**A close-up of a logo

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**2024/25**

# **Family Business Award**

Recognises family businesses directly involved in tourism in Lancashire, demonstrating that family members and family values are making an impact in their business, industry and community.

For the purpose of this award, family business is defined as:

“A business where members of a family own enough of the equity to be able to exert control over strategy and are involved in top management positions”

Adapted from HOWORTH, C., ROSE, M., & HAMILTON, E. (2006, P.229). Definitions, diversity and development: Key debates in the family business Research: The Oxford Handbook of Entrepreneurship, 225 -247. Oxford University Press

**This sample application form is for information only and all applications must be made via the online application system.**

## Eligibility criteria

* Directly involved in tourism, making a contribution to the visitor economy with a significant proportion of business generated by people visiting from outside the local area.
* Meets the tourism product definition:
* Only tourism businesses who directly serve the end-users are eligible (i.e. the tourist/ visitor/ guest). Business to business agencies or intermediaries e.g. that manage business to consumer (B2C) presence for tourism businesses; would not be eligible.
* 'Tourism product' covers a number of different categories including:
* Accommodation e.g. hotels, bed & breakfasts, guest houses, self-catering/serviced apartments, hostels, holiday boats, camping, caravanning, glamping, lodges, shepherds huts, chalets
* Hospitality i.e. a single food and beverage service business e.g. pub, restaurant, café, tea room, coffee shop, bistros, food and drink markets, kiosks & street food (in a regular location). [For these purposes the definition of a food and drink market is a collection of independent food and drink establishments with ancillary services (e.g. parking area, toilets, security, visitor information) and maintained by a management firm as an entity.]
* Transport services e.g. rail, road, water, airports and rental
* Guided tours
* Cultural services, e.g. theatres, musical entertainment venues, sporting venues
* Travel agencies and other reservation services, including tour operators and destination management companies
* Sporting, adventure and recreational activities
* Retail i.e. a single retail outlet or shopping centre that attracts a significant number of people visiting from outside the local area [For these purposes the definition of a shopping centre is a collection of independent retail stores with ancillary services (e.g. parking area, toilets, security, visitor information) and maintained by a management firm as an entity.]
* Businesses providing supporting services to visitors in-person within the destination e.g. visitor information providers, left luggage services
* Visitor attractions that meet the visitor attraction definition: a permanently established excursion destination, a primary purpose of which is to allow access for entertainment, interest, or education and can include places of worship; rather than being primarily a retail outlet or a venue for sporting, theatrical, or film performances. It must be open to the public, with or without prior booking, for published periods each year, and should be capable of attracting day visitors or tourists as well as local residents.
* Has been trading for at least two years when applications open.
* An existing business that has diversified by adding a new product at the same location or a different location may only apply if the new product is marketed as a standalone operation, and is available independently to the other products offered by the business. An existing business that has undergone a refurbishment or re-vamp would not be eligible.
* An existing business with new owners will only be eligible if a fundamental change to the business has occurred within two years of the new owners starting trading. A fundamental change would include at least two of the following:
* significant investment
* rebrand/ name change/ change to Companies House registration
* change in target market.
* Businesses that serve food must have a minimum food hygiene rating of three out of five. The competition organisers reserve the right to refuse an application if this minimum requirement is not met at any point prior to the awards ceremony. An exception is made for new businesses who have not yet been graded.
* Events and festivals are not eligible to apply to this category due to the likelihood of VisitEngland Awards for Excellence winners not being announced until one or two years after the event took place e.g. an event taking place in 2021 may not be recognised by VisitEngland until 2023; the event may have ceased or declined in quality since then.
* Businesses of all sizes can apply as this category is judged within the context and style of the business.
* Applications from a chain or group operator must relate to a single site and not multiple sites.
* For the purpose of eligibility for this competition, ‘trading’ means serving customers. If the business has not been trading this long, then they will need to wait to apply to the competition in 2023/24.

Meets the family business definition:

The award recognises family businsses of any age:

“A business where members of a family own enough of the equity to be able to exert control over strategy and are involved in top management positions”

Adapted from HOWORTH, C., ROSE, M., & HAMILTON, E. (2006, P.229). Definitions, diversity and development: Key debates in the family business Research: The Oxford Handbook of Entrepreneurship, 225 -247. Oxford University Press

## Applicant & business details

(not scored)

**Applicant’s name:**

Enter the applicant’s name here.

**Applicant’s job title:**

Enter the applicant’s job title here.

**Applicant’s phone number:**

Enter the applicant’s phone number here.

**Applicant’s email:**

Enter applicant’s email here.

**Business name:**

Name of business application relates to. Give the name used to promote the business, as you wish it to appear in all publicity materials, on certificates, in presentations etc.:

Enter your business name here.

**Business address:**

Enter your business address here.

**Closures during judging period** (the judging period runs from 17th July to 16th October 2023):

Enter closures during the judging period here.

**When did the business start trading?**

Enter information on when the tourism business opened here.

**Promotional Description**

Provide a promotional description of your business.

* Focus on its strengths and stand out features
* Write your description with regard to this category
* This wording will be used in PR and awards literature
* Wording provided is subject to edit
* 120 word maximum

Enter the promotional description here.

**Promotional Images**

Provide up to three landscape high resolution photos.

