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ANNUAL SMALL BUSINESS SURVEY QUESTIONNAIRE 2007/8

URN 10/790

PRIVATE & CONFIDENTIAL

Annual Small
Business Survey 2007
Mainstage Questionnaire

J4459
October 2007

SCREENING OUTCOMES

Definite appointment	S1 = code 3
General appointment	S1 = code 4
Refused personally	S1 = code 5
Refusal (Company Policy)	S1 = code 6
Respondent not available in deadline	S1 = code 7
Not allowed to speak to respondent	S1 = code 8
Unable to conduct interview in English	S1 = code 9
Company closed / no longer in business	S1 = code 10
Fax line	S1 = code 11
No answer / answering machine	S1 = code 12
Not business number	S1 = code 13
Number unobtainable / dead line	S1 = code 14
Not SME (i.e. more than 250 employees)	S1 = code 15 or Q1A>250

- S1) *ASK TELEPHONIST TO TRANSFER TO NAMED SENIOR DECISION MAKER*
Good morning / afternoon. My name is XXX and I'm calling from IFF Research. We are an independent research company and we're doing some work on behalf of the [IF ENGLAND: Department for Business Enterprise and Regulatory Reform (BERR)] [IF SCOTLAND: Scottish Government] [IF WALES: Welsh Assembly Government] [IF NORTHERN IRELAND: Department for Business Enterprise and Regulatory Reform (BERR) in Northern Ireland].

I would like to ask your opinion about a range of issues concerning small businesses; it will take about 20-25 minutes, depending on your responses.

The results of the survey will be fed back to government and will be used to inform government policy on small business.

Is now a convenient time to talk?

ADD IF NECESSARY:

- Your co-operation will ensure that the views expressed are representative of all small businesses
- Whether or not you like the government's actions this is your chance to influence them – everyone's views will be taken into account
- The results will be available next Summer and will be posted on the Department for Business Enterprise and Regulatory Reform's website: www.berr.gov.uk
- All information collected will be treated in the strictest confidence. Responses will not be attributed to any individual or company. Results will be reported in the form of aggregated statistics.
- We work strictly within the Market Research Society Code of Conduct
- Contacts at IFF Research are Tim Riley / Jen Kelly / Ben Davies / Jan Shury if they would like to find out more about the survey (020 7250 3035)
- [IF ENGLAND, WALES OR NORTHERN IRELAND – SAMPLE CODE 1, 4, 5: Contact at Department for Business Enterprise and Regulatory Reform is Phill Lacey, tel: 0114 2794443]
- [IF SCOTLAND– SAMPLE CODES 2-3: **CONTACT TO BE ADDED HERE – CHECK WITH KARL FLETCHER.**]
- Establishments have been randomly chosen from Dun and Bradstreet's commercial business directory

Continue	1	CONTINUE
Engaged	2	CLOSE
Definite appointment	3	MAKE APPOINTMENT
General appointment / call back	4	
Refused personally	5	CLOSE
Refused – company policy (without speaking to respondent)	6	
Respondent not available in deadline	7	
Not allowed to speak to respondent	8	
Unable to conduct interview in English	9	
Company closed / no longer in business	10	
Fax line	11	
No answer / answering machine	12	
Not a business number	13	
Number unobtainable / dead line	14	
Not SME (i.e. more than 250 employees)	15	

ASK ALL WELSH SAMPLE (SAMPLE CODE 2), OTHERS GO TO FILTER BEFORE S3

S2) **Would you prefer the interview to be carried out in Welsh or English?**

Welsh	1	AGREE CONVENIENT TIME
English	2	CONTINUE

ASK ALL

S3) **Can I just check, are you the most senior person in day-to-day control of the business?**

Yes	1	ASK S4
No	2	GO TO S5
Uncertain	3	ASK S4

ASK IF SPEAKING TO MOST SENIOR PERSON OR UNSURE IF MOST SENIOR (S3/1or3), OTHERS ASK S5

S4) **What is your position or job title?** PROMPT AS NECESSARY

Owner	1	GO TO Q1
Partner	2	
Director, and also shareholder	3	
Director, but not shareholder	4	
Other, respondent appropriate [PLEASE SPECIFY]	5	
Other, respondent not appropriate	6	ASK S5

ASK IF NOT SATISFIED THAT RESPONDENT IS APPROPRIATE FOR INTERVIEW (S3/2 OR S4/6), OTHERS GO TO Q1

S5) **We need to conduct the interview with individuals who are owners, partners or directors, or who have day-to-day control of the business. Can you please advise me if there is another person in the business who might fit this description?**

Yes	1	ASK TO TRANSFER, AND RE-ASK S1
No	2	THANK AND CLOSE

ASK ALL

Q1) **How many sites in the UK does your business operate from, including your head office?**

ENTER NUMBER (RANGE=1-9,999) _____

Don't know / Uncertain ...X
Refused ... YQ1A) **How many employees does your business currently employ across all sites, excluding owners and partners?**

NOTE: IN THE UK AS A WHOLE, IF MULTI-SITE. WE WANT THE TOTAL NUMBER OF FULL AND PART TIME EMPLOYEES. OWNERS AND PARTNERS DON'T COUNT. INCLUDE TEMPORARIES/CASUALS IF DIRECTLY EMPLOYED, BUT NOT AGENCY STAFF. EXCLUDE ANY SELF EMPLOYED. DIRECTORS OF LIMITED COMPANIES ARE ALMOST CERTAIN TO BE EMPLOYEES. IF UNCERTAIN, ASK FOR ESTIMATE. IF REALLY UNCERTAIN, THANK AND CLOSE..

ENTER NUMBER (RANGE=0-99,999) _____

IF MORE THAN 249 EMPLOYEES, THANK AND CLOSE
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Q1ADUM) CATI TO CODE AUTOMATICALLY TO FOLLOWING BANDS FOR QUOTAS:

SCOTLAND QUOTAS			ENGLAND, WALES AND NORTHERN IRELAND QUOTAS	
None	1		None	1
1-9 employees (Micro)	2		1-9 employees (Micro)	2
10-25 employees (Small)	3		10-49 employees (Small)	3
26-49 employees (Small)	4			
50-199 employees (Medium)	5		50-250 employees (Medium)	4
200-250 employees (Medium)	6			

Q2) **What is the main business activity at this organisation?**

PROBE AS NECESSARY:

What is the main product or service of this organisation?**What exactly is made or done at this organisation?****What material or machinery does that involve using?**

RECORD VERBATIM. CODE TO 4-DIGIT SIC

Q3) **Can I confirm, is your business [READ OUT DATABASE DESCRIPTION OF LEGAL FORM]?**
SINGLE-CODE

Yes	1
No	2

IF NO (CODE 2) AT Q3, OTHERS GO TO Q5
(IF YES AT Q3, FORCE LEGAL FORM ON SAMPLE TO Q4 DATA)

- Q4) **Is your business a company, a partnership or are you a sole proprietor?**
INTERVIEWER NOTE: IF BUSINESS NAME CONTAINS 'LTD' OR 'LIMITED' THEY ARE ALMOST CERTAINLY A COMPANY. FOR OTHERS RECORD ALL INFORMATION VERBATIM TO ESTABLISH OWNERSHIP. N.B. "CHARITY" IS NOT A LEGAL STATUS)
SINGLE-CODE

Sole Proprietorship	1
Private Ltd Company (LTD)	2
Public Ltd Company (PLC)	3
Limited Partnership	4
Private Unlimited Company	5
Foreign Company	6
Partnership	7
Co-operative	8
Private Company Limited By Guarantee	9
Friendly Society	10
Incorporated by Act of Parliament	11
Community Interest Company (CIC)	12
Other [PLEASE SPECIFY]	13
Don't know	14

ASK ALL

- Q5) **And how many years has this firm been trading? This includes under all ownerships and all legal statuses. SINGLE-CODE. PROMPT IF NECESSARY.**

Less than one	1
1 year	2
2 year	3
3 year	4
4 year	5
5 year	6
6 – 10 years	7
11 – 20 years	8
More than 20 years	9
Don't know	10

- Q6) **Has there been a change of ownership of the business in the past three years? SINGLE-CODE**

Yes	1
No	2
Don't know	3

- Q7) **Can I just confirm with you that the postcode of your present location is [READ OUT POSTCODE FROM DATABASE]? SINGLE-CODE**

Yes	1	GO TO FILTER BEFORE Q11
No	2	RECORD CORRECT POSTCODE, THEN ASK Q8

Q8) *ASK IF DATABASE POSTCODE NOT CORRECT (Q7/2), OTHERS GO TO FILTER BEFORE Q11*
Is that in...? SINGLE-CODE

England	1
Scotland	2
Scottish Highlands and Islands	3
Wales	4
Northern Ireland	5
DO NOT READ OUT: None of the above (E.G. CHANNEL ISLANDS, ISLE OF MAN)	6

IF NONE OF THESE (CODE 6), CLOSE

DUMQ8)USE INFO FROM Q8 '1-5' OR, IF Q8 NOT CODED, USE INFO FROM SAMPLE

England	1
Scotland	2
Scottish Highlands and Islands	3
Wales	4
Northern Ireland	5

Q11) *ASK ALL TRADING FOR AT LEAST ONE YEAR (Q5/NOT1), OTHERS GO TO Q17*
You said earlier that your business currently employs [INSERT Q1A RESPONSE] people, excluding owners and partners. How many people did the business employ 12 months ago across all sites (still excluding owners and partners)? IN THE UK AS A WHOLE IF MULTI SITE. WE WANT THE TOTAL NUMBER OF FULL AND PART TIME EMPLOYEES. OWNERS AND PARTNERS DON'T COUNT. INCLUDE TEMPORARIES/CASUALS IF DIRECTLY EMPLOYED, BUT NOT AGENCY STAFF. EXCLUDE ANY SELF-EMPLOYED. DIRECTORS OF LIMITED COMPANIES ARE ALMOST CERTAIN TO BE EMPLOYEES. IF UNCERTAIN, ASK FOR ESTIMATE.

