



IFF Research

Technical Report Business Perceptions Survey 2012

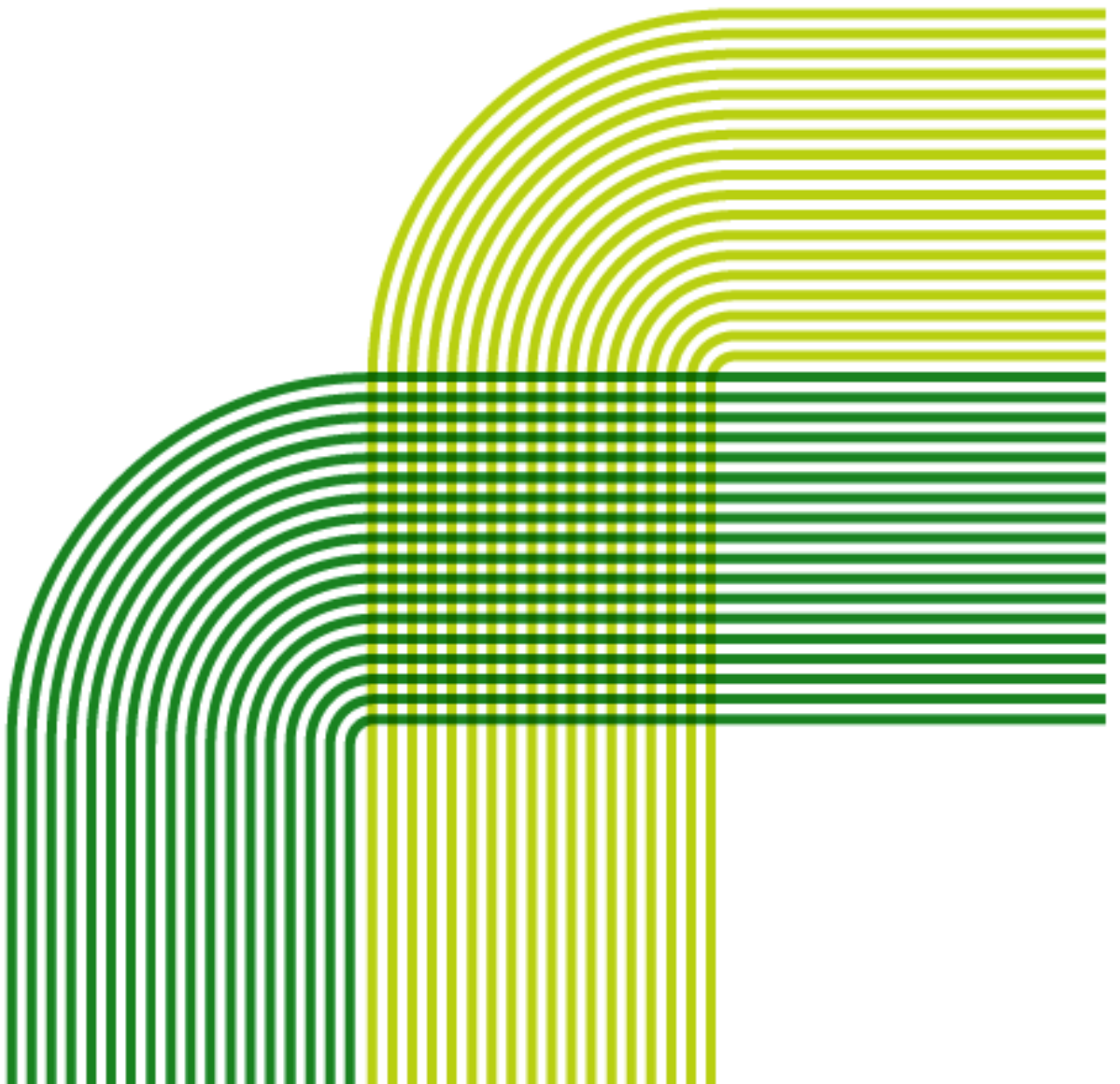
Prepared for NAO/LBRO/BRE
By IFF Research



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1 Methodology and sample profile

- 1.1 The overall objective of the business perceptions survey was to determine businesses' views on the extent of the burden of regulation, both in general and in specific regulatory areas, and how that burden might be reduced. More specifically the aims of the survey were to:
- provide a robust evidence base to help determine NAO/LBRO/BRE respective future work programmes;
 - track trends and key questions, providing continuity from previous surveys;
 - determine whether the changed approach to regulatory reform has had an impact on, and changed, business perceptions;
 - determine which specific aspects of the changed approach to regulatory reform are perceived as working best (and worst); and
 - determine whether perceptions of regulation, and reform efforts, are specific to certain sectors; size; type of business.

Methodology

- 1.2 To address the research objectives a total of 2,294 interviews were conducted over the telephone using Computer Assisted Telephone Interviewing (CATI) between 26 January and 22 February 2012. Interviews were conducted with senior business decision-makers and lasted on average 15 minutes.
- 1.3 The survey was comprised of three elements:
- A survey for NAO¹ of 1,000 businesses across the UK which was weighted to be representative of all UK businesses;
 - A survey for LBRO of 1,294 businesses in England and Wales which was weighted to be representative of all businesses in England and Wales.
 - The LBRO survey included a boost sample of 294 businesses in Wales in order to achieve a robust base size for sub-group analysis.
- 1.4 A single questionnaire was developed in collaboration with NAO/ LBRO/ BRE and used for all three elements with respondents routed so that only the relevant questions for each were asked.
- 1.5 Sample was drawn from the Dun & Bradstreet commercial business database and each sample record was allocated to the NAO survey, LBRO main stage survey or LBRO Welsh boost survey. Each sample record was also allocated a first choice and a second choice area of law. The areas of law allocated were different for the NAO (a group of laws) and LBRO surveys (a group of locally enforced regulations).
- 1.6 For NAO the survey covered the following areas of regulation²:
- Company Law
 - Employment Law
 - Health & Safety Law
 - Planning Law

¹ For the purposes of this report, reference to 'the NAO survey' means the joint NAO/BRE survey

² Please note that, unlike in previous waves of the survey, Tax Law was not included in 2012



- 1.7 For LBRO the survey covered the following areas of regulation:
- Consumer Protection
 - Fire Safety
 - Food Safety
 - Health & Safety (local council enforced)
 - Licensing
- 1.8 As with previous waves of the survey, businesses were asked to answer most questions in relation to a specific area of law. This process was managed as follows. At the beginning of the interview respondents were offered the 'first choice' area of law that had been allocated to their business and were asked whether they had sufficient knowledge to answer questions about this area of law. If they felt they did not know enough about this area they were offered the 'second choice' area of law that had been allocated. Once again a check was made to assess whether they knew enough about this second area and if not they were asked to select one of the two remaining (if part of the NAO survey) or three remaining (if LBRO survey) areas of law about which they had the most knowledge. This area of law was then used throughout the interview.
- 1.9 When analysing the data where questions were NAO- or LBRO-specific they are based on either the 1,000 businesses selected for the NAO survey or the 1,294 businesses in the LBRO survey. However, where questions were asked of both NAO and LBRO surveys the data have been combined and results are presented on the basis of all 2,294 businesses, making it possible to perform more statistically robust analysis on the sub-groups of interest. The combined data have been weighted to match the UK profile of businesses.
- 1.10 In addition, for the LBRO tracking questions regarding satisfaction with recent dealings with the local council or fire service, a raised base of 2,184 (drawing on 890 English and Welsh businesses interviewed as part of the NAO survey but excluding businesses in Scotland and Northern Ireland) was used.
- 1.11 The questionnaire used for the 2012 survey can also be found in Section 3 of this report.
- 1.12 The questionnaire was structured as follows:
- Businesses' perception of the burden of regulation
 - Aspects of regulation that businesses find burdensome
 - Communications
 - Perceptions of changes to regulation
 - General views of regulation
 - Local council enforcement (asked of businesses in England and Wales only)

Fieldwork

- 1.13 A total of 18,321 business contacts were drawn from the Dun and Bradstreet commercial business database in order to achieve the 2,294 interviews, a conversion rate of 8:1. A week before the commencement of fieldwork all business contacts were sent an advance letter providing information about the research and an opportunity to supply an alternative contact name if required. A copy of the letter can be found in Section 4 of this report.



Sample

- 1.14 As in previous years, quotas were set by area of law, industry sector and size of business to ensure sufficiently robust sample sizes for sub-group analysis and comparison.