* Photos should relate to this category
* Photos should not be edited in any way e.g. embedded text or logos, a collage
* Only include photos that you own the copyright for
* If the photo requires a credit e.g. photographer, please provide details
* These photos will be used in PR and awards literature

## Background

(not scored)

**Briefly outline the story of your business (250 words maximum).**

For example:

* Length of time business has been trading and time under current ownership
* Generation leading the firm since its foundation (e.g 1st, 2nd, 3rd…)
* Number of generations currently working in the firm (1, 2, 3 ; grandparents, parents, children, cousins)
* Number of family members involved
* Target market(s) and typical customer profile
* Key milestones in developing the business
* Indication of size of business
* Number of staff employed, if any

Enter information on the background of your business here.

**List any awards, ratings, and accolades received in the last two years. Include the title, awarding body, level and date achieved.**

For example:

* Successes in this competition and the VisitEngland Awards for Excellence
* TripAdvisor Certificate of Excellence
* Michelin stars
* Green Tourism award
* VisitEngland and/or AA quality assessment, local quality accreditation

Enter information on any awards, ratings or accolades here.

**There is no requirement for your business to be quality assessed. However, if you have an independent quality assessment/mystery shopping report from the last two years, you might wish to attach it when emailing your completed application form /upload it here (optional).**

## Online presence & reviews

(this section is 30% of the final score)

**Provide links to your online presence, which will be reviewed and scored by judges in addition to your answers to the four questions. Other sites may also be checked.**

**As part of this review, judges will be looking for evidence of your commitment to Accessible and Inclusive Tourism and Ethical, Responsible and Sustainable Tourism.**

**Website (**10%**)**

Enter the website URL here.

**Accessibility & inclusivity information (**Provide links to your accessibility and inclusivity information.**)**

Enter the accessibility & inclusivity information URL here.

**Sustainability information (**Provide links to your sustainability information.**)**

Enter the sustainability information URL here.

**Social Media Platforms (**10%**)**

Provide links to all business pages/profiles on Facebook, Instagram etc. and Twitter handles

Enter social media platforms here.

**Online review sites (**10%**)**

Provide specific links to customer review listings for your business e.g. TripAdvisor, Facebook, Booking.com, Google, Euan’s Guide, UpFront Reviews

Enter online review sites here.

## Question 1 – Family in business and business strategy

(this question is 20% of the final score)

**Tell us about what makes the business special because it is a family business (500 words maximum).**

The following example areas may be relevant to address in your answer (it is not mandatory to cover every area):

* How and why family involvement in business is an important part of the tourism service/product/experience. e,g impact in the increase in occupancy levels/visitor numbers, sales, customer satisfaction, etc.
* How family involvement in business makes an impact in the long term decisions of the firm to address business challenges (e.g seasonality)
* How family involvement in business has led to the creation of new products/services/experiences to cater for tourist needs and
* How family involvement has fostered innovative business strategies and practices that have led to growth and longevity.
* How being a family business allows the firm to adapt over time.

Enter answer to question 1 here.

Links to relevant supporting evidence online (optional):

You will not be penalised if you have not included supplementary evidence. Any written answers that are included within the supplementary evidence, attempting to circumvent the question word counts, will be disregarded.

Enter links to supplementary evidence here.

## Question 2 – Family Business Values

(this question is 15% of the final score)

**Tell us up to three family values that influence the way the business operates (300 words maximum).**

The following example areas may be relevant to address in your answer (it is not mandatory to cover every area):

* How and why family values matter in the business and its impact in its development. (FB encyclopedia)
* How industry and family values blend to provide a unique advantage in the delivery of products/services/experiences.
* How and why family values in business are transmitted through the generations and its relevance for the industry and business continuity.
* How and why family values are communicated to customers, suppliers and community and their use in marketing or PR.

Enter answer to question 2 here.

Links to relevant supporting evidence online (optional):

You will not be penalised if you have not included supplementary evidence. Any written answers that are included within the supplementary evidence, attempting to circumvent the question word counts, will be disregarded.

Enter links to supplementary evidence here.

## Question 3 – Family Business and Community

(this question is 20% of the final score)

**Tell us about how the family business has demonstrated a long-term commitment to supporting, developing, and improving its local/regional community (500 words maximum).**

The following example areas may be relevant to address in your answer (it is not mandatory to cover every area):

* How and why your business has made a social, environmental and economic impact in the community
* How and why you contribute to community viability, heritage and culture
* How has the business provided leadership, service, and/or support to industry associations, philanthropic and/or charitable causes, and community groups.

Enter answer to question 3 here.

Links to relevant supporting evidence online (optional):

You will not be penalised if you have not included supplementary evidence. Any written answers that are included within the supplementary evidence, attempting to circumvent the question word counts, will be disregarded.

Enter links to supplementary evidence here.

## Question 4 – Succession planning and legacy

(this question is 15% of the final score)

**Tell us what the family bussiness is doing in terms of succession planning and legacy (300 words maximum).**

The following example areas may be relevant to address in your answer (it is not mandatory to cover every area):

* Unique ways or approaches that the family is using to inspire potential successors to lead the business in the future
* How the family approaches the transfer of management, leadership and ownership to the next generation
* Unique mechanisms that the family engages to ensure family governance for continuity
* Tell us about the legacy that future generations should aspire to maintain in the family business
* Unique ways that a legacy is being maintained (e.g retaining family control of the business, maintaning a family traditon of service to visitors which may have started in this or previous generations).
* Your approach to manage and communicate the shift of leadership within the family business with diverse actors (e.g. suppliers, customers, industry associations)

Enter answer to question 4 here.

Links to relevant supporting evidence online (optional):

You will not be penalised if you have not included supplementary evidence. Any written answers that are included within the supplementary evidence, attempting to circumvent the question word counts, will be disregarded.

Enter links to supplementary evidence here.