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LONGITUDINAL SMALL BUSINESS SURVEY YEAR 3 (2017)

Technical report



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1. Introduction

The Longitudinal Small Business Survey (LSBS)

This report details the sampling and methodology of the 2017 Longitudinal Small Business Survey (LSBS), a large-scale telephone (CATI¹) survey of 6,619 UK small business owners and managers, commissioned by the Department for Business, Energy and Industrial Strategy (BEIS). This survey is the latest in a series of annual and biennial Small Business Surveys (SBS) dating back to 2003. The 2017 survey on this occasion was conducted between August 2017 and January 2018 by BMG Research Ltd.

The 2017 survey follows from the 2015 and 2016 surveys which had sample sizes of 15,502 and 9,248 respectively. The 2015 survey was the largest SBS yet undertaken, comprising 15,502 interviews. The main reason for this large sample size was to allow the survey to have a longitudinal tracking element, establishing a 'panel' of businesses that might be re-surveyed in subsequent years, enabling a detailed analysis of how combinations of factors affect business performance through time. Any panel will have an element of attrition, hence the need for a large sample size in 2015.

The majority of those interviewed in the 2017 survey were also interviewed in both 2015 and 2016: 4,165 in total. A further 889 had been interviewed in 2016 but not 2015; and a further 261 had been interviewed in 2015 but not 2016. The other 1,304 interviewed were 'top-ups'. These were needed for the following reasons:

- To represent sections of the SME population that were not active in the year two survey, i.e. businesses less than one-year old;
- To represent sectors in the raw data that may be under-represented due to business closure, or the difficulty of securing an interview (e.g. in cases where businesses work away from their main offices);
- To increase the sample size in Scotland and Northern Ireland, to allow for meaningful analysis on a nation basis;

All interviews were conducted with owner/proprietors, Managing Directors or other senior directors in UK-based enterprises. For the top-ups, named contact details were not supplied and it was necessary to screen to find an appropriate respondent. The average interview length was 25 minutes (24 minutes for panellists, 29 minutes for top-ups).

The main aim of the survey is to collect a range of information on Small and Medium-sized Enterprises (SMEs²). The survey measures:

¹ Computer Assisted Telephone Interviews.

² Defined here as having fewer than 250 employees.

- The characteristics of SMEs such as the number of sites they occupy, the number of owners, whether they have separate business premises, etc.;
- The characteristics of their owners and leaders;
- Recent turnover and employment growth;
- Capabilities (in terms of their ability to innovate, export, train staff, etc.);
- Experience of accessing finance;
- Use of business support;
- Expectations of growing turnover and employment;
- The major obstacles that prevent SMEs fulfilling their potential.

There are three main reports based on the 2017 LSBS:

- A **cross-sectional report** based on **SME employers**. A cross-sectional report is a snap shot of the state of SMEs at any particular stage in time, this one being the latter half of 2017;
- A **cross-sectional report** based on businesses with **no employees**;
- A **longitudinal report** based on those businesses that responded in all three years of the survey. This looks at the main changes that apply to the 'panellists' from year to year, and what appears to influence these changes.

2. Overview of survey method

Questionnaire design

A review of the 2016 questionnaire was undertaken through consultations with stakeholders before the 2017 survey. This resulted in a number of alterations to existing questions from previous surveys, new question additions and deletions. The changes were informed by the requirement to balance stakeholders' emergent needs with the desire to exploit the longitudinal power of the survey. The consultation was followed up by an extensive round of 15 cognitive tests and a 'live' pilot of 100 interviews of the adjusted year three questionnaire.

'Panel' interviews

Of the 9,248 interviews conducted in 2016, 8,038 (87 per cent) agreed to a follow-up interview. The objective was to obtain the highest possible number of repeat interviews with these panellists in 2017. 5,054 were interviewed between August 2016 and January 2017 (63 per cent response rate). Of these, 1,189 had no employees, 23 had become large businesses with 250+ employees, and the remainder (3,842) were SME employers.

In addition, 1,527 businesses interviewed in 2015 but not 2016 could be re-approached for interview (i.e. they had given permission for re-interview and had not refused to take part in 2016 or ceased trading). Two hundred and sixty-one such businesses were interviewed in 2017, of which 219 were SME employers.

Top-up interviews

In addition to these, 1,304 'top-up' interviews were conducted (710 of which were SME employers), for reasons explained in the paragraphs above. As a result, the total sample size in the 2017 survey was 6,619, 4,771 of which were SME employers:

The top-ups were sampled using a method consistent with the 2015 and 2016 surveys:

- Within each of the four UK nations the sample was stratified. Targets were set according to the employment size of enterprises and, within those targets, by sector (SIC 2007);
- The targets over-represented businesses with five to 249 employees substantially in comparison to their actual numbers within the business population;
- For registered businesses, the Inter Departmental Business Register (IDBR) was used as the sample source. For unregistered businesses with no employees, Dun & Bradstreet's database was used. Dun & Bradstreet contacts were screened out if they either had employees on their payroll or paid VAT, as these would have duplicated contacts found within the IDBR;
- The IDBR is a record of all UK enterprises that pay VAT or PAYE, which contains around 2.56 million unique entries for enterprises. The BEIS Business Population

Estimates (BPE) publication estimates around 5.7 million enterprises in the UK in total. The difference in the figures is explained by the number of unregistered enterprises that do not pay VAT or PAYE, estimates of which come from the Labour Force Survey (LFS). This is the reason why Dun & Bradstreet was retained as the source for top-up businesses with no employees, as it contains records for both registered and unregistered businesses;

- The targets within the sample stratification matrix were informed by the 2016 BPE³, the latest available at the time. However, survey findings were weighted to the 2017 BPE⁴ which became available towards the end of fieldwork. The 2017 BPE was used for weighting as it more accurately represented the IDBR contacts used for the survey, as well as providing a more up-to-date picture of UK small businesses than the 2016 BPE;

A 336-cell sample stratification matrix was devised, the targets within each cell informed by the 2014 BPE. These cells were as follows:

- Fourteen 'one digit' SIC 2007 categories (ABDE, C, F, G, H, I, J, KL, M, N, P, Q, R, S);
- Multiplied by six size categories (unregistered zero employees, registered zero employee, 1-4 employees, 5-9 employees, 10-49 employees, 50-249 employees) = 84;
- Multiplied by four nations (England, Scotland, Wales, Northern Ireland).

Once the sample was drawn, informed by differential likely tele-matching success rates for each cell (based upon experience from the 2014-6 surveys), no quotas were employed on size, sector or any other criteria except for country.

Sampling and tele-matching process – IDBR boost sample

The IDBR consists of all UK registered businesses and is compiled from the following sources:

- HMRC traders registered for VAT purposes;
- HMRC employers operating a PAYE scheme;

³ <https://www.gov.uk/government/statistics/business-population-estimates-2016>. The figures were drawn from a combination of the Inter Departmental Business Register (IDBR) which contains all businesses operating VAT or PAYE schemes or which were registered at Companies House, and the household survey-based Labour Force Survey (LFS) which is the main source for estimating the number of the self-employed and very small businesses.

⁴ <https://www.gov.uk/government/statistics/business-population-estimates-2017>. Method of data collection as above.

- Incorporated businesses registered at Companies House;
- Department for Environment, Food and Rural Affairs (Defra) registered farms;
- Department of Finance and Personnel, Northern Ireland (DFPNI) registered businesses.

Procedures for stratifying and tele matching the IDBR sample were as follows:

- 1) On receipt of the IDBR sample, the following types of enterprises were initially excluded from the dataset:
 - Those indicated to have 250 or more employees;
 - Those indicated to have a legal status of 'PC/Nat Industry, Central Government and Local Authority';
 - Those indicated to have zero employees and zero employment⁵ (e.g. dormant businesses, holding companies);
 - Records listed as 'the trustees of...' (not businesses, no contact details as these are collections of individuals);
 - Businesses interviewed in LSBS Years 1 or 2, matched by their IDBR number.
- 2) Companies with no employees are counted by the IDBR as having one employee (the working proprietor), whereas businesses with no employees and other legal statuses are counted as having no employees. Therefore, for the purpose of our survey, companies listed as having one employee were counted in the zero-employee category.
- 3) The sample was sorted by postcode within one digit SIC, within size bands (zero employees, 1-4 employees, 5-9 employees, 10-49 employees, 50-249 employees), within nation.
- 4) Using pre-set targets within each sample stratification cell for 'initial sample drawn', the sample was drawn on a '1 in n' basis.

⁵ The 'employees' and 'employment' fields in the IDBR can differ. 'Employees' refers to the numbers employed that are not owners/partners. 'Employed' refers to the number within the organisation for whom PAYE is paid, which also includes working owners and partners.

- 5) The inclusion of postcodes as a sorting criterion helped to avoid 'duplicate' records⁶ among those selected. To cope with remaining duplication, de-duplication occurred on the following:
 - Where part of a larger enterprise group (indicated by the reference 'EnterpriseGrp_Wowref')
 - Business name
 - Telephone number. Initially this could only be for the IDBR-supplied telephone number. At later stages telephone number de-duplication also occurred for automated and manual matched numbers.
- 6) A target was set for 'sample drawn with telephone numbers' within each sample stratification cell. The remaining records sampled (after de-duplication, and excluding records already containing a telephone number) were 'auto-telematched'. This process involved using a variety of telephone look-up agencies that held records of business telephone numbers.
- 7) For records still lacking telephone numbers, manual telephone matching was used. This involved internet searches to find telephone numbers.
- 8) The process described above at points 4-8 was repeated until targets for 'sample drawn with telephone numbers' were reached.

Overall, 10,754 records were sampled in order to produce 5,925 records with telephone numbers that could be used for the survey. This represented a matching rate of 55 per cent, with the match rate being higher the larger the SME. Full details on matching rates are given in the next section of this report.

⁶ These records have separate reference numbers in the IDBR from each other and as such are counted as discreet enterprises. In such cases, a number of companies are typically registered by the same people at the same address, with very similar names. Examples include exporters or importers who create companies for each overseas market they deal with, or property developers who create multiple companies for each separate development. For research purposes these are counted as duplicates, as respondents will give answers that relate to their companies overall, and not the sub-units. For various reasons we cannot interview the same individual more than once about different enterprises, nor more than one representative of an overarching business. Sorting by postcode helps to avoid this duplication, as the duplicate businesses tend to be registered at the same address.

Sampling process – Dun & Bradstreet sample (unregistered zero employees)

The objective was to obtain a representative sample of unregistered zero employee businesses. In this case ‘registered’ businesses are those that are contained in the IDBR.

Records were supplied by Dun & Bradstreet. All records ordered were presumed to have no employees. Those marked as being registered companies were excluded, as in theory these would appear in the IDBR. All contained telephone numbers.

Targets were set by sector (at the one digit SIC 2007 level), within country.

Enterprises that agreed to interview were screened to ensure that: (a) they were not registered for VAT; and (b) that they did not have employees on their pay roll. If they were VAT registered or had employees, it was assumed they would be contained within the IDBR, and therefore they were screened out of the survey.

Enterprises were de-duplicated against those interviewed in the 2015 and 2016 surveys which were sourced from Dun & Bradstreet.

A total of 2,095 contacts were loaded in order to achieve 217 interviews.

Dun & Bradstreet’s UK Trading File contains 2.8 million businesses. It is not absolutely clear how these are populated (a mix of Companies House data, annual account returns, trade directories and other sources), but suffice to say that Dun & Bradstreet does have contact details for unregistered zero employee non-VAT paying businesses that are not included in the IDBR, although it is probable that these are not fully representative of those business identified in the LFS⁷.

Response rate – IDBR and Dun & Bradstreet boosts

Of all contacts with telephone numbers where interviews were attempted (i.e. the contacts loaded into the CATI system), the overall response rate for IDBR contacts was 18 per cent, and ten per cent for Dun & Bradstreet contacts. Full details of outcomes are given in the next section of this report.

⁷ This is because the unregistered businesses contained in the Dun & Bradstreet database are likely to be mainly those that appear in trade directories, i.e. they advertise themselves. In the Labour Force Survey, the bulk of unregistered businesses are self-employed individuals that may only do sub-contracting work for one larger business, and therefore these do not appear in trade directories.

Weighting

Although the sample stratification was based on the 2016 BPE, the survey findings were weighted to the 2017 BPE which had become available at the end of fieldwork.

Because the combined dataset contained a mix of panel and boost interviews, it was not possible to use design weights and post strata weights in the weighting, which had been the weighting method in the 2015 LSBS. Instead, as was also the case in the 2016 survey, the 336-cell matrix was used (sector within size band within nation), the targets within each cell informed by the 2017 BPE. In Wales and Northern Ireland, where the sample sizes were smaller than in Scotland and England, some cells were unpopulated. In these cases, the cells needed to be merged with adjacent cells to create a new combined target.

3. Detailed analysis

Achieved interviews

The table below shows the number of achieved interviews in 2017, according to their source (panel⁸, Y1NY2⁹, IDBR or Dun & Bradstreet).

Table 2.1: 2017 achieved interviews – by employment size and sample source

Detailed size	Total	Panel	Y1NY2	IDBR Top-up	DnB top-up
Zero unregistered	804	509	24	54 ¹⁰	217
Zero registered	1,021	680	18	323	0
1-4 employees (micros)	1,465	1,166	48	251	0
5-9 employees (micros)	718	574	30	114	0
10-19 employees (small)	845	692	38	115	0
20-49 employees (small)	815	677	44	94	0
50-99 employees (medium)	526	417	37	72	0
100-249 employees (medium)	402	316	22	64	0
250+ employees (large) ¹¹	23	23	0	0	0
Broad size band					
Zero employees	1,825	1,189	42	377	217
Micros (1-9)	2,183	1,740	78	365	0
Small (10-49)	1,660	1,369	82	209	0
Medium (50-249)	928	733	59	136	0
Large (250+)	23	23	0	0	0
Total	6,619	5,054	261	1,087	217

No quotas were employed in the survey (other than on overall sample size, and in Northern Ireland and Scotland where the numbers interviews were boosted).

