

Business Perceptions Survey Technical Report 2014

NAO / BIS
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1. Methodology and sample profile

1.1. Background

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 the burden has changed.

More specifically, the survey was intended to determine businesses' views in the following areas:

- Examine whether and how businesses' perception of regulation is changing by drawing statistically valid comparisons with previous years' data, and also from questioning around whether the changed approach to regulatory reform has had an impact.
- Explore whether the impact of regulation and regulatory delivery affects the growth of business, and also whether businesses' perception of regulation affects their growth aspirations.
- Determine how well businesses understand regulatory objectives and their motivations for compliance.
- Explore key factors that would indicate that businesses perceive themselves as stakeholders for regulators, such as their involvement in decision making, confidence in regulators and the complaints process.

1.2. Methodology

In order to address the research objectives a total of 2,500 interviews were conducted over the telephone using Computer Assisted Telephone Interviewing (CATI). Interviews were conducted with senior business decision-makers (the person with responsibility for Legal and Compliance issues). The interviews lasted on average 19 ½ minutes. The interviews were conducted between 10th February and 18th March 2014.

The survey was comprised of two main elements and an element focussing on Wales:

- A survey for NAO and BRE of 1,000 businesses across the UK which was weighted to be representative of all UK businesses with at least one employee looking at nationally enforced areas of regulation. A further 250 boost interviews were conducted with businesses about Environmental Law so that we could analyse results among businesses specifically referencing that law type.
- A survey for BRDO and BRE of 1,000 businesses in England and Wales which was weighted to be representative of all businesses in England and Wales with at least one employee looking at locally enforced areas of regulation. A further 250 boost interviews were conducted with businesses based in Wales so that we could analyse results from businesses based in Wales separately.

A single questionnaire was developed in collaboration with NAO/ BRDO/ BRE /Defra and used for all three elements with respondents routed so that only the relevant questions for each were asked. Before the main survey was launched, the questionnaire went through two development stages:

- A cognitive pilot exercise. Jigsaw Research tested the questionnaire via face-to-face interviews to ensure the questionnaire was understood and that no key questions were missing.
- A soft launch phase. After conducting the first 50 interviews by phone, the survey was paused for a few days so that the data from these initial interviews could be analysed. The answers to those 50 interviews were analysed to ensure there were not a large number of 'don't know' or 'other' answers.

Some minor changes were made to the main questionnaire as a result of this stage.

Sample was drawn from the Dun & Bradstreet commercial business database and each sample record was randomly allocated to either a national survey or a local survey with one exception where hotel / catering sector were prioritised with food safety law to ensure we achieved a robust sample of food safety law interviews. 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 group of nationally enforced laws) and the group of locally enforced regulations. If a

respondent was unable to answer questions about the first allocated law they were then offered the chance to answer questions about the second allocated law. If they were then unable to answer questions about the second allocated law they were offered a choice from all the remaining laws.

The national survey covered the following areas of regulation:

- Company Law
- Employment Law
- * Health & Safety Law (via the Health and Safety Executive)
- Planning Law
- Environmental Law

The local survey covered the following areas of regulation:

- Consumer Protection
- Fire Safety
- Food Safety
- * Health & Safety (local council enforced)
- Licensing

** As in previous waves, 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 locally enforced survey.*

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 remaining areas of law about which they had the most knowledge. This area of law was then used throughout the interview. This exercise was randomised as much as possible but in some cases it made sense to weight laws to specific industry sectors e.g. food safety for hotels and catering.

One change from previous waves was the inclusion of companies with no employees. These were included as they represent a significant proportion of the business population and it was felt that it would be useful to have a better understanding of their perceptions of regulation. It was decided to analyse this group separately and not include them in the total employer sample for two key reasons:

- They were not included in previous waves and so it would only be possible to compare the total sample against previous waves by excluding them from the total sample base.
- This type of company has a very high penetration in the UK and therefore the results would be heavily weighted towards this company type with the result that the total company scores would be very similar to the scores among this group.

Throughout this report where questions were asked of both the national and local surveys the data have been combined and results are presented on the basis of all 2,203 businesses with at least one employee, making it possible to perform more statistically robust analysis on the sub-groups of interest. The combined data has been weighted to match the UK profile of businesses of employers with at least one employee,

The questionnaire used for the 2014 survey can also be found in section 3 of this report.

The questionnaire was structured as follows:

- Company profile, performance and main challenges
- General views of regulation
- Importance of factors in encouraging regulatory compliance

- Businesses' perception of the burden of regulation
- Aspects of regulation that businesses find burdensome
- Communications
- Anticipated changes to the burden of regulation in the next year

1.3. Fieldwork

A total of 20,794 business contacts were drawn from the Dun and Bradstreet commercial business database in order to achieve the 2,500 interviews, a conversion rate of 8:1. If requested, respondents were emailed a copy of 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.