Table 1.1: Sample profile						
	Total		NAO survey		LBRO survey	
	Target	Achieved	Target	Achieved	Target	Achieved
Total	2,310	2,294	1,000	1,000	1,310	1,294
Area of law						
Company Law	250	270	250	270	-	-
Employment Law	250	268	250	268	-	-
Health & Safety Law	250	277	250	277	-	-
Planning Law	250	185	250	185	-	-
Consumer Protection	262	270	-	-	262	270
Fire Safety	262	280	-	-	262	280
Food Safety	262	224	-	-	262	224
Health & Safety (local council enforced)*	262	295	-	-	262	295
Licensing	262	225	-	-	262	225
Sector						
Agriculture	173	189	75	76	98	113
Construction	222	182	100	94	122	88
Finance	145	129	65	65	80	64
Hotels and Catering	196	206	70	58	126	148
Manufacturing	166	180	80	86	86	94
Property, Management and Business Services	477	498	200	231	277	267
Public Administration and Other Sectors	339	278	150	125	189	153
Retail	439	495	200	219	239	276
Transport	153	137	60	46	93	91
Business size						
Micro (1-9 employees)	955	1,068	400	452	555	616
Small (10-49 employees)	878	706	400	316	478	390
Medium (50-249 employees)	258	267	100	123	158	144
Large (250+ employees)	219	253	100	109	119	144
Country						
England	1640	1,642	790	790	850	852
Wales	560	542	100	100	460	442
Scotland	110	84	110	84	-	-
Northern Ireland		26		26	-	-

*Respondents were asked whether they were inspected by the Health & Safety Executive (HSE) or their local council. If HSE, they were not interviewed for Health & Safety in the LBRO survey.



Sample weighting

- 1.15 The weighting approach for the two surveys was slightly different, reflecting the differences in the scope and sampling approach:
- NAO survey data were weighted by company size and sector to correct for any distortion caused by the stratification of the sample. Weights were applied to reflect the profile of UK companies.
 - LBRO survey data were weighted by company size, sector and country to correct for: (a) any distortion caused by the stratification of the sample; and (b) the over-representation of Welsh businesses resulting from the inclusion of a boost sample of Welsh businesses. Weights were applied to reflect the profile of companies in England and Wales.
- 1.16 Where data were combined from both samples, they were weighted by company size, sector and 'country' (in this instance, Wales vs. rest of the UK) to reflect the profile of UK companies.
- 1.17 In all cases data were weighted in accordance with the most recent (October 2011) Business Population Estimates for the UK and Regions published by the Department for Business, Innovation and Skills³.
- 1.18 In 2010 there were two separate Business Perceptions Survey reports, one setting out the findings of the NAO survey and the other setting out the findings of the LBRO survey. In order to compare the findings of the 2012 survey with aggregate findings from 2010 we combined the data from the 2010 NAO and LBRO surveys. This involved merging the NAO and LBRO files (so the data from each question were combined) and then applying weights generated on the basis of a sample of 2,000 interviews.
- 1.19 The 'combined' figures from the 2010 NAO and LBRO surveys are not necessarily the mean of the figures from the individual 2010 NAO and LBRO surveys, as the data have been re-weighted to be representative of the UK population of businesses. Once weighting is applied, the figures become 'distorted', so it would no longer be appropriate to calculate a mean.

³ <http://www.bis.gov.uk/analysis/statistics/business-population-estimates>



Table 1.2: Sample weighting						
	Unweighted Total	Weighted Total	Unweighted NAO survey	Weighted NAO survey	Unweighted LBRO survey	Weighted LBRO survey
Total	2,294	2,294	1,000	1,000	1,294	1,294
Area of law						
Company Law	270	379	270	298	-	-
Employment Law	268	271	268	233	-	-
Health & Safety Law*	277	270	277	270	-	-
Planning	185	256	185	199	-	-
Consumer Protection	270	332	-	-	270	404
Fire Safety	280	270	-	-	280	373
Food Safety	224	84	-	-	224	89
Health & Safety (local council enforced)*	295	309	-	-	295	309
Licensing	225	129	-	-	225	120
Sector						
Agriculture	189	75	76	32	113	36
Construction	182	436	94	190	88	246
Finance	129	41	65	18	64	24
Hotels and Catering	206	73	58	32	148	40
Manufacturing	180	130	86	57	94	74
Property, Management and Business Services	498	773	231	337	267	444
Public Administration and Other Sectors	278	401	125	175	153	224
Retail	495	241	219	105	276	136
Transport	137	125	46	54	91	71
Business size						
Micro (1-9 employees)	1,068	2,274 ⁴	452	990	616	1283
Small (10-49 employees)	706		316		390	
Medium (50-249 employees)	267	17	123	7	144	9
Large (250+ employees)	253	4	109	2	144	3
Country						
England	1,642	2,072	790	816	852	1,234
Wales	542	97	100	95	442	60
Scotland	84	85	84	59	-	-
Northern Ireland	26	39	26	30	-	-

⁴ In order to avoid generating large weighting coefficients which distort the data, we merged some micro and small business cells in the weighting matrix. The weighted totals shown here reflect the merging of these cells.



1.20

Margin of error

- 1.21 A base size of 2,294 means that as a worst case scenario, findings are accurate to within +/- 2 percentage points at the 95% confidence level. By this we mean that if 50% of our sample of 2,294 agreed with a statement in the questionnaire, we can be 95% confident (i.e. in 19 times out of 20) that the response from all UK businesses would lie between 48% and 52%.
- 1.22 Measuring a margin of error at 50% is referred to as a 'worst case scenario', as the margin of error decreases the closer results approach 0% or 100% (i.e. where greater agreement in the sample occurs). Table 1.3 shows the margin of error calculations of an unweighted sample of respondents, to demonstrate how it can change by response and sub group size. It demonstrates how the margin of error decreases as opinion converges.

Table 1.3: Margin of error at the 95% confidence level (95% confidence, infinite population, random sample)			
Number of interviews in sub-group	Margin of error at 50%	Margin of error at 70%/30%	Margin of error at 90%/10%
2,294	+/- 2.1%	+/- 1.9%	+/- 1.2%
1,000	+/- 3.1%	+/- 2.8%	+/- 1.9%
800	+/- 3.5%	+/- 3.2%	+/- 2.1%
600	+/- 4.0%	+/- 3.7%	+/- 2.4%
500	+/- 4.4%	+/- 4.0%	+/- 2.6%
400	+/- 4.9%	+/- 4.5%	+/- 2.9%
300	+/- 5.7%	+/- 5.2%	+/- 3.4%
200	+/- 6.9%	+/- 6.4%	+/- 4.2%
150	+/- 8.0%	+/- 7.3%	+/- 4.8%
100	+/- 9.8%	+/- 9.0%	+/- 5.9%

Significance testing

- 1.23 Throughout the report, results are described as significantly different. These are tested by standard statistical formulae, also at the 95% confidence level. Where significant, we can be 95% confident that the differences are real and did not occur by chance or sampling error. Results that are not significant are those that we are less than 95% confident that they did not appear naturally.



Response rate

1.24 Table 1.4 shows the breakdown of response rates for the telephone fieldwork.

Table 1.4: Outcome for all sample provided			
	Total	NAO	LBRO
Completed interviews	2,294	1,000	1,294
	13%	13%	12%
Refused	2,668	1,081	1,587
	15%	14%	15%
Out of quota	1,748	802	946
	10%	11%	9%
Number unobtainable	2,384	934	1,450
	13%	12%	13%
Not available during interviewing period	575	200	375
	3%	3%	3%
Active records at close	8,153	3,342	4811
	45%	44%	45%
Other	499	157	342
	3%	2%	3%
Total	18,321	7,516	10,805



2 Survey results

2.1 The following top-line questionnaire shows the responses at the combined level i.e. all interviews achieved across both the NAO and LBRO surveys in 2012 (2,294) and 2010 (2,000). Data from previous years is based on 1,000 interviews, either NAO or LBRO only.