The table above shows the actual employment size bands in 2017, as confirmed by respondents in the 2017 survey. This is different from indicated employment size bands, i.e. those recorded in 2016, and those indicated by the IDBR and Dun & Bradstreet database.

⁸ 'Panel' refers to those interviewed in both 2016 and 2017.

⁹ Y1NY2 (Year 1, Not Year 2) refers to those interviewed in 2015 and 2017, but not in 2016.

¹⁰ Sourced from IDBR, but claimed to have no employees and did not pay VAT.

¹¹ These businesses had less than 250 employees when first interviewed in 2015 or 2016. They were also interviewed in 2017 for longitudinal purposes. Their data does not appear in the cross-sectional 2017 reports.

The table below shows achieved interviews by sector and nation.

Table 2.2: Achieved interviews – by sector, nation and sample source

Sector (SIC 2007)	Total	Panel ¹²	Y1NY2 ¹³	IDBR top-up	DnB top-up
ABDE Primary	333	238	5	84	6
C Manufacturing	610	497	36	65	12
F Construction	646	438	28	141	39
G Wholesale/Retail	923	741	22	145	15
H Transport/Storage	256	191	5	46	14
I Accommodation/Food	475	345	22	105	3
J Information/Communication	370	292	9	62	7
KL Financial/Real Estate	286	238	8	40	0
M Professional/Scientific	991	780	31	159	21
N Administrative/Support	473	372	31	50	20
P Education	274	182	12	51	29
Q Health/Social Work	498	410	25	41	22
R Arts/Entertainment	219	144	14	48	13
S Other Service	265	186	13	50	16
Nation					
England	4,820	4,061	220	414	125
Scotland	1,042	585	24	378	55
Wales	252	148	9	77	18
Northern Ireland	505	260	8	218	19
Total	6,619	5,054	261	1,087	217

The proportion of interviews in each sector that were top-ups varies. This was because of differential response rates in the 2016 survey. For example, the response rate among employers in sectors ABDE and M was higher than elsewhere in 2016, meaning that fewer employer top-up interviews were required in these sectors in order to achieve an overall representative sample profile.

The proportion of top-up interviews in Scotland and Northern Ireland was higher than in England and Wales, because these nations were boosted in order to achieve minimum sample sizes of 1,000 and 500 respectively.

All imbalances in sector profiles were corrected through the weighting process.

¹² 'Panel' refers to those interviewed in both 2016 and 2017.

¹³ Y1NY2 (Year 1, Not Year 2) refers to those interviewed in 2015 and 2017, but not in 2016.

Tele-matching the IDBR

After de-duplication, a total of 10,754 IDBR records were made available for the next stage of tele-matching (see column A in table below).

In total, these IDBR records sampled already contained 2,365 telephone number (22 per cent of all available records). By size, this was much more likely to be the case for medium-sized businesses (70 per cent), and much less likely for those indicated to have no employees (six per cent). There was also a strong correlation by age of business, with only four per cent of businesses aged 0-1 years having numbers on the IDBR, and only 16 per cent of businesses aged 2-5 years, compared with 38 per cent of those aged 16 years or more (see columns B-C in table below).

There was some correlation between size and age here, with older SMEs tending to be larger and therefore being more likely to have IDBR-supplied numbers.

Table 2.3: Tele-matching (IDBR top-ups only) – by employment size and age of business

	A	B	C	D	E	F	G	H	I	J
Size band	All	Number on IDBR	% all	Auto Tele-match	% all	Manual match	% all	No match found	Total number found	% all
Zero	5,797	368	6%	1,345	23%	285	5%	3,799	1,998	34%
One to 4	889	77	9%	326	37%	23	3%	463	426	48%
Five to 9	846	258	30%	298	35%	14	2%	276	570	67%
Ten to 49	1,840	699	38%	816	44%	42	2%	283	1,557	85%
50 to 249	1,382	963	70%	358	26%	53	4%	8	1,374	99%
Age	A	B	C	D	E	F	G	H	I	J
0-1 years	3,108	121	4%	545	18%	85	3%	2,357	751	24%
2-5 years	1,694	267	16%	498	29%	73	4%	856	838	49%
6-10 years	1,613	367	23%	597	37%	62	4%	587	1,026	64%
11-15 years	1,057	356	34%	368	35%	65	6%	268	789	75%
16-20 years	775	299	39%	250	32%	56	7%	170	605	78%
21+ years	2,507	955	38%	885	35%	76	3%	591	1,916	76%
Total	10,754	2,365	22%	3,143	29%	417	4%	4,829	5,925	55%

The second stage of telematching was to use auto-matching. This process involved using a variety of telephone look-up agencies that held records of business telephone numbers.

This method matched a further 3,143 numbers (29 per cent of all available). The process was once again less likely than average to be successful for zero employee businesses (23 per cent of all available matched) and those aged 0-1 years (18 per cent matched). See columns C-D in the table above.

The next stage was to attempt to manually match numbers. This involved internet searches. In total, a further 417 records were matched (four per cent of all matched numbers). See columns F-G in the table above.

Overall, 5,925 records were matched via this three-stage process (55 per cent). There was a great deal of variance by size and age of business. Only 24 per cent of zero employee records were matched, 49 per cent of those with 1-4 employees, 64 per cent of those with 5-9 employees, 85 per cent of small businesses, and 99 per cent of medium-sized businesses.

Seventy-six per cent of businesses aged 21 years or more were matched, compared to 24 per cent of those aged 0-1 years.

Compared with 2016, the overall matching process was slightly less successful (55 per cent in 2017, compared to 58% in 2016). This was largely due to a greater proportion of businesses with no employees being sampled to balance greater panel attrition among this group. The proportion with phone numbers in the IDBR was slightly higher in 2017 (22 per cent, compared with 19% in 2016).

Table 2.4: Tele-matching (IDBR top-ups only) – by sector

	A	B	C	D	E	F	G	H	I	J
Sector	All	Number on IDBR	% all	Auto Tele-match	% all	Manual match	% all	No match found	Total number found	% all
ABDE Primary	814	119	15%	175	21%	64	8%	456	358	44%
C Manufacturing	353	150	42%	45	13%	22	6%	136	217	61%
F Construction	1,806	542	30%	497	28%	74	4%	693	1,113	62%
G Whole/Retail	1,326	360	27%	482	36%	45	3%	439	887	67%
H Trans.	485	124	26%	120	25%	11	2%	230	255	53%
I Accom/Food	1,183	224	19%	553	47%	30	3%	376	807	68%
J Infocom	678	166	24%	73	11%	12	2%	427	251	37%
KL Fin/RE	375	91	24%	55	15%	14	4%	215	160	43%
M Professional	1,218	217	18%	230	19%	60	5%	711	507	42%
N Admin.	770	130	17%	205	27%	41	5%	394	376	49%
P Educ.	317	52	16%	130	41%	8	3%	127	190	60%
Q Health	429	66	15%	109	25%	11	3%	243	186	43%
R Arts	458	67	15%	180	39%	12	3%	199	259	57%
S Other	542	57	11%	289	53%	13	2%	183	359	66%
Total	10,754	2,365	22%	3,143	29%	417	4%	4,829	5,925	55%

By sector, the SMEs that were most likely to be matched were those more likely to have outlets, such as those in accommodation/food (68 per cent matched), and wholesale/retail (67 per cent).

Response rates – Panelists

Of the 9,248 CATI interviews conducted in 2016, 8,038 (87 per cent) agreed to a follow-up interview. This was four percentage points higher than the equivalent rate between 2015 and 2016. The objective was to get as many interviews as possible from these ‘panelists’ in the 2017 LSBS.

Table 2.5: Response rates – panelists

	Panelists – All contacts loaded	% of contacted	% of loaded
Completed	5,054	75.5%	62.9%
Appointments	22	0.3%	0.3%
Quits	93	1.4%	1.2%
Refusals	1,044	15.6%	13.0%
Not available during fieldwork	479	7.2%	6.0%
Total contacted	6,692	100.0%	83.3%
Ring backs	844		10.5%
Screen outs	12		0.1%
Total live contacts	7,548		93.9%
Business no longer trading	254		3.2%
Wrong number	48		0.6%
Unobtainable number	188		2.3%
Total loaded	8,038		100.0%

Out of the 8,038 panel contacts loaded into CATI, 5,054 interviews were achieved, a response rate of 62.9 per cent based on all records loaded, but 75.5 per cent of all contacted¹⁴. This was an improvement on 2016, when the response rate was 56.2 per cent of all records loaded, and 67.6 per cent of all contacted.

The majority of contacts still left at the end of fieldwork were ‘ring backs’, i.e. records where an interview might have been agreed to or refused, but where it had not been possible to pin down an eligible respondent to a time or date for interview. Most of these were calls where answer phones were continually encountered.

A number of businesses (254) were classified as ‘business no longer trading’. This number combines those who took part in a short interview, not counted among the completes, as to why their business had closed (77 cases in total), those who told the interviewer that their business had closed but did not want to take part in the short interview, and wrong numbers/unobtainable numbers that, when the business was looked up on the Companies House website, were shown to have liquidated. In addition to these businesses no longer

¹⁴ This refers to outcomes of completed interviews, appointments made for interview, terminations (quits) during the interview, those refusing to take part, and those unavailable to take part in the fieldwork period. In addition, there were 12 that screened out of the questionnaire because their businesses had located out of the UK.

trading, it is likely that those with an outcome of wrong or unobtainable number have also liquidated, although this could not be verified.

Response rates – Panelists, by sub-groups

The overall response rate for panelists varied by size and sector, as the table below summarises. These figures relate to full interviews gained as a proportion of contacts loaded, i.e. those agreeing to take part in a further interview in LSBS 2016 (Year 2). The size band and sector refer to the situation in 2016.

Table 2.6: Response rates – panelists by size and sector

Sector (SIC 2007)	Employee size band							Total
	Zero unreg-istered	Zero reg-istered	Micro 1-4	Micro 5-9	Small 10-49	Medium 50-249	Large 250+ ¹⁵	
ABDE Primary	69%	72%	67%	58%	67%	63%	n/a	67%
C Manufacturing	58%	66%	66%	76%	65%	53%	n/a	63%
F Construction	52%	55%	56%	61%	65%	55%	n/a	57%
G Wholesale/Retail	49%	58%	64%	65%	61%	56%	n/a	61%
H Transport/Storage	55%	55%	54%	60%	72%	56%	n/a	60%
I Accommodation/Food Service	54%	71%	60%	60%	62%	59%	n/a	61%
J Information/Communication	64%	64%	58%	67%	61%	61%	n/a	62%
K Financial/ Real estate	69%	63%	60%	80%	59%	58%	n/a	64%
M Professional/Scientific	66%	72%	73%	72%	64%	61%	n/a	69%
N Administrative	54%	61%	58%	57%	63%	57%	n/a	59%
P Education	52%	72%	48%	74%	68%	59%	n/a	61%
Q Human Health	67%	75%	72%	65%	67%	62%	n/a	65%
R Arts/Entertainment	60%	63%	66%	79%	63%	80%	n/a	68%
S Other Services	55%	77%	67%	76%	62%	71%	n/a	66%
TOTAL	58%	65%	63%	67%	64%	59%	52%	63%

The overall response rate was lower for unregistered zero employee businesses (58 per cent) than for registered businesses. However, this was a seven-percentage point increase on the 2016 response rate.

¹⁵ In total, 27 businesses interviewed in 2015 had amassed more than 250 employees in 2016. Twelve of these were also interviewed in 2017 for longitudinal purposes. Because of the small sample size, response rates are not shown by sector.

By sector, the response rate was highest in the primary and professional/scientific sector (69 per cent), and lowest in the construction sector (57 per cent). There was a similar pattern in the 2016 response rates.

By nation, the response rate was higher in Scotland (67 per cent) and Northern Ireland (63 per cent) than in England (59 per cent) and Wales (41 per cent).

In 2017, 96 per cent of panel interviews were conducted with the same person that took part in the 2016 LSBS. The four per cent conducted with different individuals occurred mainly because the previous respondent had left the business.

Overall, 14 per cent of panelists either refused to take part in the 2017 LSBS or quit the interview. This refusal rate was 13 percentage points lower than in 2016. There were no significant differences in the 2017 refusal rate by size. By sector, those in retail/wholesale were more likely than average to refuse to take part (16 per cent).

Three per cent of panelists interviewed in 2016 were no longer trading in 2016. This was most likely to be the case among businesses that had no employees in 2016 (six per cent of both the unregistered and registered). There were no significant differences by sector

The main reasons given for panelists not wanting to take part in the 2017 survey was lack of time.

Response rates – Interviewed in 2015, not 2016 (Y1NY2)

In addition to the panelists that had been interviewed in both 2015 and 2016, there were a further 1,527 businesses interviewed in 2015 but not 2016 that could be re-approached for interview (i.e. they had given permission for re-interview and had not refused to take part in 2016 or ceased trading). Two hundred and sixty-one such businesses were interviewed in 2017, of which 219 were SME employers.