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: Sample Profile

	TOTAL		National survey		Local survey	
	Target	Achieved	Target	Achieved	Target	Achieved
TOTAL	2,500	2,500	1,250	1,250	1,250	1,250
Area of Law						
Company	250	271	250	271		
Employment	250	274	250	274		
Health and Safety	250	305	250	305		
Planning	250	150	250	150		
Environmental	250	250	250	250		
Food Safety	250	258			250	258
Consumer Protection	250	230			250	230
Fire Safety	250	279			250	279
Health and Safety (local council enforced)*	250	279			250	279
Licensing	250	204			250	204
Sector						
Agriculture	250	240	125	122	125	118
Construction	250	188	125	111	125	77
Finance	250	210	125	106	125	104
Hotel/Catering	250	347	125	124	125	223
Manufacturing	250	222	125	132	125	90
Property/Management/Business Services	376	333	188	188	188	145
Public administrator/Other	250	277	125	147	125	130
Retail/Distribution	374	437	187	204	187	233
Transport	250	246	125	116	125	130
Business size						
One man bands (0 employees)	250	297	125	160	125	137
Micro (1-4 employees)	500	538	250	258	250	280
Micro (5-9 employees)	500	417	250	209	250	208
Small (10-49 employees)	750	712	375	342	375	370
Medium (50-249 employees)	250	262	125	139	125	123
Large (250+ employees)	250	274	125	142	125	132
Country						
England	2,500	2,004	1,250	1,050	1,250	954
Wales		348		52		296
Scotland		109		109		
Northern Ireland		39		39		

* As in previous waves, 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 locally enforced survey.

1.4. Sample weighting

The total combined National and Local sample (including boosts) was weighted to reflect the profile of UK companies by company size, sector and country. 0 employee businesses were excluded from the weighted total due to the large numbers of these businesses in the UK for two reasons:

1. They are much more numerous than other business sizes and would have dominated the total sample figures
2. 0 employee businesses were not included in previous waves and so would make comparisons between 2014 and previous waves impossible.

The data was weighted in accordance with the most recent (October 2013) UK Business: Activity, Size and Location report published by the Office for National Statistics¹.

Table 2: Sample weighting

	TOTAL		National Survey		Local Survey	
	Un-weighted	Weighted	Un-weighted	Weighted	Un-weighted	Weighted
TOTAL	2,500	2,203	1,250	1,090	1,250	1,113
Area of Law						
Company	271	268	271	268		
Employment	274	279	274	279		
Health and Safety	305	224	305	224		
Planning	150	130	150	130		
Environmental	250	189	250	189		
Food Safety	258	148			258	148
Consumer Protection	230	223			230	223
Fire Safety	279	267			279	267
Health and Safety (local council enforced)*	279	293			279	293
Licensing	204	182			204	182
Sector						
Agriculture	240	97	122	48	118	49
Construction	188	260	111	129	77	131
Finance	210	38	106	19	104	19
Hotel/Catering	347	217	124	107	223	110
Manufacturing	222	158	132	78	90	80
Property/Management/Business Services	333	635	188	314	145	321
Public administrator/Other	277	307	147	152	130	155
Retail/Distribution	437	426	204	211	233	215
Transport	246	64	116	32	130	32

1 <http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcm%3A77-313744>

	TOTAL		National Survey		Local Survey	
Business size						
0 employee businesses (0 employees)	297	0	160	0	137	0
Micro (1-4 employees)	538	1,378	258	682	280	696
Micro (5-9 employees)	417	418	209	207	208	211
Small (10-49 employees)	712	340	342	168	370	172
Medium (50-249 employees)	262	56	139	28	123	28
Large (250+ employees)	274	12	142	6	132	6
Country						
England	2,500	1,981	1,050	920	954	1,061
Wales		85	52	33	296	52
Scotland		104	109	104		
Northern Ireland		33	39	33		

1.5. Margin of error

A base size of 2,203 1+ employee businesses 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 2,203 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%.

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 3 shows the margin of error calculations of an un-weighted 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 3: Margin of error at the 95% confidence level

Number of interviews in sub-group	Margin of error at 50%	Margin of error at 70%/30%	Margin of error at 90%/10%
2,203	+/- 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%

95% confidence, infinite population, random sample

1.6. Significance testing

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.

1.7. Response rate

Table 4 shows the breakdown of response rates for the telephone fieldwork

Table 4: Outcome for all sample provided

	TOTAL	National Survey	Local Survey
Completed interviews	2,500	1,250	1,250
	12%	13%	11%
Refused	2,734	1,447	1,287
	13%	15%	11%
Out of quota	250	126	124
	1%	1%	1%
Number unobtainable	1,728	944	784
	8%	10%	7%
Not available during interviewing period	522	200	322
	3%	2%	3%
Active records at close	12,301	5,229	7,072
	59%	55%	63%
Other	759	378	381
	4%	4%	3%
TOTAL	20,794	9,574	11,220

2. Survey results

The results within this report show the responses at the combined level for all employers employing 1+ staff (i.e. excludes '0 employee businesses'). The report contains all interviews achieved across both the national and local surveys in 2014 (2,203), 2012 (2,294) and 2010 (2,000). Data from previous years is based on 1,000 interviews, either national or local only.