Business Perceptions Survey 2012

Telephone

S Screener

S0 SURVEY TYPE

	2012 (%)	2010 (%)	2009 (%)	2008 (%)	2007 (%)
<i>Base</i>	2,294	2,000	1,000	1,000	1,000
NAO SURVEY	54	54	1,000	1,000	1,000
LBRO SURVEY	46	46	-	-	-

S1 INDUSTRY SECTOR

	2012 (%)	2010 (%)	2009 (%) NAO only	2008 (%) NAO only	2007 (%) NAO only
<i>Base</i>	2,294	2,000	1,000	1,000	1,000
Agriculture	3	6	6	4	4
Construction	19	12	10	9	9
Finance	2	1	2	2	2
Hotel/Catering	3	11	7	6	6
Manufacturing	6	12	6	7	7
Property/ Management/ Business Services	34	13	29	21	21
Public administrator/ Other	18	29	17	30	30
Retail/ Distribution	11	13	19	17	17



Transport	5	4	4	40	4
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A Classification

- A1 **As far as you know, roughly how many staff are employed by the organisation you work for, excluding owners, partners and directors? Please include anyone who works for the organisation, even if they work in a different location or plant to you.**
(Q1 in previous years)

	2012 (%)	2010 (%)	2009 (%) NAO only	2008 (%) NAO only	2007 (%) NAO only
Base	2,294	2,000	1,000	1,000	1,000
None	25	30	31	n/a	n/a
1 – 4	39	44	36	51	50
5 – 9	22	15	12	22	21
10 – 19	7	6	9	11	13
20 – 49	6	3	7	11	11
50 – 99	*	1	2	1	2
100 – 249	*	*	1	2	1
250 – 499	*	*	*	1	1
500 – 999	*	*	*	*	*
1,000 +	*	*	*	*	*
Don't know	1	*	*	*	*

- A2 **Roughly how long has your company been in existence?**
(Q3 in previous years)

	2012 (%)	2010 (%)	2009 (%) NAO only	2008 (%) NAO only	2007 (%) NAO only
Base	2,294	2,000	1,000	1,000	1,000
Less than a year	2	4	3	4	2
1 – 3 years	10	10	14	6	7
4 – 5 years	9	10	10	4	10
6 – 20 years	47	41	41	37	44
More than 20 years	32	34	32	50	37
Don't know	*	*	*	*	*





A3 In the last 12 months, did your business...?*(New Question 2012)*

	2012 (%)
<i>Base</i>	2,294
Take on staff	19
Stay the same	65
Reduce staff	15
Don't know	1

A4 Thinking now about the next 12 months, does your business expect to...?*(Q2 in previous years)*

	2012 (%)	2010 (%)	2009 (%) NAO only
<i>Base</i>	2,294	2,000	1,000
Take on staff	22	17	16
Stay the same	68	74	73
Reduce staff	7	6	9
Don't know	3	2	2



- A6 **Of the following six challenges which may affect your business, which would you say currently presents the greatest challenge?**
(Q5 in previous years)

	2012 (%)	2010 (%)	2009 (%) NAO only
<i>Base</i>	2,294	2,000	1,000
Access to finance	16	12	13
Complying with regulation	14	16	19
Level of tax	15	21	16
Staff recruitment and/ or retention	6	4	5
Staff redundancies	*	1	1
Attracting and retaining customers	45	41	42
Other	*	*	*
Don't know	3	5	4



A8 To what extent do you agree or disagree with the following statements about business regulation?
(New Question 2012)

	Strongly Disagree (%)	Disagree (%)	Neither Agree nor Disagree (%)	Agree (%)	Strongly Agree (%)	Don't know (%)	N/A (%)
<i>Base 2012: 2,294</i>							
A: Regulators provide clarity about what regulatory requirements apply to my business	10	22	23	35	5	3	2
B: Regulators help my business to address regulatory risks and prevent non-compliance happening	9	28	17	35	5	2	4
C: If my business was found to be non-compliant I would be concerned that this would affect our reputation with customers	2	8	6	49	31	1	2
D: Regulators help me to ensure appropriate regulatory management systems and controls are in place	8	25	13	43	6	1	3
E: It matters to my business that our customers know that we invest in compliance	3	11	14	49	20	*	3
F: Good regulatory advice helps me to make confident investment decisions	6	20	21	38	8	2	5
G: Regulation helps to ensure a level playing field for business and consumers	8	21	11	48	8	1	3



B Business Perceptions of the Burden of Regulation

- B1 How many staff, if any, does your business specifically employ to deal with complying with [LAW] law? This does not include external contractors**
(Q6 in previous years)

	2012 (%)	2010 (%)	2009 (%) NAO only
<i>Base</i>	2,294	2,000	1,000
None/Do not employ any staff	74	76	79
1	17	17	15
2 – 4	7	6	4
5 – 9	1	1	1
10 +	1	1	*
Don't know	1	*	*

- B1a On average, how many days in total do your staff spend per month on dealing with complying with [LAW] law? This does not include any time spent by external contractors.**
(New Question 2012)

	2012 (%)
<i>Base</i>	2,294
No time at all	36
Less than half a day	17
Half a day to a day	12
1-2 days	16
3-4 days	5
5-10 days	3
10-20 days	1
More than 20 days	4
Don't know	4
Refused	1



B2 Do you agree or disagree with the following statements about the Government's/Local Government's approach to regulating this area?
(Q7 in previous years)

	<i>Base</i>	Strongly Disagree (%)	Disagree (%)	Neither Agree nor Disagree (%)	Agree (%)	Strongly Agree (%)	Don't know or N/A (%)
A: Generally it is clear what the purpose of regulation is	2012 (2,294)	8	23	14	49	4	2
	2010 (2,000)	11	17	7	49	12	4
	2009 (1,000)	11	43	9	19	16	2
	2008 (1,000)	13	44	6	20	14	3
	2007 (1,000)	12	43	7	20	15	3
B: It is straightforward to understand what you are required to do to comply with regulations	2012 (2,294)	12	32	15	36	3	2
	2010 (2,000)	17	21	6	38	14	4
	2009 (1,000)	11	33	7	25	22	1
	2008 (1,000)	12	33	6	25	22	2
	2007 (1,000)	9	28	7	28	25	3
C: It is easy to comply with regulations	2012 (2,294)	11	35	18	30	3	3
	2010 (2,000)	18	23	9	34	11	5
	2009 (1,000)	9	29	9	30	22	1
	2008 (1,000)	8	30	7	28	25	2
	2007 (1,000)	6	27	10	29	26	2
D: Most regulation is fair and proportionate	2012 (2,294)	9	27	20	38	2	4
	2010 (2,000)	15	21	9	41	9	5
	2009 (1,000)	7	38	11	23	19	2
	2008 (1,000)	7	39	10	23	19	3
	2007 (1,000)	5	34	10	25	21	4



	<i>Base</i>	Strongly Disagree (%)	Disagree (%)	Neither Agree nor Disagree (%)	Agree (%)	Strongly Agree (%)	Don't know or N/A (%)
E: The Government / Local Government understands business well enough to regulate.	2012 (2,294)	18	43	16	18	2	3
	2010 (2,000)	29	27	10	24	6	4
	2009 (1,000)	4	22	9	26	38	2
	2008 (1,000)	4	23	8	25	38	2
	2007 (1,000)	3	18	8	29	39	3
F: The Government consults well with business before any new regulation, or change to an existing regulation, is introduced.	2012 (2,294)	19	39	17	15	1	9
	2010 (2,000)	32	25	7	19	5	12
	2009 (1,000)	4	16	11	28	36	6
	2008 (1,000)	4	17	6	25	39	9
	2007 (1,000)	3	13	8	29	39	7
H: NAO only: Different parts of government take a joined up approach to regulation (NAO only)	2012 (1,000)	14	29	18	20	2	17
	2010 (1,000)	15	21	11	25	6	22
	2009 (1,000)	5	23	16	23	22	12
	2008 (1,000)	5	24	11	23	22	15
	2007 (1,000)	5	20	13	22	24	15
H: LBRO only: The way local councils enforce regulations is fair and proportionate (New Question 2012)	2012 (1,294)	4	25	25	35	1	10



B2a. **Do you agree or disagree that the overall level of regulation in the UK is an obstacle to your business's success?**
 (Q8 in previous years)

	2012 (%)	2010 (%)	2009 (%) NAO only	2008 (%) NAO only	2007 (%) NAO only
<i>Base</i>	2,294	2,000	1,000	1,000	1,000
Strongly agree	24	32	35	31	32
Tend to agree	30	27	27	27	26
Neither agree nor disagree	16	8	8	8	9
Tend to disagree	23	24	24	24	24
Strongly disagree	5	7	6	8	6
Don't know	1	2	1	2	2



B3 Government has to weigh up the cost to business of complying with the rules and regulations against protecting people and the environment from harm. Overall, do you think that the Government has got the balance about right...?