Table 2.7: Response rates – Y1NY2

	Y1NY2 – All contacts loaded	% of contacted	% of loaded
Completed	261	29.6%	17.1%
Appointments	14	1.6%	0.9%
Quits	5	0.6%	0.3%
Refusals	503	57.1%	32.9%
Not available during fieldwork	98	11.1%	6.4%
Total contacted	881	100.0%	57.7%
Ring backs	464		30.4%
Screen outs	64		4.2%
Total live contacts	1,409		92.3%
Business no longer trading	31		2.0%
Wrong number	22		1.4%
Unobtainable number	65		4.3%
Total loaded	1,527		100.0%

As might be expected as it was not possible to interview this group in 2016, the response rate for the Y1NY2 was lower than for the full panelists. The response rate was 17.1 per cent based on all records loaded, and 29.6 per cent of all contacted. The proportion refusing to take part in the 2017 survey was higher (32.9 per cent) than for panelists (13 per cent).

Response rates – IDBR boosts

As shown earlier, 5,925 IDBR boost contacts were loaded into CATI, and out of these 1,097 interviews were achieved, a response rate of 18.3 per cent based on all records loaded, but 55.5 per cent of all contacted. These response rates were similar to those seen in 2016.

Table 2.8: Response rates – IDBR

	IDBR – All contacts loaded	% of contacted	% of loaded
Completed	1,087	55.5%	18.3%
Appointments	32	1.6%	0.5%
Quits	86	4.4%	1.5%
Refusals	645	32.9%	10.9%
Not available during fieldwork	110	5.6%	1.9%
Total contacted	1,960	100.0%	33.1%
Ring backs	2,145		36.2%
Screen outs	102		1.7%
Total live contacts	4,207		71.0%
Business no longer trading	327		5.5%
Wrong number	515		8.7%
Unobtainable number	876		14.8%
Total loaded	5,925		100.0%

The LSBS Year 2 questionnaire for boost interviews included a screening question to ensure that interviewers were calling the business named in the IDBR, or that it had been called that at some point in the past. This was required as businesses may trade under different names from those listed in the IDBR, and because the telephone numbers supplied within the IDBR could be those of an external accountancy firm (the contact number used by HMRC for VAT and PAYE queries). This explains the relatively high number of wrong numbers.

Response rates – Dun & Bradstreet

In total, 2,095 contacts sourced from Dun & Bradstreet were used, in order to gain 217 interviews. This was a response rate of 10.4 per cent of all contacts loaded, and 35.5 per cent of all contacted.

Compared with 2016, the response rate as a percentage of all contacts loaded improved (up 3.9 percentage points), due to better quality sample and targeting. By turn, the

response rate as a percentage of all contacted was lower (down nine percentage points) as a result of a higher proportion of refusals and quit interviews.

Table 2.9: Response rates – Dun & Bradstreet

	Dun & Bradstreet – All contacts loaded	% of contacted	% of loaded
Completed	217	35.5%	10.4%
Appointments	7	1.1%	0.3%
Quits	31	5.1%	1.5%
Refusals	201	32.8%	9.6%
Not available during fieldwork	156	25.5%	7.4%
Total contacted	612	100.0%	29.2%
Ring backs	823		39.3%
Screen outs	402		19.2%
Total live contacts	1,837		87.7%
Business no longer trading	94		4.5%
Wrong number	76		3.6%
Unobtainable number	88		4.2%
Total loaded	2,095		100.0%

Data weighting (cross-sectional)

Although the sample stratification was based on the 2016 BPE, the cross-sectional survey findings were weighted to the 2017 BPE which had become available at the end of fieldwork.

Because the combined dataset contained a mix of panel and boost interviews, it was not possible to use design weights and post strata weights in the weighting, which had been the weighting method in the 2015 LSBS. Instead, as was also the case in the 2016 survey, the 336-cell matrix was used (sector within size band within nation), the targets within each cell informed by the 2017 BPE. In Wales and Northern Ireland, where the sample sizes were smaller than in Scotland and England, some cells were unpopulated. In these cases, the cells needed to be merged with adjacent cells to create a new combined target.

Because of the over-sampling of employer businesses, businesses with no employees, particularly the unregistered zero employee enterprises, have relatively high weights compared to SME employers. This is the main reason why there are separate reports for SME employers and businesses with no employees.

Cell weighting occurred within each of the 336 strata (sector within size band within nation). The tables below show the proportions of the whole achieved sample that fell into each cell, unweighted (UW) and weighted (W). For ease of understanding, these are shown at the all UK level, rather than individually within nation:

Table 2.10: Weighted and unweighted proportions of all SME¹⁶ interviews – zero employees and micros (all UK)

	Zero unregistered		Zero registered		Micro 1-4		Micro 5-9	
	UW	W	UW	W	UW	W	UW	W
ABDE - Primary	0.23%	0.55%	2.17%	1.75%	1.36%	0.80%	0.29%	0.15%
C - Manufacturing	0.65%	2.30%	0.82%	0.83%	1.38%	0.71%	1.23%	0.32%
F - Construction	1.85%	12.14%	1.79%	2.72%	2.37%	2.11%	1.05%	0.45%
G - Wholesale/ Retail	0.80%	2.97%	1.91%	2.31%	3.94%	2.54%	1.71%	0.96%
H - Transport/ Storage	0.67%	4.20%	0.47%	1.09%	0.85%	0.48%	0.30%	0.14%
I - Accommodation/ Food	0.36%	1.01%	0.38%	0.24%	1.11%	1.16%	1.14%	0.56%
J - Information/ Communication	0.64%	2.40%	1.41%	2.38%	1.53%	1.05%	0.52%	0.17%
KL - Financial/ Real estate	0.65%	1.11%	0.71%	1.16%	0.96%	0.72%	0.61%	0.24%
M - Professional/ Scientific	2.14%	6.71%	3.78%	4.94%	4.23%	2.48%	1.38%	0.48%
N - Administrative/ Support	0.94%	4.53%	0.80%	1.76%	1.39%	1.42%	0.70%	0.35%
P - Education	1.05%	4.55%	0.33%	0.33%	0.47%	0.18%	0.41%	0.07%
Q - Health/ Social work	0.85%	4.61%	0.17%	0.66%	0.67%	0.46%	0.53%	0.21%
R - Arts/ Entertainment	0.68%	3.90%	0.45%	0.52%	0.68%	0.27%	0.33%	0.08%
S - Other service	0.68%	4.06%	0.29%	0.35%	1.27%	0.88%	0.70%	0.22%
Total	12.19%	55.05%	15.48%	21.01%	22.21%	15.28%	10.89%	4.41%
Average overall weight	x 4.52		x 1.36		x 0.69		x 0.40	

¹⁶ Note that those that were large businesses in 2017 (250+ employees) were not given weights, and do not appear in the cross-sectional reports. These were retained in the database for longitudinal analysis purposes only.

Table 2.11: Weighted and unweighted proportions of all SME interviews – small, medium-sized and total categories only (all UK)

	Small (10-49 employee)		Medium (50-249 employee)		All SMEs	
	UW	W	UW	W	UW	W
ABDE - Primary	0.62%	0.09%	0.38%	0.01%	5.05%	3.35%
C - Manufacturing	3.18%	0.39%	1.96%	0.11%	9.22%	4.66%
F - Construction	2.14%	0.29%	0.61%	0.03%	9.79%	17.73%
G - Wholesale/ Retail	3.84%	0.66%	1.76%	0.09%	13.96%	9.53%
H - Transport/ Storage	1.08%	0.14%	0.52%	0.03%	3.88%	6.07%
I - Accommodation/ Food	3.14%	0.52%	1.05%	0.05%	7.17%	3.55%
J - Information/ Communication	1.05%	0.16%	0.45%	0.03%	5.59%	6.18%
KL - Financial/ Real estate	0.85%	0.14%	0.52%	0.02%	4.29%	3.40%
M - Professional/ Scientific	2.33%	0.38%	1.12%	0.06%	14.98%	15.05%
N - Administrative/ Support	1.90%	0.28%	1.41%	0.07%	7.14%	8.41%
P - Education	1.05%	0.07%	0.82%	0.01%	4.12%	5.22%
Q - Health/ Social work	2.76%	0.36%	2.53%	0.06%	7.50%	6.37%
R - Arts/ Entertainment	0.55%	0.08%	0.58%	0.01%	3.27%	4.86%
S - Other service	0.70%	0.10%	0.38%	0.01%	4.02%	5.61%
Total	25.17%	3.66%	14.07%	0.60%	100.00%	100.00%
Average overall weight	x 0.15		x 0.04		x 1.00	

Overall, 12 per cent of interviews were conducted with unregistered zero employee businesses. However, after weighting, this proportion increased to 55 per cent, giving them an overall average weight of x 4.52. For medium-sized businesses the average weight was x 0.04.

Data weighting (longitudinal)

Separate longitudinal weights are used when undertaking longitudinal analysis of the 4,615 panelists who responded in all three surveys 2015-2017. The longitudinal weighting method was identical to the cross-sectional one, except that 2015 firmographics (size, sector and nation) and BPE targets were used rather than 2017 ones. Hence some of the records with longitudinal weights have increased their employment levels to become large businesses with 250+ employees. Because the number of panelists responding to all three surveys is a sub-section of the whole, individual weights on individual records differ between the two weights.

Data weighting (other weights)

Due to some inconsistencies in the delivery of the survey, additional weights were used in the analysis of responses to questions R8a, R8b, and R8c.

4. Derived variables

Within the LSBS reports there are some measures which are derived from multiple questions, which need further explanation.

Social enterprises

In 2016, BEIS and DCMS jointly commissioned a study (Social enterprise: market trends 2017¹⁷) to improve the business classification methodology used to identify social enterprises in the UK small business population. The study sought to define and measure four groups, based on their social and environmental goals: social enterprises; traditional non-profit enterprises; socially orientated SMEs; and commercial SMEs.

There were several routes by which enterprises could be classified as one of the four categories. These were based on answers to questions on the following themes: the share of income from trading/commercial activities; rules or restrictions on the use of surpluses/profits to further social/environmental goals; the type of social or environmental goals and how they compare to financial goals; charitable status and legal form.

Social enterprises and other types of organisations are defined through a *decision tree*, which is based upon a number of questions that appear in section D of the 2017 LSBS questionnaire.

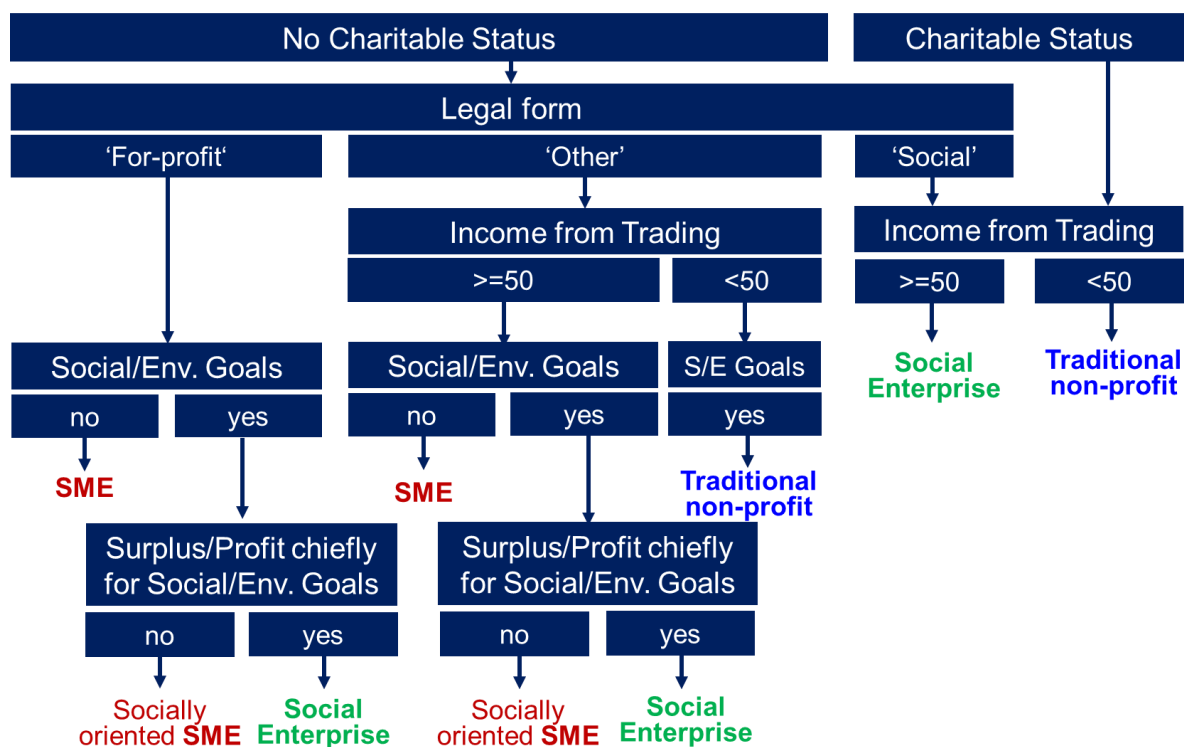
The decision tree's logic is to first make use of criteria that are easy to identify such as charitable status followed by legal form. For instance, an organisation that has charitable status has a verified social purpose (recorded by the Charity Commission) making it unnecessary to check whether the organisation pursues social goals. Similarly, the charitable status imposes constraints on the use of profits/surpluses making it unnecessary to verify whether respective rules are in place. However, an organisation with charitable status can engage to varying degrees in trading. If 50 per cent or more of its income originates from trading it would be deemed a social enterprise, if less than 50 per cent of its income originates from trading it is classified as a 'traditional' non-profit¹⁸.

The decision tree also allows to differentiate strictly commercially oriented SMEs from those with a social or environmental orientation. The tree is visualised in the figure overleaf.

