

BARNSELY METROPOLITAN BOROUGH COUNCIL

South Area Council Meeting:

19th December 2014

Agenda Item: 6b

**Report of South Area Council
Manager.**

South Area Council Local Business Survey findings

1. Purpose of Report

1.1 To present to the South Area Council the completed Local Business Survey undertaken by the South Area Team and to gain approval for the recommendations made by the South Area Council Local Business Working Group as a result of the survey's findings.

2. Recommendations

2.1 That the South Area Council receives and notes the report.

2.2 That the South Area Council agrees in principle to the recommendations made by the Local Business Working Group outlined in sections 5.2 and 5.3 of this report, to enable the South Area Team to do further exploratory work and return to the South Area Council with specific costings for the activities outlined.

3. Background

3.1 In September 2013, the South Area Council agreed its four priorities, against which it wished to commission projects from its devolved Area Budget. These priorities were:

- Access to Local Information & Advice
- Improving the Local Environment
- Improving Opportunities for Young People
- Growing the Local Economy & Supporting Local Businesses

3.2 In August 2014, the South Area Council established a small working group supported by Barnsley Development Agency, the Chamber of Commerce and Business in the Community to look in more detail at how local businesses might be supported using some of the remaining Area Council budget.

3.3 It became quickly apparent that it had been several years since local businesses in the area had been surveyed, and that as a result, there was insufficient current information available about their issues and support needs. To rectify this, Tanya Dickinson and Amanda Bradshaw, the jobsharers within the South Area Team were approached to spend 17 hours per week for 12 weeks conducting face-to-face surveys with a range of businesses across the South Area.

3.4 It was agreed that the survey would be carried out between September and December 2014 and focus on:

- The needs of local businesses and the identification of support which would enable them to develop and thrive.
- The experiences of local businesses of the Yortender process through which all procurement and commissioning (including that done by Area Councils) is now done.
- An analysis of the degree to which local businesses are involved in their local communities, as a starting point to engaging businesses more closely in community activity.

3.5 It was agreed that once the survey was completed and the findings collated, it would be considered at a meeting of the Local Business Working Group to be held on 12th December, which would then make recommendations to the Area Council about the key actions required as a result of the report's findings. The recommendations outlined in section 5 of this report came out of discussions held at this meeting.

4. Key findings of the report

4.1 238 local businesses across a wide range of sectors and sizes were approached, and 88 eventually completed the survey. The vast majority of those completed were done face-to-face, with a small number completed over the phone. A lot of time was spent approaching businesses and waiting for the right person to come and answer the questions. The time taken to complete the survey once the right person was identified varied enormously from around ten minutes to as much as an hour and a half. For full details of the businesses surveyed, see the full report attached at Appendix 1.

4.2 On the whole, the survey was positively received by local businesses, with a small number expressing cynicism about either its intentions or the belief that nothing would change as a result.

4.3 In terms of accessing the training needed to develop the business, responses were extremely varied:

- 28% had no problems in accessing the training they needed
- 58% identified that finding time and/or the cost of training acted as barriers to accessing what was needed
- A wide range of other barriers were also highlighted, ranging from lack of interest in training from employees to difficulties in finding the right courses

4.5 The Top 5 training/development needs identified by businesses were:

- Promoting and marketing your business
- Support for Business Development
- Health & Safety
- First Aid
- Social Media and Web Development

4.6 Only 16 of the 88 businesses surveyed had heard of the Yortender system. Only 7 of these 16 were already registered on Yortender, with 8 not interested in registering and 1 wanting to register.

4.7 For the 72 businesses surveyed who had not heard of Yortender, only 9 of them were interested in becoming registered.

4.8 For those who had used the Yortender system and its predecessor, there was a perception that more tenders were now going to businesses outside the area than had previously been the case. There was also a perception that the system was too complicated for some small businesses to use.

4.9 74% of the businesses surveyed were already involved in their local community in some way. Involvement ranged from donation of prizes right through to fundraising, sponsorship and delivering work with schools and traineeships.

4.10 A number of businesses expressed an interest in helping out more locally. The Top 3 offers were:

- Keeping my surroundings tidy
- Offering sponsorship to local groups or events
- Offering work experience or apprenticeship placements

5. Recommendations of the Local Business Working Group

5.1 Following the completion of the survey, the Local Business Working Group met on 12th December to discuss the collated information, consider its findings and to discuss the suggested recommendations made in the report.

5.2 The main recommendations agreed upon by the Working Group were as follows:

1. That the South Area Team work with Barnsley Development Agency (now Enterprising Barnsley) to put businesses surveyed in touch with existing help and support where it already exists, including working with known assets from within the community.
2. To identify specific providers to run training workshops to run within the community for the 5 most popular requests, which were:
 - Promoting & Marketing your business
 - Support for business development
 - Social Media & web development
 - Health & Safety
 - First Aid
3. To work with Forge Community Partnership/Anvil CIC and Jobcentre Plus to offer non-mandated training placements to those who are not taking part in Work Programme, with a view to offering a more formalised traineeship or apprenticeship to those who do well.

4. To further explore how those businesses from the survey offering a work experience placement can best be 'plugged in' to systems allowing them to realise this.
5. To develop further the links made through the survey with businesses who are interested in offering support within the community, and those who are keen to encourage local action.
6. Utilise the Neighbourhood Networks to promote training available within the area, ensuring that mechanisms are in place with training providers so this information is forthcoming
7. To circulate the results of the survey and the actions resulting from it to those taking part within a reasonable timescale, to address the criticisms expressed by some businesses that 'nothing will come of it'

5.3 In addition to these recommendations, the Working Group felt strongly that the information gathered on page 7 of the survey report around business perceptions of Yortender were highly concerning and should be investigated further. In essence, these can be characterised as:

- Very few businesses registered on Yortender
- Some of those who had attempted to register had found the process difficult, lengthy & bureaucratic and had given up at the registration stage
- Some of those who had used both Yortender and its predecessor felt that they were no longer gaining contracts in Barnsley since the switchover – even though some were still gaining contract work from other local authorities
- Some felt that they were not receiving regular business alerts despite being registered

As a result the Working Group is recommending that:

- The issue needs to be raised with Area Chairs to see if the 'South experience' is matched by those in other areas, particularly in relation to the degree to which local businesses were able to commission local providers for their Area Council projects
- The report be circulated to the Cabinet Member within whose portfolio it falls (Cllr Gardiner) and the Leader for information, since barriers to businesses working successfully with Yortender can badly hinder the development of the Future Council vision of localised commissioning using local providers.
- A seminar is organised for Area Chairs, Area Council Managers and NPS staff to look at the degree to which the Yortender process might be altered (within legal guidelines) to make it more accessible to small and local businesses.