Business Perceptions Survey 2014

S Screener

DUMMY VARIABLE: DO NOT ASK

S0 **SURVEY TYPE:**
S1

	2014 (%)	2012 (%)	2010 (%)	2009 (%)	2008 (%)	2007 (%)
<i>Base</i>	2,203	2,294	2,000	1,000	1,000	1,000
National Regulation (national survey)	49	54	54	100	100	100
Local Regulation (local survey)	51	46	46	-	-	-

S2 **INDUSTRY SECTOR:**

	2014 (%)	2012 (%)	2010 (%)	2009 (%)	2008 (%)	2007 (%)
<i>Base</i>	2,203	2,294	2,000	1,000	1,000	1,000
Agriculture	4	3	6	6	4	4
Construction	12	19	12	10	9	9
Finance	2	2	1	2	2	2
Hotel/Catering	10	3	11	7	6	6
Manufacturing	7	6	12	6	7	7
Property/ Management / Business Services	29	34	13	29	21	21
Public administrator/Other	14	18	29	17	30	30
Retail/Distribution	19	11	13	19	17	17
Transport	3	5	4	4	4	4

A Classification

A1 **How many people, excluding the owner, are employed by your organisation? Please include anyone who works for the organisation, even if they work in a different location or plant to you.**

	2014 (%)	2012 (%)	2010 (%)	2009 (%)	2008 (%)	2007 (%)
<i>Base</i>	2,203	2,294	2,000	1,000	1,000	1,000
None	n/a	25	30	31	n/a	n/a
1 – 4	63	39	44	36	51	50
5 – 9	19	22	15	12	22	21
10 – 19	9	7	6	9	11	13
20 – 49	7	6	3	7	11	11
50 – 99	1	*	1	2	1	2
100 – 249	1	*	*	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?**

	2014 (%)	2012 (%)	2010 (%)	2009 (%)	2008 (%)	2007 (%)
<i>Base</i>	2,203	2,294	2,000	1,000	1,000	1,000
Less than a year	1	2	4	2	3	2
1 – 3 years	8	10	10	14	6	7
4 – 5 years	6	9	10	10	4	10
6 – 20 years	44	47	41	41	37	44
More than 20 years	42	32	34	32	50	37
Don't know	*	*	*	*	*	*

A3 In which of the following countries do you sell or provide your products or services (even if you are not based in those countries)?

(New Question 2014)

	2014 (%)
<i>Base</i>	2,203
England	94
Scotland	36
Wales	38
Northern Ireland	26

**A3b Local survey: Do you personally deal with more than one local council in relation to regulation?
National Survey: Do you personally deal with more than one regulator in relation to regulation?**

(New Question 2014)

	2014 (%)
<i>Base</i>	2,203
Yes	30
No	66
Don't know	4

A3c When was your last visit or inspection from a regulator?

(New Question 2014)

	2014 (%)
<i>Base</i>	2,203
In last year	39
More than one year less than three years	14
Longer	14
Never	29
Don't know	4

- A4 **I am going to read out some statements and I would like you to tell me for each statement, compared with this time last year, whether it applies to your business.**
(New Question 2014)

	Yes (%)	No (%)	Don't know (%)
<i>Base 2014 2,203</i>			
You have increased staff headcount	23	76	*
You have increased the amount you export to other countries	8	91	1
You have started offering new products or services	34	66	*
You have started working in new business markets	19	80	*
Your sales turnover has increased	45	51	4
You have increased your capital investment	34	64	2
You have reduced staff headcount	18	82	1
Your sales turnover has decreased	27	70	3

- A5 **And which of the following, if any, do you expect will apply to your business in 12 months' time?**
(New Question 2014)

	Yes (%)	No (%)	Don't know (%)
<i>Base 2014 2,203</i>			
You will have increased staff headcount	37	60	4
You will have increased your exports	13	84	3
You will have started offering new products or services	40	57	3
You will start working in new business markets	27	71	2
Your sales turnover will have increased	69	25	7
You will have increased capital investment	45	51	4
You will have decreased staff headcount	7	91	2
Your sales turnover will have decreased	10	86	4

- A6 Which of the following best describes your company's aims for growth over the next 12 months?
Would you say you're aiming for the company to...**
(New Question 2014)

	2014 (%)
<i>Base</i>	2,203
Grow quickly and aggressively	5
Grow steadily	63
Stay the same	27
Shrink	5
Don't know	*

- A7 I am going to read out six challenges which may affect your business, which ONE would you say presents the greatest challenge?**

	2014 (%)	2012 (%)	2010 (%)	2009 (%)
<i>Base</i>	2,203	2,294	2,000	1,000
Access to finance	11	16	12	13
Complying with regulation	14	14	16	19
Level of tax	16	15	21	16
Staff recruitment and/ or retention	9	6	4	5
Staff redundancies	3	*	1	1
Attracting and retaining customers	44	45	41	42
Other	2	*	*	*
Don't know	*	3	5	4

A7b. When we talk about complying with regulation we mean complying with all other types of regulation but not tax administration. So I am going to read out the six challenges again which may affect your business, which ONE would you say presents the greatest challenge?

(New Question 2014)

	2014 (%)
<i>Base</i>	2,203
Access to finance	12
Complying with regulation	11
Level of tax	17
Staff recruitment and/ or retention	9
Staff redundancies	3
Attracting and retaining customers	45
Other	2
Don't know	*

A8 I am going to read out some statements about business regulation. I'd like you to tell me to what extent you agree or disagree with each one?