¹⁷ <https://www.gov.uk/government/publications/social-enterprise-market-trends-2017>

¹⁸ Some (but not all) social enterprises have charitable status. The distinguishing feature for a social enterprise is the proportion of turnover derived from trading being above 50 per cent. Therefore, for the purposes of this report, the term 'traditional non-profit' is used to indicate a charity which earns under 50 percent of its revenue from commercial activity.

Figure 4.1: Decision tree to identify social enterprises¹⁹



Women-led businesses

The number of working owners or partners within an organisation was determined at question A11. At A17 the survey then asked how many, if any, other directors there were in day-to-day control of the organisation that were *not* owners or partners. The two numbers were then added together²⁰.

If there was more than one owner/partner/director, A18 asked how many of these were women. To qualify as a women-led business, the number of women owners/partners/directors had to be more than 50 per cent of the total.

For those with just a single owner or director, the gender of the respondent determined whether the organisation was a women-led business or not.

¹⁹ 'For-profit' legal forms include sole proprietorship/trader, private limited company (by shares), public limited company, private unlimited company, foreign company. 'Other' legal forms include partnerships, limited liability partnerships, private company (limited by guarantee), co-operative, 'other', don't know and refused answers. 'Social' legal forms include community interest company (limited by guarantee or shares), friendly society, industrial and provident society, trust, unincorporated association, community benefit society, charitable un/incorporated organisation. 'Env.' - Environmental. S/E – social or environmental.

²⁰ Note that these questions were not asked of panelists who earlier in the interview said that there had been no changes in the ownership or number of directors within the business. The number and composition of owners/partners/directors was assumed to be the same as in the previous LSBS survey.

This method is consistent with that used in previous BEIS Small Business Surveys.

Minority Ethnic Group-led businesses (MEG-led)

The number of working owners/partners/directors was calculated in the same way from answers at questions A11 and A17 in the same way as for women-led businesses.

If there was more than one owner/partner/director, A19 asked how many of these were from ethnic minority groups. A20 then asked which ethnic minority groups the owners/partners/directors were from. Those classified as being from mixed race backgrounds²¹, Indian, Pakistani, Bangladeshi, other Asian background, black Caribbean, black African, other Black background, Chinese, Arab or Gypsy or Irish traveller were counted as ethnic minorities. To qualify as a MEG-led business, the number of owners/partners/directors from an ethnic minority background had to be 50 per cent or more of the total.

For those with just a single owner or director, the ethnicity of the respondent determined whether the organisation was a MEG-led business or not.

This method is also consistent with that used in previous BEIS Small Business Surveys.

²¹ Mixed white and black Caribbean, mixed white and black African, mixed white and Asian, other mixed background.

5. The questionnaire

PRIVATE & CONFIDENTIAL

Longitudinal Small
Business Survey Year 3 2017
Questionnaire d9

Pro_1220
August 2017

SAMPLE SOURCE

Panel	1	INTRODUCTION 1 OR 2
Top up - IDBR	2	INTRODUCTION 3
Top-up – Dun & Bradstreet	3	INTRODUCTION 3

PANEL ONLY - ASK TO SPEAK TO NAMED CONTACT

Speaking to named contact	1	CONTINUE
Named contact not available	2	ARRANGE CALLBACK
Named contact has left business	3	GO TO INTRODUCTION 2

INTRODUCTION 1

(IF TRANSFERRED: **Good morning/afternoon**), my name is XXX and I'm calling from **BMG Research**. We are an independent research company and we're doing some work on behalf of...

(ENGLAND AND WALES) ...the **Department for Business, Energy and Industrial Strategy (previously called BIS)**. We are conducting the **Small Business Survey**, the **UK Government's main survey of small businesses**.

(SCOTLAND) ...the **Scottish Government**. We are conducting the **Small Business Survey**, the **UK's main survey of small businesses**.

(NORTHERN IRELAND) ...**Invest NI**. We are conducting the **Small Business Survey**, the **UK's main survey of small businesses**.

(ALL) You may remember that we interviewed you in [MONTH/YEAR] and on that occasion you kindly said that you might be able to take part in a further survey. This is the **Government's Small Business Survey**, an important piece of work intended to track the progress of UK businesses over a five-year period, to inform **Government policy** and enable institutions such as the **University of Warwick** to analyse how **Government interventions** or the lack of them affect small businesses. Would you be able to help us? The interview will take about **20-25 minutes** for live businesses, and just a couple of minutes if your business has closed.

ADD IF NECESSARY:

- **Your co-operation will ensure that the views expressed are representative of all small businesses**
- **Whether or not you like the government's actions this is your chance to influence them – everyone's views will be taken into account**
- (ADD IF SENT AN EMAIL LINK) **You should have been sent an email link to the 2016 report. (ALL) The results from this year's survey will be available early next year and we can email you a link to the report once it is published on BEIS's website**
- **All information collected will be treated in the strictest confidence. Responses will not be attributed to any individual or company. Results will be reported in the form of aggregated statistics.**

- **We work strictly within the Market Research Society Code of Conduct**
 - **Contact at BMG Research is xxxx if you would like to find out more about the survey (0121 333 6006)**
 - **If your business has closed since last year, we would still like to ask you just a few questions**
 - **(ENGLAND AND WALES) Contact at Department for Business, Energy and Industrial Strategy is xxxx**
 - **(SCOTLAND) Contact at the Scottish Government is xxxx**
 - **(NORTHERN IRELAND) Contact at Invest NI is xxxx**
-
- Continue 1
 - Transfer to another respondent 2
 - Refused 3
 - Hard appointment 4
 - Soft appointment 5
 - Dead/unobtainable number 6
 - Other (SPECIFY) 7

INTRODUCTION 2

ASK TO SPEAK TO OWNER/PROPRIETOR/MD/OTHER SENIOR DECISION MAKER, IF NOT SPEAKING TO THEM ALREADY

(IF TRANSFERRED: **Good morning/afternoon**), my name is XXX and I'm calling from **BMG Research**. We are an independent research company and we're doing some work on behalf of...

(ENGLAND AND WALES) ...the **Department for Business, Energy and Industrial Strategy (previously called BIS)**. We are conducting the **Small Business Survey**, the **UK Government's main survey of small businesses**.

(SCOTLAND) ...the **Scottish Government**. We are conducting the **Small Business Survey**, the **UK's main survey of small businesses**.

(NORTHERN IRELAND) ...**Invest NI**. We are conducting the **Small Business Survey**, the **UK's main survey of small businesses**.

(ALL) **Back** in [MONTH/YEAR] we interviewed [NAME OF 2016 RESPONDENT] for the **Government's Small Business Survey** This is an important piece of work intended to track the progress of **UK businesses** over a five-year period, to inform **Government policy** and enable institutions such as the **University of Warwick** to analyse how **Government interventions** or the **lack of them** affect small businesses.

I understand that [NAME OF 2016 RESPONDENT] has left the business, but the survey tracks the progress of your business rather than the individual. Would you be able to help us? The interview will take about 20-25 minutes.

ADD IF NECESSARY:

- **Your co-operation will ensure that the views expressed are representative of all small businesses**
- **Whether or not you like the government's actions this is your chance to influence them – everyone's views will be taken into account**
- **The results will be available early next year and we can email you a link to the report once it is published on BEIS's website**

- **All information collected will be treated in the strictest confidence. Responses will not be attributed to any individual or company. Results will be reported in the form of aggregated statistics.**
- **We work strictly within the Market Research Society Code of Conduct**
- **Contact at BMG Research is xxxx if you would like to find out more about the survey (0121 333 6006)**
- **(ENGLAND AND WALES) Contact at Department for Business, Energy and Industrial Strategy is xxxx**
- **(SCOTLAND) Contact at the Scottish Government is xxxx**
- **(NORTHERN IRELAND) Contact at Invest NI is xxxx**
 - Continue 1
 - Transfer to another respondent 2
 - Refused 3
 - Hard appointment 4
 - Soft appointment 5
 - Dead/unobtainable number 6
 - Other (SPECIFY) 7

INTRODUCTION 3

ASK TOP-UP SAMPLE, PERSON ANSWERING PHONE

S1) **Good morning/afternoon, can I check that I'm calling [NAME OF BUSINESS].**

Yes	1
No	2

ASK IF NO AT S1

S2) **Has your business ever been called [NAME OF BUSINESS]? IF YES, RECORD NEW NAME OF BUSINESS**

Yes	1	RECORD NEW NAME OF BUSINESS
No	2	THANK AND CLOSE

ASK TO SPEAK TO OWNER/PROPRIETOR/MD/OTHER SENIOR DECISION MAKER, IF NOT SPEAKING TO THEM ALREADY

(IF TRANSFERRED: **Good morning/afternoon**), my name is XXX and I'm calling from **BMG Research. We are an independent research company and we're doing some work on behalf of...**

(ENGLAND AND WALES) **...the Department for Business, Energy and Industrial Strategy (previously called BIS). We are conducting the Small Business Survey, the UK Government's main survey of small businesses.**

(SCOTLAND) **...the Scottish Government. We are conducting the Small Business Survey, the UK's main survey of small businesses.**

(NORTHERN IRELAND) ...Invest NI. We are conducting the Small Business Survey, the UK's main survey of small businesses.

(ALL) I would like to ask your opinion about a range of issues. It will take about 20-30 minutes, depending on your responses.

The results of the survey will be fed back to government and will be used to inform government policy on small business. Is now a convenient time to talk?

ADD IF NECESSARY:

- Your co-operation will ensure that the views expressed are representative of all small businesses
- Whether or not you like the government's actions this is your chance to influence them – everyone's views will be taken into account
- The results will be available early next year and we can email you a link to the report once it is published on BEIS's website
- All information collected will be treated in the strictest confidence. Responses will not be attributed to any individual or company. Results will be reported in the form of aggregated statistics.
- We work strictly within the Market Research Society Code of Conduct
- Contact at BMG Research is xxxx if you would like to find out more about the survey (0121 333 6006)
- (ENGLAND AND WALES) Contact at Department for Business, Energy and Industrial Strategy is xxxx
- (SCOTLAND) Contact at the Scottish Government is xxxx
- (NORTHERN IRELAND) Contact at Invest NI is xxxx
- (IF SAMPLE SOURCE = IDBR) Enterprises have been randomly chosen from the Government's Inter-Departmental Business Register
- (IF SAMPLE SOURCE = DnB) Enterprises have been randomly chosen from Dun & Bradstreet's commercial database

- Continue 1
- Transfer to another respondent 2
- Refused 3
- Hard appointment 4
- Soft appointment 5
- Dead/unobtainable number 6
- Other (SPECIFY) 7

ASK TOP UP SAMPLE, AND PANEL IF NOT TALKING TO NAMED CONTACT (THOSE THAT DID INTRODUCTION 2)

S3) Can I just check, are you one of the most senior people in day-to-day control of [NAME OF BUSINESS]?

Yes	1	
No/Uncertain	2	ASK TO SPEAK TO SENIOR PERSON IN THE ORGANISATION – TRANSFER, SET APPOINTMENT, REFUSED OR OTHER

S4) ASK TOP-UP DUN & BRADSTREET SAMPLE ONLY
Before we start, can I just check the following? READ OUT. MULTICODE 1-2

Are you registered for VAT?	1
Do you have any employees on your payroll?	2
Neither of these	96
Refused	98

IF S4/1-2, THANK AND CLOSE: **Thank you, but we were looking for unregistered businesses with no employees to complete the survey.**

S5) ASK ALL TOP-UP SAMPLE, AND PANELISTS WHERE NOT INTERVIEWING THE 2016 RESPONDENT
Could I please take your name? RECORD RESPONDENT'S NAME. ASK THEM TO SPELL IT IF NECESSARY. ENTER TWICE

Refused 98

S6) ASK ALL TOP-UP SAMPLE, AND PANELISTS WHERE NOT INTERVIEWING THE 2016 RESPONDENT
And can I take your job title please? RECORD RESPONDENT'S JOB TITLE

Refused 98

S7) ASK PANEL ONLY.
Can I check that [NAME OF BUSINESS IN 2016] is still trading? IF NAME OF BUSINESS WAS WRONG ON CONTACTS, PLEASE CODE 2 AND AMEND IT HERE

Yes	1
No – but trading under a different name (SPECIFY NAME)	2
No – no longer trading at all	3

ASK IF CEASED TRADING (S7/3)

S8) **Which of these, if any, are reasons why the business is no longer trading?** READ OUT. RANDOMISE ORDER OF READING. MULTICODE OK

ASK IF MORE THAN ONE ANSWER GIVEN AT S8/1-10, 95

S9) **And which was the main reason?** READ AGAIN IF NECESSARY. SINGLE CODE ONLY

	S8	S9
Lack of demand for products/services	1	1
The business was unprofitable	2	2
The risks involved were too big	3	3
Could not get external finance	4	4
External finance was too expensive	5	5
Another job or business opportunities	6	6
Family or personal reason	7	7
Difficulties finding the right staff	8	8
Retirement	9	9
You sold the business	10	10
Any other reason (SPECIFY)	95	95
Don't know	97	97
Refused	98	98

ASK IF CEASED TRADING (S7/3)

S10) **Could you please describe in more detail the circumstances under which your business ceased trading?** WRITE IN FULL

Refused 98

ASK IF CEASED TRADING (S7/3)

S11) **To what extent do you agree or disagree with the following statements** READ OUT. RANDOMISE ORDER OF READING. SINGLE CODE FOR EACH. FOR EACH PROBE WHETHER (DIS) AGREE STRONGLY OR SLIGHTLY

