



BUSINESS INTELLIGENCE SURVEY RESULTS



WEEK 5

01952 208200

Shropshire Chamber of Commerce Business Intelligence Survey Results

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Total Shropshire Calls: 149

Dates: 20th – 28th May

Results drawn from interactions made throughout May, from both the Chamber Membership Team and DIT International Trade Advisors. The results were drawn from a survey conducted between 20th May-28th May.

The Chamber created this survey to understand precisely how the coronavirus outbreak is affecting Shropshire businesses. We are committed to understanding how local businesses are coping with the current crisis and specific issues they are facing and bringing these to attention at the national level.

Of those surveyed, **65%** were micro businesses, **27%** small, **4%** medium and **4%** large.

Key Outcomes:

How Covid has affected Businesses:

42% of firms reported cash flow problems

32% of firms intend on making redundancies.

Changes Businesses are expecting:

61% of firms said that Covid has led to a lack of sales.

42% of firms intend on investing in a greater digital capacity.

Economic Impact of Covid:

27% of firms' order books are down 1-25%.

19% of firms' order books are down 76-100%.

Remote working:

57% of firms believe that their workforce will remain working remotely for the foreseeable future.

71% of firms said that their teams have shown great willingness to adapt.

International Trade:

80% of firms intend on increasing exports

60% of firms intend on increasing imports

Training Opportunities:

60% of firms expressed an interest in accessing digital marketing training.

47% of firms expressed an interest in remote sales training.

Other Key outcomes:

- We are still seeing some businesses either 'falling through the cracks' of the loans and grants schemes, with sole directors struggling to access cash
- Long waiting times and rejections on CBILS
- Many businesses are telling us that social distancing is going to be either extremely difficult or impossible in their workplaces
- Supply chain issues and the ability to generate sales are worrying firms
- Deep level of uncertainty around the future felt by some firms
- Some businesses surveyed expressed that would like greater visibility and more online services and training from the Chamber
- Post Brexit tariffs and duties were also areas of concern expressed by our members