	Base	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	2014 (2,203)	5	19	14	52	6	2	2
	2012 (2,294)	10	22	23	35	5	3	2
B: Regulators help my business to address regulatory risks and prevent non-compliance happening	2014 (2,203)	5	21	14	48	7	2	3
	2012 (2,294)	9	28	17	35	5	2	4
C: Regulators help me to ensure appropriate regulatory management systems and controls are in place	2014 (2,203)	4	20	12	54	6	2	3
	2012 (2,294)	8	25	13	43	6	1	3
D: Good regulatory advice helps me to make confident investment decisions	2014 (2,203)	4	23	15	44	5	3	6
	2012 (2,294)	6	20	21	38	8	2	5
E. Regulation helps to ensure a level playing field for business and customers	2014 (2,203)	8	19	9	53	6	1	3
	2012 (2,294)	8	21	11	48	8	1	3
F. Officers who come to my business are courteous and professional (New Statement 2014)	2014 (1,441)	*	5	5	71	16	1	2
G. Officers who come to my business are knowledgeable about my business' situation (New Statement 2014)	2014 (1,441)	4	26	10	47	9	1	2

A9 And how important are the following factors in encouraging your business to comply with regulation?

(New Question 2014)

	Not at all important (%)	Not very important (%)	Fairly important (%)	Very important (%)	Essential (%)	Don't know (%)	N/A (%)
<i>Base 2014 2,203</i>							
A: Maintaining my reputation with customers	2	1	9	50	36	1	1
B: Giving my business a competitive advantage.	6	9	22	39	22	1	2
C: Protecting staff, customers and the environment	3	4	21	46	25	*	1
D: Avoiding sanctions due to non-compliance	3	4	21	39	29	2	3
E: Saving my business money	8	6	17	43	23	1	2
F: It's simply important to do the right thing / comply with the law	1	1	20	45	33	1	*
G: Meeting insurance requirements	1	2	14	44	36	1	1
H: Meeting supply chain requirements	6	10	25	27	20	2	9

B Business Perceptions of the Burden of Regulation

B1 **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**

	2014 (%)	2012 (%)
<i>Base</i>	2,203	2,294
No time at all	23	36
Less than half a day	19	17
Half a day to a day	17	12
1-2 days	15	16
3-4 days	6	5
5-10 days	3	3
10-20 days	3	1
21-50 days	7	4
More than 50 days	3	
Don't know	4	4
Refused	-	1

B2 Do you agree or disagree with the following statements about the Government’s approach to regulating [LAW]

	Base	Strongly Disagree (%)	Disagree (%)	Neither Agree nor Disagree (%)	Agree (%)	Strongly Agree (%)	Don't know / NA (%)
A: Generally it is clear what the purpose of <LAW> regulation is	2014 (2,203)	3	18	7	62	8	2
	2012 (2,294)	8	23	14	49	4	2
	2010 (2,000)	11	17	7	49	12	4
	2009 (1,000)	16	19	9	43	11	2
	2008 (1,000)	14	20	6	44	13	3
	2007 (1,000)	15	20	7	43	12	3
B: It is straightforward to understand what you are required to do to comply with <LAW> regulations	2014 (2,203)	6	24	9	52	6	2
	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 <LAW> regulations	2014 (2,203)	6	28	11	47	5	3
	2012 (2,294)	11	35	18	30	3	3
	2010 (2,000)	18	23	9	34	11	5
	2009 (1,000)	22	30	9	29	9	1
	2008 (1,000)	25	28	7	30	8	2
	2007 (1,000)	26	29	10	27	6	2
D: Most <LAW> regulation is fair and proportionate	2014 (2,203)	6	19	11	56	6	3
	2012 (2,294)	9	27	20	38	2	4
	2010 (2,000)	15	21	9	41	9	5
	2009 (1,000)	19	23	11	38	7	2
	2008 (1,000)	19	23	10	39	7	3
	2007 (1,000)	21	25	10	34	5	4

B2 Do you agree or disagree with the following statements about the Government's approach to regulating [LAW]

	Base	Strongly Disagree (%)	Disagree (%)	Neither Agree nor Disagree (%)	Agree (%)	Strongly Agree (%)	Don't know / NA (%)
E: The Government / Local Government understands business well enough to regulate.	2014 (2,203)	12	34	14	34	3	4
	2012 (2,294)	18	43	16	18	2	3
	2010 (2,000)	29	27	10	24	6	4
	2009 (1,000)	38	26	9	22	4	2
	2008 (1,000)	38	25	8	23	4	2
	2007 (1,000)	39	29	8	18	3	3
F: The Government consults well with business before any new <LAW> regulation, or change to an existing regulation, is introduced.	2014 (2,203)	14	34	15	24	2	12
	2012 (2,294)	19	39	17	15	1	9
	2010 (2,000)	32	25	7	19	5	12
	2009 (1,000)	36	28	11	16	4	6
	2008 (1,000)	39	25	6	17	4	9
	2007 (1,000)	39	29	8	13	3	7
G: Government informs businesses of <LAW> regulatory changes clearly and with sufficient warning (New Statement 2014)	2014 (2,203)	9	32	13	37	3	5
H: National survey only: Different parts of government take a joined up approach to<LAW> regulation	2014 (1,090)	10	29	16	31	2	12
	2012 (1,000)	14	29	18	20	2	17
	2010 (1,000)	15	21	11	25	6	22
	2009 (1,000)	22	23	16	23	5	12
	2008 (1,000)	22	23	11	24	5	15
	2007 (1,000)	24	22	13	20	5	15
H: Local survey only: The way local councils enforce <LAW> regulations is fair and proportionate	2014 (1,113)	6	13	13	56	4	9
	2012 (1,294)	4	25	25	35	1	10