	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly	Don't know
(a) Working in [NAME OF BUSINESS] has made you more confident in your ability to run a successful business	1	2	3	4	5	97
(b) Working in [NAME OF BUSINESS] has made you more likely to start a business in future	1	2	3	4	5	97
(c) Working in [NAME OF BUSINESS] has had a positive effect on your personal finances	1	2	3	4	5	97

S12a) ASK IF AGREE OR DISAGREE THAT THEY ARE MORE CONFIDENT (S11a/1-2, 4-5)
Why has this experience made you more/less confident in your ability to run a successful business? WRITE IN FULL

Refused 98

S12b) ASK IF AGREE OR DISAGREE THAT THEY ARE MORE LIKELY TO START A BUSINESS IN FUTURE (S11b/1-2, 4-5)
Why has this experience made you more/less likely to want to start a business in future? WRITE IN FULL

Refused 98

S12c) ASK IF AGREE OR DISAGREE THAT THE EXPERIENCE HAS HAD A POSITIVE EFFECT ON THEIR PERSONAL FINANCES (S11c/1-2, 4-5)
Please describe how the experience of running a business has affected your personal financial position? WRITE IN FULL

Refused 98

NOW GO TO THANK AND CLOSE

SECTION A: ABOUT THE BUSINESS

A-2) ASK ALL
I would like to start by asking a number of questions about you. Which of these best describe you? READ OUT. SINGLE CODE ONLY

A business?	1
An organisation?	2
A sole proprietorship?	3
Other (SPECIFY)	95
Don't know	97

IF DON'T KNOW, USE 'BUSINESS' AS TEXT SUB

ASK PANEL ONLY

A-1) **Since we last interviewed (IF INTRO 1: you; IF INTRO 2: your [ANSWER AT A-2]), in [MONTH/YEAR] have any of the following changes occurred in your [ANSWER AT A-2]? READ OUT. MULTICODE OK**

You opened or closed a new branch, site or office	1
You moved your head office	2
You changed your legal status	3
You gained or lost directors in day to day control of the [ANSWER AT A-2], that are not working owners or partners	4
You became registered for VAT for the first time	5
You changed the principal activity of your [ANSWER AT A-2]	6
The ownership structure of the [ANSWER AT A-2] has changed	7
None of these	96
Don't know	97
Refused	98

ASK TOP-UP SAMPLE, AND PANELISTS IF LEGAL STATUS CHANGED (A-1/3)

A0) (ASK TOP-UPS) **I would like to ask a number of questions about your [ANSWER AT A-2]. Firstly, can I check, are you a registered charity?**

(ASK PANELISTS) **Have you become a registered charity since we last interviewed you? SINGLE-CODE**

Yes	1
No	2
Don't know	97

ASK TOP-UP SAMPLE, AND PANEL IF OPENED/CLOSED BRANCHES (A-1/1)

A1) **How many sites in the UK does your [ANSWER AT A-2] operate from, including your head office?**

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

Don't know / Uncertain ...97
Refused ... 98

ASK ALL, EXCEPT TOP-UP DNB SAMPLE

A2) **Approximately, how many employees are currently on your payroll in the UK, excluding owners and partners, across all sites?**

- INCLUDE FULL AND PART TIME
- INCLUDE TEMPORARIES/CASUALS, BUT NOT AGENCY STAFF
- EXCLUDE SELF-EMPLOYED
- EXCLUDE OWNERS/PARTNERS, BUT OTHER DIRECTORS COUNT AS EMPLOYEES

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

A2i) TO COMPLETE IF FIGURE GIVEN AT A2
INTERVIEWERS TO RE-ENTER NUMBER OF EMPLOYEES INTO RANGE. DO NOT ASK.
SINGLE CODE ONLY

0-9	1
10-99	2
100-249	3
250 or more	4

IF TOP-UP SAMPLE AND MORE THAN 249 EMPLOYEES, THANK AND CLOSE

A2DUM CATI TO CODE AUTOMATICALLY TO FOLLOWING BANDS FOR QUOTAS:

MONITORING QUOTAS	Top-Up	Panel
None (no employees) - panel	n/a	A2/0
None (no employees) – top-up unregistered	DnB sample	n/a
None (no employees) – top-up registered	A2/0	n/a
1-4 employees (Very small micro)	A2/1-4	A2/1-4
5-9 employees (Larger micro)	A2/5-9	A2/5-9
10-19 employees (Small small)	A2/10-19	A2/10-19
20-49 employees (Larger small)	A2/20-49	A2/20-49
50-249 employees (Medium)	A2/50-249	A2/50-249
250+ employees (Large)	n/a	A2/250-99,999

A2b) ASK ALL WITH 1+ EMPLOYEE AT A2
How many of those working for the [ANSWER AT A-2], if any, are temporary or casual staff?
(RANGE 0-ANSWER AT A2)

A2c) ASK ALL
And how many, if any, contractor or agency staff or self-employed do you have working for you right now that are not on the payroll (ADD IF A CHARITY A0/1: Please include volunteers)? (RANGE 0-999)

	Enter number	DK	REF
A2b (temporary/casual)		97	98
A2c (not on the payroll)		97	98

A3) ASK TOP-UP SAMPLE ONLY
(IF I have [READ OUT SECTOR DESCRIPTION FROM SAMPLE] as a general classification of your [ANSWER AT A-2]'s principal activity. Bearing in mind this is a general classification only, does this sound about right?

Yes	1
No	2

ASK IF SECTOR DESCRIPTION NOT CORRECT AT A3, OR PANEL WHOSE ACTIVITY CHANGED (A-1/6)

A4) **What is the principal activity of your [ANSWER AT A-2]? PROBE AS NECESSARY:**

- **What is the main product or service of this [ANSWER AT A-2]?**
- **What exactly is made or done at this [ANSWER AT A-2]?**

PROBE FULLY. RECORD DETAILS AND CODE BELOW. CODE TO 4 DIGITS

ASK TOP-UP SAMPLE, OR PANEL WHOSE LEGAL STATUS CHANGED (A-1/3)

A5) **What is the legal status of your [ANSWER AT A-2]? (ADD IF A CHARITY A0/1: This is in addition to your charitable status). DO NOT READ OUT, BUT PROMPT IF NECESSARY. SINGLE CODE ONLY**

Sole proprietorship/trader	1
Private limited company, limited by shares (LTD.)	2
Public Ltd Company (PLC)	3
Partnership	4
Limited liability partnership	5
Private company limited by guarantee	6
Community Interest Company (CIC, limited by guarantee or shares)	7
Friendly Society	8
A Co-operative/Cooperative society	9
Industrial and Provident Society	10
Private Unlimited Company	11
Foreign Company	12
A trust	13
An unincorporated association	14
Community Benefit Society	15
Charitable Incorporated Organisation	16
Other (SPECIFY)	17
Don't know	97
Refused	98

ASK ALL

A6) **In which year did your [ANSWER AT A-2] first start trading? This includes under all ownerships and all legal statuses?**

	Enter Year (4 DIGITS STARTING 10-20)	DK	REF
A6 (first started trading)		97	98

ASK IF DON'T KNOW (97) AT A6

A7) **Did it first start trading.....** READ OUT. SINGLE CODE ONLY

In the last five years?	1
6 – 10 years ago?	2
11 – 20 years ago?	3
More than 20 years ago?	4
Don't know	97

ASK TOP-UPS ONLY

A8) **Our records have the following as a postcode for your [ANSWER AT A-2] [READ OUT POSTCODE FROM DATABASE]? Can I check that this is the postcode of (IF A1/1 your [ANSWER AT A-2]; IF A1/NOT 1: one of your [ANSWER AT A-2]'s sites in the UK), or your home postcode?** SINGLE-CODE. PROBE WHETHER POSTCODE IS FOR A BUSINESS SITE, OR A HOME POSTCODE

Postcode correct – business site (not home postcode)	1
Postcode correct– home postcode (may also be business site)	2
Postcode correct – won't say if business site or home postcode	3
No - incorrect	4
Refused	98

ASK IF POSTCODE IS INCORRECT (A8/4), OR PANEL THAT MOVED HEAD OFFICE (A-1/2)

A8A) **Could you tell me the postcode of your [ANSWER AT A-2]'s main UK site please?** WRITE IN

	1
Refused	98

ASK IF POSTCODE NOT CORRECT (A8/4) OR REFUSED (A8/98) OR MOVED OFFICE (A-1/2)

A9) **Is your [ANSWER AT A-2]'s main UK site in...?** SINGLE-CODE

England	1
Scotland	2
Wales	3
Northern Ireland	4
DO NOT READ OUT: None of the above (E.G. CHANNEL ISLANDS, ISLE OF MAN)	5
Don't know	97

IF NONE OF THESE (CODE 5), CLOSE

DUMA9 USE INFO FROM A9 '1-4' OR, IF A9 'DK OR NOT ASKED', USE INFO FROM SAMPLE

England	1
Scotland	2
Wales	3
Northern Ireland	4

ASK TOP-UPS IF POSTCODE IS NOT CORRECT (A8/4) OR REFUSED (A8/98) OR NOT STATED WHETHER BUSINESS SITE/HOME (A8/3), OR PANEL THAT MOVED HEAD OFFICE (A-1/2)

A10) **Does your [ANSWER AT A-2] have separate business premises to your or someone else's home address? i.e. your [ANSWER AT A-2] is based somewhere else other than at your or someone else's home.**

Yes	1
No	2
Refused	98

ASK TOP-UPS, AND PANEL IF OWNERSHIP CHANGED (A-1/7)

A11) **How many working owners and partners does the [ANSWER AT A-2] have? Please include yourself if you are a working owner or partner. NB: CODE NOT APPLICABLE IF THIS QUESTION IS NOT RELEVANT**

	Enter number	DK	REF	N/A
A11 (owner/partners)		97	98	99

ASK TOP-UPS, AND PANEL IF OWNERSHIP CHANGED (A-1/7), AND IF MORE THAN ONE OWNER/PARTNER (A11 NOT '0-1')

A12) **Is your [ANSWER AT A-2] a family owned business, that is one which is majority owned by members of the same family?**

Yes	1
No	2
Refused	98

ASK TOP-UPS ONLY IF FAMILY-OWNED BUSINESS (A12/1), OR IF ONE OWNER ONLY (A11 '1'). DO NOT ASK IF A SOLE PROPRIETOR (A5/1)

A13) **For how many generations has the [ANSWER AT A-2] been in the control of the same family? SINGLE-CODE**

1	1
2	2
3	3
4	4
Other [PLEASE SPECIFY]	95
Don't know	97
Refused	98

NO A14-A15

ASK SOLE PROPRIETORS (A5/1), OR PANEL SOLE PROPRIETORS IN 2016 THAT HAVE NOT CHANGED THEIR LEGAL STATUS (NOT A-1/3)

A16) **Can I just confirm that there are no other managers involved in running the [ANSWER AT A-2] except yourself? SINGLE-CODE**

There are no others involved	1
There are others involved	2

ASK TOP-UPS THAT ARE NOT SOLE PROPRIETORS (A5/NOT 1), IF SOLE PROPRIETORSHIP WITH OTHER MANAGERS (A16/2). ASK PANEL THAT CHANGED NUMBERS OF DIRECTORS (A-1/4)

A17) **Does your [ANSWER AT A-2] have any directors in day to day control of your [ANSWER AT A-2] who are not owners or partners? IF YES: How many?**

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

No other directors/partners.....96
 Don't know ...97
 Refused ... 98

ASK TOP-UPS IF NUMBER OF DIRECTORS/PARTNERS AT A17/1+ OR IF A11/2+

A18) ASK PANEL IF CHANGED NUMBER OF DIRECTORS (A-1/4 AND [A17/1+ OR A11/2+])
How many, if any, of your directors and partners are women? ENTER NUMBER (RANGE = ZERO UP TO VALUE AT A17 + A11)

ASK TOP-UPS IF NUMBER OF DIRECTORS/PARTNERS AT A17/1+ OR IF A11/2+

A19) ASK PANEL IF CHANGED NUMBER OF DIRECTORS (A-1/4 AND [A17/1+ OR A11/2+])
How many, if any, of your directors and partners are from ethnic minority groups? ENTER NUMBER (RANGE = ZERO UP TO VALUE AT A17 + A11)

	Enter number	DK	REF
A18 (women)		97	98
A19 (ethnic minority)		97	98

ASK IF ANY BELONG TO ETHNIC MINORITY GROUPS (A19>0)

A20) **Which ethnic groups do the owners, partners or directors belong to?** PROMPT AS NECESSARY. MULTICODE.OK

Mixed White and Black Caribbean	1
Mixed White and Black African	2
Mixed White and Asian	3
Any other mixed background [PLEASE SPECIFY]	4
Indian	5
Pakistani	6
Bangladeshi	7
Any other Asian background [PLEASE SPECIFY]	8
Black Caribbean	9
Black African	10
Any other Black background [PLEASE SPECIFY]	11
Chinese	12
Arab	13
Gypsy or Irish Traveller	14
Any other ethnic group [PLEASE SPECIFY]	95
Don't know	97
Refused	98

ASK TOP-UPS IF NUMBER OF OWNERS AT A11/2+, AND PANEL IF CHANGE IN OWNERSHIP (A-1/7)

A21) **Is more than 50% of the [ANSWER AT A-2] owned by women?**

Yes	1
No	2
Don't know	97

ASK TOP-UPS IF SOLE PROPRIETORSHIP WITH NO OTHER MANAGERS (A16/1) OR IF ONLY ONE OWNER (A11=1 AND A17=96 {NONE});

A22) ASK PANEL IF NOT ASKED QUESTION IN 2016 AND [(A16/1) OR (A11/1 and A17/96 {NONE})] **Which ethnic group do you consider you belong to?** PROMPT AS NECESSARY. SINGLE CODE ONLY.