Enter Number (RANGE 0-9,999)

Don't know / Uncertain ...X
 Refused ... Y

Q12) *ASK IF UNCERTAIN HOW MANY EMPLOYEES EMPLOYED 12 MONTHS AGO (Q11/X), OTHERS GO TO FILTER BEFORE Q13*
Could you please tell me, was it... ? READ OUT. SINGLE-CODE

More than currently	1
The same	2
Fewer	3
DO NOT READ OUT: Don't know	4

Q13) *ASK IF NUMBER OF EMPLOYEES 12 MONTHS AGO IS LESS THAN NUMBER OF EMPLOYEES CURRENTLY EMPLOYED (Q11<Q1A), OTHERS GO TO FILTER BEFORE Q14*
Could I just check that you employed fewer staff a year ago than you do now? SINGLE-CODE

Yes	1	CONTINUE
No	2	RE-ASK Q11 (BUT THEN SKIP Q13 AND Q14)

ASK IF NUMBER OF EMPLOYEES 12 MONTHS AGO IS GREATER THAN NUMBER OF EMPLOYEES CURRENTLY EMPLOYED (Q11>Q1A), OTHERS GO TO Q17

Q14) **Could I just check that you employed more staff a year ago than you do now? SINGLE-CODE**

Yes	1	CONTINUE
No	2	RE-ASK Q11 (BUT THEN SKIP Q13 AND Q14)

ASK ALL

Q17) **How many people do you expect the business to employ in twelve months time (excluding owners and partners)?**

IN THE UK AS A WHOLE, IF MULTI SITE. WE WANT THE TOTAL NUMBER OF FULL AND PART TIME EMPLOYEES THAT IS HEADCOUNT. OWNERS AND PARTNERS DON'T COUNT. INCLUDE TEMPORARIES/CASUALS IF DIRECTLY EMPLOYED, BUT NOT AGENCY STAFF. EXCLUDE ANY SELF EMPLOYED. DIRECTORS OF LIMITED COMPANIES ARE ALMOST CERTAIN TO BE EMPLOYEES.

Enter Number (RANGE 0-9,999)

Don't know / Uncertain ...X
Refused ... Y

ASK IF UNCERTAIN HOW MANY PEOPLE EXPECT TO EMPLOY IN 12 MONTHS TIME (Q17/X), OTHERS GO TO Q19

Q18) **Could you tell me whether you expect it to be...? READ OUT. SINGLE-CODE**

More than currently	1
About the same	2
Fewer	3
DO NOT READ OUT: Don't know	4

ASK ALL

Q19) **Have you recruited any new employees in the past 12 months? SINGLE-CODE**

Yes	1
No	2

ASK ALL

Q27) I'd now like to ask you a few questions about the nature of your trading activity. So, first of all, **does your business sell outside the UK? SINGLE-CODE**

Yes	1
No	2
Uncertain	3

ASK IF DO NOT CURRENTLY SELL OUTSIDE UK (Q27/2or3), OTHERS GO TO FILTER BEFORE Q34

Q28) **Do you have plans to start exporting or selling outside the UK in the next 2 years? SINGLE-CODE**

Yes	1
No	2

ASK ALL

- Q34) **Approximately what proportion of your turnover is income generated from grants and donations?**

INTERVIEWER NOTE: IF NECESSARY, ADD "IN A TYPICAL YEAR"
SINGLE-CODE.

Enter Number (RANGE 0-100%)

Uncertain / DK ...X
Refused / Unwilling to answer ... Y

ASK IF DON'T KNOW WHAT PROPORTION OF TURNOVER IS GENERATED FROM GRANTS AND DONATIONS (Q34/X)

- Q34A) **Which of the following bands best represents the proportion of your turnover generated from grants and donations? READ OUT**

None	1
More than 0% up to 25%	2
More than 25% up to 50%	3
More than 50% up to 75%	4
More than 75% up to 100%	5
Don't know	6
Refused	7

ASK ALL

- Q35) **Taking into account all sources of income in the last financial year, did you generate a profit or surplus? SINGLE-CODE**

Yes	1
No	2
Don't know	3
Unwilling to answer	4

- Q36) **Do you pay more than 50% of your trading profit or surplus [IF DID NOT / DON'T KNOW / UNWILLING TO SAY GENERATED A PROFIT IN THE LAST FINANCIAL YEAR, I.E. Q35 '2-4': when you generate one] to owners/shareholders? SINGLE-CODE**

INTERVIEWER NOTE: IF RESPONDENT IS SOLE OWNER / PROPRIETER: **Do they pay themselves more than 50% of the profit / surplus they make?**

Yes	1
No	2
Have never generated a trading profit or surplus	3
Don't know	4
Unwilling to answer	5

ASK IF DO NOT PAY MORE THAN 50% PROFIT OR SURPLUS TO OWNERS OR SHAREHOLDERS / HAVE NEVER GENERATED A TRADING PROFIT OR SURPLUS / DON'T KNOW / UNWILLING TO ANSWER (Q36/2-5), OTHERS GO TO Q38A

- Q37) **Do you think of your business as a social enterprise, by which I mean a business that has mainly social or environmental aims? SINGLE-CODE**

Yes	1
No	2
Don't know	3
Unwilling to answer	4

- Q38) **How well do you think your business fits the following definition of a social enterprise: “A business with primarily social/environmental objectives, whose surpluses are principally reinvested for that purpose in the business or community rather than mainly being paid to shareholders and owners”?** IF RESPONDENT SAYS “GOOD FIT”, PROBE FOR WHETHER “VERY” OR “QUITE”. SINGLE-CODE.

Yes, it is a very good fit	1
Yes, it is quite a good fit	2
No, it is not a good fit	3
DO NOT READ OUT: Don't know	4

ASK IF HAVE BEEN TRADING FOR LESS THAN 4 YEARS (Q5/1-4), OTHERS GO TO FILTER BEFORE Q40

- Q39) **You said earlier that your business had been trading for only [Q5 RESPONSE] years. May I just ask, were you involved with the decision to start up the business at that time?** SINGLE-CODE

Yes	1	GO TO Q43
No	2	GO TO FILTER BEFORE Q40
Uncertain	3	

ASK IF THERE HAS BEEN A CHANGE OF OWNERSHIP IN THE PAST 3 YEARS (Q6/1) OTHERS GO TO FILTER BEFORE Q43

- Q40) **You said earlier that the business had changed ownership in the past three years, can I just clarify that it was you who took over the business?** INTERVIEWER NOTE: CODE “YES” IF TOOK OVER BUSINESS JOINTLY WITH OTHER PEOPLE SINGLE-CODE

Yes	1	GO TO Q43
No	2	GO TO Q49
Uncertain	3	

ASK IF INVOLVED IN DECISION TO START-UP BUSINESS OR PERSONALLY TOOK OVER THE BUSINESS (Q39/1 OR Q40/1). OTHERS GO TO Q46.

- Q43) **When starting up the business/in taking control of the business, from where did you seek advice or information?** DO NOT READ OUT. MULTI-CODE.

Informal advice only (friends, family, etc.)	1	GO TO Q44
Advice from local or government support agency	2	
Accountant	3	
Bank	4	
Legal advice (solicitors, lawyers)	5	
Nowhere	6	GO TO Q46
Somewhere else [PLEASE SPECIFY]	7	GO TO Q44
Unwilling to answer	8	GO TO Q46

ASK IF SOUGHT ANY TYPE OF ADVICE OR INFORMATION WHEN STARTING UP/ TAKING CONTROL OF THE BUSINESS (Q43/1-5or7), OTHERS GO TO Q46

- Q44) **Did you experience any problems in trying to seek this information or advice?**
SINGLE-CODE

Yes	1	GO TO Q45
No	2	GO TO Q46
Don't know	3	
Unwilling to answer	4	

ASK IF EXPERIENCED PROBLEMS WHEN SOUGHT ADVICE OR INFORMATION (Q44/1), OTHERS GO TO Q46

- Q45) **What problems did you have?**
DO NOT READ OUT. MULTI-CODE.

Didn't know where to go to seek advice	1
The organisation / people I approached were unhelpful	2
The information / advice given was unhelpful	3
I was given the wrong information / advice	4
The cost of obtaining information / advice was too high	5
Other [PLEASE SPECIFY]	6
Can't recall	7

ASK IF INVOLVED IN DECISION TO START-UP BUSINESS OR PERSONALLY TOOK OVER THE BUSINESS (Q39/1 OR Q40/1), OTHERS GO TO Q49

- Q46) **Can you tell me, what were the main obstacles to [TEXT SUBSTITUTION; IF Q39/1 'starting your business', IF Q40/1 'taking over the business']?**
DO NOT READ OUT. MULTI-CODE.

