planning Dept.
Public transport	Better transport infrastructure (though honestly I don't know if there is enough demand to make this viable) cycle lanes/footpaths
Public transport	Increased/improved public transport provision.
Public transport	Improved bus service.
Signage	Main road signage for businesses in Church Street.
Signage	A signage schedule for seasonal business/events (directions and limited promotion)
Signage	Better signage.
Traffic calming	Speed restrictions of 20mph through the centre of the village.
Traffic calming	Zebra crossing.
Traffic calming	Speed control
Unassigned	For Openreach to repair the telephone line in Bardown Rd. for once and for all as heavy rain results in no line.
Unassigned	More organised activities for youth.
Unassigned	Better banking rates.
Unassigned	Less business rates
Congestion	Passing places on lanes.
Congestion	Sort out traffic flow problems in Ticehurst.
Hedge rows	Cutting back the hedgerows
Hedge rows	Undergrowth (bracken) being regularly cutback(Highways responsibility)
Improved community links	Better Community links.
Improved community links	More awareness of what business goes on in and around villages.
Lighting	Better street lighting
Lighting	Lighting
Drain cleaning	Flooding (drains not cared for properly)
Enhanced vilage square	Better looking village square.
Farming	Respect of the farming workplace (fields) from walkers for growing crops.
Footfall	More footfall - i.e. tourism or building site.
No comment	None - everything fine.
Policing	Increased policing presence.
Rubbish bins	More rubbish bins.

Q16	Ticehurst Parish is a great place to do business because?
Cat. Description	Text
Community	We are local working locally
Community	Healthy environment and friendly shops.
Community	We are all local people so we all know pretty much everyone and are respected by the local community.
Community	The locals are lovely and very supportive.
Community	Good farmland for what we grow. Wonderful countryside, good pubs and local services. Friendly
Community	Because of the friendly, supportive community.
Community	It is a nice place to be, the local businesses are small and friendly and the people welcoming. The surrounding countryside is lovely and it has a great smokery and delicatessen shop/café at Flimwell
Community	of the community support and fabulous customer base.
Community	The people love our space, it's a community cafe where we help to feed people with extra needs.
Community	Its accessible for all with a great sense of community.
Community	It's friendly and a pleasant working environment.
Community	It is a very busy environment which attracts tourists and people from other local villages, with a
Community	It's about the community.
Community	Love local businesses.
Community	Great village & great people.
Community	It remains a community that appreciates local businesses.
Community	It is my second home! PS I lived in Ticehurst for 10 years and then it was my first home!
Community	The local people are supportive of local businesses.
Community	There are good lines of communication with the council, largely due to Francesca Nowne's
Community	It's a lovely village to work in, the people and businesses are friendly & helpful & I hope to have
Community	All the residents are nice people in the area, happy that they are part of my business.
Wider access	Wealthy area, good links to London and South East area.
Wider access	It is in the country, no major congestion and reasonable access to the A21. It is quiet and pleasant to work here.
Wider access	It is located on the Sussex weald with good road access.
Wider access	It provides a peaceful and tranquil environment for our patients many of whom come to us at a particular crisis point in their illness. Good access to surrounding towns such as Hastings, Maidstone, Ashford and Tunbridge Wells.
Wider access	of A21
Wider access	It is central to our working area and access is very easy.
Affluence	Good environment, reasonably well-off, and its my home
Affluence	a significant proportion of the population of this beautiful area want to spend locally and have the means to do so.
Affluence	It is an affluent area.
AONB	It is a beautiful part of the countryside. It is a privilege to be situated in such a scenic spot and we hope to do our bit in maintaining the appearance and history/heritage of this AONB for generations to follow and all to enjoy.
AONB	We live in an AONB which attracts wedding couples to the venue.
Rural	It is still rural (just)
Rural	Rural, peaceful location.
Unassigned	Good relationship with planning
Unassigned	Ones reputation grows and obvascates the need for advertising.
Commercial	It has been good to us over many years.
Good local services	Local people like to use local businesses and therefore business is self generating.

Good soils	The northern side of the Parish has good drained soil being a ridge with Tunbridge Wells and fairly open fields. It also has the added benefit of being a beautiful part of England where it is a pleasure to farm. It has a favourable climate in the SE England. Lots of customers for farmed produce in area and possibility of diversification in tourism to supplement farming income.
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Q18	Anything else you would like to say?
Cat. Description	Text
Parking	Please can we improve signage for the car park behind the Bell.
Parking	One of my main concerns for the next few years is some of the proposed site developments, They can and have in the past created a real issue with parking on the High Street. Will there be enough parking for those visiting the village. Many people don't realise there is off street parking off Pickforde Lane(signage perhaps)
Parking	I resent Ticehurst Motors taking so many places in the square, thereby making parking difficult for anyone (like me) who cannot walk very far.
Premises	If suitable business units were available this would be considered.
Satisfied	This is a happy family home and all clients are classed as family and they seem to be very happy living here.
Satisfied	Ticehurst Motors will continue to invest in in employment prospects and the overall success of the village.
Satisfied	I enjoy working in Flimwell. We have all the local services we need and we have become well established with local businesses. We would welcome people dropping into our office.
Support TNP	Well done for understanding that business is important in the area. A vibrant community needs business to employ the people who live here, who can then use the shops and services.
Support TNP	This survey for business and commercial premises os long overdue.
Support TNP	Thankyou for doing this and apologies for being slow to respond! I hope it helps to unify business and residential communities in Ticehurst.
Unassigned	I support any practical solutions to improving the area. I feel we have to be careful not to create a very pretty, chocolate box village without the infrastructure to grow and maintain the working centre of it.
Unassigned	Please do not use out companies details if refering to this survey in the future. Feel free to use my stats but not my company name or contact details.
Unassigned	I would be intererested in discussing improved links with the local community especially as we have been active in Ticehurst for over 200 years.
Not satisfied	We are thinking of getting a sign made asking to leave at least 12' wide access through Three Leg Cross during Haymaking and Harvest
Not satisfied	As business owners we feel neglected and undervalued by local councils, don't forget small business are the backbone of a vibrant and succesful village, that want to succeed.
Farming	Regarding agriculture the character of the location (Ticehurst) is less important than the fact that some Parishes have better quality farmland - soil, drainage not a flood plain, fairly gently sloping land and reasonable sized fields with not too many trees.
Footfall	The best thing for us would be a big building site!