6. Appendices

Appendix 1: Local Business Survey & appendices

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South Area Council Manager**

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Date: 12th December 2014

South Area Council Local Business Survey – Findings Report

Background:

In August 2014, a small working group was established by the South Area Council to look in more detail at the kind of support local businesses were likely to need in order for them to flourish (and expand if that's what they want to do) as part of their Improving the Local Economy & Support to Local Business priority. The group also wanted to look at ways to increase the number of local businesses involved in the local community. The group included councillors from the Area Council, someone from Barnsley Development Agency and also included links with the Chamber of Commerce and Business in the Community.

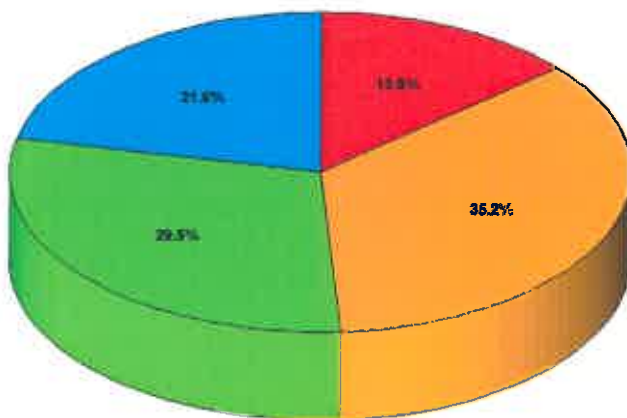
A survey was produced which focused on 3 main areas;

- Business support needs now and in the future – some of this is likely to be training needed, but could also include mentoring, networking, equipment, legal support etc.
- Awareness of Yortender arrangements amongst local businesses & any previous experience of using it
- Current involvement of businesses in the local community they serve and trying to encourage and stimulate greater involvement

Starting in mid-September, both Tanya and Amanda have worked an additional 17 hours per week between them for a total of 11 weeks visiting local businesses within the South Area asking for their input into the survey. A final 12th week has been spent analysing the information gathered and pulling it together for this report.

A total of 238 businesses were approached and/or identified within the South Area with 88 surveys being completed. Businesses ranged from hair and beauty to manufacturing large concrete frames and structures and varied in size from the smallest having no employees (just the business owner!) to the largest company which employed over 80 members of staff.

Percentage of surveys completed per ward



<u>Ward</u>	<u>No. of surveys completed</u>
Darfield	12
Hoyland Milton	31
Rockingham	26
Wombwell	19

The majority of the surveys were completed via cold-calling with a very small percentage of surveys being completed over the telephone. Call backs have been carried out where no-one was available at the time of first contact being made, with a maximum of 2 call backs allowed before declaring the business as 'no-one available'.

An email containing the link to the electronic version of the survey was also sent out by VAB to their social enterprises/not-for-profit organisations contact database. We have received 2 completed surveys via this method.

On the whole, the survey was well received by businesses who felt that it was a good idea to develop a local level of support. However, there were some businesses who felt that 'nothing would come of it' and that any comments made 'wouldn't be taken on board'.

Whilst out and about visiting businesses, Tanya and Amanda have been able to do maximise the opportunity to promote both the Tidy Team and Enforcement projects commissioned by the South Area Council as the face-to-face conversations had with the businesses allowed for other issues to be raised such as litter problems on Cemetery Road in Hemingfield, enforcement issues in the King George Playing Fields on Tinker Lane at Hoyland Common and also the state of the flower beds on Watson Street. All of which have gone in as referrals to the relevant project.

We have also been able to put 2 businesses in touch with each other which both expressed the same concern over the amount of business rates they paid at the Rockingham Business Park.

The survey has also allowed for conversations around some businesses desires to get more involved with the Community. A Rockingham business has offered to deliver talks to local Allotment Societies on hydroponics and a care home in Darfield has expressed that they would like to deliver dementia awareness sessions within the community - this is something which is now being taken forward by the Darfield Ward Alliance who are looking to deliver some kind of wellbeing event early next year. An Art Workshop owner within the Elsecar Heritage Centre frequently works with people who have special needs. He would love to be able to arrange for these students to showcase their artwork and hold an exhibition within the Community. The South Area Team is now looking at ways in which they can support this project idea.

A business in Platts Common who supplies reinforced concrete is very interested in a traineeship programme for young people. The business is very keen to get into the local High Schools during the summer term to talk to young people in years 9, 10, 11 and promote the programme. The business would like the support of the Area Council with this proposal.

Concerns over the reducing amount of foot fall were raised by a local Hoyland food outlet when carrying out her business survey. The prompt of a networking meeting between businesses under question 5, encouraged this business to make steps towards creating a business group called Be Hoyland which has just successfully carried out its first project to promote and enhance the shopping experience within Hoyland town centre by getting the community to come together to knit Xmas bunting, using wool funded by the Hoyland Milton & Rockingham Ward Alliance.

One particular concern arising from the survey is the quality of student coming through on apprenticeship schemes. This issue was raised by a large proportion of businesses which had experience of taking on apprentices. Also, a couple of businesses within the Elsecar Heritage Centre had real concerns over the level of communication coming through from Barnsley Council in relation to the Heritage Centre and the businesses which are based there. It was felt information was not forthcoming to the businesses and that the level of support given to them was poor. This feeling has intensified since the opening of the Experience Barnsley Museum.

The Results:

Prior to commencing the survey, a database was devised by Stuart Bennett from our central support team which would enable us to capture the below information;

- Businesses which have needs which CAN be met through existing provision. This will mean putting them in touch with providers who can offer them help which they didn't previously know about
- Businesses which have needs which CAN'T be met through existing provision. Once this has been analysed, this will then need the Area Council to decide what provision it would like to support financially. If there is too much for them to fund directly (very likely) we will then need to look at pulling down other funding streams to enhance the money they already have.
- Businesses who don't want or need help and are happy as they are
- Local businesses' experiences of Yortender which we can feed back to our colleagues in that section, to help us make the package easier to use
- A 'feel' for current business involvement in the community, and some idea of businesses who may want to become more involved. This will be useful for us in terms of linking up with Ward Alliances, Tidy Team etc.