(Q9a in previous years)

	2012 (%)	2010 (%)	2009 (%) NAO only
<i>Base</i>	2,294	2,000	1,000
Yes	41	39	42
No	55	53	50
Don't know	4	8	8

B4 So do you think there is...? [All those who answered 'no' to B3]

(Q9b in previous years)

	2012 (%)	2010 (%)	2009 (%) NAO only
<i>Base</i>	1,251	1,068	500
too much regulation	92	92	91
too little regulation	3	3	5
Don't know	5	4	4



C Identifying Which Aspects of Regulation Businesses Find Burdensome

- C1 **Still responding with specific reference to complying with [LAW] law, do you agree or disagree that the following activities are a burden when complying with the regulation? By agreeing with a statement, you are indicating that the activity is a burden.**
(Q10 in previous years)

	<i>Base</i>	Strongly Disagree (%)	Disagree (%)	Neither Agree nor Disagree (%)	Agree (%)	Strongly Agree (%)	Don't know or N/A (%)
A: The length of time it takes to go through the whole process of complying	2012 (2,294)	1	17	13	47	18	4
	2010 (2,000)	5	15	5	37	30	8
	2009 (1,000)	4	18	7	36	33	3
	2008 (1,000)	4	15	7	35	37	3
	2007 (1,000)	3	10	7	36	42	3
B: Finding information about which regulations apply to your business	2012 (2,294)	2	19	11	47	18	3
	2010 (2,000)	5	20	5	37	28	5
	2009 (1,000)	5	21	6	34	32	1
	2008 (1,000)	4	18	7	36	32	2
	2007 (1,000)	3	14	7	34	40	2
C: Finding guidance and advice explaining what you have to do to comply with a given regulation	2012 (2,294)	1	21	13	46	15	4
	2010 (2,000)	6	22	6	38	24	4
	2009 (1,000)	5	22	6	36	28	2
	2008 (1,000)	5	21	6	39	27	2
	2007 (1,000)	4	16	7	37	34	3
D: NAO only: Preparing and reporting facts and figures for Government	2012 (1,000)	1	21	15	40	16	7
	2010 (1,000)	5	17	5	31	27	15
	2009 (1,000)	6	21	11	31	26	6
	2008 (1,000)	6	18	9	32	29	6



	<i>Base</i>	Strongly Disagree (%)	Disagree (%)	Neither Agree nor Disagree (%)	Agree (%)	Strongly Agree (%)	Don't know or N/A (%)
	2007 (1,000)	4	15	10	34	33	4
D: LBRO only: Dealing with local council inspectors	2012 (1,000)	4	28	23	22	7	16
	2010 (1,000)	8	23	9	27	20	13
E: Completing paperwork, including filling out forms and keeping records	2012 (2,294)	2	22	13	44	16	4
	2010 (2,000)	6	22	5	34	29	4
	2009 (1,000)	5	21	7	34	31	2
	2008 (1,000)	6	17	6	33	37	2
F: Having to provide the same information more than once	2007 (1,000)	4	14	7	35	39	2
	2012 (2,294)	1	16	12	42	24	5
	2010 (2,000)	8	17	4	29	36	6
	2009 (1,000)	5	18	8	27	37	5
G: Being ready for or dealing with inspections	2008 (1,000)	6	17	8	28	37	4
	2007 (1,000)	5	13	8	27	44	3
	2012 (2,294)	2	26	17	36	11	9
	2010 (2,000)	8	25	10	28	19	10
H: Being ready for inspections from more than one Government agency	2009 (1,000)	7	26	12	30	19	6
	2008 (1,000)	6	22	11	34	23	4
	2007 (1,000)	4	20	11	36	25	5
I: Having to keep up to date with changes in existing regulation	2012 (2,294)	2	19	15	36	15	13
	2010 (2,000)	9	18	8	31	19	15
I: Having to keep up to date with changes in existing regulation	2009 (1,000)	5	18	6	39	30	2
	2008 (1,000)	4	14	5	39	37	1



	<i>Base</i>	Strongly Disagree (%)	Disagree (%)	Neither Agree nor Disagree (%)	Agree (%)	Strongly Agree (%)	Don't know or N/A (%)
	2007 (1,000)	3	11	5	39	41	2
J: Having to keep up to date with the introduction of new regulations	2012 (2,294)	1	20	11	51	14	4
	2010 (2,000)	6	17	6	39	27	5
	2009 (1,000)	5	16	6	40	32	3
K: Updating policy/ policies for your business when regulations change, or are introduced	2012 (2,294)	1	20	12	48	13	5
	2010 (2,000)	7	19	6	38	25	5
	2009 (1,000)	4	22	8	37	36	3



C2 **Still in relation to [LAW] law, in your view is the role of regulators to...**
(Q11 in previous years)

	2012 (%) LBRO only	2010 (%) LBRO only
<i>Base</i>	1,294	1,000
Enforce rules and regulations only	10	9
Enforce rules and regulations and provide advice	84	82
Don't know	6	9



D Communications

D1 How informed do you feel about [LAW] regulations which affect your business?
(Q12 in previous years)

	2012 (%)	2010 (%)	2009 (%) NAO only
<i>Base</i>	2,294	2,000	1,000
Very informed	13	12	10
Fairly informed	49	51	51
Not very informed	23	21	26
Not at all informed	12	11	12
Don't know	3	5	1

D2 Which, if any, of the following do you use to help the business in complying with [LAW] regulation?
(Q13 in previous years)

	2012 (%)	2010 (%)	2009 (%) NAO only	2008 (%) NAO only
<i>Base</i>	2,294	2,000	1,000	1,000
Local Council Inspectors	28	39	n/a	n/a
The Businesslink website	40	33	33	29
Government departments' websites	48	36	43	40
Direct contact with Government departments	24	19	26	29
External accountant	48	46	55	n/a
External insurance company	47	38	37	n/a
External lawyer	31	22	27	n/a
External specialist consultant	36	22	23	n/a
Trade Association(s) / Business Organisation(s)	48	41	46	52
Other	-	4	3	11
None of these / Don't know	11	10	7	10



D2a **For how many hours per month do you use an external agent to help with complying with [LAW] regulations? [All those that use an external consultant]**
(New Question 2012)

	2012 (%)
<i>Base</i>	2,294
1-4	69
5-8	9
9-16	5
17-24	1
25+	2
Other (write in)	7
Don't know	8

D2 **Why does your business use an external agent to help with complying with [LAW] regulations? [All those that use an external consultant]**
(Not tracked with Q14 from 2010 as response codes have been changed)

	2012 (%)
<i>Base</i>	2,294
Not enough time/ lack of internal resource	71
Advice from regulators is insufficient	49
Lack of clarity in legal requirement	62
Need for assurance	73
Want independent advice	74
Worried about penalties for non compliance	67
Other	1
Don't know	4

D3 **How straightforward is it to make contact with your local council about [LAW] regulation? [All those who deal with Local Council Inspectors, D2 =1]**
(New Question 2012)



	2012 (%) LBRO only
<i>Base</i>	481
Very straightforward	30
Fairly straightforward	47
Not very straightforward	11
Not at all straightforward	5
Never tried to contact the Local Council	5
Don't know	2

D6 **Do you deal with more than one Local Council in relation to [LAW] law?**
(Q15 in previous years)

	2012 (%) LBRO only	2010 (%) LBRO only
<i>Base</i>	1,294	1,000
Yes	16	11
No	81	87
Don't know	3	3

D7 **How consistent or inconsistent is the advice that you receive in relation to [LAW] from the various councils you have contact with about it? [All those who deal with more than Local Council?]**
(Q16 in previous years)

	2012 (%) LBRO only	2010 (%) LBRO only	2008 (%) LBRO only
<i>Base</i>	211	181	119
Very consistent	12	10	13
Fairly consistent	51	49	46
Not very consistent	13	13	21
Not at all consistent	6	21	12
Don't know	18	7	7



E Perceptions of Changes to Regulation

Still responding with specific reference to complying with [LAW] law...