The economy	1
Obtaining finance	2
Cash flow	3
Taxation, VAT, PAYE, National Insurance, business rates	4
Recruiting staff	5
Keeping staff	6
Transport issues	7
Lack of broad band access	8
Regulations	9
Keeping up with new technology	10
Availability / cost of suitable premises	11
Competition in the market	12
Shortage of managerial skills/expertise	13
Shortage of Skills generally	14
Lack of financial understanding	15
Crime	16
Pensions	17
Fear of financial failure	18
Other [PLEASE SPECIFY]	19
No obstacles	20
No opinion	21
Unwilling to answer	22

ASK ALL

- Q49) I'd now like to turn to the future that you foresee for your business. **Over the next two to three years, do you aim to grow your business?** SINGLE-CODE

Yes	1	ASK Q52
No	2	GO TO Q54

ASK IF LOOKING TO GROW BUSINESS OVER NEXT 2 TO 3 YEARS (Q49/1); OTHERS GO TO Q53

- Q50) **How do you aim to achieve your longer term growth plans? Is it by...?**
READ OUT. MULTICODE

Increasing turnover by increasing market share in existing markets	1
Increasing turnover by exploiting new markets	2
Increasing the skills of the workforce	3
Increasing the leadership capability of managers	4
Reducing costs by increasing the productivity of your workers	5
Developing new products	6
Doing something else (SPECIFY)	7
DO NOT READ OUT: Don't know	8

- Q51) **And which of the following are motivations for your wanting to grow your business?**
READ OUT. MULTICODE

To survive in the current marketplace	1
To increase the capital value of the business	2
To increase profits	3
To be better positioned to compete with larger businesses	4
For some other reason (SPECIFY)	5
DO NOT READ OUT: Don't know	6

- Q52) **Do you expect to fund your business growth using internal finances or from external finance providers?**
SINGLE-CODE

Internal finance	1
External finance	2
Both	3
Don't know	4

ASK IF NOT LOOKING TO GROW AT Q49 (Q49/2), OTHERS GO TO Q54

- Q53) **What might encourage you to grow your business?**
PROBE FULLY

--

Q53a) **Is there anything which the government could do which might encourage you to grow your business?**

PROBE FULLY

--

ASK ALL

Q54) **IF 'BUSINESS START UPS' (Q39/1 or Q40/1): I asked you earlier about the difficulties of starting up a business, and I'd like to ask you now some questions about any obstacles or difficulties that your business might face at the present time in achieving your business objectives. What would you say are now the main obstacles to the success of your business in general?**

IF NOT 'BUSINESS START UPS' (Q39/NOT1 AND Q40/NOT1): I'd like to ask you now some questions about any obstacles or difficulties that your business might face in achieving your business objectives. What would you say are the main obstacles to the success of your business in general?

DO NOT READ OUT. MULTI-CODE

Q55) **I am going to read you a list of other issues and I would like you to tell me which, if any, represent obstacles to the success of your business**

READ OUT ALL CODES NOT MENTIONED AT Q54. ROTATE CODES 1-17. MULTI-CODE.

ASK IF MORE THAN 1 OBSTACLE MENTIONED AT Q54 OR Q55, OTHERS GO TO Q59

Q56) **So, overall, which is the biggest obstacle to the success of your business?**

PROMPT WITH CODES MENTIONED PREVIOUSLY AT Q54 OR Q55. SINGLE-CODE.

	Q54	Q55	q56
The economy	1	1	1
Obtaining finance	2	2	2
Cash flow	3	3	3
Taxation, VAT, PAYE, National Insurance, business rates	4	4	4
Recruiting staff	5	5	5
Keeping staff	6		6
Transport issues	7		7
Lack of broad band access	8		8
Regulations	9	9	9
Keeping up with new technology	10		10
Availability / cost of suitable premises	11	11	11
Competition in the market	12	12	12
Shortage of managerial skills/expertise	13	13	13
Shortage of skills generally	14	14	14
Lack of financial understanding	15		15
Crime	16		16
Pensions	17	17	17
Other [PLEASE SPECIFY]	18		18
No obstacles	19	19	19
No opinion	20	20	20
Unwilling to answer	21	21	21

ASK ALL

- Q59) **Do you feel your business is threatened by competition from overseas?**
SINGLE-CODE. IF RESPONDENT SAYS "YES", PROBE WHETHER "A LOT" OR "A BIT".

Yes, a lot	1
Yes, a bit	2
No	3
Don't know	4
Unwilling to answer	5

- Q59b) **Does your business get any benefits from increased globalisation?**
SINGLE-CODE. IF RESPONDENT SAYS "YES", PROBE WHETHER "A LOT" OR "A BIT".

Yes, a lot	1
Yes, a bit	2
No	3
Don't know	4
Unwilling to answer	5

ASK IF MENTION CASH FLOW AS AN OBSTACLE TO SUCCESS / STARTING BUSINESS (Q46/3 OR Q54/3 OR Q55/3), OTHERS GO TO FILTER BEFORE Q62

ROTATE LIST

- Q60) **You mentioned earlier that cash flow is an obstacle to the success of your business. Which, if any, of the following do you consider to be causes of this cash flow difficulty?**
READ OUT. MULTI-CODE

ASK IF MENTION MORE THAN ONE REASON FOR CASH FLOW BEING AN OBSTACLE TO SUCCESS / STARTING BUSINESS AT Q60, OTHERS GO TO FILTER BEFORE Q62

- Q61) **And which is the main cause of this cash flow difficulty?**
READ OUT THOSE MENTIONED PREVIOUSLY. SINGLE-CODE.

	Q60	Q61
Late payment from other businesses to whom you sell	1	1
Early payment required by your suppliers	2	2
Difficult/expensive to get credit from your suppliers	3	3
Late payment from individual customers to whom you sell	4	4
Individual customers expect you to offer credit	5	5
Income tends to fluctuate while outgoings are steady	6	6
Outgoings tend to fluctuate but income is steady	7	7
High levels of working capital required by business	8	8
High levels of investment required by business	9	9
Timing of tax payments	10	10
Other [PLEASE SPECIFY]	11	11
Uncertain / Don't know	12	12

ASK IF MENTION REGULATIONS AS AN OBSTACLE TO SUCCESS / STARTING BUSINESS (Q46/9 OR Q54/9 OR Q55/9), OTHERS GO TO Q64

- Q62) **Which regulations do you consider to be an obstacle to the success of the business?**
DO NOT READ OUT.

	FIRST OBSTACLE MENTIONED	OTHER OBSTACLES MENTIONED
Minimum wage regulations	1	1
Health and safety regulations	2	2
Environmental regulations	3	3
Pensions	4	4
Regulations relating to anti-discrimination legislation	5	5
Planning/building/development	6	6
Tax-related	7	7
Employment regulations	8	8
Providing information/record-keeping	9	9
Trading Standards	10	10
Working time	11	11
No specific regulations/all regulations	12	12
Sector specific regulations	13	13
Other [PLEASE SPECIFY – WRITE IN FIRST REGULATION MENTIONED ONLY]	14	14
Don't know	15	15
None – no regulations an obstacle	16	16
Unwilling to answer	17	17

- Q63) **In what ways do you consider [FIRST REGULATION MENTIONED AT Q62] to be an obstacle to the success of your business?**
DO NOT READ OUT. MULTI-CODE.

Uncertainty about whether or how regulations apply to your business	1
Difficulty/cost in obtaining advice about relevance to your business	2
Difficulty/time/effort in deciding how to comply	3
Costs of making changes to ensure compliance	4
Paperwork/Administrative procedures	5
Competition from businesses who don't comply	6
Other [PLEASE SPECIFY]	7
Uncertain	8
Unwilling to answer	9

ASK ALL

- Q64) **How much time in a typical week would you say your business spends on paperwork relating to complying with government regulations and taxes (hours)?**
ADD IF NECESSARY: Excluding work you do for clients. NOTE TO INTERVIEWER: IF MORE THAN ONE PERSON INVOLVED, GET THE TIME FOR EACH AND ADD UP

ENTER NUMBER (RANGE=0-999,999) _____

Don't know / Uncertain ...X
Refused ... Y

- Q66) **Now I'd like to ask you some questions about financing your business. Have you tried to obtain finance for your business in the past 12 months?**

SINGLE-CODE. IF YES, PROBE FOR NUMBER OF TIMES TRIED TO OBTAIN FINANCE

Yes, once only	1
Yes, more than once	2
No	3
Don't know	4
Unwilling to answer	5

ASK IF TRIED TO OBTAIN FINANCE IN THE PAST 12 MONTHS (Q66/1-2), OTHERS GO TO FILTER BEFORE Q80

- Q67) **IF ONCE (Q66/1): I'd like to ask you about this... what did you try to obtain finance for?
IF MORE THAN ONCE (Q66/2): I'd like to ask you about the most important of these occasions... What did you try to obtain finance for?**

DO NOT READ OUT. MULTI-CODE

Working capital, cashflow	1
Buying land or buildings	2
Improving buildings	3
Acquiring capital equipment or vehicles	4
Research & Development	5
Acquiring intellectual property	6
Protecting intellectual property	7
Training/staff development	8
Buying another business	9
Marketing	10
Other [PLEASE SPECIFY]	11
Don't know	12
Unwilling to answer	13

- Q68) **Was the finance you sought intended to fund development of new processes, products, markets or technologies? SINGLE-CODE.**

Yes	1
No	2
Don't know	3
Unwilling to answer	4

Q69) **What type of finance did you seek? Please include all types of finance including where you failed to obtain it.**

DO NOT READ OUT. MULTI-CODE. IF 'EQUITY INVESTMENT' PROBE FOR NEW/EXISTING SHAREHOLDERS

Equity investment from existing shareholders	1
Equity investment from new shareholders	2
Bank overdraft	3
Bank loan	4
Mortgage for property purchase or improvement	5
Leasing or hire purchase	6
Factoring	7
Loan from family/business partner/directors	8
Loan from a Community Development Finance Institution	9
Credit card finance	10
Grant	11
Other [PLEASE SPECIFY]	12
Don't know	13
Unwilling to answer	14

ASK IF TRIED TO OBTAIN FINANCE IN THE PAST 12 MONTHS (Q66/1-2); OTHERS GO TO Q80

Q72) **Did you have any difficulties in obtaining this finance from the first source you approached?**
DO NOT READ OUT. SINGLE-CODE. IF YES, PROBE FOR EXTENT OF DIFFICULTIES

Yes, was unable to obtain any finance	1
Yes, obtained some but not all of the finance required	2
Yes, obtained all the finance required but with some problems	3
No, had no difficulties in obtaining finance	4
Don't know	5
Unwilling to answer	6

ASK IF HAD ANY DIFFICULTIES OBTAINING FINANCE FROM THE FIRST SOURCE (Q72/1-3), OTHERS GO TO FILTER BEFORE Q77

- Q73) **Which type of finance did you have problems obtaining?**
SHOW ONLY THOSE THAT WERE MENTIONED PREVIOUSLY AT Q69. MULTI-CODE.