Q1. What does your business do/supply?



Q2. How many people do you employ and what do they do?

Employees by Ward

Ward	Full Time	Part Time	Self Employed
Darfield	55	28	0
Hoyland Milton	206	37	26
Rockingham	75	37	8
Wombwell	32	55	4
Total	368	157	38

What do they do?

Employees are carrying out a wide range of duties including:

Administration, assembly work, beauty, book binding, butchery, carpentry, car servicing and repairs, cleaning, customer service, dentistry, designing, electrical and technical installations, engineering, fitness instructor, food preparation and production, hairdressing, installation of plumbing and heating systems, kitchen assistants, laundry assistants, machinists, management, manufacturing, nursing/caring, packaging and despatch, pain and stress management therapies, painting and decorating, printing, purchasing, reception, removal, sales and marketing, seamstress, semi-skilled work, shop assistants, tattooist, training assessors, tuition, warehousing.

Q3. How do you currently work out what training/support you and your staff need? How do you currently meet those needs?



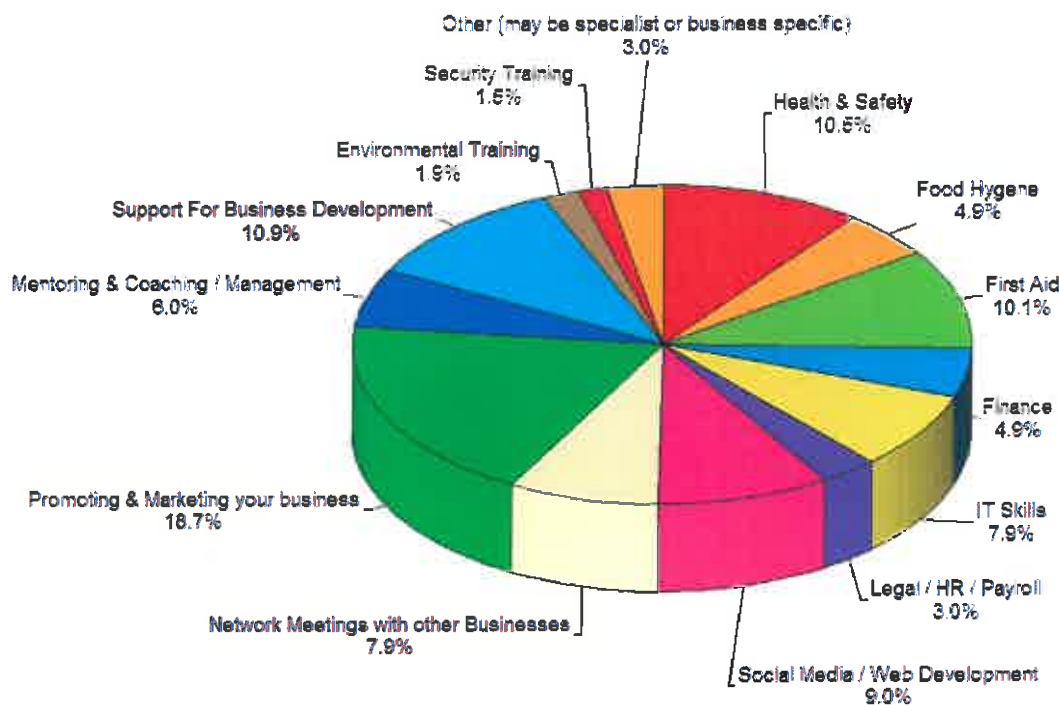
Q4. Is there anything which stops you from getting the training/support you and your staff need?

Out of those surveyed approx. **52%** of businesses said that both **time and/or cost** prevented them from getting training and support with approx. **28%** of businesses commenting that there were no issues at all with accessing the training they need.

Other issues highlighted include:

- Finding the right courses
- Being aware of what's out there
- Lack of interest from employees
- Dyslexia
- Staff higher than level 4, are unable to access free training
- Quality of training
- Personal egos
- Not something ever considered

Q5. What support/training would help you build your business now and in the future?



Other training and support identified include:

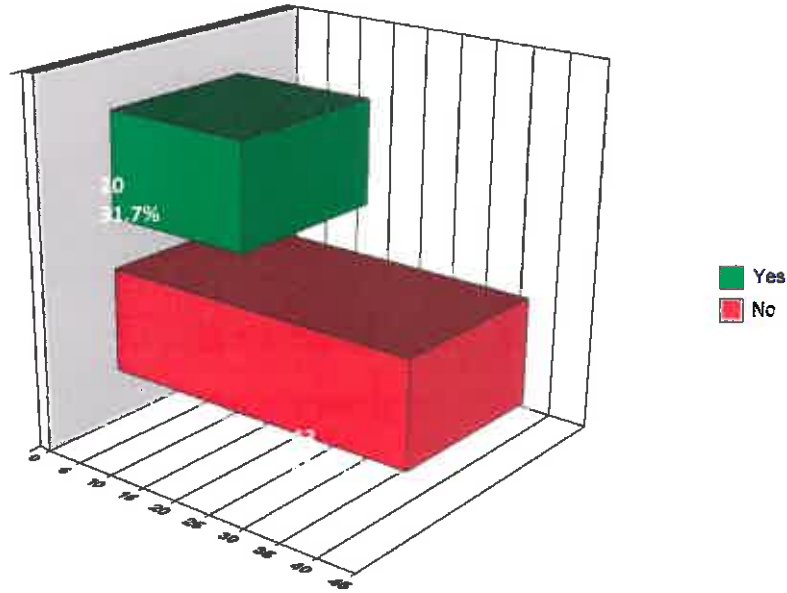
- Personalised one to one support
- Project management
- Team leadership coaching
- Advice for day release training for staff
- Support in encouraging staff shadowing
- Plant machinery training
- Construction Plant Competence Scheme (C.P.C.S)
- Upgrading of C.S.C.S cards
- Developing online shopping website
- Business specialist networking
- Formation of local business network group
- Support in identifying grants for building/shop front improvements
- A contact website with information on grants
- Bespoke specialist training on manual handling furniture, packing , storage and warehousing of furniture

The business survey identified that the top 5 training/support needs for those businesses who took part were:

1. Promoting and marketing your business
2. Support for business development
3. Health and safety
4. First aid
5. Social media and web development