B2 Do you agree or disagree with the following statements about the Government's approach to regulating [LAW]

	Base	Strongly Disagree (%)	Disagree (%)	Neither Agree nor Disagree (%)	Agree (%)	Strongly Agree (%)	Don't know / NA (%)
I: There is an appropriate channel to challenge the way [Law] is enforced (New Statement 2014)	2014 (2,203)	6	21	15	38	2	18
J. It is clear what would happen if I was found to be non-compliant with regulations (New Statement 2014)	2014 (2,203)	1	16	6	62	9	6
K: The balance between not over-burdening businesses and protecting people and the environment from harm is better now than it was a few years ago (New Statement 2014)	2014 (2,203)	5	16	13	53	6	8
L: The difference between regulations in England, Scotland, Wales and Northern Ireland are clear (New Statement 2014)	2014 (1,083)	8	27	17	20	2	27

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

	2014 (%)	2012 (%)	2010 (%)	2009 (%)	2008 (%)	2007 (%)
<i>Base</i>	2,203	2,294	2,000	1,000	1,000	1,000
Strongly agree	15	24	32	35	31	32
Tend to agree	35	30	27	27	27	26
Neither agree nor disagree	10	16	8	8	8	9
Tend to disagree	33	23	24	24	24	24
Strongly disagree	5	5	7	6	8	6
Don't know	1	1	2	1	2	2

B3 How much effort does your business have to put into complying with [LAW] on scale of 1 to 5 where 1 is a very low amount of effort and 5 is a very high amount of effort?

(New Question 2014)

	2014 (%)
<i>Base</i>	2,203
1. Very low effort	20
2.	17
3.	30
4.	18
5. Very high effort	14
Don't know	1

C Identifying Which Aspects of Regulation Businesses Find Burdensome

C1 **Still thinking about 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.**

	Base	Strongly Disagree (%)	Disagree (%)	Neither Agree nor Disagree (%)	Agree (%)	Strongly Agree (%)	Don't know / NA (%)
A: The length of time it takes to go through the whole process of complying	2014 (2,203)	1	27	11	42	13	6
	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	2014 (2,203)	2	27	9	46	13	3
	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	2014 (2,203)	2	31	10	43	10	4
	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: Preparing and reporting facts and figures for Government	2014 (2,203)	2	26	12	38	12	9
	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
	2007 (1,000)	4	15	10	34	33	4

C1 Still thinking about 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.

	Base	Strongly Disagree (%)	Disagree (%)	Neither Agree nor Disagree (%)	Agree (%)	Strongly Agree (%)	Don't know / NA (%)
E: Completing paperwork, including filling out forms and keeping records	2014 (2,203)	2	27	8	45	16	2
	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
	2007 (1,000)	4	14	7	35	39	2
F: Having to provide the same information more than once	2014 (2,203)	2	25	6	44	19	5
	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
	2008 (1,000)	6	17	8	28	37	4
	2007 (1,000)	5	13	8	27	44	3
G: Being ready for or dealing with inspections	2014 (2,203)	2	33	12	37	9	7
	2012 (2,294)	2	26	17	36	11	9
	2010 (2,000)	8	25	10	28	19	10
	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
H: Having to keep up to date with the introduction of new regulations	2014 (2,203)	2	25	8	50	12	2
	2012 (1,000)	1	20	11	51	14	4
	2010 (1,000)	6	17	6	39	27	5
	2009 (1,000)	5	16	6	40	32	3
I: Having to keep up to date with relaxations and removal of regulatory requirements (New Statement 2014)	2014 (2,203)	2	28	13	43	8	7

- C1 **Still thinking about 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.**

	Base	Strongly Disagree (%)	Disagree (%)	Neither Agree nor Disagree (%)	Agree (%)	Strongly Agree (%)	Don't know / NA (%)
J: Demonstrating that you have complied with regulations (New Statement 2014)	2014 (2,203)	2	31	11	43	10	4
K: Making contact with the appropriate official at the regulator (New Statement 2014)	2014 (2,203)	2	30	14	36	8	11
L: Understanding the differences in regulation between England, Scotland, Wales and Northern Ireland (New Statement 2014)	2014 (1,083)	2	21	14	25	7	30

D Communications

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

(New Question 2014)

	2014 (%)
<i>Base</i>	2,203
Inspectors from Local Council or Regulators	38
Any official Government websites	54
Any external business advisers / agents eg. Accountants, consultants etc,	51
Any Trade Association(s)/Business Organisation(s)	46
Friends, family and other personal contacts (including business peers)	43
Other	3
None of these	9
Don't know	*

D2a And which, if any, of the following Central Government or European Union websites do you use to help the business in complying with [LAW] regulation?