Equity investment from existing shareholders	1
Equity investment from new shareholders	2
Bank overdraft	3
Bank loan	4
Mortgage for property purchase or improvement	5
Leasing or hire purchase	6
Factoring	7
Loan from family/business partner/directors	8
Loan from a Community Development Finance Institution	9
Credit card finance	10
Grant	11
Other [PLEASE SPECIFY]	12
Don't know	13
Unwilling to answer	14

- Q74) **What reasons were given for your application for finance being turned down/for receiving less finance than you sought/having problems raising all the finance?**
DO NOT READ OUT. MULTI-CODE.

No security	1
Insufficient security	2
Poor personal credit history	3
Poor business credit history	4
No credit history/not in business long enough	5
Applied for too much	6
Applied for too little	7
Too many outstanding loans/mortgages	8
Inadequate business plan	9
Business sector too risky	10
No reason given	11
Other [PLEASE SPECIFY]	12
Don't know	13
Unwilling to answer	14

- Q74A **Did the source you sought finance from offer you any help or advice to improve your application? SINGLE CODE**

Yes, the organisation assisted me directly	1
Yes, the organisation recommended that I contacted another organisation	2
No	3
Don't know	4
Unwilling to answer	5

- Q75) **Did you eventually go on to obtain finance you needed for your business, for example, from another source? SINGLE-CODE.**

Yes	1
No	2
Unwilling to answer	3

ASK IF TRIED TO OBTAIN FINANCE IN THE PAST 12 MONTHS (Q66/1-2); OTHERS GO TO Q80

- Q77) **How much finance did you seek? DO NOT READ OUT. SINGLE-CODE.**

Less than £1,000	1
£1,000 to £4,999	2
£5,000 to £9,999	3
£10,000 to £24,999	4
£25,000 to £49,999	5
£50,000 to £99,999	6
£100,000 to £249,999	7
£250,000 to £499,999	8
£500,000 to £999,999	9
£1 million to £1,999,999	10
£2 million to £3,999,999	11
£4 million or more	12
Don't know	13
Unwilling to answer	14

ASK ALL

- Q80) **Do you have a problem with customers paying you later than you require them to in your normal terms of business? PROMPT AS NECESSARY.**

Big problem	1
Small problem	2
No problem	3
Not relevant, as don't provide them with credit	4
Don't know	5
Unwilling to answer	6

ASK IF PROVIDE CREDIT TO CUSTOMERS (Q80/NOT4), OTHERS GO TO FILTER BEFORE Q86

- Q81) **Do you agree written terms and conditions with your customers covering when they will pay you? SINGLE-CODE.**

All of the time	1
Some of the time	2
Never	3
Don't know	4
Unwilling to answer	5

Q82) **Have you ever taken a customer to court for not paying their debts?** *SINGLE-CODE*

Yes	1
No	2
Don't know	3
Unwilling to answer	4

Q83) **Are you aware that there is legislation dealing with late payment?** *SINGLE-CODE*

Yes	1
No	2
Don't know	3
Unwilling to answer	4

ASK IF AWARE OF LEGISLATION DEALING WITH LATE PAYMENT (Q83/1), OTHERS GO TO FILTER ABOVE Q85

Q84) **Have you taken legal action against anyone under the late payment legislation in the last 12 months?** *SINGLE-CODE*

Yes	1
No	2
Don't know	3
Unwilling to answer	4

ASK IF HAVE HAD LATE PAYMENT PROBLEMS (Q80/1-2), OTHERS GO TO Q86

Q85) **Has the problem of late payment caused your business to experience cashflow problems?** *READ OUT. SINGLE-CODE.*

Yes, its an ongoing problem	1
Yes, often	2
Yes, on occasion	3
No	4
Don't know	5
Unwilling to answer	6

ASK ALL

Q86) **I'd now like you to think about innovation within your business i.e. new products and processes. Have you introduced new or significantly improved products or services in the past twelve months?** *SINGLE-CODE.*

Yes	1	<i>ASK Q87</i> <i>GO TO Q88</i>
No	2	
Don't know	3	
Unwilling to answer	4	

ASK IF INTRODUCED NEW OR SIGNIFICANTLY IMPROVED PRODUCTS (Q86/1), OTHERS GO TO Q88

- Q87) **Are these new to your business, or completely new (i.e. not introduced by anybody before you?) SINGLE-CODE.**

New to the business	1
Completely new	2
Don't know	3
Unwilling to answer	4

ASK ALL

- Q88) **Have you introduced new or significantly improved processes in the last twelve months? SINGLE-CODE.**

Yes	1	GO TO Q89
No	2	GO TO FILTER BEFORE Q90
Don't know	3	

ASK IF INTRODUCED NEW OR SIGNIFICANTLY IMPROVED PROCESSES (Q88/1), OTHERS GO TO FILTER ABOVE Q90

- Q89) **Are these new to your business, or completely new (i.e. not introduced by anybody before you)? SINGLE-CODE.**

New to the business	1
Completely new	2
Don't know	3
Unwilling to answer	4

- Q90) *ASK IF IN ENGLAND ONLY (DUMQ8 '1'), OTHERS GO TO FILTER ABOVE Q92*
Now I would like to move on to discuss sources of advice for your business. In the last 12 months, where have you been for advice about how regulations may affect your business?
DO NOT READ OUT. MULTI-CODE.

Accountant	1
Bank	2
Trade/Business Association	3
Business Link local services (i.e. not the website)	4
Business Link.gov website	5
Consultant	6
Chamber of Commerce	7
HMRC	8
Other websites	
Library/Press	9
Customers/Suppliers/Other small businesses/Friends/Family/Mentor	10
Solicitor	11
Enterprise Agency	12
Local Authority	13
Other regulators (HSE/Environment Agency/etc)	14
DTI/SBS/BERR/Other government	15
Other [PLEASE SPECIFY]	16
None	17
Don't know	18
Unwilling to answer	19

- Q92) *ASK IF IN SCOTLAND ONLY (DUMQ8 '2-3'), OTHERS GO TO FILTER ABOVE Q94*
Now I would like to move on to discuss sources of advice for your business. In the last 12 months, where have you been for advice about how regulations may affect your business?
DO NOT READ OUT. MULTI-CODE.

Accountant	1
Bank	2
Trade/Business Association	3
(Small) Business Gateway / Local Enterprise Company (LEC)	4
Consultant	5
Chamber of Commerce	6
HMRC	7
Internet/Library/Press	8
Customers/Suppliers/Other small businesses/Friends/Family/Mentor	9
Solicitor	10
Enterprise Trust	11
Local Authority	12
Other regulators (HSE/Environment Agency/etc)	13
DTI/SBS/BERR/Other government	14
Scottish Enterprise / Highlands and Islands Enterprise	15
Scottish Development International	16
Other [PLEASE SPECIFY]	17
None	18
Don't know	19
Unwilling to answer	20

- Q94) *ASK IF IN WALES ONLY (DUMQ8 '4'), OTHERS GO TO FILTER ABOVE Q96*
Now I would like to move on to discuss sources of advice for your business. In the last 12 months, where have you been for advice about how regulations may affect your business?
DO NOT READ OUT. MULTI-CODE.

Accountant	1
Bank	2
Trade/Business Association	3
Business Eye	4
Consultant	5
Chamber of Commerce	6
HMRC	7
Internet/Library/Press	8
Customers/Suppliers/Other small businesses/Friends/Family/Mentor	9
Solicitor	10
Enterprise Agency	11
Local Authority	12
Other regulators (HSE/Environment Agency/etc)	13
DTI/SBS/BERR/Other government	14
Welsh Assembly Government / National Assembly for Wales / Welsh Office	15
Welsh Trade International	16
Welsh Development Agency (WDA)	17
Wales Tourist Board	18
Education and Learning Wales (ELWa)	19
Other [PLEASE SPECIFY]	20
None	21
Don't know	22
Unwilling to answer	23

- Q96) *ASK IF IN NORTHERN IRELAND ONLY (DUMQ8 '5'), OTHERS GO TO FILTER ABOVE Q98*
Now I would like to move on to discuss sources of advice for your business. In the last 12 months, where have you been for advice about how regulations may affect your business? DO NOT READ OUT. MULTI-CODE.

Accountant	1
Bank	2
Trade/Business Association	3
Invest Northern Ireland	4
Consultant	5
Chamber of Commerce	6
HMRC	7
Internet/Library/Press	8
Customers/Suppliers/Other small businesses/Friends/Family/Mentor	9
Solicitor	10
Local Enterprise Agency	11
Local Authority	12
Other regulators (HSE/Environment Agency/etc)	13
DTI/SBS/BERR/Other government	14
Other [PLEASE SPECIFY]	15
None	16
Don't know	17
Unwilling to answer	18

- Q98) *ASK ALL*
Thinking more generally about all business matters, in the last twelve months, have you sought general advice and information for running your business? SINGLE-CODE.

Yes	1
No	2
Don't know	3

- Q103) *ASK IF IN ENGLAND ONLY (DUMQ8 '1'), OTHERS GO TO FILTER ABOVE Q106*
Are you aware of a publicly funded service providing access to information and advice for businesses, including a national network of local operators? SINGLE-CODE.

Yes	1	ASK Q104
No	2	GO TO Q105

- Q104) *ASK IF IN ENGLAND ONLY AND AWARE OF PUBLICLY-FUNDED SERVICE (Q103/1), OTHERS GO TO Q105*
Do you know what this is called? DO NOT READ OUT. SINGLE-CODE.