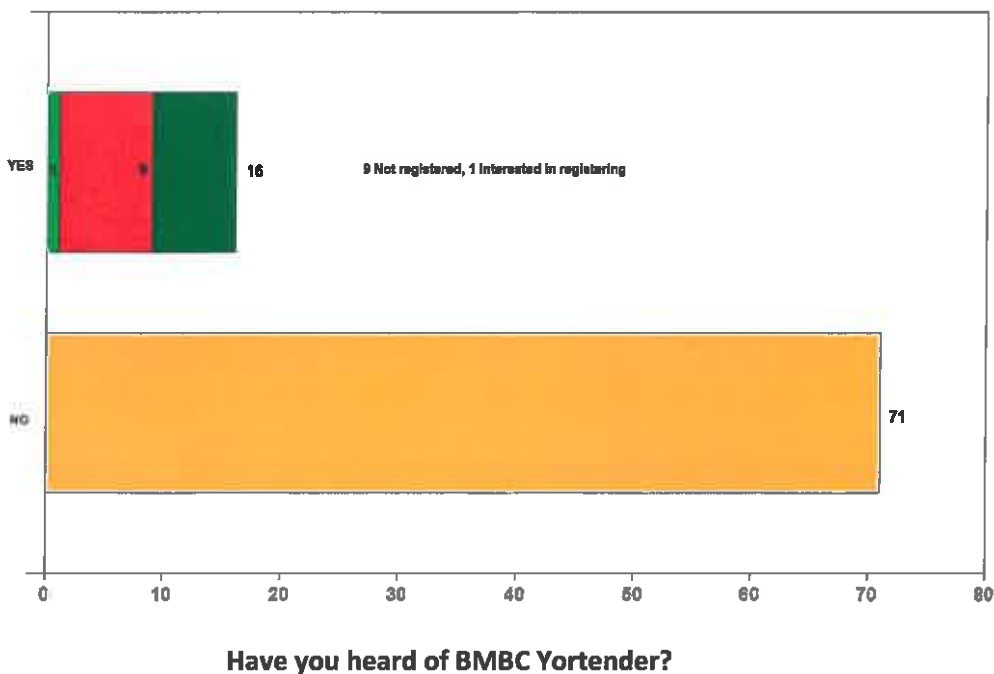
Q6. Do different age groups within your staff tend to have different training needs?

A total of 63 businesses provided a response to this question -



Q7 – Q9. Have you heard of BMBC Yortender? / Are you registered on Yortender? / Would you like to register?

A total of 16 businesses said that they had heard of BMBC Yortender. From these 16 businesses, 7 of them were already registered. Out of the 9 who were not, 8 said that they were not interested in becoming registered with just 1 business answering that they would like to look at registering.



Concerns with the Yortender Process

- Of the 7 businesses that were already registered with BMBC Yortender, 5 raised concerns with the process. Three businesses stated that under the previous system, Barnsley Council was their main source of business. Things have now changed dramatically and they don't get any local contracts at all. One business is now getting most of his contracts from Wakefield Council.
- Quote from Hoyland Common business owner "Barnsley contracts are now going to businesses outside the area and local businesses have to travel further afield for work. Outside contractors are not always cheaper and I know this from my long standing contacts in the business. It is ridiculous all our workers are jumping into their white vans and travelling down the A1 /M1 to work and that companies that have been awarded Barnsley Council Contracts are getting into their white vans and travelling up the A1 /M1 to their work".
- Quote from Platts Common business owner "Why is it that I am not getting work in Barnsley when I am a Barnsley firm. In relation to Barnsley Council contracts I feel it's the same firms all the time getting the work. They are not local and I don't believe they are the cheapest".
- One business owner completed an extensive pre tender assessment which he still needs to follow up and one business stated that keywords don't show up in searches and that his business is not receiving regular alerts.
- A Wombwell business stated "forms too long and confusing. It was 30 pages long with 8 attachments – and that was just to register. It asks the same questions over & over again".

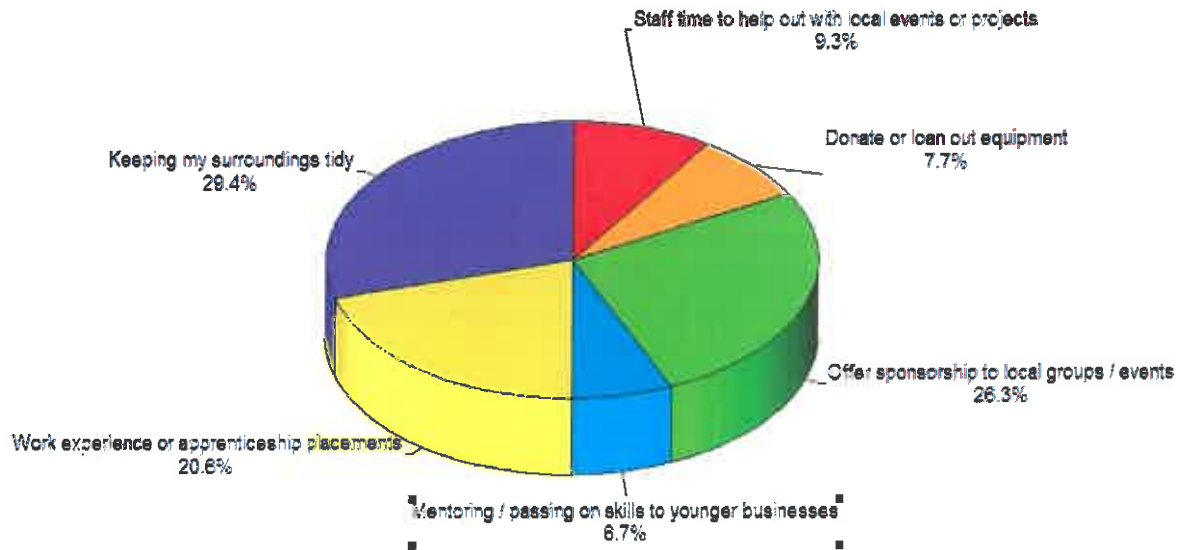
Out of the remainder 72 businesses who hadn't heard of BMBC Yortender, just 9 of them expressed an interest in finding out more about it. A list of these businesses has been drawn up and the South Area Team will ensure that steps are taken for them to find out more about the procurement process.

Q10. Are you already involved with the local community?