(New Question 2014)

	2014 (%)
<i>Base (all using official Government websites)</i>	1,365
Gov UK website	89
European Union websites	12
Regulator websites	45
Local Council websites	64
Other	9
Don't know	1

D2b **And which, if any, of the following external business agents do you use to help the business in complying with [LAW] regulation?**
(New Question 2014)

	2014 (%)
<i>Base (all external business advisers / agents)</i>	1,270
External accountant	68
External insurance company	74
External lawyer	50
External specialist consultant	59
Other	7
Don't know	1

D2c **And approximately how much per year do you spend using external business agents to help with complying with [LAW] regulations?**
(New Question 2014)

	2014 (%)
<i>Base (all external business advisers / agents)</i>	1,270
Nothing	6
Under £500	15
£500 - £999	19
£1,000 - £4,999	40
£5,000 - £9,999	8
£10,000 - £19,999	3
£20,000 - £49,999	1
£50,000 or more	1
Don't know	8

D2d **Why does your business use an external agent to help with complying with [LAW] regulations?**
(New Question 2014)

	2014 (%)
<i>Base (all external business advisers / agents)</i>	1,270
Not enough time/ lack of internal resource	69
Advice from regulators is insufficient	40
Lack of clarity in legal requirement	50
Need for assurance	71
Want independent advice	74
Worried about penalties for non-compliance	69
They have more knowledge / are more specialist	81
Other	6
Don't know	1

D3 **How consistent is the advice and guidance that you receive in relation to [LAW] from the regulators you have contact with?**
(New Question 2014)

	2014 (%)
<i>Base</i>	2,203
Very consistent	25
Fairly consistent	44
Not very consistent	10
Not at all consistent	8
Don't know	5
Not applicable	9

E And finally...

E1 **In the next 12 months, do you think that the burdens resulting from regulation will decrease, stay the same, or increase?**

	2014 (%)	2012 (%)	2010 (%)	2009 (%)	2008 (%)	2007 (%)
<i>Base</i>	2,203	1,000	2,000	1,000	1,000	1,000
Decrease a lot	2	8	3	4	2	3
Decrease a little	5					
Stay the same	44	47	34	37	22	16
Increase a little	26	38	46	53	72	76
Increase a lot	16					
Don't know	7	7	17	6	4	5

3. The Questionnaire

Business Perceptions Survey 2014

JN: 101157

Screeners

DUMMY VARIABLE: DO NOT ASK

S3 **SURVEY TYPE:**

1. National Regulation	1	
2. Local Regulation	2	

DUMMY VARIABLE: DO NOT ASK

S3 **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

S3a **Good morning / afternoon. My name is NAME and I'm calling from Critical Research on behalf of The Department for Business Innovation and Skills and the National Audit 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	
Wants reassurances	10	PROVIDE REASSURANCES

S2 - ASK WHEN TRANSFERRED TO RESPONDENT

Good morning / afternoon. My name is NAME and I'm calling from Critical Research on behalf of The Department for Business Innovation and Skills and the National Audit Office.

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 Better Regulation Delivery Office (BRDO) and the Better Regulation Executive (BRE), both part of the Department for Business, Innovation and Skills. Some of your answers may be used by these parties in the final analysis.

Are you willing to take part in the survey, now, over the phone?

S0 -1 PROMPT: In terms of regulation and compliance we are thinking of Company Law, Employment Law, Planning Law, Health and Safety Law and Environmental Law, for example

S0 - 2 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**
- **Critical Research: Jon Wood: 020 3643 9047**
- **NAO: Fiona Lee, 0207 798 7160**
- **BIS: Lynsey Brooks: 0207 215 8748**

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 S8
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 BRDO 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 S8
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 BRDO 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

National regulation SURVEY:

Company Law	1	GO TO S8
Employment Law	2	
Health and Safety Law	3	CONTINUE TO S6
Planning Law	4	GO TO S8
Environment Regulations	10	GO TO S8

Local regulation SURVEY:

Food Safety	5	GO TO S8
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 S8
None of these	X	THANK & CLOSE.

IF S5=1, 2, 4, 5, 6, 7, 9 OR 10 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 S8; LAW = HEALTH & SAFETY IF BRDO SAMPLE GO TO S7
Local Council	2	GO TO S8; LAW = HEALTH & SAFETY
Both	3	GO TO S8; LAW = HEALTH & SAFETY
DO NOT READ OUT: Don't know	4	GO TO S8; LAW = HEALTH & SAFETY

ASK S7 IF S01 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

BRDO SURVEY:

Food Safety	1	GO TO S8
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

B 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

- A3 **How many people, excluding the owner, are employed by your organisation? 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

- A4 **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

A4 **In which of the following countries do you sell or provide your products or services (even if you are not based in those countries)?**

PROMPT WITH BANDS IF NECESSARY. MULTI CODE.

England	1	CONTINUE
Scotland	2	
Wales	3	
Northern Ireland	4	

A3b **Local survey: Do you personally deal with more than one local council in relation to regulation?**
National Survey: Do you personally deal with more than one regulator in relation to regulation?

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

A3c **When was your last visit or inspection from a regulator?**

In last year	1	
More than one year less than three years	2	
Longer	3	
Never	4	
DO NOT READ OUT: Don't know	5	

ASK ALL

- A6 **I am going to read out some statements and I would like you to tell me for each statement, compared with this time last year, whether it applies to your business. So just answer yes or no to each one.**

READ OUT. SINGLE CODE PER STATEMENT.