Business Link	1
Business Link "xx" or "xx" Business Link	2
Don't know	3
Other [PLEASE SPECIFY]	4

ASK IF IN ENGLAND AND BUSINESS LINK BRAND NOT MENTIONED (Q103/2 or Q104/3-4), OTHERS GO TO FILTER ABOVE Q116A

Q105) **It's called Business Link. Have you heard of this? SINGLE-CODE.**

Yes	1
No	2

ASK IF IN SCOTLAND ONLY EXCLUDING HIGHLANDS AND ISLANDS (DUMQ8 '2'), OTHERS GO TO FILTER ABOVE Q112

Q106) **Are you aware that there is an information and advice service for small business including a national contact centre and network of local operators? SINGLE-CODE.**

Yes	1
No	2

ASK IF IN SCOTLAND ONLY EXCLUDING HIGHLANDS AND ISLANDS AND BUSINESS GATEWAY NOT MENTIONED (Q106/2), OTHERS GO TO FILTER ABOVE Q108

Q107) **The service that I had in mind is now called the Business Gateway. Have you heard of this? SINGLE-CODE.**

INTERVIEWER NOTE: THE SMALL BUSINESS GATEWAY BECAME THE BUSINESS GATEWAY IN JULY 2003. IF RESPONDENTS SAYS "SMALL BUSINESS GATEWAY", PLEASE CODE "YES" TO THIS QUESTION

Yes	1
No	2

ASK IF IN SCOTLAND ONLY EXCLUDING HIGHLANDS AND ISLANDS AND HAVE HEARD OF BUSINESS GATEWAY (Q106/1 or Q107/1), OTHERS GO TO FILTER ABOVE Q112

Q108) **Can I just check, have you used Business Gateway? How often?**

Only once	1
2-4 times	2
5-10 times	3
More than 10 times	4
Never	5
Don't know	6
Unwilling to answer	7

ASK IF IN SCOTLAND ONLY, EXCLUDING HIGHLANDS AND ISLANDS, AND USED BUSINESS GATEWAY (Q108/1-4), OTHERS GO TO FILTER ABOVE Q112

Q109) **How satisfied are you with the service that you received from Business Gateway overall? SINGLE-CODE.**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
DO NOT READ OUT: Don't know	6

- Q110) **When you contacted the Business Gateway for advice, did they...?**
READ OUT. MULTI-CODE.

Offer you advice themselves	1
Refer you to someone within Business Gateway	2
Refer you to someone outside Business Gateway	3
Other [PLEASE SPECIFY]	4
DO NOT READ OUT: Don't know	5
DO NOT READ OUT: Unwilling to answer	6

- Q111) **Would you recommend Business Gateway to others?**
READ OUT. SINGLE-CODE.

Yes, unreservedly	1
Yes, I would recommend it if someone asked me about it	2
I probably wouldn't recommend it	3
I definitely wouldn't recommend it (please specify why)	4
I have already recommended it	5
DO NOT READ OUT: Don't know	6
DO NOT READ OUT: Unwilling to answer	7

ASK IF IN HIGHLANDS AND ISLANDS ONLY (DUMQ8 '3'), OTHERS GO TO FILTER ABOVE Q116A

- Q112) **Are you aware that support and advice for small businesses is available through your Local Enterprise Company or LEC? SINGLE-CODE.**

Yes	1
No	2

ASK IF IN HIGHLANDS AND ISLANDS ONLY AND AWARE OF LEC (Q112/1), OTHERS GO TO FILTER ABOVE Q116A

- Q113) **Can I just check, have you used your Local Enterprise Companies for support and advice in the last 12 months? If yes how many times**

Only once	1
2-4 times	2
5-10 times	3
More than 10 times	4
Never	5
Don't know	6
Unwilling to answer	7

ASK IF IN HIGHLANDS AND ISLANDS ONLY AND USED LEC (Q113/1-4), OTHERS GO TO FILTER ABOVE Q116A

- Q114) **How satisfied are you with the service that you received from your Local Enterprise Company overall?** *READ OUT SINGLE-CODE*

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
DO NOT READ OUT: Don't know	6

- Q115) **When you contacted your Local Enterprise Company for advice, did they...?**
READ OUT AND MULTI-CODE

Offer you advice themselves	1
Refer you to someone within the Local Enterprise Company	2
Refer you to someone outside the Local Enterprise Company	3
Other [PLEASE SPECIFY]	4
DO NOT READ OUT: Don't know	5
DO NOT READ OUT: Unwilling to answer	6

- Q116) **Would you recommend your Local Enterprise Company to others?**
READ OUT AND SINGLE-CODE

Yes, unreservedly	1
Yes, I would recommend it if someone asked me about it	2
I probably wouldn't recommend it	3
I definitely wouldn't recommend it (please specify why)	4
I have already recommended it	5
DO NOT READ OUT: Don't know	6
DO NOT READ OUT: Unwilling to answer	7

ASK IF IN WALES ONLY (DUMQ8 '4'), OTHERS GO TO FILTER BEFORE Q128

- Q116A) **Are you aware that there is an information and advice service for small business including a national contact centre and network of local operators called Business Eye?** *SINGLE-CODE.*

Yes	1
No	2
Uncertain	3

ASK IF IN WALES ONLY AND IF AWARE OF BUSINESS EYE (Q116A/1), OTHERS GO TO FILTER BEFORE Q128

Q116B) **Have you used Business Eye?**

SINGLE-CODE.

INTERVIEWER NOTE: IF USED BUSINESS EYE, PROBE TO GET NUMBER OF TIMES

Only once	1
2-4 times	2
5-10 times	3
More than 10 times	4
Never	5
Don't know	6
Unwilling to answer	7

ASK IF IN WALES ONLY AND IF USED BUSINESS EYE (Q116B/1-4), OTHERS GO TO FILTER ABOVE Q116D

Q116C) **Thinking about the service you received when you last contacted Business Eye, would you say that you were...**

READ OUT. SINGLE-CODE.

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't recall	6

ASK IF IN WALES ONLY AND IF AWARE OF / USED BUSINESS EYE (Q116A/1), OTHERS GO TO FILTER BEFORE Q128

Q116D) **Business Eye provides a signpost to a number of services. I am interested in whether you have heard of or used any of them. I'll read out a list of some of those services, and I'd like you to tell me whether you have heard of or used it.**

READ OUT.

	NOT HEARD OF SERVICE	HAVE HEARD OF SERVICE BUT NOT USED	HAVE USED SERVICE
SMART Cymru (PRONOUNCED 'CUM-RI')	1	2	3
Funding via Finance Wales	1	2	3
Regional Selective Assistance	1	2	3
Assembly Investment Grant	1	2	3
Business Debt Line	1	2	3

ASK IF IN WALES ONLY AND IF USED PARTICULAR SERVICE AT Q116D (ANY CODE 3 AT Q116D), OTHERS GO TO FILTER BEFORE Q128

Q116E) I am interested in you level of satisfaction with the services that you have used. How satisfied were you with...

READ OUT THOSE MENTIONED AT Q116D.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
SMART Cymru (PRONOUNCED 'CUM-RI')	1	2	3	4	5	x
Funding via Finance Wales	1	2	3	4	5	x
Regional Selective Assistance	1	2	3	4	5	x
Assembly Investment Grant	1	2	3	4	5	x
Business Debt Line	1	2	3	4	5	x

Q128) We'd now like to ask you about your contact with [FOR SCOTLAND ONLY (DUMQ8 '2-3') ADD: 'the Scottish'] Government departments or agencies, at a local, regional or national level. This contact may have involved letters, e-mails, telephone calls or visits to or from a Government agency or department. It may also have involved visits to government department or agency websites to search for information. Have you had any contact in the way just described with Government departments or agencies in the last twelve months in the following areas...

READ OUT. MULTI-CODE. ROTATE LIST

VAT related	1
Non VAT tax related	2
Claiming grants or loans	3
Companies House	4
Patenting	5
Business Advice	6
Regulation enforcement	7
Consultation or survey	8
Employee related	9
Planning permission	10
Other [SPECIFY]	11
DO NOT READ OUT: None of these	12
DO NOT READ OUT: Don't know	13
DO NOT READ OUT: Unwilling to answer	14

ASK IF MENTION CONTACT AT Q128 (1-10). OTHERS GO TO FILTER BEFORE Q130

Q129) **How satisfied were you with the way the [FOR SCOTLAND ONLY (DUMQ8 '2-3')ADD: 'Scottish Executive'] Government handled...**

READ OUT. SINGLE-CODE

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Unwilling to answer
The VAT processes?	1	2	3	4	5	6	7
The process over other taxes?	1	2	3	4	5	6	7
The process for claiming grants for loans?	1	2	3	4	5	6	7
The process over Companies House?	1	2	3	4	5	6	7
The process over Patenting?	1	2	3	4	5	6	7
The process over obtaining Business Advice?	1	2	3	4	5	6	7
The Regulation enforcement processes?	1	2	3	4	5	6	7
The process concerned with consultations or surveys?	1	2	3	4	5	6	7
The process concerning the employee related matters?	1	2	3	4	5	6	7
The planning permission process?	1	2	3	4	5	6	7

ASK IF IN ENGLAND OR NORTHERN IRELAND (DUMQ8 '1' OR '5'), OTHERS GO TO FILTER ABOVE Q130A

Q130) **How much do you feel the Government takes into account the concerns of small businesses?**

READ OUT. SINGLE-CODE.

Very much	1
Quite a lot	2
A little	3
Not at all	4
DO NOT READ OUT: Don't know	5
DO NOT READ OUT: Unwilling to answer	6

ASK IF IN SCOTLAND (DUMQ8 '2-3')

Q130A) **How much do you feel the Scottish Government takes into account the concerns of small businesses?**

READ OUT. SINGLE-CODE.