- E1 For each of the following aspects of regulation would you say it has become less time consuming, more time consuming or has stayed the same over the last 12 months? [NAO only] (Q17 in previous years)

	Base: NAO only	Less time consuming (%)	More time consuming (%)	Stayed the same (%)	Don't know or N/A (%)
A: The length of time it takes to go through the process of complying	2012 (1,000)	4	33	55	7
B: Finding information about which regulations apply to your business	2012 (1,000)	7	30	58	5
	2010 (1,000)	4	28	58	4
	2009 (1,000)	4	32	61	3
C: Finding guidance and advice explaining what you have to do to comply with a given regulation	2012 (1,000)	8	28	58	5
	2010 (1,000)	4	26	61	3
	2009 (1,000)	6	30	61	3
D: Preparing and reporting facts and figures for Government	2012 (1,000)	4	27	57	13
	2010 (1,000)	3	29	54	4
	2009 (1,000)	3	26	65	6
E: Completing paperwork, including filling out forms and keeping records	2012 (1,000)	4	37	53	6
	2010 (1,000)	4	36	53	2
	2009 (1,000)	3	34	60	3
F: Having to provide the same information more than once to Government	2012 (1,000)	3	28	55	13
	2010 (1,000)	1	29	54	3
	2009 (1,000)	2	28	63	7
G: Being ready for or dealing with inspections	2012 (1,000)	3	19	64	14
	2010 (1,000)	2	21	58	4
	2009 (1,000)	1	20	71	8
H: Being ready for inspections from more than one Government agency	2012 (1,000)	2	18	60	20
I: Having to keep up to date with changes in existing regulation	2012 (1,000)	3	38	52	6
	2010 (1,000)	3	34	54	2
	2009 (1,000)	2	36	59	3
J: Having to keep up to date with the introduction of new regulations	2012 (1,000)	4	40	51	5
	2010 (1,000)	2	38	51	2
	2009 (1,000)	2	39	57	3
K: Updating policy/ policies for your business when regulations change, or are introduced	2012 (1,000)	2	36	55	7
	2010 (1,000)	1	35	53	2
	2009 (1,000)	2	32	62	4



E2 Overall, has complying with regulation become less time consuming, more time consuming or stayed about the same over the last 12 months? [NAO only]
(Q18 in previous years)

	2012 (%) NAO only	2010 (%) NAO only	2009 (%) NAO only	2008 (%) NAO only
<i>Base</i>	1,000	1,000	1,000	1,000
Become less time consuming	4	1	1	1
Stayed the same	60	56	60	57
Become more time consuming	35	40	37	40
Don't know	2	3	1	1

E3 In the next 12 months, do you think that the burdens resulting from regulation will decrease, stay the same, or increase? [NAO only]
(Q20 in previous years)

	2012 (%) NAO only	2010 (%) NAO only	2009 (%) NAO only	2008 (%) NAO only	2007 (%) NAO only
<i>Base</i>	1,000	1,000	1,000	1,000	1,000
Decrease	8	3	4	2	3
Stay the same	47	34	37	22	16
Increase	38	46	53	72	76
Don't know	7	17	6	4	5



F General Views of Regulation

Now I would like to ask you about your views of regulation in general. It doesn't matter whether it is regulation like company and employment law or regulation like food safety and consumer protection, I would like you to think about regulation in general.

- F1 **Have you ever made contact with any body or organisation to make a suggestion on how the regulatory regime could be improved in any way? This could be about any area of law.**
(Q25a in previous years)

	2012 (%)	2010 (%)
<i>Base</i>	2,294	2,000
Yes	11	10
No	88	90
Don't know	*	-

- F1a **What organisation did you suggest it to? [All those that answered 'Yes' at F1]**
(Not tracked with 2010 data, Q25b, as answer codes have changed)

	2012 (%)
<i>Base: All those who have made suggestion on how the regulatory regime could be improved</i>	368
Red Tape Challenge	*
Business Link	5
A Government department	40
A regulator	25
A trade or business association	22
Local enterprise partnership	*
Other	8



F1b **Do you feel there is an appropriate channel for you to complain about the way [LAW] is enforced?**

(New Question 2012)

	2012 (%)
<i>Base</i>	2,294
Yes	23
No	51
Don't know	26



G Local council enforcement

I'd now like to ask you a few questions in relation to regulation enforced by local councils.

G1 Have you had contact with your local council or Fire Service about any of the following areas of law in the last two years?

(Q27 in previous years)

	2012 (%)	2010 (%)
<i>Base: Businesses in England and Wales only</i>	2,184	1,787
Food Safety	11	15
Consumer Protection for example in relation to fair trading, consumer credit and product safety	9	10
Fire Safety	29	27
Health and Safety	28	29
Licensing of alcohol, taxis, gambling, entertainment and security personnel	6	8
None of these	60	45



G2 Thinking about your most recent contact with your local council/fire service with regard to [G1 LAW], how satisfied or dissatisfied were you with the following aspect of service?

(Q29 in previous years)

	<i>Base: All eligible businesses in England and Wales</i>	Very Satisfied (%)	Fairly satisfied (%)	Neither satisfied nor dissatisfied (%)	Fairly dissatisfied (%)	Very Dissatisfied (%)	Don't know (%)	N/A (%)
A: The overall level of service	2012 (1,206)	33	48	12	3	3	*	*
	2010 (929)	35	50	4	5	3	-	-
B: That the information given was easy to understand	2012 (1,206)	37	46	9	4	4	1	*
	2010 (920)	38	50	4	5	3	-	-
C: That the officer was knowledgeable about your business' situation	2012 (1,206)	33	44	10	7	5	1	1
	2010 (1,043)	37	41	7	9	7	-	-
D: The courteousness and professionalism of the officer	2012 (1,206)	53	38	4	3	1	*	1
	2010 (1,043)	56	38	2	3	2	-	-
E: The speed and timeliness of the service	2012 (1,206)	39	4	7	5	4	2	*
	2010 (1,043)	43	44	5	6	3	-	-
F: That the officer explained what you needed to do to comply and what was a legal requirement, as opposed to guidance or best practice	2012 (1,206)	42	42	6	5	3	*	1
	2010 (1,043)	48	41	4	4	3	-	-
G: Ease of contacting the right person <i>(New Question 2012)</i>	2012 (1,206)	32	42	9	9	5	1	1
H: The final outcome	2012 (1,206)	42	42	8	5	3	*	*
	2010 (1,043)	45	42	4	4	5	-	-



G4 **Would you be interested in being contacted by LBRO via email to discuss your views on specific issues relating to the way regulation is enforced?**
(New Question 2012)

	2012 (%)
<i>Base</i>	2,294
Yes	17
No	83
Don't know	*



3 The Questionnaire

Business Perceptions Survey 2012

J5092

Telephone

S Screener

S0 DUMMY VARIABLE: DO NOT ASK
SURVEY TYPE:

NAO SURVEY	1	
LBRO SURVEY	2	

S1 DUMMY VARIABLE: DO NOT ASK
INDUSTRY SECTOR:

Agriculture	1	
Construction	2	
Finance	3	
Hotel/Catering	4	
Manufacturing	5	
Property	6	
Management/Business Services	7	
Public administrator/Other	8	
Retail/Distribution	9	
Transport	10	

If AREA OF LAW 1 is out of quota AREA OF LAW 2 becomes AREA OF LAW 1

If AREA OF LAW 1&2 are out of quota SKIP TO S5

In S5 filter out areas of law that are out of quota



ASK ALL

S1a **Good morning / afternoon. My name is NAME and I'm calling from IFF Research on behalf of [NAO survey: the National Audit Office; LBRO survey: the Local Better Regulation Office].**
IF NAMED CONTACT: Please could you put me through to NAMED CONTACT?
IF <100 EMPLOYEES ON SAMPLE: Please can I speak to the person responsible for regulatory compliance and legal issues?
IF >=100 EMPLOYEES ON SAMPLE: Could you put me through to the legal or compliance department?
IF <100 EMPLOYEES ON SAMPLE: INTERVIEWER NOTE: If there is nobody with responsibility for Legal and Compliance issues then ask to speak to the business owner, managing director or company secretary.

Transferred	1	CONTINUE
Hard appointment	2	MAKE APPOINTMENT
Soft Appointment	3	
Refusal	4	THANK & CLOSE
Not available in fieldwork period	5	
Engaged	6	
Fax Line	7	
No reply / Answer phone	8	
Dead line	9	PROVIDE REASSURANCES
Wants reassurances	10	



ASK WHEN TRANSFERRED TO RESPONDENT

S2 **Good morning / afternoon. My name is XXX and I'm calling from IFF Research on behalf of [NAO survey: the National Audit Office; LBRO survey: the Local Better Regulation Office].**
IF NAO SURVEY

As a totally independent organisation to Government, the National Audit Office, or NAO, is carrying out an independent evaluation of Government's efforts to reduce the cost to business of complying with regulation. Participating in this survey gives you the opportunity to provide feedback on your experience of complying with regulation and to share your ideas for improvement. The interview should take no more than 15 minutes.