A total of **74%** of those businesses surveyed were already involved with the local community. The type of support being offered includes:



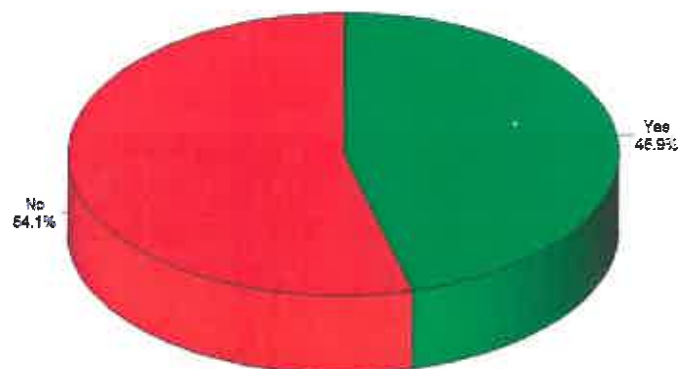
Q11. What could you offer to help improve the local area?



The survey has identified the following top 3 offers of help to improve the local area:

1. **Keeping my surrounding tidy**
2. **Offer sponsorship to local groups / events**
3. **Work experience or apprenticeship placements**

Q12. Are you a member of any professional organisations? If yes, which ones?

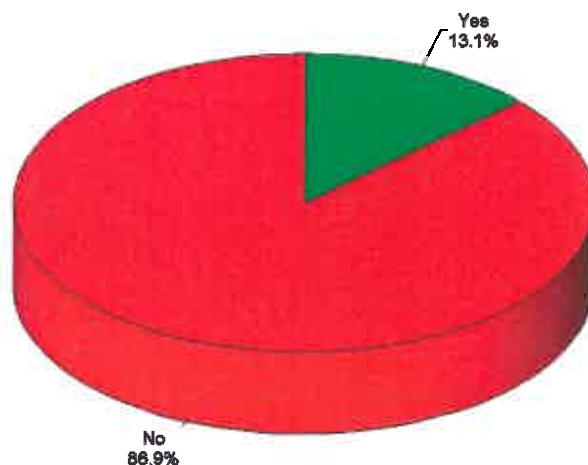


List of professional organisations those businesses surveyed are members of:

- British Association of Movers
- British Institute of Inn Keeping
- Catering Club
- Chamber of Commerce
- Charter Society of Physiotherapy

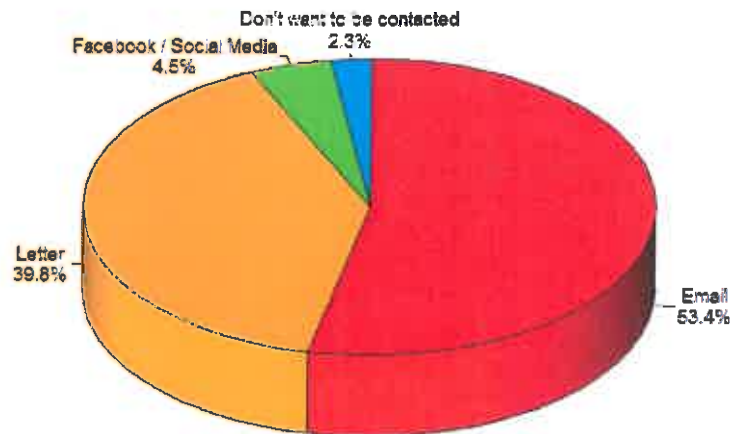
- Health Care Professional Council (HCPC)
- Chartered Institute of Waste Management (CIWM)
- EEF Manufacturers Forum
- Chartered Society of Podiatry
- CHAS
- IOR (Institute of Refrigeration)
- Construction Line
- Construction Industry Training Board (CITB)
- Safe Contractor
- ISO 9001, 1801, 1401
- Dementia Friendly
- Dentistry Register (GDC)
- Federation of Small Businesses (FSB)
- Association of British Dispensing Opticians General Optical Council (ABDO)
- Gas Safe
- General Optical Council (GOC)
- Good Garage Scheme
- Guild of Master Craftsman
- Hairdressing Councils
- Institute for Motor Industry (IMI)
- Institute of Directors
- Lifting Equipment Engineers Association (LEEA)
- LRQA - Quality group
- National Federation of Retail Newsagents
- Residential Landlords Association (RLA)
- Musicians Union
- South Yorkshire Construction Group (discounted courses)
- Sports Massage Association
- Bowen Therapy Association
- Federation of Holistic Therapists

Q13 Would you like to hear about membership of the Chamber of Commerce



The majority of businesses surveyed had no interest in finding out more about the membership of the Chamber of Commerce. Those who did express an interest in joining were given more information and contact details for the organisation.

Q14 How would you like to hear about help & support for your business?



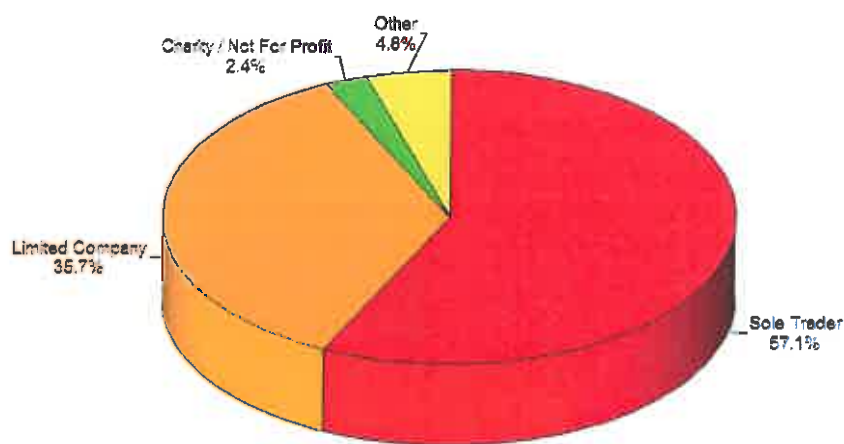
Email and letter were the preferred form of contact with just a small percentage of businesses stating that they do not want to be contacted.

Q15

A comprehensive list of comments received by businesses is attached to this report (Appendix 1)

Business Details

Here is the breakdown of the type of businesses surveyed:



Sole traders made up over half of the businesses agreeing to do the survey. Partnership was another type of business taking part in the survey.

Please see the attached list for a breakdown of individual businesses approached from each ward (Appendix 2)

Recommendations:

To put businesses in touch with existing help and support where it already exists taking into account that 52% of businesses stated cost and time as a barrier to accessing training and support.