Very much	1
Quite a lot	2
A little	3
Not at all	4
DO NOT READ OUT: Don't know	5
DO NOT READ OUT: Unwilling to answer	6

ASK IF IN WALES (DUMQ8 '4')

Q130B) **How much do you feel the Welsh Assembly Government takes into account the concerns of small businesses?**

READ OUT. SINGLE-CODE.

Very much	1
Quite a lot	2
A little	3
Not at all	4
DO NOT READ OUT: Don't know	5
DO NOT READ OUT: Unwilling to answer	6

ASK ALL

Q130c) Thinking about the range of government services available for business that are delivered locally and nationally, to what extent do you agree or disagree with the following statements? READ OUT

	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree Strongly	Don't know
"I know which department or agency to go to for most business matters"	1	2	3	4	5	6
"I find government services easily accessible"	1	2	3	4	5	6
"There are too many government agencies offering similar services to businesses"	1	2	3	4	5	6
"There is inconsistency in the quality of services delivered to business across government"	1	2	3	4	5	6
"I would like government support to develop my business but struggle to find out what is available"	1	2	3	4	5	6

Q131) **In the past 12 months, have you expressed an interest in, or bid for, any contract advertised by the public sector?**

SINGLE-CODE

Have expressed an interest but not bid	1
Have bid	2
Neither expressed interest nor bid	3
Don't know	4
Unwilling to answer	5

Q132) **In the past 12 months, have you actually done any business for the public sector?**

SINGLE-CODE

Yes	1
No	2
Don't know	3
Unwilling to answer	4

ASK IF HAVE DONE BUSINESS FOR PUBLIC SECTOR (Q132/1), OTHERS GO TO FILTER ABOVE Q134

- Q133) **What part of the public sector was your main customer?**
READ OUT. SINGLE-CODE

Departments of State (but not Ministry of Defence), including Central Government, the Scottish Government and National Assembly for Wales	1
Ministry of Defence	2
Local authorities e.g. local council	3
Health Service, including Primary, secondary trusts etc.	4
Overseas Government	5
Higher/further education institutions	6
Other [PLEASE SPECIFY]	7
DO NOT READ OUT: Don't know	8
DO NOT READ OUT: Unwilling to answer	9

ASK ALL

- Q134) **Has your business taken any steps to reduce the environmental impact it makes, such as reducing energy consumption, waste reduction or switching to recycled/sustainable materials?**
SINGLE-CODE

Yes – a lot	1
Yes – a little	2
No	3
Don't know	4
Unwilling to answer	5

- Q135) **And do you plan to take any action in the future?**
SINGLE-CODE

IF Q134/NOT "YES – a little/lot": Yes	1
IF Q134 IS "YES – a little/lot": Yes – more than currently	2
IF Q134 IS "YES – a little/lot": Yes – same as currently	3
IF Q134 IS "YES – a little/lot": Yes – less than currently	4
No	5
Don't know	6
Unwilling to answer	7

ASK ALL THAT EMPLOY STAFF (Q1A>0), OTHERS GO TO Q139

- Q137) **Over the past 12 months, has your business funded or arranged any training and development for staff in the organisation, including any informal on the job training?**
SINGLE-CODE

Yes	1
No	2
Don't know	3
Unwilling to answer	4

ASK IF HAVE ARRANGED TRAINING (Q137/1), OTHERS GO TO Q139

- Q138) **And was any of this training and development designed to lead to a formal qualification, regardless of whether this has been achieved or not? SINGLE-CODE**

Yes, most	1
Yes, some	2
No	3
Don't know	4
Unwilling to answer	5

ASK ALL

- Q139) **And in the last 12 months, what proportion of the managers in the business have had training or development to improve their leadership and management skills?**

Enter Proportion (RANGE 0-100%)

Uncertain / DK ...X
Refused / Unwilling to answer ... Y

- Q143) **We are interested in how your business uses technology such as computers and the Internet, including managing your accounts, record keeping, research and communication.**

Does your business use the Internet?

READ OUT. SINGLE-CODE.

Yes	1
No	2
Don't know	3

ASK IF USE THE INTERNET (Q143/1), OTHERS GO TO Q145

- Q144) **Do you use it for...?**

READ OUT. MULTI-CODE.

Email	1
Selling over the internet	2
Purchasing	3
Business website	4
Anything else [PLEASE SPECIFY]	5
DO NOT READ OUT: Don't know	6
DO NOT READ OUT: Unwilling to answer	7

ASK ALL

Q148) **Can you please tell me the approximate turnover of your business in the past 12 months?**

SINGLE-CODE.

INTERVIEWER NOTE: IF NECESSARY, REMIND RESPONDENT THAT ALL THE INFORMATION THEY GIVE US IS ABSOLUTELY CONFIDENTIAL; NO THIRD PARTY WILL HAVE ACCESS TO THIS INFO. WE CAN ACCEPT AN ESTIMATE. PROMPT WITH BANDS IF NECESSARY

Less than £64,000	1
£64,000 - £99,000	2
£100,000 - £249,999	3
£250,000 - £499,999	4
£500,000 - £999,999	5
£1m – £1.49m	6
£1.5m - £2.8m	7
More than £2.8m	8
Don't know	9
Unwilling to answer	10

Q149) **Compared with the previous 12 months, has your turnover in the past 12 months increased, decreased or stayed roughly the same? SINGLE-CODE**

Increased	1
Decreased	2
Stayed the same	3
Don't know	4
Unwilling to answer	5

ASK IF TURNOVER HAS INCREASED / DECREASED (Q149/1-2), OTHERS GO TO FILTER ABOVE Q150A

Q150) **By approximately how much did your turnover (IF Q149/1) increase (IF Q149/2) decrease in the past 12 months, compared with the previous 12 months? SINGLE-CODE**

Enter percentage (RANGE 0-100%)

Uncertain / DK ...X
Refused / Unwilling to answer ... Y

ASK IF DON'T KNOW HOW MUCH TURNOVER INCREASED/DECREASED AT Q150 (Q150 'x'). OTHERS GO TO Q151

Q150A) **Would you say it [TEXT SUBSTITUTION: (IF Q149/1) increased (IF Q149/2) decreased] by up to 10% or by more than 10%?**

Up to 10%	1
10% or more	2
Don't know	3

ASK ALL

- Q151) **In the next 12 months do you expect your turnover to increase, decrease, stay roughly the same?** SINGLE-CODE

Increase	1
Decrease	2
Stay the same	3
Don't know	4
Unwilling to answer	5

ASK IF EXPECT TURNOVER TO INCREASE / DECREASE (Q151/1-2), OTHERS GO TO Q153

- Q152) **By approximately how much do you expect your turnover (IF Q151/1) increase (IF Q151/2) decrease in the next 12 months?** SINGLE-CODE
INTERVIEWER NOTE: IF DON'T KNOW, PROMPT WITH BANDS

Enter percentage (RANGE 0-100%)

Uncertain / DK ...X
Refused / Unwilling to answer ... Y

ASK IF DON'T KNOW HOW MUCH TURNOVER WILL INCREASE/DECREASE AT Q152 (152 '2').
OTHERS GO TO Q153

- Q152A) **Would you say it will [TEXT SUBSTITUTION: (IF Q151/1) increase (IF Q151/2) decreased] by up to 10% or by more than 10%?**

Up to 10%	1
10% or more	2
Don't know	3

ASK ALL

- Q152B) **Do you currently draw income, either in part or in full, in the form of dividends from this business?** SINGLE CODE

Yes	1
No	2

ASK IF YES TO Q152B, OTHERS GO TO Q153

- Q152C) **Would you say that over the past few years the proportion of your annual income coming from dividends from this business has increased, decreased or stayed the same?** SINGLE CODE

Has increased	1
Has decreased	2
Has stayed the same	3

ASK ALL

- Q153) **Is your business VAT registered?** SINGLE-CODE

Yes	1
No	2
Unwilling to answer	3

ASK IF BUSINESS IS VAT REGISTERED (Q153/1), OTHERS GO TO FILTER BEFORE Q158

Q154) **How long after start up was the business registered for VAT? SINGLE-CODE**

Prior to start up	1
At the time of start up/when VAT was introduced	2
Within 6 months of start up	3
7 – 12 months	4
After 1 year but no more than 2 years	5
After 2 years but no more than 4 years	6
After 4 years	7
Don't know	8
Unwilling to answer	9

ASK IF BUSINESS HAS FEWER THAN 50 (ANSWERED Q1ADUM/1-4), OTHERS GO TO ROUTING ABOVE Q156A

Q155) **Did you have your last set of accounts audited? SINGLE CODE**

Yes	1
No	2
Unwilling to answer	3

ASK IF BUSINESS IS AN INCORPORATED COMPANY (Q4/2, 4, 5 or 9)

Q156A) **You mentioned earlier that your business is a [text substitution: answer to Q4]. Have you always operated under that legal form?**

Yes	1
No	2
Unwilling to answer	3

ASK IF BUSINESS HAS NOT ALWAYS BEEN INCORPORATED (Q156A/2), OTHERS CHECK ROUTING AT Q156C

Q156B) **In which year did you incorporate your business?**

ADD IF NECESSARY: **That is, in which year did you register your business through Companies House?**

INTERVIEWER NOTE: IF DON'T KNOW, PROMPT WITH BANDS

Enter year

ASK IF BUSINESS IS AN INCORPORATED COMPANY (Q4/2, 4, 5 or 9), OTHERS GO TO Q158
 Q156C) **What were your main reasons for incorporation? DO NOT READ OUT. MULTI-CODE**
 INTERVIEWER NOTE: IF RESPONDENT SAYS “ADVISED TO (E.G. BY ACCOUNTANT)”, PROBE
 FOR THE BASIS OF THIS ADVICE

Better reputation of being a company	1
More tax efficient	2
Ability to raise finance	3
Limited liability	4
Other	5
Don't know	X