This survey is being run in conjunction with the Local Better Regulation Office (LBRO) and the Better Regulation Executive, both part of the Department of Business, Innovation and Skills. Some of your answers may be used by these parties in the final analysis.

Your organisation should have received a letter regarding the study. Are you willing to take part in the survey, now, over the phone?

PROMPT: In terms of regulation and compliance we are thinking of Company Law, Employment Law, Planning Law and Health and Safety Law, for example

IF LBRO SURVEY

The LBRO was created in 2008 to improve the effectiveness of locally enforced regulation and its impact on businesses and consumers. It is an executive non-departmental public body, accountable to the Department for Business, Innovation and Skills (BIS). LBRO are building their understanding of businesses' views in order to inform their agenda and also to measure their progress. Participating in this survey gives you the opportunity to provide feedback on your experience of complying with regulation and to share your ideas for improvement. The interview should take no more than 15 minutes.

This survey is being run in conjunction with the National Audit Office (NAO), which independently evaluates Government expenditure on behalf of Parliament and the Better Regulation Executive, which is part of the Department of Business, Innovation and Skills. Some of your answers may be used by these parties in the final analysis.

Your organisation should have received a letter regarding the study. Are you willing to take part in the survey, now, over the phone?

PROMPT: In terms of regulation and compliance we are thinking of Food Safety, Consumer Protection, Fire Safety and Health and Safety, for example.

OK - continue	1	CONTINUE
Respondent would like letter sent/ re-sent		OFFER TO RESEND VIA EMAIL: COLLECT EMAIL ADDRESS
Hard appointment	2	MAKE APPOINTMENT
Soft Appointment	3	
Refusal	4	CLOSE
Wants reassurances	6	PROVIDE REASSURANCES



REASSURANCES TO USE IF NECESSARY

The interview will take around **15** minutes to complete.

Please note that all data will be reported in aggregate form and your answers will not be reported to our client in any way that would allow you to be identified.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- **MRS: Market Research Society on 0500396999**
- **IFF: Briony Gunstone or Margaret Anderson: 0207 250 3035**
- **NAO: Baljinder Virk: 0207 798 5313**
- **LBRO: Jenny Nobes: 0121 226 4045**

ASK ALL

S3 When answering most of the survey questions, we would like you to focus on [INSERT AREA OF LAW1 FROM SAMPLE] law. Is that OK?

DO NOT READ OUT; SINGLE CODE.

Yes	1	IF LAW1 = HEALTH & SAFETY, THEN GO TO S6 OTHERWISE GO TO A1
Does not know enough about [SELECTED AREA OF LAW1] law IF RESPONDENT SAYS THEY DO NOT KNOW ENOUGH ABOUT SELECTED LAW, PROMPT: Part of the survey is also to understand how much businesses know about regulation so if you don't know too much about specific regulations you can still answer on [LAW1]	2	CONTINUE TO S4
Referred to another person	3	RECORD NAME AND CONTACT DETAILS. THANK & CLOSE.

IF S3=1, THEN 'LAW' VARIABLE = LAW1, EXCEPT IF LBRO SAMPLE AND LAW1 = HEALTH & SAFETY

IF CODE 2 AT S3

S4 In that case we would like you to focus on [INSERT AREA OF LAW2 FROM SAMPLE] law instead. Is that OK?

DO NOT READ OUT. SINGLE CODE.

Yes	1	IF LAW2 = HEALTH & SAFETY, THEN GO TO S6 OTHERWISE GO TO A1
Does not know enough about [SELECTED AREA OF LAW2] law		CONTINUE TO S5
Referred to another person	2	RECORD NAME AND CONTACT DETAILS. THANK & CLOSE.

IF S4=1, THEN 'LAW' VARIABLE = LAW2, EXCEPT IF LBRO SAMPLE AND LAW2 = HEALTH & SAFETY



IF CODE 2 AT S4

S5 **Which of the following areas of law would you be most able to complete the survey about?**

READ OUT; SINGLE CODE.

PROGRAMMING INSTRUCTION: ROTATE RELEVANT LIST; DO NOT SHOW THOSE USED AT S3 OR S4

NAO SURVEY:

Company Law	1	GO TO A1
Employment Law	2	
Health and Safety Law	3	CONTINUE TO S6
Planning Law	4	GO TO A1

LBRO SURVEY:

Food Safety	5	GO TO A1
Consumer Protection (for example in relation to fair trading, consumer credit and product safety)	6	
Fire Safety	7	
Health and Safety	8	CONTINUE TO S6
Licensing of alcohol, taxis, gambling, entertainment or security personnel	9	GO TO A1
None of these	X	THANK & CLOSE.

IF S5=1, 2, 4, 5, 6, 7 OR 9 THEN 'LAW' VARIABLE = S5 CODE

ASK S6 IF (S3=1 AND LAW1 = HEALTH & SAFETY) OR (S4=1 AND LAW2 = HEALTH & SAFETY) OR (S5 = 3 OR 8)

S6 **With regards to Health and Safety regulations, are you inspected by the Health and Safety Executive, your local council or both?**

DO NOT READ OUT; SINGLE CODE.

Health and Safety Executive	1	IF NAO SAMPLE GO TO A1; LAW = HEALTH & SAFETY IF LBRO SAMPLE GO TO S7
Local Council	2	GO TO A1; LAW = HEALTH & SAFETY
Both	3	GO TO A1; LAW = HEALTH & SAFETY
DO NOT READ OUT: Don't know	4	GO TO A1; LAW = HEALTH & SAFETY



ASK S7 IF LBRO SAMPLE AND S6 = 1

S7 **Which of the following areas of law would you be most able to complete the survey about?**

READ OUT (NOT THOSE USED AT S3 OR S4); SINGLE CODE.

PROGRAMMING INSTRUCTION: DO NOT SHOW THOSE USED AT S3 OR S4

LBRO SURVEY:

Food Safety	1	GO TO A1
Consumer Protection (for example in relation to fair trading, consumer credit and product safety)	2	
Fire Safety	3	
Health and Safety	4	
Licensing of alcohol, taxis, gambling, entertainment or security personnel	5	
None of these	6	THANK & CLOSE.

IF S7=1, 2, 3, 4 OR 5, THEN 'LAW' VARIABLE = S5 CODE



A Classification

Before we begin, I want to confirm a few details about you and your organisation. This information will be used for analysis purposes only – neither you nor your organisation will be identified in the results.

ASK ALL

- A1 **As far as you know, roughly how many staff are employed by the organisation you work for, excluding owners, partners and directors? Please include anyone who works for the organisation, even if they work in a different location or plant to you.**

PROMPT WITH BANDS IF NECESSARY. SINGLE CODE.

None	1	CONTINUE
1 – 4	2	
5 – 9	3	
10 – 19	4	
20 – 49	5	
50 – 99	6	
100 – 249	7	
250 – 499	8	
500 – 999	9	
1,000 +	10	
DO NOT READ OUT: Don't know	11	

ASK ALL

- A2 **Roughly how long has your company been in existence?**

PROMPT WITH BANDS IF NECESSARY. SINGLE CODE.

Less than a year	1	CONTINUE
1 – 3 years	2	
4 – 5 years	3	
6 – 20 years	4	
More than 20 years	5	
DO NOT READ OUT: Don't know	6	



ASK ALL
A3 In the last 12 months, did your business...?
 READ OUT. SINGLE CODE.
 INTERVIEWER NOTE: If they have taken on staff and reduced staff, we would like to know whether they have grown or reduced overall

Take on staff	1	CONTINUE
Stay the same	2	
Reduce staff	3	
DO NOT READ OUT: Don't know	4	

ASK ALL
A4 Thinking now about the next 12 months, does your business expect to...?
 READ OUT. SINGLE CODE.
 INTERVIEWER NOTE: If they expect to take on staff and reduce staff, we would like to know whether they expect to grow or reduce overall

Take on staff	1	CONTINUE
Stay the same	2	
Reduce staff	3	
DO NOT READ OUT: Don't know	4	

A6 Of the following six challenges which may affect your business, which would you say currently presents the greatest challenge?
 ROTATE STATEMENTS. READ OUT. SINGLE CODE.