	Yes	No	DK
You have increased staff headcount	1	2	3
You have increased the amount you export to other countries	1	2	3
You have started offering new products or services	1	2	3
You have started working in new business markets	1	2	3
Your sales turnover has increased	1	2	3
You have increased your capital investment	1	2	3
You have reduced staff headcount (DO NOT SHOW IF CODE 1 ALREADY CODED)	1	2	3
Your sales turnover has decreased (DO NOT SHOW IF CODE 5 ALREADY CODED)	1	2	3

ASK ALL

- A7 **And which of the following, if any, do you expect will apply to your business in 12 months time? Do you think... READ OUT. SINGLE CODE PER STATEMENT.**

	Yes	No	DK
You will have increased staff headcount	1	2	3
You will have increased your exports	1	2	3
You will have started offering new products or services	1	2	3
You will start working in new business markets	1	2	3
Your sales turnover will have increased	1	2	3
You will have increased capital investment	1	2	3
You will have decreased staff headcount (DO NOT SHOW IF CODE 1 ALREADY SELECTED)	1	2	3
Your sales turnover will have decreased	1	2	3

ASK ALL

- A6 Which of the following best describes your company's aims for growth over the next 12 months?
Would you say you're aiming for the company to...**

READ OUT. SINGLE CODE.

Grow quickly and aggressively	1	CONTINUE
Grow steadily	2	
Stay the same	3	
Shrink	4	
DO NOT READ OUT Don't know	5	

ASK ALL

- A8 I am going to read out six challenges which may affect your business, which ONE would you say presents the greatest challenge?**

ROTATE STATEMENTS. READ OUT. SINGLE CODE.

Access to finance	1	SKIP TO A8
Complying with regulation	2	CONTINUE
Level of tax	3	SKIP TO A8
Staff recruitment and/ or retention	4	
Staff redundancies	5	
Attracting and retaining customers	6	
DO NOT READ OUT Or is it something else? (PLEASE SPECIFY)	7	

ASK A7a IF CODE 2 AT A7

A7a. “You said that ‘complying with regulation’ presents the greatest challenge to your business. Do you associate complying with regulation primarily with:”

SINGLE CODE. PROMPT IF NECESSARY.

Administration around tax	1	CONTINUE
Complying with other types of regulation excluding Tax admin	2	SKIP TO A8
Both equally	3	CONTINUE

ASK A7B IF CODE 1 OR 3 AT A7a

A7b. When we talk about complying with regulation we mean complying with all other types of regulation but not tax administration. So I am going to read out the six challenges again which may affect your business, which ONE would you say presents the greatest challenge?

ROTATE STATEMENTS. READ OUT. SINGLE CODE.

Access to finance	1	CONTINUE
Complying with regulation excluding regulation linked to tax'	2	
Level of tax	3	
Staff recruitment and/ or retention	4	
Staff redundancies	5	
Attracting and retaining customers	6	
DO NOT READ OUT Or is it something else? (PLEASE SPECIFY)	7	

ASK ALL

**A8 I am going to read out some statements about business regulation. I'd like you to tell me to what extent you agree or disagree with each one? PROMPT IF NECESSARY: Is that strongly (dis)agree or tend to (dis)agree?
RANDOMISE STATEMENTS**

	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: Regulators help me to ensure appropriate regulatory management systems and controls are in place	1	2	3	4	5	6	7
D: Good regulatory advice helps me to make confident investment decisions	1	2	3	4	5	6	7
E. Regulation helps to ensure a level playing field for business and customers	1	2	3	4	5	6	7
Ask if A3c = 1 or 2 F. Officers who come to my business are courteous and professional	1	2	3	4	5	6	7
Ask if A3c = 1 or 2 G. Officers who come to my business are knowledgeable about my business' situation	1	2	3	4	5	6	7

ASK ALL

A9 **And how important are the following factors in encouraging your business to comply with regulation? I am going to read out 8, and I want you to tell me how important each one is.**

PROMPT IF NECESSARY – Is that fairly, very important or essential? Is that not very or not at all important?

RAMDOMISE STATEMENTS

	Essential	Very important	Fairly important	Not very important	Not at all important	Don't know	N/A
A: Maintaining my reputation with customers	1	2	3	4	5	6	7
B: Giving my business a competitive advantage.	1	2	3	4	5	6	7
C: Protecting staff, customers and the environment	1	2	3	4	5	6	7
D: Avoiding sanctions due to non-compliance	1	2	3	4	5	6	7
E: Saving my business money	1	2	3	4	5	6	7
F: It's simply important to do the right thing / comply with the law	1	2	3	4	5	6	7
G: Meeting insurance requirements	1	2	3	4	5	6	7
H: Meeting supply chain requirements	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 ALL

- B1 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	
21-50 days	10	
More than 50 days	11	
DO NOT READ OUT: Don't know	12	
Refused	13	

ASK ALL

B2 **Do you agree or disagree with the following statements about the Government’s approach to regulating <INSERT AREA OF LAW HERE>?**

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

ROTATE STATEMENTS (A-H) AND THEN FOLLOW WITH STATEMENTS (I-) – ALSO ROTATED.
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 <LAW> regulation is	1	2	3	4	5	6	7
B: It is straightforward to understand what you are required to do to comply with <LAW> regulations	1	2	3	4	5	6	7
C: It is easy to comply with <LAW> regulations	1	2	3	4	5	6	7
D: Most <LAW> regulation is fair and proportionate	1	2	3	4	5	6	7
E:: [National SURVEY: The Government / Local 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 <LAW> regulation, or change to an existing regulation, is introduced.	1	2	3	4	5	6	7
G: Government informs businesses of <LAW> regulatory changes clearly and with sufficient warning	1	2	3	4	5	6	7
H: NATIONAL SURVEY: Different parts of government take a joined up approach to<LAW> regulation LOCAL SURVEY: The way local councils enforce <LAW> regulations is fair and proportionate	1	2	3	4	5	6	7
I: There is an appropriate channel to challenge the way [Law] is enforced.	1	2	3	4	5	6	7
K: The balance between not over-burdening businesses and protecting people and the environment from harm is better now than it was a few years ago	1	2	3	4	5	6	7
J. It is clear what would happen if I was found to be non-compliant with regulations.	1	2	3	4	5	6	7
(If Yes more than one to a3) L: The difference between regulations in England, Scotland, Wales and Northern Ireland are clear,	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 **How much effort does your business have to put into complying with [LAW] on scale of 1 to 5 where 1 is a very low amount of effort and 5 is a very high amount of effort?**

SINGLE CODE.