Identify specific training workshops in the community for the 5 most popular requests

- Promoting and marketing your business
- Support for business Development
- Social Media Web Development
- Health & Safety
- First Aid

This should be done in conjunction with services where they already exist and with known assets within the community. The South Area Team has 2 contacts from businesses which have expressed an interest in delivering bespoke workshops within the community i.e. around social media.

To develop links with the businesses who are interested in offering support within the community. For example, Be Hoyland Business Networking Group who are very keen to encourage social action within the Hoyland town centre. Those businesses who are interested in delivering craft workshops within the community and to support a local business to promote a traineeship programme in local high schools.

Ensure that concerns raised by businesses are forwarded on to the relevant agency i.e. Yortender and training providers.

Utilise the neighbourhood networks to promote training available within the area ensuring mechanisms are in place with training providers so that this information is forthcoming.

The results of this survey need to be circulated and actioned upon within a reasonable timescale to address the criticisms expressed by some businesses that 'nothing will come of it'.

Appendix 1 - Summary of comments received from businesses via the survey

Darfield

- Wilkinson Family Butcher - Grants for improving shop front.
- Housey Stuff - Parking is an issue, double parking on road causes problems for business vans.

Hoyland Milton

- Talurit UK Ltd (Shortwood Bus Park) - Quality of students provided by college for apprenticeships is poor.
- Folio Albums (Shortwood Bus Park) - Impressed with support received in Barnsley from Barnsley Development Agency and now from this local business survey.
- Aircentric (Platts Common) - Concerns about Barnsley firms not getting contracts from BMBC. Feels it's the same firms all the time getting contracts, these are not local firms. He doesn't believe they are the cheapest either.
- Cidon Contruction (Platts Common reinforced concrete supplier) - Very interested in traineeship programme for young people. Very keen to get into local High Schools in summer term to promote the programme. They would like Area Council support with this.
- Domestic Goddesses (Hemingfield) - BMBC should address commercial recycling
- Galaxy Food Bar (Hoyland Town Centre) - More pubs to attract trade. Very keen to support local Hoyland groups.
- Claytons (Hoyland Town Centre Workwear/Footwear business) - Very interested in being part of a local business network. Issues with pigeons/litter/dog fouling.
- Utopia (Hoyland Town Centre dress retailer) - Not supported by Council (landlord). Putting efforts into renovating local area but in meantime what support is available to small businesses? Don't feel that businesses on High Street are being embraced. Concerned about the effect the redevelopment of the Town Hall will have on business and having a double bus stop right outside her shop frontage. She would like to see a Christmas market /Craft fair /Santa's grotto to draw in footfall. Manager rated the event organised last year by Steve Sylvester and Beggars & Gentleman.
- The Allotment Deli (Hoyland Town Centre) - It would be lovely if something came out of this survey.
- Sophisticutz (Hoyland Town Centre) - Encourage some shop owners to take more pride in the area outside their premises. Be more responsible for litter especially fast food outlets.
- High St Butchers – It's a shame that Hoyland Town Centre is looking shabby and untidy.

Summary: Businesses concerned about shabby, neglected state of Hoyland High Street. A number of business surveyed liked the idea of a business network. This has now taken off and Charlotte from the Allotment Deli has taken a lead on this through the new business group 'Be Hoyland'. The business group has encouraged local groups/residents to knit festive bunting and to make pompoms to decorate the High Street – This project was supported by funding from HMR Ward Alliance. The group are planning to organise other events throughout the year to keep Hoyland's High Street in the spotlight.

Rockingham

- Fern Cottage Dental practice (Hoyland Common) - Issues with parking, dog fouling etc. which have now been referred to enforcement/tidy teams.
- Hair by Louise (Hoyland Common) - Parking problems outside shops, parking on pavement unsafe for pedestrians.
- Del Boy Household/DIY (Hoyland Common) – Issues with dog fouling.
- Gi Gi (Card gift shop Hoyland Common) - State of footpaths, parking, lorries parking on pavements - danger to pedestrians.
- Herbal Delights (Café & gift shop, Hoyland Common) - Littering, parking problems.
- Wentworth Steels (Hoyland Common) - Had a Barnsley College apprentice who has stayed on with the firm.
- The Sweet Shop (Hoyland Common) - Feels building a relationship with customers is important.
- Green Spirit Ltd (Rockingham Business Park) - Concerns about high business rates. *Really pleased that we put him in touch with other businesses who had also raised this concern!* Offered to do talks to allotment societies re. hydroponics.
- Imagination (Birdwell) - Request for more support for upkeep of area from Council (tidy team) issues re. parking for customers – double yellow lines and residents parking.
- Pink Boutique (Birdwell) - Is there grants for small businesses?
- Lydon James Ltd (Rockingham Business Park, retailer of home accessories) - Concerns about high business rates.

Summary: Parking is a big concern for businesses in Hoyland Common. This raises the question is it affecting their business? Littering and dog fouling is making area unkempt referred to tidy team/enforcement team. Unkempt green spaces on Watson Street referred to tidy team this has now been addressed. Re. business rates on Rockingham Business Park put concerned businesses in touch with each other.

Wombwell

- Design Ink Printing Services – Any training needs to be organised outside normal office hours.
- Live & Let by Estates (letting agency) - Concerns about small business rate relief ending next year. Very keen to support local community projects
- Gabby's Florist – Sad that High St Committee is folding.
- Snazzy's Dry Cleaners – A brighter, well cared for High Street would help business.
- The Lounge Hairdressing - I pay business rates yet I can't have a bin!
- Temple Gym - Where to get grants to improve the building?
- Taattoo – Concerns over number of shops burgled. Would like more CCTV and maybe security patrols on a night.
- Smith Salvage (Low Valley Ind Est) - Uncertainty in current business climate.
- A J Therapies – Willingness to be involved in local community projects utilising her skills. She has already volunteered her services in Dearne Communities and is passionate about keeping local businesses open.
- G-DTek (PC repairs) - Last few years have been very hard, feel lucky to still be in business.

Question 9 - What has been your experience of Yor tender?

D G Decorators Ltd (Hoyland Common) - Barnsley Council was my main business. This has now changed dramatically don't get any contracts at all now. Barnsley contracts are now going to businesses outside the area and local contractors having to travel wider afield. Outside contractors are not always cheaper I know this with my long standing contacts in the business. It is stupid really all our workers are jumping into their white vans and travelling down the M1 or A1 to work and vice versa all companies that have Barnsley contracts are getting into their white vans and travelling up the A1/M1 to work.