White British (including white English, Scottish, Welsh or Northern Irish)	1
White Irish	2
Any other white background (PLEASE SPECIFY)	3
Mixed White and Black Caribbean	4
Mixed White and Black African	5
Mixed White and Asian	6
Any other mixed background [PLEASE SPECIFY]	7
Indian	8
Pakistani	9
Bangladeshi	10
Any other Asian background [PLEASE SPECIFY]	11
Black Caribbean	12
Black African	13
Any other Black background [PLEASE SPECIFY]	14
Chinese	15
Arab	16
Gypsy or Irish Traveller	17
Any other ethnic group [PLEASE SPECIFY]	95
Don't know	97
Refused	98

SECTION B: EMPLOYMENT

B1) ASK TOP-UP ONLY IF TRADING FOR AT LEAST ONE YEAR (NOT A6=2017)
You said earlier that your [ANSWER AT A-2] currently has [INSERT A2 RESPONSE] employees on the payroll, excluding owners and partners. How many employees did the [ANSWER AT A-2] have on the payroll 12 months ago across all UK sites (still excluding owners and partners)?

- INCLUDE FULL AND PART TIME
- INCLUDE TEMPORARIES/CASUALS, BUT NOT AGENCY STAFF
- EXCLUDE SELF-EMPLOYED
- EXCLUDE OWNERS/PARTNERS, BUT OTHER DIRECTORS COUNT AS EMPLOYEES

Enter Number (RANGE 0-9,999)

Don't know / Uncertain ...97
 Refused ...98

B1a) TO COMPLETE IF FIGURE GIVEN AT B1
 INTERVIEWERS TO RE-ENTER NUMBER OF EMPLOYEES INTO RANGE. DO NOT ASK. SINGLE CODE ONLY

0-9	1
10-99	2
100-999	3
1000 or more	4

B2) ASK IF UNCERTAIN HOW MANY EMPLOYEES EMPLOYED 12 MONTHS AGO (B1/X)
Could you please tell me, was it....? READ OUT. SINGLE-CODE

More than currently	1
The same	2
Fewer	3
DO NOT READ OUT: Don't know	97

B3) ASK IF NUMBER OF EMPLOYEES 12 MONTHS AGO IS LESS THAN NUMBER OF EMPLOYEES CURRENTLY EMPLOYED BY TEN OR MORE (B1<A2)
Could I just check that you employed fewer paid staff a year ago than you do now? SINGLE-CODE

Yes	1	CONTINUE
No	2	RE-ASK B1 (BUT THEN SKIP B3 AND B4)

B4) ASK IF NUMBER OF EMPLOYEES 12 MONTHS AGO IS GREATER THAN NUMBER OF EMPLOYEES CURRENTLY EMPLOYED BY TEN OR MORE (B1>A2)
Could I just check that you employed more paid staff a year ago than you do now? SINGLE-CODE

Yes	1	CONTINUE
No	2	RE-ASK B1 (BUT THEN SKIP B3 AND B4)

ASK ALL

B5) **How many employees do you expect the [ANSWER AT A-2] to have on the payroll in the UK in twelve-month's time (excluding owners and partners)?**

- INCLUDE FULL AND PART TIME
- INCLUDE TEMPORARIES/CASUALS, BUT NOT AGENCY STAFF
- EXCLUDE SELF-EMPLOYED
- EXCLUDE OWNERS/PARTNERS, BUT OTHER DIRECTORS COUNT AS EMPLOYEES

Enter Number (RANGE 0-9,999)

Don't know / Uncertain ...97
Refused ...98

B5a) TO COMPLETE IF FIGURE GIVEN AT B5
INTERVIEWERS TO RE-ENTER NUMBER OF EMPLOYEES INTO RANGE. DO NOT ASK.
SINGLE CODE ONLY

0-9	1
10-99	2
100-999	3
1000 or more	4

B6) ASK IF UNCERTAIN HOW MANY PEOPLE EXPECT TO EMPLOY IN 12 MONTH'S TIME (B5/97)
Could you tell me whether you expect it to be...? READ OUT. SINGLE-CODE

More than currently	1
About the same	2
Fewer	3
DO NOT READ OUT: Don't know	97

SECTION C: EXPORTS

ASK ALL

C1) **I'd now like to ask you a few questions about export activity. By this I mean any goods or services sold by you to an individual or organisation based outside of the UK.**

[ADD AS NECESSARY] **This includes transactions you might make with any branch or subsidiary that you have that is located outside of the UK.**

[ASK ALL] **In the past 12 months did your [ANSWER AT A-2] export any SERVICES outside of the UK? This could include commissions, royalties and licences (ADD IF IN NORTHERN IRELAND: This includes sales to the Republic of Ireland). This does not include exports of goods.**

Yes	1
No	2
Don't know	97

C1a) ASK IF EXPORTED ANY SERVICES OUTSIDE OF THE UK (C1/1)
Approximately what percentage of your turnover in the last 12 months was accounted for by service exports? WRITE IN

Enter Proportion (RANGE 0-100%)

Don't know97
 Refused 98

C1b) ASK IF UNCERTAIN/DK AT C1a
Would you say it was....? READ OUT. SINGLE-CODE

Up to 5% of turnover	1
Up to 10%	2
Up to 25%	3
Up to 50%	4
Up to 75%	5
Up to 90%	6
More than 90%	7
Don't know	97

C2) ASK ALL
And in the past 12 months did your [ANSWER AT A-2] export any GOODS outside of the UK? (ADD IF IN NORTHERN IRELAND: This includes sales to the Republic of Ireland). This does not include any exports of services.

Yes	1
No	2
Don't know	97

C2a) ASK IF EXPORTED ANY GOODS OUTSIDE OF THE UK (C2/1)
Approximately what percentage of your turnover in the last 12 months was accounted for by goods exports? WRITE IN

Enter Proportion (RANGE 0-100%)

Don't know97
 Refused 98

C2b) ASK IF UNCERTAIN/DK AT C2a
Would you say it was....? READ OUT. SINGLE-CODE

Up to 5% of turnover	1
Up to 10%	2
Up to 25%	3
Up to 50%	4
Up to 75%	5
Up to 90%	6
More than 90%	7
Don't know	97

C2c) ASK IF CURRENTLY SELL OUTSIDE UK (C1/1 OR C2/1)
In the past 12 months have you exported to... READ OUT AND MULTICODE 1-2

The European Union?	1
Non-European Union countries?	2
Don't know	97
Refused	98

C2d) ASK IF ANY EXPORTS TO THE EU (C2c/1)
Approximately what percentage of your turnover in the last 12 months was accounted for by exports to the European Union? WRITE IN

Enter Proportion (RANGE 0-100%)

Don't know97
 Refused 98

C2e) ASK IF UNCERTAIN/DK AT C2d
Would you say it was....? READ OUT. SINGLE-CODE

Up to 5% of turnover	1
Up to 10%	2
Up to 25%	3
Up to 50%	4
Up to 75%	5
Up to 90%	6
More than 90%	7
Don't know	97

C2f) ASK ALL IN SCOTLAND ONLY
And do you sell goods or services or licence your product to the rest of the UK, i.e. England, Wales or Northern Ireland?

Yes	1
No	2
Uncertain	3

C2g) ASK ALL
In the past 12 months, have you directly imported goods or services from... READ OUT AND MULTICODE 1-2

The European Union?	1
Non-European Union countries?	2
Neither	3
Don't know	97
Refused	98

C3) ASK IF DO NOT CURRENTLY SELL OUTSIDE UK (C1/2 AND C2/2), EXCEPT PANELISTS THAT EXPORTED LAST YEAR
Do you have plans to start exporting or licensing your goods or services outside the UK? IF YES: Do you think this will be in the next 12 months or further in the future? SINGLE-CODE

Yes - next 12 months	1
Yes – further in the future	2
No	3

C3a) ASK PANELISTS THAT WERE PREVIOUSLY EXPORTING IN 2016, BUT NOT NOW (I.E. NOT C1/1 AND NOT C2/1)
In the previous survey you said you exported goods or services, but not now. Do you have plans to export again in the next 12 months?

Yes	1
No	2
Don't know	97
Refused	98
Don't recall saying they exported 12 months before	99

C3b) ASK ALL CURRENTLY SELLING OUTSIDE UK (C1/1 OR C2/1)
In which year did your [ANSWER AT A-2] first sell goods or services, or license its products overseas?

	Enter Year (4 DIGITS STARTING 10-20)	DK	REF
C3b (first started exporting)		97	98

C4) ASK IF DON'T KNOW (97) AT C3b
Was it..... READ OUT. SINGLE CODE ONLY

In the last five years?	1
6 – 10 years ago?	2
11 – 20 years ago?	3
More than 20 years ago?	4
Don't know	97

C4a) ASK IF CURRENTLY SELL OUTSIDE UK (C1/1 OR C2/1)
Do you plan to increase your levels of exports over the next few years? SINGLE CODE.

Yes	1
No	2
Don't know	97

ASK TOP-UPS ONLY IF HAVE BEEN SELLING OUTSIDE UK FOR MORE THAN TWO YEARS (VALUE OR DK/REF AT A6 WHICH IS NOT 2016-17)

- C5) **During the time you have been selling or licensing products overseas, have you had overseas sales every year or have there been some years where you haven't made any sales at all to overseas customers?**
SINGLE-CODE

Overseas sales every year (since started doing business overseas)	1
Some years with no overseas sales	2
Don't know	97

ASK TOP-UPS IF SOME YEARS WITH NO OVERSEAS SALES (C5 '2'), OR PANELISTS THAT WERE PREVIOUSLY EXPORTING IN 2016, BUT NOT NOW (I.E. NOT C1/1 AND NOT C2/1) (ADD IF PANELISTS; **Why have you not exported in the last 12 months?**)

- C5a)

(ASK TOP UPS) **Why have there have been some years with no overseas sales?** DO NOT PROMPT. MULTI-CODE OK

Don't have the time to pursue exporting	1
Lack knowledge of how best to export	2
Exporting is too risky	3
Exporting is not profitable	4
Prefer to concentrate on UK markets	5
Only have occasional 'one-off' orders from overseas	6
Other (SPECIFY)	95
Don't know	97
Refused	98
Don't recall they were exporting goods or services before	99

ASK IF NOT EXPORTING AND NO PLANS TO DO SO (C3 '3')

- C6) **Does your [ANSWER AT A-2] have any goods or services that are suitable for exporting?**

Yes	1
No	2
Don't know	97
Refused	98

SECTION D: SOCIAL ENTERPRISES

ASK ALL

- D1) **I would now like to ask about the goals of your [TEXT AT A-2]. For each of these goals that I read out, please tell me whether it has been of high, medium or little importance to your [TEXT AT A-2], over the past five years, or whether it is not relevant. RANDOMISE ORDER OF B-F, A SHOULD ALWAYS COME FIRST. SINGLE CODE FOR EACH.**

	High importance	Medium importance	Little importance	Not relevant	DK	Ref
(a) financial goals, e.g., relating to turnover or profit	1	2	3	4	97	98
(b) offering solutions to problems of health and/or ageing	1	2	3	4	97	98
(c) fighting economic and/or social exclusion, e.g. by supporting vulnerable or disadvantaged people	1	2	3	4	97	98
(d) working to enhance civic and community engagement	1	2	3	4	97	98
(e) serving the members of your organisation such as in a mutual, a social or a sports club	1	2	3	4	97	98
(f) offering solutions to environmental problems, such as climate change or food waste	1	2	3	4	97	98

NO D2

ASK IF LITTLE, MEDIUM OR HIGH (1-3) TO ANY OF D1b-D1f

- D3) **To help understand the importance of the different goals, can you tell me, are these social or environmental goals, ... READ OUT. SINGLE CODE ONLY. NB: IF THEY HAVE BOTH SOCIAL AND ENVIRONMENTAL GOALS, FOCUS ON THE MOST IMPORTANT**

Your [TEXT AT A-2]'s only concern	1
Your [TEXT AT A-2]'s primary concern	2
Equal to financial or other goals	3
Secondary to financial or other goals, or	4
Non-existent	5
Don't know	97
Refused	98

NO D4-D8

ASK ALL

- D9) **Over the past five financial years, what approximately has been the average proportion of your income from the following sources... READ OUT AND ASK FOR A PERCENTAGE FOR EACH (0-100%)**

	% (0-100)		DON'T KNOW	REFUSED
a. Trading or commercial activity, that is selling products or services to the public or other organisations			97	98
b. Grants and donations			97	98
c. Membership fees			97	98
d. Other sources (SPECIFY)			97	98

D11) ASK ALL
Taking into account all sources of income in the last financial year, did you generate a profit or surplus?