6. Very low effort	1	CONTINUE
7.	2	
8.	3	
9.	4	
10. Very high effort	5	
DO NOT READ OUT: Don't know	6	

F Identifying Which Aspects of Regulation Businesses Find Burdensome

- C1 **Still thinking about 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 it is a burden or tend to (dis)agree it is a burden?**

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 READ OUT; SINGLE CODE.

INTERVIEWER NOTE: FOR STATEMENTS D & E – IF RESPONDENT DOESN'T THINK THIS IS SOMETHING THEY HAVE TO DO THEN ENCOURAGE TO SAY 'DISAGREE' RATHER THAN N/A

	Strongly Disagree THAT it is a burden	Disagree THAT it is a burden	Neither Agree nor Disagree	Agree it is a burden	Strongly Agree it is a burden	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: Preparing and reporting facts and figures for Government	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	1	2	3	4	5	6	7
G: Being ready for or dealing with inspections	1	2	3	4	5	6	7
H: Having to keep up to date with the introduction of new regulations	1	2	3	4	5	6	7
I: Having to keep up to date with relaxations and removal of regulatory requirements	1	2	3	4	5	6	7
J: Demonstrating that you have complied with regulations	1	2	3	4	5	6	7
K: Making contact with the appropriate official at the regulator	1	2	3	4	5	6	7
L: Understanding the differences in regulation between England, Scotland, Wales and Northern Ireland.	1	2	3	4	5	6	7

G Communications

ASK ALL

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

READ OUT. MULTICODE.

Inspectors from Local Council or Regulators	1	
Any official Government websites	2	
Any external business advisers / agents eg. Accountants, consultants etc,	3	
Any Trade Association(s)/Business Organisation(s)	4	
Friends, family and other personal contacts (including business peers)	5	
Other [WRITE IN]	6	
None of these	7	
DO NOT READ OUT: Don't know	8	

ASK D2a IF CODE 2 AT D2

D2a **And which, if any, of the following Central Government or European Union websites do you use to help the business in complying with [LAW] regulation?**

READ OUT. MULTICODE.

Gov UK website	1	
European Union websites	2	
Regulator websites	3	
Local Council websites	3	
Other [WRITE IN]	5	
DO NOT READ OUT: Don't know	6	

ASK D2b IF CODE 3 AT D2

D2b **And which, if any, of the following external business agents do you use to help the business in complying with [LAW] regulation?**

READ OUT. MULTICODE.

External accountant	1	
External insurance company	2	
External lawyer	3	
External specialist consultant	4	
Other [WRITE IN]	5	
DO NOT READ OUT: Don't know	6	

ASK D2c IF CODE 3 AT D2

D2c **And approximately how much per year do you spend using external business agents to help with complying with [LAW] regulations?**

Nothing	1	GO TO D5
Under £500	2	
£500 - £999	3	
£1,000 - £4,999	4	
£5,000 - £9,999	5	
£10,000 - £19,999	6	
£20,000 - £49,999	7	
£50,000 or more	8	
Don't know	9	

ASK D2d IF CODE 3 AT D2

D2d **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	
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	
They have more knowledge / are more specialist	7	
Other [WRITE IN]	8	
DO NOT READ OUT: Don't know	9	

ASK ALL

D3 **How consistent is the advice and guidance that you receive in relation to [LAW] from the regulators you have contact with?**

Very consistent	1	
Fairly consistent	2	
Not very consistent	3	
Not at all consistent	4	
DO NOT READ OUT: Don't know	5	
DO NOT READ OUT: Not applicable	6	

H And finally...

ASK ALL

E1 **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	

E2 **And finally, what were the main elements of [LAW] law that you were thinking about when answering the questions? Probe: What specific areas of [LAW] law do you deal with in your job?**

TYPE BELO

4. The Letter



National Audit Office

Helping the nation spend wisely

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<Name>
<Address Line 1>
<Address Line 2>
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Dear <Salutation>

BUSINESS PERCEPTION SURVEY 2014

The National Audit Office (NAO) and the Department for Business, Innovation and Skills (BIS) are working with Critical 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 a biennial survey of businesses to gauge perceptions of regulation and measure any changes. This is the sixth time that NAO has undertaken the survey.

This year's survey is being conducted with a broad representative selection 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 <LAW 1> you can either let us know when we contact you, or by contacting Critical using the contact details below.

We will be contacting companies to request interviews from 3 February 2014. 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 BIS.

If you have any queries about the research, please contact Jon Wood at Critical Research on 020 8421 6600 or BPS2014@critical.co.uk

Thank you for your assistance.

Alex Scharaschkin
Director for Regulation, Consumers and Competition



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