Access to finance	1	CONTINUE
Complying with regulation	2	
Level of tax	3	
Staff recruitment and/ or retention	4	
Staff redundancies	5	
Attracting and retaining customers	6	
Other (PLEASE SPECIFY)	7	



ASK ALL

A8 **To what extent do you agree or disagree with the following statements about business regulation?**

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't know	N/A
A: Regulators provide clarity about what regulatory requirements apply to my business	1	2	3	4	5	6	7
B: Regulators help my business to address regulatory risks and prevent non-compliance happening	1	2	3	4	5	6	7
C: If my business was found to be non-compliant I would be concerned that this would affect our reputation with customers	1	2	3	4	5	6	7
D: Regulators help me to ensure appropriate regulatory management systems and controls are in place	1	2	3	4	5	6	7
E: It matters to my business that our customers know that we invest in compliance	1	2	3	4	5	6	7
F: Good regulatory advice helps me to make confident investment decisions	1	2	3	4	5	6	7
G: Regulation helps to ensure a level playing field for business and consumers	1	2	3	4	5	6	7



B Business Perceptions of the Burden of Regulation

INTERVIEWER NOTE: If at any time during the interview the respondent wishes to make further points, which they feel have not been covered in the survey, please tell them that you will provide them with an email address at the end of the survey, which they can email their comments to.

When answering the following questions, I would like you to respond with specific reference to complying with [LAW] law.

ASK IF A1 = 2, 3, 4, 5, 6, 7, 8, 9, 10 or 11

- B1 **How many staff, if any, does your business specifically employ to deal with complying with [LAW] law? This does not include external contractors**

None	1	GO TO B2
1	2	CONTINUE TO B1a
2 – 4	3	
5 – 9	4	
10 +	5	
DO NOT READ OUT: Don't know	6	GO TO B2

ASK ALL

- B1a **On average, how many days in total do your staff spend per month on dealing with complying with [LAW] law? This does not include any time spent by external contractors**

SINGLE CODE. PROMPT IF NECESSARY.

No time at all	1	
Less than half a day	2	
Half a day to a day	3	
1-2 days	6	
3-4 days	7	
5-10 days	8	
10-20 days	9	
More than 20 days	10	
DO NOT READ OUT: Don't know	11	
Refused	12	



ASK ALL

B2 **Do you agree or disagree with the following statements about the [FOR NAO SURVEY: Government's][FOR LBRO SURVEY: Local Government's] approach to regulating this area?**

PROMPT IF NECESSARY: **Is that strongly (dis)agree or tend to (dis)agree?**
 ROTATE STATEMENTS. READ OUT. SINGLE CODE.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't know	N/A
A: Generally it is clear what the purpose of regulation is	1	2	3	4	5	6	7
B: It is straightforward to understand what you are required to do to comply with regulations	1	2	3	4	5	6	7
C: It is easy to comply with regulations	1	2	3	4	5	6	7
D: Most regulation is fair and proportionate	1	2	3	4	5	6	7
E: [NAO SURVEY: The Government / LBRO SURVEY: Local Government] understands business well enough to regulate.	1	2	3	4	5	6	7
F: The Government consults well with business before any new regulation, or change to an existing regulation, is introduced.	1	2	3	4	5	6	7
G: Government informs businesses of regulatory changes clearly and with sufficient warning	1	2	3	4	5	6	7
H: NAO SURVEY: Different parts of government take a joined up approach to regulation LBRO SURVEY: The way local councils enforce regulations is fair and proportionate	1	2	3	4	5	6	7



ASK ALL

B2a **Do you agree or disagree that the overall level of regulation in the UK is an obstacle to your business's success?**

PROMPT IF NECESSARY: **Is that strongly (dis)agree or tend to (dis)agree?**

Strongly agree	1	CONTINUE
Tend to agree	2	
Neither agree nor disagree	3	
Tend to disagree	4	
Strongly disagree	5	
Don't know	6	

ASK ALL

B3 **Government has to weigh up the cost to business of complying with the rules and regulations against protecting people and the environment from harm. Overall, do you think that the Government has got the balance about right...?**

SINGLE CODE.

Yes	1	GO TO C1
No	2	CONTINUE TO B3A
DO NOT READ OUT: Don't know	3	GO TO C1

ASK IF B3 = 2

B4 **So do you think there is...?**

READ OUT. SINGLE CODE.

too much regulation	1	CONTINUE
too little regulation	2	
DO NOT READ OUT: Don't know	3	



C Identifying Which Aspects of Regulation Businesses Find Burdensome

- C1 **Still responding with specific reference to complying with [LAW] law, do you agree or disagree that the following activities are a burden when complying with the regulation? By agreeing with a statement, you are indicating that the activity is a burden.**

PROMPT IF NECESSARY: Is that strongly (dis)agree or tend to (dis)agree?

INTERVIEWER NOTE: Remind respondents that **AGREE** means the activity is a **burden**. By **DISAGREEING** respondents are saying the activity is **not a burden**.

ROTATE STATEMENTS (STATEMENTS G AND H ARE ROTATED AS A PAIR WITH G ALWAYS PRECEDING H). READ OUT; SINGLE CODE.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't know	N/A
A: The length of time it takes to go through the whole process of complying	1	2	3	4	5	6	7
B: Finding information about which regulations apply to your business	1	2	3	4	5	6	7
C: Finding guidance and advice explaining what you have to do to comply with a given regulation	1	2	3	4	5	6	7
D: NAO SURVEY: Preparing and reporting facts and figures for Government LBRO SURVEY: Dealing with local council inspectors	1	2	3	4	5	6	7
E: Completing paperwork, including filling out forms and keeping records	1	2	3	4	5	6	7
F: Having to provide the same information more than once [FOR NAO SURVEY ADD ...to Government]	1	2	3	4	5	6	7
G: Being ready for or dealing with inspections	1	2	3	4	5	6	7
H: Being ready for inspections from more than one Government agency	1	2	3	4	5	6	7
I: Having to keep up to date with changes in existing regulation	1	2	3				
J: Having to keep up to date with the introduction of new regulations	1	2	3	4	5	6	7
K: Updating policy/ policies for your business when regulations change, or are introduced	1	2	3	4	5	6	7



LBRO SURVEY ONLY

C2 **Still in relation to [LAW] law, in your view is the role of regulators to...**
READ OUT. SINGLE CODE.

Enforce rules and regulations only	1	CONTINUE
Enforce rules and regulations and provide advice	2	
DO NOT READ OUT: Don't know	3	



D Communications

ASK ALL

D1 **How informed do you feel about [LAW] regulations which affect your business?**

READ OUT. SINGLE CODE.

Very informed	1	CONTINUE
Fairly informed	2	
Not very informed	3	
Not at all informed	4	
DO NOT READ OUT: Don't know	5	

ASK ALL

D2 **Which, if any, of the following do you use to help the business in complying with [LAW] regulation?**

READ OUT. MULTICODE.

Local Council Inspectors	1	SKIP TO D3
The Businesslink website	2	LBRO SURVEY GO TO D6
Government departments' websites	3	
Direct contact with Government departments	4	
External accountant	5	GO TO D2a
External insurance company	6	
External lawyer	7	
External specialist consultant	8	
Trade Association(s)/Business Organisation(s)	9	LBRO SURVEY GO TO D6 NAO SURVEY GO TO SECTION E
Other [WRITE IN]	10	
None of these	11	
DO NOT READ OUT: Don't know	12	



ASK IF D2 = 5, 6, 7 or 8

D2a **For how many hours per month do you use an external agent to help with complying with [LAW] regulations?**

1-4	1	GO TO D5
5-8	2	
9-16	3	
17-24	4	
25+	5	
Other (write in)	6	
Don't know	7	

ASK IF D2 = 5, 6, 7 or 8

D5 **Why does your business use an external agent to help with complying with [LAW] regulations?**
READ OUT. MULTICODE

Not enough time/ lack of internal resource	1	LBRO SURVEY CONTINUE NAO SURVEY GO TO SECTION E
Advice from regulators is insufficient	2	
Lack of clarity in legal requirement	3	
Need for assurance	4	
Want independent advice	5	
Worried about penalties for non compliance	6	
Other [WRITE IN]	7	
DO NOT READ OUT: Don't know	8	

ASK IF D2 = 1

D3 **How straightforward is it to make contact with your local council about [LAW] regulation?**
READ OUT; SINGLE CODE

Very straightforward	1	CONTINUE
Fairly straightforward	2	
Not very straightforward	3	
Not at all straightforward	4	
DO NOT READ OUT: Never tried to contact the Local Council	5	



DO NOT READ OUT: Don't know	6	
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LBRO SURVEY ONLY

D6 **Do you deal with more than one local council in relation to [LAW] law?**

Yes	1	CONTINUE TO D7
No	2	GO TO SECTION F
DO NOT READ OUT: Don't know	3	

ASK IF D6 = 1

D7 **How consistent or inconsistent is the advice that you receive in relation to [LAW] from the various councils you have contact with about it?**

Very consistent	1	GO TO SECTION F
Fairly consistent	2	
Not very consistent	3	
Not at all consistent	4	
DO NOT READ OUT: Don't know	5	



E Perceptions of Changes to Regulation

Still responding with specific reference to complying with [LAW] law...