Yes	1
No	2
Don't know	97
Refused	98

ASK IF GENERATED A PROFIT/SURPLUS IN THE LAST FINANCIAL YEAR (D11/1) AND IF LITTLE, MEDIUM OR HIGH (1-3) TO ANY OF D1b-D1f

D11a) **What was done with this profit or surplus, did you use at least half of it to further your....**

- (IF D1f IS NOT/1-3) **social goals?**
- (IF D1b-e ARE NOT/1-3) **environmental goals?**
- (IF D1f/1-3 AND D1b-e/1-3) **social/environmental goals?**

Yes	1
No	2
Don't know	97
Refused	98

NO D12-D16

D17) ASK ALL
 (IF NO EMPLOYEES A2/0 OR DnB TOP-UPS) **Do you have any principles or commitments in place for what you do with profits or surpluses?**

(OTHERS) **Do you have any rules or restrictions in place for what you do with profits or surpluses?**

Yes	1
No	2
Don't know	97
Refused	98

ASK ALL THAT HAVE RULES OR RESTRICTIONS (D17/1) AND IF LITTLE, MEDIUM OR HIGH (1-3) TO ANY OF D1b-D1f

D17a) (IF NO EMPLOYEES A2/0 OR DnB TOP-UPS) **Do these principles or commitments say to use at least half of the profits or surpluses to further....**

(OTHERS) **Do these rules or restrictions say that you have to use at least half of the profits or surpluses to further....**

- (IF D1f IS NOT/1-3 AND NOT D2a/1-3) **social goals?**
- (IF D1b-e ARE NOT/1-3 AND NOT D2a/1-3) **environmental goals?**
- ((IF D1f/1-3 OR D2a/1-3) AND D1b-e/1-3) **social/environmental goals?**

Yes	1
No	2
Don't know	97
Refused	98

SECTION E: ENERGY USAGE

ASK ALL IN GREAT BRITAIN (NOT NORTHERN IRELAND), EXCEPT (DO NOT ASK)

.....TOP-UPS WITH DOMESTIC PREMISES (A8/2 OR A10/2) OR

....ALL PANELISTS (UNLESS MOVED BUSINESS PREMISES I.E. A10/1 IN 2017)

- E1) **I would now like to ask you some questions about your premises and energy provision. Which of the following describe your [ANSWER AT A-2]'s main premises?** READ OUT. SINGLE-CODE

Rented from a private or commercial landlord	1
Owned by you or your [ANSWER AT A-2]	2
Leased	3
Other (SPECIFY)	4
Don't know	97
Refused	98

FILTER AS E1

- E2) **How do you pay your energy bills?** READ OUT. SINGLE-CODE

Directly to energy company (ies)	1
Payment for individual bills is passed to your landlord or management agent	2
Payment is included in the rent or standing charge	3
Other (SPECIFY)	4
Don't know	97
Refused	98

NO E3-E5

ASK ALL IN GREAT BRITAIN (NOT NORTHERN IRELAND), EXCEPT (DO NOT ASK)

.....TOP-UPS WITH DOMESTIC PREMISES (A8/2 OR A10/2) OR

....PANELISTS WITH DOMESTIC PREMISES IN 2016 (UNLESS THIS HAS CHANGED I.E. A10/1 IN 2017)

- E6) **Has your [ANSWER AT A-2] undertaken an energy audit in the last 12 months? This is an assessment by an energy expert of the amount of energy you use, and ways in which energy consumption can be reduced.**

Yes	1
No	2
Don't know	97
Refused	98

NO E7

E8) FILTER AS E6
As far as you are aware, do your main premises have any smart or advanced meters for gas or electricity?

(ADD AS NECESSARY) **Both smart meters and advanced meters record information on energy usage and send meter readings directly to energy suppliers. This means meter readings are provided automatically and remotely rather than having to be read off manually from the meter.**

SINGLE CODE ONLY. PROBE TYPE OF ENERGY THEY HAVE SMART/ADVANCED METERS FOR

Yes – both gas and electricity	1
Yes – gas only	2
Yes – electricity only	3
No – do not have smart/advanced meters	4
Don't know	97
Refused	98

E9) ASK IF HAVE ANY SMART/ADVANCED METERS (E8/1-3)
Does your [ANSWER AT A-2] actively monitor its energy consumption, using energy data available from smart or advanced meters, to help manage its energy use?

Yes	1
No	2
Don't know	97
Refused	98

SECTION F: TAXATION

NO F1-F4

ASK ALL

F5) **Do you have a formal written business plan? IF YES: Is this kept up to date? SINGLE-CODE**

Yes – kept up to date	1
Yes – but not kept up to date	2
No	3
Don't know	97
Refused	98

- F6) ASK ALL
Which of the following UK taxes is your [ANSWER AT A-2] liable to submit returns to HMRC for? READ OUT. SINGLE CODE FOR EACH

	YES	NO	DK	REF
(DO NOT ASK DNB SAMPLE) VAT	1	2	97	98
(SOLE/PARTNER ONLY ²²) Self-assessment for the self-employed or partnerships	1	2	97	98
(COMPANIES/OTHER ONLY ²³) Company tax, also known as Corporation Tax	1	2	97	98

- F7) ASK ALL
Do you pay for the services of external agents, accountants or advisers to manage the tax affairs of your business?

Yes	1
No	2
Don't know	97
Refused	98

- F8) ASK ALL
In which of these ways does your [ANSWER AT A-2] keep records for tax purposes? (ADD IF USE AGENTS F7/1: That is, before you pass these on to agents, accountants or advisers). Do you use... READ OUT. MULTICODE 1-3, 95

Record keeping software?	1
Spreadsheets e.g. excel?	2
Paper-based records?	3
Other (SPECIFY)	95
(DNRO) Do not keep records for tax	96
Don't know	97
Refused	98

²² Defined as A5/1, 4-5 (OR A5/1, 4-5 in 2016 survey if legal status unchanged i.e. NOT A-1/3)

²³ Defined as everybody else

SECTION G: OBSTACLES

NO G1

ASK ALL

- G2) **I'd like to ask you now some questions about issues, obstacles or difficulties that your [ANSWER AT A-2] might face in achieving your business objectives. Which of the following would you say are major obstacles to the success of your [ANSWER AT A-2] in general? READ OUT. RANDOMISE CODES 1-8 ONLY. CODES 9-10 MUST ALWAYS BE AFTER CODES 1-8. MULTICODE OK 1-10, 95**

Obtaining finance	1
Taxation, VAT, PAYE, National Insurance, business rates	2
Staff recruitment and skills	3
Regulations/red tape	4
Availability/cost of suitable premises	5
Competition in the market	6
Workplace pensions	7
Late payment	8
UK exit from the EU	9
National Living Wage	10
Any other major issues or obstacles? (SPECIFY)	95
None of these	96
Don't know/No opinion	97
Refused	98

NO G3-G4

ASK IF MENTION REGULATIONS/RED TAPE AS A MAJOR OBSTACLE (G2/4)

- G5) **Which regulations do you consider to be major obstacles to the success of your [ANSWER AT A-2]? DO NOT READ OUT. MULTICODE OK 1-11, 95**

Building and construction regulations	1
Employment regulations	2
Environmental regulations	3
Financial services regulations	4
Health and safety	5
Local Authority/council regulations	6
Planning applications	7
Providing information/record-keeping	8
Sector specific regulations	9
Tax-related	10
No specific regulations/all regulations	11
Other (SPECIFY)	95
None in particular	96
Don't know	97
Refused	98

NO G6-G7

- G8) ASK IF MENTION UK EXIT FROM THE EU AS A MAJOR OBSTACLE (G2/9)
Which of these, if any, are the obstacles that your [ANSWER AT A-2] faces because of the UK's forthcoming exit from the EU? READ OUT 1-5, 95. RANDOMISE ORDER 1-4.
 MULTICODE OK 1-5

Difficulty in recruiting skilled labour	1
Difficulty in recruiting unskilled labour	2
Increase in import costs	3
Decrease in investment	4
Uncertainty about future regulatory changes	5
Uncertainty about future access to EU markets	6
Anything else (SPECIFY)	95
No particular obstacles	96
Don't know	97
Refused	98

SECTION H: FINANCE

- H1) ASK TOP-UPS ONLY
I would now like to ask you some questions about finance for your [ANSWER AT A-2]. Firstly, Is the main bank or building society account you use for business purposes a...READ OUT

Current account in the name of the [ANSWER AT A-2]	1
Or a personal current account	2
Other (SPECIFY)	95
No dealings with banks/building societies	96
Don't know	97
Refused	98

- H1A) ASK PANEL ONLY
Have you switched the main bank or building society account you use for business purposes in the last 12 months?

Yes	1
No	2
Don't know	97
Refused	98

ASK ALL TOP-UPS WITH CURRENT ACCOUNTS (H1/1-2), AND PANELISTS THAT SWITCHED (H1A/1)

H2)

Which is the main bank or financial institution used by your [ANSWER AT A-2] for its current account? ADD IF NECESSARY: Your answer will be treated in the strictest confidence, BEIS only want to know this so that they can better understand how banks are meeting the needs of small businesses. DO NOT READ OUT. SINGLE CODE ONLY. NB: NOTE DIFFERENCE BETWEEN BANK OF SCOTLAND AND ROYAL BANK OF SCOTLAND

Alliance & Leicester	1
Bank of Ireland	2
Bank of Scotland (HBOS)	3
Barclays	4
Clydesdale Bank	5
Co-operative Bank	6
Danske Bank/Northern Bank	7
First Trust	8
Halifax	9
HSBC	10
Lloyds Bank	11
NatWest	12
Royal Bank of Scotland (RBS)	13
Santander	14
TSB	15
Ulster Bank	16
Other (SPECIFY)	95
Don't know	97
Refused	98

ASK ALL

H3 **Are you currently using any of these types of external finance for your [ANSWER AT A-2]?**
 READ OUT. RANDOMISE ORDER OF READING 1-11,95. MULTICODE OK

Bank overdraft facility	1
Commercial mortgage	2
Credit cards	3
Equity Finance, e.g. where a share of the business is sold to investors or other people	4
Factoring/invoice discounting	5
Government or local authority grants or schemes	6
Leasing or hire purchase	7
Loan from a bank, building society or other financial institution	8
Loan from family/friend	9
Loan from business partner/directors/owner	10
Loan from a peer to peer platform	11
Other finance (SPECIFY)	95
None of these	96
Don't know	97
Refused	98

ASK IF EQUITY FINANCE MENTIONED (H3/4)

H3a) **Who did you obtain your equity finance from?** READ OUT 1-7, 95. M/C 1-7, 95

From a Business Angel?	1
From a Venture Capitalist/VC?	2
From any other third-party organisation/ another business?	3
From within your [ANSWER AT A-2]?	4
From a member of family or a friend?	5
From a crowd funding platform?	6
Public equity (e.g issue of shares on public market)	7
Other form of equity (SPECIFY)	95
Don't know	97
Refused	98

ASK ALL

H4) **Have you tried to obtain external finance for your [ANSWER AT A-2] in the past 12 months?**
 NB: THIS CAN INCLUDE LOANS FROM FRIENDS AND FAMILY AND ACTIVE RE-ARRANGEMENT OF OVERDRAFT FACILITY. SINGLE CODE ONLY. IF YES, PROBE WHETHER TRIED TO OBTAIN EXTERNAL FINANCE ONCE OR MORE THAN ONCE IN THE LAST 12 MONTHS

Yes - once	1
Yes – more than once	2
No	3
Don't know	97
Refused	98

H4a) ASK ALL THAT APPLIED IN LAST 12 MONTHS (H4/1-2):
Did your [ANSWER AT A-2] apply for external finance for the first time in the last 12 months, or had you sought external finance before this? SINGLE CODE ONLY

First time in last 12 months	1
Have sought external finance before this	2
Don't know	97
Refused	98

H5) ASK ALL THAT APPLIED IN LAST 12 MONTHS (H4/1-2):
Please can you tell me all the types of finance that your [ANSWER AT A-2] sought in the last 12 months? Please include applications for all types of finance including where you failed to obtain it. Please include renewals and extensions to existing facilities, e.g. to overdrafts, credit cards and loans. PROMPT IF NECESSARY. MULTICODE OK

Bank overdraft facility	1
Commercial mortgage	2
Credit cards	3
Equity Finance, e.g. where a share of the business is sold to investors or other people	4
Factoring/invoice discounting	5
Government or local authority grant or scheme	6
Leasing or hire purchase	7
Loan from a bank, building society or other financial institution	8
Loan from family/friend	9
Loan from business partner/directors/owner	10
Loan from a Peer to peer platform	11
Other finance (SPECIFY)	95
Don't know	97
Refused	98

H5a) ASK IF EQUITY FINANCE MENTIONED (H5/4)
Who did you seek equity finance from? READ OUT 1-7, 95. M/C 1-7, 95

From a Business Angel?	1
From a Venture Capitalist/VC?	2
From any other third-party organisation/ another business?	3
From within your [ANSWER AT A-2]?	4
From a member of family or a friend?	5
From a crowd funding platform?	6
Public equity (e.g issue of shares on public market)	7
Other form of equity (SPECIFY)	95
Don't know	97
Refused	98

H6)

ASK ALL THAT NAME TYPE OF FINANCE APPLIED FOR IN LAST 12 MONTHS (H5/1-11, 95):
(ADD IF H5/1-11, 95 MULTI-CODED: **For each the types of finance you sought in the last 12 months), Please tell me whether you obtained all that you applied for, some but not all, or no finance.** SHOW AND READ OUT EACH TYPE OF FINANCE APPLIED FOR AT H5.