Wybone Ltd (Platts Common manufacturer of street furniture) – This company is registered on Yortender and not had any problems with the process.

Air Centric (Platts Common) - Why is it that I am not getting work in Barnsley when I am a Barnsley firm. In relation to Barnsley Council contracts feel it's the same firms all the time, not local. Doesn't believe they are the cheapest. It's a done deal.

Ciden Construction (Platts Common) - Completed an extensive pre tender assessment but not followed it up yet. But is definitely interested in putting forward tenders.

GP Fume Extraction Services Ltd (Birdwell) - Keywords don't show up in searches. Not receiving regular alerts.

Dickinsons Decorators Ltd (Hoyland Common) - Doesn't get much contract work now from BMBC since Yortender was introduced. Most of contracts go to businesses from outside this area.

Hoyland Milton

Name of Business	Date 1st Contacted	Survey Completed	Cal Back Required /		Not Interested	Not Available
			No. of Call Backs	Form Left		
Jackie's Carpets	22.09.2014			X		
D Clayton	22.09.2014	Yes				
Premier Eyecare Opticians	22.09.2014	Yes				
Hoyland Furniture Shop	22.09.2014					X
J Flynn Opticians	22.09.2014	Yes				
Sophisticutz	22.09.2014	Yes				
High Street Butcher	22.09.2014	Yes				
The Allotment Deli	22.09.2014	Yes				
E.C.S. Gas Training Ltd	22.09.2014	Yes				
Utopia Clothes Shop	22.09.2014	Yes	XX			
Hoyland MOT	23.09.2014	Yes	XXX			
Allendale Building Supplies	23.09.2014		X			
Walkers Newsagents	08.10.2014	Yes				
Priceless Discounts	08.10.2014	Yes	X			
Mirage Electronics						Business Closed
Groom a dog	08.10.2014		Yes			
Golden Brown	08.10.2014		Yes			
Polish Lounge	08.10.2014		Yes			
Great Gear	08.10.2014					X
Bargin Booze	08.10.2014		Yes			
Barbers (Nr Jackies Carpets)	08.10.2014		Yes			
Ink Tatoo	08.10.2014		Yes			
Galaxy Food Bar Hoyland	14.10.2014	Yes				
Keystone Property Leasing (Hem)	27.10.2014		XX			
Top Cats Caterly (Hem)	27.10.2014					X
Country Practise (Hem)			Yes			
Domestic Goddesses Ltd (Hem)	27.10.2014	Yes				
Psychos Den Tattoos (Hem)			Yes			
Hemingfield Village Store	27.10.2014					X
Micks Plaice (Hem)			Yes			
Technics Hair Salon (Hem)	17.11.2014		Yes			
Pennine Law Ltd	10.11.2014		Yes			
CMS Plumbing & Heating	10.11.2014		Yes			
Cameron Forecourt	10.11.2014		Yes			X
RTN Testing / Lakeland	10.11.2014				Yes	
Cidon Construction	10.11.2014		X		Form emailed 24.11.14	
Wybone Ltd	10.11.2014	Yes				
The Gift Box	10.11.2014	Yes				
D & R Plumbing & Heating Cont Ltd	10.11.2014	Yes				
Jackie's Fancy Dress	10.11.2014	Yes				
Hoyland MOT & Service Centre Ltd	10.11.2014	Yes				
Cottage Flowers	10.11.2014		Yes		Yes	
Barnsley Superfit Autoservice Centre	10.11.2014					X
Homework	10.11.2014					X

Hoyland Hall Residential Home	10.11.2014	Yes							
C. J. Accessories	10.11.2014	Yes							
Ward Shoes Ltd	10.11.2014	Yes							
RM Steel Fabrications Ltd	10.11.2014	Yes							
Enviroguard	10.11.2014							National Organisation	
LC Vehicle Hire	10.11.2014	Yes							
Niftylift	10.11.2014								
QVS Windows Ltd	10.11.2014							National Organisation	X
ALB Service Centre	10.11.2014								
AirCentric	10.11.2014	Yes							X
Jodies Barks n Bubbles	10.11.2014								
Universal Tyres Solutions	10.11.2014	Yes							
Blissfully Bespoke Ltd	10.11.2014	Yes							
DHL (Shortwood)									
Majestics (Shortwood)	18.11.2014	Yes						National Organisation	
Crampton & Moore (Shortwood)	18.11.2014								X
Talurit (Shortwood)	18.11.2014	Yes							
Oracle Precision (Shortwood)	18.11.2014	Yes							
Better You (Shortwood)	18.11.2014	Yes							Yes
Euro Scan / Euro Sapphire (Shortwood)	18.11.2014	Yes							Yes
Next Gen Glazing Ltd (Shortwood)	18.11.2014	Yes							Yes
James Hargreaves Plumbing	18.11.2014							National Organisation	
Bumford Heating	18.11.2014	X							X
Monarch Indexing	18.11.2014	Yes							
OLK	18.11.2014	Yes							
Pro Display	18.11.2014								
A Shade Greener	18.11.2014							International Company	Large company
Romara Electrical Ltd	18.11.2014								
Folio Albums	18.11.2014	Yes							Yes
Polyte Group	18.11.2014							International Company	
Orchestra Creative	18.11.2014	Yes							
Khaleesi Crystals	03.12.2014	Yes							
The Craft Box	03.12.2014	Yes							
Ania's Cupcakes	03.12.2014	Yes							
Encaustic Art Plus	03.12.2014	Yes							
Wow How Toys (Heritage Centre)	03.12.2014	Yes							Shop closed - Limited opening hours
May Jay Flooring (Heritage Centre)	03.12.2014	Yes							Shop closed - Limited opening hours
Bramble Tea Rooms (Heritage Centre)	03.12.2014								X
Bygone Times (Heritage Centre)	03.12.2014								X
Heritage Kids (Heritage Centre)	03.12.2014	Yes							Shop closed - Limited opening hours
Antique Centre	03.12.2014								X
John Hartop Place (Heritage Centre)	03.12.2014	Yes							Shop closed - Limited opening hours
Railway Children Day Nursery	03.12.2014								X Looking for premises for after school care in Hoyland Area
Elsacar Park Café	03.12.2014	Yes							
Doreens Wool Shop	04.12.2014								X Closing next year
Crown Garage	04.12.2014 (Email)	Yes							