Q156d) **To the best of your knowledge, how did you / your business find the process of incorporating through Companies House? SINGLE CODE**

Very easy	1
Quite easy	2
Neither easy nor difficult	3
Quite difficult	4
Very difficult	5
Not applicable – not involved in incorporation process	6
Don't know	7

Q157) **The companies Act 2006 brought in a number of changes to the procedures needed to run a company, with further changes in 2008. From the following list can you say whether you were fully aware, partially aware or unaware of the changes?**

	Fully aware	Partially aware	Unaware
Private companies will not need to hold an annual general meeting unless they positively opt to do so	1	2	3
It will be easier for companies to take decisions by written resolutions	1	2	3
Private companies will not be required to have a company secretary	1	2	3
A simpler model articles of association will be available.	1	2	3

Q157a) **And still thinking about these changes, we're interested to know whether each will be of benefit to your business?**

	Yes (benefit)	No (no benefit)
Private companies will not need to hold an annual general meeting unless they positively opt to do so	1	2
It will be easier for companies to take decisions by written resolutions	1	2
Private companies will not be required to have a company secretary	1	2
A simpler model articles of association will be available.	1	2

ASK ALL

- Q158) **Is your business a family owned business? (A family business is majority owned by members of the same family) SINGLE-CODE**

Yes	1
No	2
Unwilling to answer	3

ASK IF FAMILY-OWNED BUSINESS (Q158/1), OTHERS GO TO Q161

- Q159) **And for how many generations has the business been in the control of your family? SINGLE-CODE**

1	1
2	2
3	3
4	4
Other [PLEASE SPECIFY]	5
Don't know	6
Unwilling to answer	7

ASK ALL

- Q160) **Over the last 12 months, have you personally made investments in other unrelated businesses? Please do not include investments through the stock market, or in businesses run by close family or relatives. SINGLE CODE**

Yes	1
No	2

ASK IF YES TO Q160, OTHERS GO TO Q161

- Q160A) **In the past 12 months, in approximately how many businesses did you make new investments? SINGLE CODE**

1	1
2-3	2
4-5	3
6-9	4
10 and above (please specify)	5

- Q160B) **Have you also invested any of your time in helping this business / any of these businesses? SINGLE CODE**

Yes	1
No	2

- Q160C) **Was this investment / were these investments made – at least in part – with the expectation of generating a financial return at some time in the future? SINGLE CODE**

Yes	1
No	2

Q160D) How much did you invest in total in all of these businesses? *SINGLE CODE*

£9,999 and under	1
£10,000 - £19,999	2
£20,000 - £49,999	3
£50,000 – 99,999	4
£100,000 - £199,999	5
£200,000 - £499,999	6
£500,000 and above	7

Q161) Do you anticipate the closure, or a full transfer of the ownership of your business in the next 5 years? *SINGLE-CODE, PROMPT AS NECESSARY*

Yes, I anticipate the closure of the business	1
Yes, I anticipate a full transfer of the ownership of my business	2
No	3
Don't know	4

ASK IF SOLE PROPRIETORSHIP (Q4=1), OTHERS GO TO FILTER ABOVE Q164

Q163) You said earlier that the business is a sole proprietorship. Can I just confirm that there are no other managers involved in running the business except yourself? *SINGLE-CODE*

There are no others involved	1
There are others involved	2

ASK ALL EXCEPT SOLE PROPRIETORSHIP WITH NO OTHER MANAGERS (Q163/NOT1), OTHERS GO TO Q165a

Q164) How many partners or directors are there in day-to-day control of the business now, including yourself?

ENTER NUMBER (RANGE=1-999,999) _____

Don't know / Uncertain ...X
Refused ... Y

IF SOLE PROPRIETOR (Q163=1 or Q164=1)

Q165a) So, I need to ask a couple of questions about you... Do you work full time or part time in running the business?

Full-time	1
Part-time	2

IF MULTI-MANAGEMENT(Q163/NOT1 AND Q164 = 2+) AND NUMBER OF DIRECTORS / PARTNERS GIVEN (Q164 NOT X or Y), OTHERS GO TO Q167

Q165b) Of your [TEXT SUBSTITUTION: NO OF DIRECTORS AT Q164] partners or directors, can you say how many work full time in running the business?

ENTER NUMBER (RANGE=0-VALUE AT Q164)

Don't know / Uncertain ...X
Refused ... Y

Q165dum) Calculate number of part-time partners or directors as Q164 minus Q165b

Q166) **How many of your** [TEXT SUBSTITUTION: NO OF DIRECTORS AT Q164] **partners / directors are women?**

ENTER NUMBER (RANGE=0-VALUE AT Q164)

Don't know / Uncertain ...X
Refused ... Y

ASK ALL

Q167) **Is more than 50% of the business owned by women? SINGLE-CODE**

Yes	1
No	2
Don't know	3

ASK IF SOLE PROPRIETORSHIP WITH NO OTHER MANAGERS (Q163/1 or Q1641), OTHERS GO TO FILTER ABOVE Q171

Q168) **Can you please tell me whether you regard yourself as belonging to an ethnic minority group? SINGLE-CODE**

Yes - Ethnic minority group	1
No - Not ethnic minority group	2
Unwilling to answer	3

ASK IF SOLE PROPRIETORSHIP WITH NO OTHER MANAGERS AND NOT ETHNIC MINORITY (Q168/2), OTHERS GO TO FILTER ABOVE Q171

Q169) **So, would you describe yourself as 'White British' or from 'Another white background'? SINGLE-CODE**

White: British	1
Any other White background [PLEASE SPECIFY]	2
Other [PLEASE SPECIFY]	3
Unwilling to answer	4

ASK IF SOLE PROPRIETORSHIP WITH NO OTHER MANAGERS AND ETHNIC MINORITY (Q168/1), OTHERS GO TO FILTER ABOVE Q171

- Q170) **And which group do you consider you belong to?**
 READ OUT. SINGLE-CODE.

Mixed: White and Black Caribbean	1
Mixed: White and Black African	2
Mixed White and Asian	3
Mixed: Any other mixed background [PLEASE SPECIFY]	4
Asian or Asian British: Indian	5
Asian or Asian British: Pakistani	6
Asian or Asian British: Bangladeshi	7
Asian or Asian British: Any other Asian background [PLEASE SPECIFY]	8
Black or Black British: Caribbean	9
Black or Black British: African	10
Black or Black British: Any other Black background [PLEASE SPECIFY]	11
Chinese	12
Any other ethnic group [PLEASE SPECIFY]	13
Don't know	14
Unwilling to answer	15

ASK IF MULTI-MANAGEMENT (Q163/NOT1 AND Q164 = 2+) AND NUMBER OF DIRECTORS / PARTNERS GIVEN (Q164 NOT X or Y), OTHERS GO TO FILTER ABOVE Q186

- Q171) **Of these [TEXT SUBSTITUTION: NO OF DIRECTORS AT Q164] partners/directors, can you say how many are from ethnic minority groups?**

ENTER NUMBER (RANGE=0-VALUE AT Q164)

Don't know / Uncertain ...X
 Refused ... Y

ASK IF MULTI-MANAGEMENT AND ANY BELONG TO ETHNIC MINORITY GROUP (Q171>0),
OTHERS GO TO FILTER ABOVE Q186

- Q172) **And which ethnic groups do the owners, partners or directors belong to?**
READ OUT AND FOR EACH GROUP ASK HOW MANY. MULTI-CODE.

Mixed: White and Black Caribbean	1	Q173) ENTER NUMBER
Mixed: White and Black African	2	Q174) ENTER NUMBER
Mixed White and Asian	3	Q175) ENTER NUMBER
Mixed: Any other mixed background [PLEASE SPECIFY]	4	Q176) ENTER NUMBER
Asian or Asian British: Indian	5	Q177) ENTER NUMBER
Asian or Asian British: Pakistani	6	Q178) ENTER NUMBER
Asian or Asian British: Bangladeshi	7	Q179) ENTER NUMBER
Asian or Asian British: Any other Asian background [PLEASE SPECIFY]	8	Q180) ENTER NUMBER
Black or Black British: Caribbean	9	Q181) ENTER NUMBER
Black or Black British: African	10	Q182) ENTER NUMBER
Black or Black British: Any other Black background [PLEASE SPECIFY]	11	Q183) ENTER NUMBER
Chinese	12	Q184) ENTER NUMBER
Any other ethnic group [PLEASE SPECIFY]	13	Q185) ENTER NUMBER
Don't know	14	
Unwilling to answer	15	

ASK IF SCOTLAND ONLY, OTHERS GO TO FILTER ABOVE Q190

- Q186) **IF SOLE PROPRIETOR (Q163/1 or Q164=1): Were you born outside Scotland?**

IF MULTI-MANAGEMENT (Q163/NOT1 AND Q164 = 2+) AND NUMBER OF DIRECTORS / PARTNERS GIVEN (Q164 NOT X or Y): **Were any of the [TEXT SUBSTITUTION: NO OF DIRECTORS AT Q164] partners/directors born outside Scotland? SINGLE-CODE**

Yes – born outside Scotland, but in the UK	1
Yes – born outside the UK	2
No	3
Don't know	4
Unwilling to answer	5

ASK IF MULTI-MANAGEMENT AND ANY BORN OUTSIDE SCOTLAND (Q186/1), OTHERS GO TO Q193

- Q187) **How many of the [TEXT SUBSTITUTION: NO OF DIRECTORS AT Q164] partners/directors were born in Scotland?**

ENTER NUMBER (RANGE=0-VALUE AT Q164)

Don't know / Uncertain ...X
Refused ... Y

- Q188) **How many of the [TEXT SUBSTITUTION: NO OF DIRECTORS AT Q164] partners/directors were born outside Scotland, but born in the UK?**

ENTER NUMBER (RANGE=0-VALUE AT Q164)