NAO SURVEY ONLY

E1 For each of the following aspects of regulation would you say it has become less time consuming, more time consuming or has stayed the same over the last 12 months?

READ OUT; SINGLE CODE.

	Less time consuming	More time consuming	Stayed the same	Don't know	N/A
A: The length of time it takes to go through the process of complying	1	2	3	4	5
B: Finding information about which regulations apply to your business	1	2	3	4	5
C: Finding guidance and advice explaining what you have to do to comply with a given regulation	1	2	3	4	5
D: NAO SURVEY: Preparing and reporting facts and figures for Government LBRO SURVEY: Dealing with local council inspectors	1	2	3	4	5
E: Completing paperwork, including filling out forms and keeping records	1	2	3	4	5
F: Having to provide the same information more than once [FOR NAO SURVEY ADD to Government]	1	2	3	4	5
G: Being ready for or dealing with inspections	1	2	3	4	5
H: Being ready for inspections from more than one Government agency	1	2	3	4	5
I: Having to keep up to date with changes in existing regulation	1	2	3	4	5
J: Having to keep up to date with the introduction of new regulations	1	2	3	4	5
K: Updating policy/ policies for your business when regulations change, or are introduced	1	2	3	4	5



NAO SURVEY ONLY

- E2 **Overall, has complying with regulation become less time consuming, more time consuming or stayed about the same over the last 12 months?**

SINGLE CODE.

Become much less time consuming	1	
Become slightly less time consuming	2	
Stayed the same	3	
Become slightly more time consuming	4	
Become much more time consuming	5	
DO NOT READ OUT: Don't know	6	

NAO SURVEY ONLY

- E3 **In the next 12 months, do you think that the burdens resulting from regulation will decrease, stay the same, or increase?**

SINGLE CODE.

Decrease a lot	1	
Decrease a little	2	
Stay the same	3	
Increase a little	4	
Increase a lot	5	
DO NOT READ OUT: Don't know	6	



F General Views of Regulation

Now I would like to ask you about your views of regulation in general. It doesn't matter whether it is regulation like company and employment law or regulation like food safety and consumer protection, I would like you to think about regulation in general.

ASK ALL

- F1 **Have you ever made contact with any body or organisation to make a suggestion on how the regulatory regime could be improved in any way? This could be about any area of law.**

Yes	1	CONTINUE TO F1a
No	2	GO TO F1b
DO NOT READ OUT: Don't know	3	

ASK IF F1a = 1

- F1a **What organisation did you suggest it to?**

PROMPT IF NECESSARY. MULTICODE.

NOTE TO INTERVIEWER: 'Regulator' includes: Environment Agency, Financial Services Authority, Food Standards Agency, Health and Safety Executive (HSE), MHRA (Medicines and Healthcare Products Regulatory Agency), Ofcom, OFREG, Office of Fair Trading (OFT), Ofgem, Ofwat, Scottish Environment Protection Agency.

Red Tape Challenge	1	
Business Link	2	
A Government department	3	
A regulator	4	
A trade or business association	5	
Local enterprise partnership	6	
Other	7	

ASK ALL

- F1b **Do you feel there is an appropriate channel for you to complain about the way [LAW] is enforced?**

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	



G Local council enforcement

ALL OF SECTION G IS TO BE ASKED OF BUSINESSES IN ENGLAND AND WALES ONLY – THIS INCLUDES ELIGIBLE BUSINESSES FROM THE NAO SAMPLE

I'd now like to ask you a few questions in relation to regulation enforced by local councils.

G1 Have you had contact with your local council or Fire Service about any of the following areas of law in the last two years?

READ OUT; MULTICODE.

Food Safety	1	
Consumer Protection for example in relation to fair trading, consumer credit and product safety	2	
Fire Safety	3	
Health and Safety	4	
Licensing of alcohol, taxis, gambling, entertainment and security personnel	5	
None of these	6	

IF MENTION MORE THAN ONE, ORDER OF PRIORITY FOR SELECTION FOR G2 IS –

- CONSUMER PROTECTION
- FOOD SAFETY
- LICENSING
- HEALTH & SAFETY
- FIRE SAFETY



- G2 **Thinking about your most recent contact with your local council/fire service with regard to [G1 LAW], how satisfied or dissatisfied were you with the following aspect of service?**
 PROMPT IF NECESSARY: Is that very (dis)satisfied or fairly (dis)satisfied?

IF MORE THAN ONE SELECTED AT G1:

INTERVIEWER NOTE: **Make clear to respondents who select more than one area of law at G1 which area of law is being referred to here**

	Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very Dissatisfied	Don't know	N/A
A: The overall level of service	1	2	3	4	5	6	7
B: That the information given was easy to understand	1	2	3	4	5	6	7
C: That the officer was knowledgeable about your business' situation	1	2	3	4	5	6	7
D: The courteousness and professionalism of the officer	1	2	3	4	5	6	7
E: The speed and timeliness of the service	1	2	3	4	5	6	7
F: That the officer explained what you needed to do to comply and what was a legal requirement, as opposed to guidance or best practice	1	2	3	4	5	6	7
G: Ease of contacting the right person	1	2	3	4	5	6	7
H: The final outcome	1	2	3	4	5	6	7

- G4 **Would you be interested in being contacted by LBRO via email to discuss your views on specific issues relating to the way regulation is enforced?**

Yes	1	CONFIRM NAME AND EMAIL. THANK & CLOSE.
No	2	THANK & CLOSE.
DO NOT READ OUT: Don't know	3	THANK & CLOSE.

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.



4 The Letter



Helping the nation spend wisely

Switchboard +44 (0)20 7798 7000
Facsimile +44 (0)20 7798 7070

Ref: <ID>

<CONTACT>
<COMPANY NAME>
<STREET ADDRESS LINE 1>
<STREET ADDRESS LINE 2>
<STREET ADDRESS LINE 3>
<STREET ADDRESS LINE 4>
<TOWN> <COUNTY>
<POSTCODE>

Dear <SALUTATION>

Business Perceptions Survey 2012

The National Audit Office (NAO), the Local Better Regulation Office (LBRO) and the Better Regulation Executive (BRE) of the Department for Business, Innovation and Skills (BIS) are working with IFF Research, an independent market research company, to conduct a nationwide survey evaluating the Government's agenda for improving the regulatory environment in Britain.

The NAO is completely independent of government and scrutinises spending by government departments and agencies on behalf of Parliament. It currently conducts an annual survey of businesses to gauge perceptions of regulation and measure any changes from year to year. This is the fifth time that NAO has undertaken the survey and the second time it has done so jointly with the LBRO, a public body accountable to BIS through the BRE.

This year's survey is being conducted with a broad representative selection of Senior Managers of companies across the country and the survey will focus on <LAW 1>.

We do hope that you can spare the time to take part in this important research. It is vital that we know what businesses think so we can analyse and track attitudes towards regulation. If your company is keen to participate but you do not think you are the best person to speak to about «Law1», you can either let us know when we contact you, or by phoning 0800 652 0438, quoting the reference number at the top of this letter.

We will be contacting companies to request interviews from 26 January 2011. The interviews will be conducted by telephone and will last around 15 minutes. We would like to stress that your views will remain strictly confidential. No individual names or companies will be passed to the NAO or LBRO.

If you have any queries about the research, please contact Margaret Anderson or Briony Gunstone at IFF Research on 0800 652 0438 or BusinessPerceptionsSurvey2012@IFFResearch.com.

Thank you for your assistance.

<SIGN OFF>

A handwritten signature in black ink that reads 'Chris Shapcott'.

Chris Shapcott
NAO, Director – Regulation

A handwritten signature in black ink that reads 'Sarah A. Smith'.

Sarah Smith
LBRO, Deputy Chief Executive