Rockingham

Name of Business	Date 1st Contacted	Survey Completed	Cal Back Required / No. of Call Backs	Form Left	Not Interested	Not Available
Birdwell News	30.09.2014		Yes			
Darwill Ltd	30.09.2014		X	Yes		
Milton (Yorkshire) Ltd	30.09.2014		X		X	
E & P	30.09.2014		X	Yes		
Rubicon Ltd	30.09.2014		X	Yes		
RTN Lakeland	30.09.2014		See HM Page			
Clayton Valley	30.09.2014		Yes			
Gates Estates	30.09.2014		X X X	Yes	X	
Birdwell Pharmacy	30.09.2014		X X X	Yes		X
Jays Dry Cleaners & Launderette	30.09.2014	Yes	X			
Ryan Brown Photography	30.09.2014		X X	Yes		
Birdwell Garden Centre	30.09.2014		X		X	
Green Spirit Ltd	30.09.2014	Yes				
The Hair & Beauty Boutique	30.09.2014	Yes				
GP Fume Extraction Services / Prestige						
Body Shop Ltd (2 Businesses)	30.09.2014	Yes				
Imagination (Hair Salon)	30.09.2014	Yes				
Pink Boutique	30.09.2014	Yes				
Nibblers Sandwich Shop	30.09.2014	Yes				
Lydon James Ltd	30.09.2014	Yes				
SDH Equipment	30.09.2014	Yes				
Birdwell Post Office	30.09.2014					Not eligible
Hilltop Garage	30.09.2014		X		X	
Birdwell Garden Centre	30.09.2014		X		X	
Birdwell Hand Car Wash	30.09.2014		X			
Dickinsons Decorators Ltd	08.10.2014	Yes				
New Image Hairdressers	08.10.2014	Yes				
SOS Wholesale Ltd	08.10.2014	Yes				
Hoyland Insurance Brokers Ltd	08.10.2014		Yes			Yes

Wentworth Steels	28.10.2014	Yes		
Lime and Beauty			Yes	
Smith Austin Chartered Accountants	28.10.2014			Yes
Nerffitis Unisex Hair Studio			Yes	
GM Charlesworth Funeral Directors	28.10.2014		Yes	
Tinkers Café	28.10.2014			
Fern Cottage Dental Practice	28.10.2014		Yes	
The Sweet Shop	28.10.2014		Yes	
Sanchez Takeaway				Yes
Elizabeth Eden & Dawn Slater	28.10.2014		X	
Mayfair Chinese			Yes	
HK Physiotherapy Ltd	06.11.2014			X
RTT Motorcycles	28.10.2014		Yes	
Hair by Louise	28.10.2014		Yes	
The Harbour Fish Shop	28.10.2014		Yes	
Del Boy Household & DIY	28.10.2014		Yes	
Junction 36 Boutique	28.10.2014		Yes	
Gi Gi	28.10.2014		Yes	
Herbal Delights Ltd	28.10.2014		Yes	
Paul Butterworth Family Butcher	28.10.2014		Yes	
Beardys Barber Shop & Ladies Salon	03.11.2014			X
First Bite	24.11.2014 (Email)			X
Serenity Gifts				Yes
Wah Hing				Yes
Janes Place				Yes
Flowers of Distinction	03.11.2014			Yes
Take 2 / Chatterbox	03.11.2014			X
Lisa J Wood School of Dance				Yes
Skin & Tonic				Yes
JSF Builders	24.11.2014 (Phone)			X
Tardis Tackle	03.11.2014			
Barber Shop (Sheff Rd, Birdwell)				Yes
Salon 36				Yes

Darfield

Name of Business	Date 1st Contacte	Survey Completed	Cal Back Required / No. of Call Backs	Form Left	Not Interested	Not Available
Housey Stuff	10.10.2014	Yes				
Moody Hair	10.10.2014	Yes				
Thornhill House	10.10.2014	Yes				
Whites Bakery	10.10.2014	Yes				
Garden Café	10.10.2014	Yes				
The Show House	10.10.2014	Yes				
Yew Tree Garden Centre	10.10.2014		Yes			
Bits and Bats / The House of Cards	10.10.2014	Yes	X			
Carman Hancock (Chiropody & Podiatry)	10.10.2014	Yes	X			
Geoff's Barbers	10.10.2014			X		
Low Valley Butchers	10.10.2014		Yes			
Fishing Tackle	10.10.2014					
D.G. Decorators (Barnsley) Ltd	27.10.2014	Yes				National organisation
Redz Hair & Beauty	27.10.2014	Yes				
Physiosource Physiotherapist	27.10.2014	Yes				
V Humphries Garage	27.10.2014		XX			
Shayam Stores	27.10.2014		Yes	Yes		
Wilkinson Family Butcher	19.11.2014	Yes				
Showroom Low Valley	19.11.2014		Yes			

Wombwell

Name of Business	Date 1st Contacte Survey Completed	Cal Back Required / No. of Call Backs	Form Left	Not Interested	Not Available
Snazy's Dry Cleaners	16.10.14	Yes			
Elair	16.10.14	Yes	Yes		
Peace Legal	16.10.14	Yes	Yes		
Lugton Opticians	16.10.14	Yes			
Thoughts	16.10.14	Yes			
G-Tek	16.10.14	Yes			
Mee Clothing Boutique	16.10.14	X	Yes		
ZA Akram Ltd Pharmacy	16.10.14	X	Yes		
Essential Nail & Skin Therapy	16.10.14	X	Yes		
Totally Wicked	16.10.14	Yes	Yes		
Floor Trader	16.10.14	X	Yes		
Yvonne's Hairdressers (Station Rd)	16.10.14			X	
Jades Nails	16.10.14			X	
Room 101	16.10.14			X	
Cole Bros	16.10.14	Yes			
The Fone Home	16.10.14	Yes			
Gabby's Florist	16.10.14	Yes			
Live & Let By Estates	16.10.14	Yes			
Valley Park Car Sales	05.11.14			X	
Ushers Stock Auditors	05.11.14	X			
Complete Kitchen & Granite Specialists	05.11.14			X	
Earlsmere Limited	05.11.14			X	
Allen Design Ltd		X			
Benchmark Scaffolding	05.11.14			X	
Linac Services Ltd	05.11.14			X	
Right Logistics Ltd	24.11.14 (Email)	X			
Safestyle					Large Organisation
Flexseal					Large Organisation
Sematic Uk					Large Organisation
Brewers Fayre					National Organisation