Don't know / Uncertain ...X
Refused ... Y

Q189) **How many of the [TEXT SUBSTITUTION: NO OF DIRECTORS AT Q164] partners/directors were born outside the UK?**

ENTER NUMBER (RANGE=0-VALUE AT Q164)

Don't know / Uncertain ...X
Refused ... Y

ASK ALL EXCEPT SCOTLAND, OTHERS GO TO ROUTING ABOVE Q190A

Q190) **IF SOLE PROPRIETOR (Q163/1 or Q164=1): Were you born outside the UK?**

IF MULTI-MANAGEMENT (Q163/NOT1 AND Q164 = 2+): **Were any of the [TEXT SUBSTITUTION: NO OF DIRECTORS AT Q164] partners / directors born outside the UK? SINGLE-CODE**

Yes	1
No	2
Don't know	3
Unwilling to answer	4

ASK IF YES TO Q190/1 AND IF MULTI-MANAGEMENT (Q163/NOT1 AND Q164 = 2+) , OTHERS GO TO Q191

Q190A) **Have any of the directors moved to the UK in the past two to three years?**
SINGLE CODE

Yes	1
No	2
Don't know	3
Unwilling to answer	4

ASK IF (Q186/2 OR Q190/1) AND SOLE PROPRIETOR (Q163/1 or Q164=1), OTHERS GO TO ROUTING ABOVE Q191

Q190B) **How long have you lived in the UK for?**

ENTER NUMBER (RANGE=0-100)

Don't know ...X
Refused ... Y

Q190B2) **In which country were you born? WRITE IN**

ASK IF MULTI-MANAGEMENT (Q163/NOT1 AND Q164 = 2+) AND NUMBER OF DIRECTORS / PARTNERS GIVEN (Q164 NOT X or Y) AND ANY BORN OUTSIDE UK (Q190/1) AND NOT SCOTLAND, OTHERS GO TO ROUTING ABOVE Q192A

Q191) **How many of the** [TEXT SUBSTITUTION: NO OF DIRECTORS AT Q164] **partners / directors were born in the UK?**

ENTER NUMBER (RANGE=0-VALUE AT Q164)

Don't know / Uncertain ...X

Refused ... Y

Q192) **How many of the** [TEXT SUBSTITUTION: NO OF DIRECTORS AT Q164] **partners / directors were born outside the UK?**

ENTER NUMBER (RANGE=0-VALUE AT Q164)

Don't know / Uncertain ...X

Refused ... Y

ASK IF Q189>0 OR Q192>0, OTHERS GO TO Q193

Q192a) **Thinking about these partners/directors who were born outside the UK, in which country or countries were they born?**

Country 1 (Specify)	1	IF NULL THEN DO NOT ASK NEXT ITERATION
Country 2 (Specify)	2	IF NULL THEN DO NOT ASK NEXT ITERATION
Country 3 (Specify)	3	IF NULL THEN DO NOT ASK NEXT ITERATION
Country 4 (Specify)	4	IF NULL THEN DO NOT ASK NEXT ITERATION
Country 5 (Specify)	5	IF NULL THEN DO NOT ASK NEXT ITERATION
Country 6 (Specify)	6	

ASK FOR EACH COUNTRY NAMED IN Q192A

Q192b) **How many of your** [TEXT SUBSTITUTION: NO OF DIRECTORS BORN OUTSIDE THE UK AT Q189 OR Q192] **partners/directors were born in** [TEXT SUBSTITUTION: COUNTRY SPECIFIED AT Q192A]?

REPEAT FOR EACH COUNTRY MENTIONED AT Q192A

ENTER NUMBER (RANGE=1-(Value AT Q189 OR Q192 MINUS VALUES OF PREVIOUS ITERATIONS OF THIS QUESTION))

ASK ALL

Q193) **Can I ask do you currently hold any qualifications? SINGLE-CODE**

Yes	1
No	2
Unwilling to answer	3

ASK IF HAVE QUALIFICATIONS (Q193/1), OTHERS GO TO Q195

Q194) **From the following list I am going to read out, can you tell me when we come to a qualification that you hold?**

READ OUT. SINGLE-CODE

A postgraduate degree or doctorate, NVQ / SVQ Level 5 or equivalent	1
A degree or higher degree, HND, HNC, NVQ / SVQ Level 4 or equivalent	2
A levels, SCE higher, NVQ / SVQ Level 3 or equivalent	3
GCSE, O Levels, SCE standard, NVQ / SVQ Level 2 or equivalent	4
Other [PLEASE SPECIFY]	5
DO NOT READ OUT: Unwilling to answer	6

ASK ALL

Q195) **IF SOLE PROPRIETOR (Q163/1): Do you have any longstanding illness, disability or infirmity? IF MULTI-MANAGEMENT (Q163/NOT1): Do any of the [TEXT SUBSTITUTION: NO OF DIRECTORS AT Q164] partners/directors have any longstanding illness, disability or infirmity?****[ALL] By 'long-standing' I mean anything that has troubled you/them over a period of time or that is likely to affect you/them over a period of time. SINGLE-CODE**

Yes	1
No	2
Unwilling to answer	3

ASK IF ANY DIRECTORS HAVE LONGSTANDING ILLNESS, DISABILITY OR INFIRMITY (Q195/1), OTHERS GO TO Q197

Q196) **Could I ask how many of your partners / directors this is?**

ENTER NUMBER (RANGE=0-VALUE AT Q164)

Don't know / Uncertain ...X
Refused ... Y

ASK ALL

Q197) **Please could you tell me your age?**

ENTER NUMBER)

Don't know / Uncertain ...X
Refused ... Y

ASK IF DK or REFUSED AT Q197 (Q197 =X or Y), OTHERS GO TO Q198

Q197b) **Would you be able to tell me if you are ...?**

Under 25	1
Between 25 and 34	2
Between 35 and 44	3
Between 45 and 54	4
Between 55 and 64	5
Over 64	6
Refused	7

ASK IF ANY AGE GIVEN AT Q197b (CODES 1 to 6), OTHERS GO TO Q198

Q197c) **And would that be ...?**

CATI TO SHOW THE 2 AGE BANDS RELEVANT TO PREVIOUS RESPONSE AT Q197a

Under 20	1
Between 20 and 24	2
Between 25 and 29	3
Between 30 and 34	4
Between 35 and 39	5
Between 40 and 44	6
Between 45 and 49	7
Between 50 and 54	8
Between 55 and 59	9
Between 60 and 64	10
Between 65 and 69	11
Over 70	12
Refused	13

ASK ALL

Q198) **Thank you very much for your help, do you have any further comments? SINGLE-CODE**

Yes [TYPE IN COMMENTS]	1
No	2

ASK IF IN ENGLAND ONLY, OTHERS GO TO FILTER ABOVE Q200

Q199) **The Department for Business Enterprise and Regulatory Reform (BERR) may want to carry out further research in the future. Would you be willing to help with that research? SINGLE-CODE**

Yes	1
No	2

ASK IF IN SCOTLAND ONLY, OTHERS GO TO FILTER ABOVE Q201

Q200) **The Department for Business Enterprise and Regulatory Reform (BERR) and the Scottish Government may want to carry out further research in the future. Would you be willing to help with that research? SINGLE-CODE**

Yes	1
No	2

ASK IF IN WALES ONLY, OTHERS GO TO FILTER ABOVE Q202

- Q201) **The Department for Business Enterprise and Regulatory Reform (BERR) and the Welsh Assembly Government may want to carry out further research in the future. Would you be willing to help with that research? SINGLE-CODE**

Yes	1
No	2

ASK IF IN NORTHERN IRELAND ONLY, OTHERS GO TO Q203

- Q202) **The Department for Business Enterprise and Regulatory Reform (BERR) and Department for Business Enterprise and Regulatory Reform (BERR) Northern Ireland may want to carry out further research in the future. Would you be willing to help with that research? SINGLE-CODE**

Yes	1
No	2

ASK ALL

- Q202A) **It may be useful for the [TEXT SUBSTITUTION; IF ENGLAND Department for Business Enterprise and Regulatory Reform (BERR), IF WALES 'Department for Business Enterprise and Regulatory Reform (BERR) or Welsh Assembly Government', IF SCOTLAND 'Department for Business Enterprise and Regulatory Reform (BERR) or Scottish Government', IF NORTHERN IRELAND 'Department for Business Enterprise and Regulatory Reform (BERR) or Invest Northern Ireland'] to connect your responses to this survey to other publicly available information. Your survey responses would remain completely confidential. Would you be willing for your survey responses to be used in this way?**

Yes	1
No	2

ASK ALL WHO AGREE TO DATAMATCHING (Q202A/1) & WHO ARE VAT REGISTERED (Q153/1)

- Q202B) **Could you tell me your VAT registration number? SINGLE-CODE**

Yes – RECORD NUMBER VERBATIM	1
Don't know	2
Unwilling to answer	3

- Q204) **Finally could you please confirm your postal address?**

Confirm address on database

ASK IF YES TO FURTHER RESEARCH OR YES TO EMAIL FOR RESULTS (Q199/1 or Q200/1 or Q201/1 or Q202/1 or Q203/1), OTHERS GO TO Q206

- Q205) **And can I also ask for your e-mail address (This will only be for similar government research)? SINGLE-CODE**

Yes [RECORD EMAIL]	1
Refused	2

ASK ALL
Q206) **RECORD RESPONDENT'S NAME**

--

Q207) **RECORD RESPONDENT'S JOB TITLE**

--

ALL
Q208) **INTERVIEWER TO RECORD WHETHER THE RESPONDENT IS A MAN OR A WOMAN**
SINGLE-CODE

Man	1
Woman	2

THANK RESPONDENT AND CLOSE INTERVIEW

I declare that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct.		
Interviewer signature:	Date:	
Finish time:	Interview Length	mins