



BUSINESS INTELLIGENCE SURVEY RESULTS

NOVEMBER &
DECEMBER
01952 208200

Shropshire Chamber of Commerce Business Intelligence Survey Results

Dates: November/December 2020

Sample Size: 141

These results have been drawn from interactions made throughout November and December. The Chamber created this survey to realise precisely how the pandemic 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, **50%** were micro businesses, **31%** small, **16%** medium and **3%** large.

Key outcomes:

Affects the pandemic is still having on business:

- **35%** of businesses reported cash flow problems
- **44%** of businesses reported a lack of sales/orders
- **26%** of businesses reported they have reduced employee working hours

Remote working:

- **39%** of firms stated their workforce will remain working remotely for the foreseeable future
- **58%** of firms stated their workforce has shown a great willingness to adapt
- **23%** of firms stated their workforce will be given the option to continue working remotely, as long as their targets are met

Changes businesses are expecting to make over the next few months:

- **12%** of businesses intend on making redundancies
- **34%** of businesses intend on recruiting
- **40%** of businesses intend on investing in new IT software

Percentage of jobs made redundant:

- **73%** of firms reported they have made no redundancies
- **21%** of firms reported they made between 1-25% of their workforce redundant
- **5%** of firms reported they have made between 26-50% of their workforce redundant

Operating capacity:

- **20%** of businesses stated they are currently operating at 100% of their full capacity
- **34%** of businesses stated they are currently operating at between 75-99% of their full capacity
- **11%** of businesses stated they are currently operating at between 1-25% of their full capacity

Brexit preparation for potential additional paperwork:

- **39%** of firms said 'Yes' they are ready
- **33%** of firms said 'No' they are not ready
- **38%** of firms said they 'Don't know'

Stocking up pre year end or do you anticipate supply chains to be undisturbed:

- **22%** of businesses reported they are stocking up
- **61%** of businesses reported they are keeping things as they are
- **17%** of businesses reported they 'Do not know'

Training opportunities:

- **49%** of firms stated they are interested in Digital Marketing training opportunities
- **35%** of firms stated they are be interested in Staff Wellbeing training opportunities
- **33%** of firms stated they are interested in remote sales and business development training opportunities

General areas of local policy concern:

- Business Rates- mentioned by numerous respondents
- Wages for new jobs - 'getting lower'
- Support for startup businesses
- High street investment
- Brexit

Response Percentages Exceed 100%

For questions that use checkboxes, the total number of answer choices selected for a question can be greater than the number of respondents that answered the question. This can cause the total response percentages to exceed 100%. The sum of the combined example amounts may be below or above 100 (or 100).