	All	Some	None	Decision pending	Don't know	Refused
(a) Bank overdraft facility	1	2	3	4	97	98
(b) Commercial mortgage	1	2	3	4	97	98
(c) Credit cards	1	2	3	4	97	98
(d) Equity Finance	1	2	3	4	97	98
(e) Factoring/invoice discounting	1	2	3	4	97	98
(f) Government or local authority grants	1	2	3	4	97	98
(g) Leasing or hire purchase	1	2	3	4	97	98
(h) Loan from a bank, building society etc.	1	2	3	4	97	98
(i) Loan from family/friend	1	2	3	4	97	98
(j) Loan from business partner/director/owner	1	2	3	4	97	98
(k) Loan from peer to peer platform	1	2	3	4	97	98
(l) Other finance	1	2	3	4	97	98

H7)

ASK ALL THAT OBTAINED NO FINANCE FROM A SOURCE (H6A-L/3):
(ADD IF H6a-l/3 MULTI-CODED: **For each source), Did you not obtain finance because you turned down the terms and conditions on offer, or was this because the finance was not approved.** SHOW AND READ OUT EACH TYPE NOT GAINED AT H6a-l

	Turned down terms	Finance not approved	Other reason	Don't know	Refused
(a) Bank overdraft facility	1	2	3	97	98
(b) Commercial mortgage	1	2	3	97	98
(c) Credit cards	1	2	3	97	98
(d) Equity Finance	1	2	3	97	98
(e) Factoring/invoice discounting	1	2	3	97	98
(f) Government or local authority grants	1	2	3	97	98
(g) Leasing or hire purchase	1	2	3	97	98
(h) Loan from a bank, building society etc.	1	2	3	97	98
(m) Loan from family/friend	1	2	3	4	97
(n) Loan from business partner/director/owner	1	2	3	4	97
(i) Loan from peer to peer platform	1	2	3	97	98
(j) Other finance	1	2	3	97	98

H7a) ASK ALL THAT APPLIED IN LAST 12 MONTHS (H4/1-2)
In the last 12 months, what did you try to obtain finance for? Was it... READ OUT AND CODE BOTH OPTIONS

	Yes	No	Don't know	Refused
(i) For working capital or cashflow?	1	2	97	98
(ii) For other reasons?	1	2	97	98

H7b) ASK ALL THAT SOUGHT FINANCE FOR OTHER REASONS (H7AII/1)
Did you try and obtain finance in the last 12 months for any of these reasons? READ OUT 1-7, 95. MULTIICODE OK

Acquisition of capital equipment or vehicles	1
Buying, renting, leasing or improving buildings or land	2
Investment in a new or significantly improved process	3
Investment in a new or significantly improved goods or services	4
Marketing	5
Staff training or development	6
Any other type of investment in your [ANSWER AT A-2] (SPECIFY)	7
Other reasons (SPECIFY)	95
Don't know	97
Refused	98

H7c) ASK ALL THAT SOUGHT FINANCE FOR INVESTMENT (H7B/1-7)
Of all the investments in your [ANSWER AT A-2] you undertook in the last 12 months, what proportion was being funded by external finance (as opposed to internal funds)? READ OUT. SINGLE CODE ONLY

0-19 per cent	1
20-39%	2
40-59%	3
60-79%	4
80-99%	5
100%	6
Don't know	97
Refused	98

H7d) ASK ALL THAT SOUGHT FINANCE FOR INVESTMENT IN NEW PROCESSES (H7B/3)
Were any of these new or significantly improved processes that you planned to invest in new to your industry, or were they just all new to your [ANSWER AT A-2] SINGLE CODE ONLY

At least some new to the industry	1
All just new to the [ANSWER AT A-2]	2
Don't know	97
Refused	98

H7e) ASK ALL THAT SOUGHT FINANCE FOR INVESTMENT IN NEW GOODS/SERVICES (H7B/4)
Were any of these new or significantly improved goods or service innovations new to the market, or were they just all new to your [ANSWER AT A-2] SINGLE CODE ONLY

At least some new to the market	1
All just new to the [ANSWER AT A-2]	2
Don't know	97
Refused	98

H8) ASK IF SOUGHT FINANCE FOR CASHFLOW (H7ai/1)
Which of these describe the reason for seeking external finance for cashflow? READ OUT.
 MULTICODE OK 1-4, 95

To cover a short-term gap until funds were received from customers	1
To cover a short-term gap due to unexpected expense e.g. late payment from a supplier	2
As a safety net, just in case	3
Working capital to fund general growth	4
Other (SPECIFY)	95
Don't know	96
Refused	97

H9a) ASK ALL WHO SOUGHT FINANCE IN THE LAST 12 MONTHS (H4/1-2)
In total, how much external finance did you seek in the last 12 months? (ADD IF H5/1: This includes the size of your overdraft facility, even if you do not use it all.)

RECORD EXACT FIGURE BELOW, IF NOT SURE, ASK FOR AN APPROXIMATE FIGURE.
 ALLOWED RANGE £0-£99,999,999

£									
---	--	--	--	--	--	--	--	--	--

Don't know 97
 Refused 98

H9b) TO COMPLETE IF FIGURE GIVEN AT H9a
 INTERVIEWERS TO RE-ENTER TURNOVER INTO RANGE. DO NOT ASK. SINGLE CODE ONLY

£0-£9	1
£10-£99	2
£100-£999	3
£1,000-£9,999	4
£10,000-£99,999	5
£100,000-£999,999	6
£1,000,000-£9,999,999	7
£10,000,000-£99,999,999	8

H9c)

ASK IF DK OR REF AT H9A

Which of these ranges does the amount of finance that you sought fall into? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY

Less than £1,000	1
£1,000 to £4,999	2
£5,000 to £9,999	3
£10,000 to £24,999	4
£25,000 to £49,999	5
£50,000 to £99,999	6
£100,000 to £249,999	7
£250,000 to £499,999	8
£500,000 to £999,999	9
£1 million to £1,999,999	10
£2 million to £3,999,999	11
£4 million to £9,999,999	12
£10 million to £19,999,999	13
£20 million or more	14
Don't know	97
Refused	98

H9d)

ASK ALL WHO OBTAINED FINANCE IN THE LAST 12 MONTHS (H6A-L/1-2)

And in total, how much external finance did you obtain in the last 12 months? (ADD IF H6a/1: This includes the size of your overdraft facility, even if you do not use it all.)

RECORD EXACT FIGURE BELOW, IF NOT SURE, ASK FOR AN APPROXIMATE FIGURE.
ALLOWED RANGE £0-£99,999,999

£									
---	--	--	--	--	--	--	--	--	--

Don't know 97
Refused 98

H9e)

TO COMPLETE IF FIGURE GIVEN AT H9d

INTERVIEWERS TO RE-ENTER TURNOVER INTO RANGE. DO NOT ASK. SINGLE CODE ONLY

£0-£9	1
£10-£99	2
£100-£999	3
£1,000-£9,999	4
£10,000-£99,999	5
£100,000-£999,999	6
£1,000,000-£9,999,999	7
£10,000,000-£99,999,999	8

ASK IF DK OR REF AT H9d

H9f)

Which of these ranges does the amount of finance that you got fall into? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY

Less than £1,000	1
£1,000 to £4,999	2
£5,000 to £9,999	3
£10,000 to £24,999	4
£25,000 to £49,999	5
£50,000 to £99,999	6
£100,000 to £249,999	7
£250,000 to £499,999	8
£500,000 to £999,999	9
£1 million to £1,999,999	10
£2 million to £3,999,999	11
£4 million to £9,999,999	12
£10 million to £19,999,999	13
£20 million or more	14
Don't know	97
Refused	98

ASK IF SOUGHT FINANCE FOR INVESTMENT (H7b/1-7) AND OBTAINED SOME BUT NOT ALL OF THE FINANCE THEY SOUGHT (H6a-1/2)

H9g)

Of the amount of external finance you sought for investment purposes in the last 12 months, approximately what proportion did you end up obtaining from these external sources? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY

0-19 per cent	1
20-39%	2
40-59%	3
60-79%	4
80-99%	5
100%	6
Don't know	97
Refused	98

H9h)

ASK IF SOUGHT FINANCE FOR INVESTMENT (H7b/1-7) AND OBTAINED SOME OR NONE OF THE FINANCE THEY SOUGHT (H6a-l/2-3). DO NOT ASK IF 100% AT H9g
Which of these describe the impact of not receiving all the external finance you needed for your investment plans? READ OUT. MULTICODE OK 1-4, 95

You received finance from internal sources in order to make the investment as planned	1
You went ahead with the investment, but on a smaller scale than planned	2
You went ahead with the investment, but it was delayed	3
You did not go ahead with the investment at all	4
Other (SPECIFY)	95
There was no impact	
Don't know	97
Refused	98

H9i)

ASK IF SOUGHT FINANCE FOR CASHFLOW (H7a/1 OR 3) AND OBTAINED SOME BUT NOT ALL OF IT (H6a-l/2)
Of the amount of external finance you sought for cashflow purposes in the last 12 months, approximately what proportion did you end up obtaining from these external sources? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY

0-19 per cent	1
20-39%	2
40-59%	3
60-79%	4
80-99%	5
100%	6
Don't know	97
Refused	98

H9j)

ASK IF SOUGHT FINANCE FOR CASHFLOW (H7a/1 OR 3) AND OBTAINED SOME OR NONE OF THE FINANCE THEY SOUGHT (H6a-l/2-3). DO NOT ASK IF 100% AT H9i
Which of these describe the impact of not receiving all the external finance you needed for cashflow? READ OUT. MULTICODE OK 1-5

You paid your suppliers late/ later	1
You paid you staff late	2
You used existing Credit cards	3
You used existing agreed overdraft balance	4
You reduced payment terms for customers	5
Other (SPECIFY)	6
No impact	96
Don't know	97
Refused	98

NO H10-H91

H92) ASK TOP-UPS ONLY
Can I check, has your [ANSWER AT A-2] had an application for external finance rejected in the past ten years? PROBE WHETHER ONCE OR MORE THAN ONCE. SINGLE CODE ONLY

Yes - once	1
Yes – more than once	2
No	3
Don't know	97
Refused	98

H93) ASK IF PREVIOUSLY TURNED DOWN FOR FINANCE (H92/1-2)
Can I check, on the last occasion this happened, why do you think this happened? Was it for any of the following reasons. READ OUT. RANDOMISE ORDER OF READING. MULTICODE OK

The credit crunch/economic conditions	1
The lender was not interested in your sector or type of business	2
Low credit rating	3
You had not been in business long enough	4
Insufficient security	5
Size of the request was too large for the lender	6
Your [ANSWER AT A-2] did not meet minimum criteria or was not considered commercially viable	7
Other reason (SPECIFY)	8
Don't know	97
Refused	98

NO H94

H95) ASK ALL
 (IF APPLIED FOR FINANCE IN LAST 12 MONTHS (H4/1-2)) **Apart from the finance you applied for, did you have a need for more finance in the last 12 months that you did not apply for?**

(IF DID NOT APPLY FOR FINANCE IN LAST 12 MONTHS (H4/NOT 1-2) **Although you did not apply for it, have you had a need for finance in the last 12 months?**

Yes	1
No	2
Don't know	97

H96 ASK IF HAD A NEED FOR FINANCE BUT DID NOT APPLY (H95/1)
Which of these, if any, are reasons why you did not apply for this [ADD IF H4/1-2 additional] finance in the last 12 months? READ OUT. MULTICODE OK

H97 ASK IF MORE THAN ONE ANSWER AT H96
And which of these is the main reason for not applying for finance? READ OUT IF NECESSARY. SINGLE CODE ONLY

	H96	H97
You thought you would be rejected	1	1
You thought it would be too expensive	2	2
You don't want to take on additional risk	3	3
Now is not the right time because of economic conditions	4	4
You didn't know where to find the appropriate finance you needed	5	5
Poor credit history	6	6
The decision would have taken too long/too much hassle	7	7
Other (SPECIFY)	95	95
Don't know	97	97
Refused	98	98

ASK IF HAD A NEED FOR FINANCE BUT DID NOT APPLY (H95/1), OR IF APPLIED BUT DID NOT OBTAIN ANY FINANCE IN LAST 12 MONTHS (H6a-I/3 BUT NOT H6a-I/1-2)

H97a (IF APPLIED BUT DID NOT OBTAIN ANY FINANCE IN LAST 12 MONTHS (H6a-I/3 BUT NOT H6a-I/1-2)) **You mentioned that you were unable to obtain any finance in the last 12 months. Did this mean that you were unable to do any of the following, that you would have done had you obtained finance?** READ OUT. MULTICODE OK

(IF HAD A NEED FOR FINANCE BUT DID NOT APPLY (H95/1) DO NOT ASK IF DID NOT OBTAIN FINANCE IN LAST 12 MONTHS (H6a-I/3 BUT NOT H6a-I/1-2)) **Did not applying for finance mean you were unable to do any of the following, that you would have done had you obtained finance?** READ OUT. MULTICODE OK

Use the finance for working capital or cashflow	1
Acquire capital equipment or vehicles	2
Buy, rent, lease or improve buildings or land	3
Invest in a new or significantly improved process	4
Invest in a new or significantly improved goods or services	5
Marketing	6
Staff training or development	7
Staff recruitment	8
Any other type of investment in your [ANSWER AT A-2] (SPECIFY)	9
None of these	96
Don't know	97
Refused	98

ASK IF HAVE SEPARATE BUSINESS PREMISES (A8/1 OR A10/1) OR (2016 = NOT DOMESTIC AND NOT A10/2) IN ENGLAND ONLY.

H98) **Do you or someone else at your business arrange commercial insurance cover for your premises? IF NO: Is this because somebody else arranges it (e.g. a landlord) or because you don't have premises insurance**

Yes	1
No – someone else arranges	2
No – do not have it	3
No – other reason (SPECIFY)	4
Don't know	97

ASK IF HAS INSURANCE (H98/1)

H99) **Did you experience any difficulty at all in securing this insurance due to risk of flooding?**

Yes	1
No	2
Don't know	97

ASK IF HAD DIFFICULTY SECURING INSURANCE (H99/1)

H100) **Were you refused cover by all you approached, or did you obtain at least one quote? SINGLE CODE ONLY**

Refused by all approached	1
Obtained at least one quote	2
Don't know	97

ASK IF OBTAINED AT LEAST ONE QUOTE (H100/2).

H101) **Were the quotes you obtained higher than in previous years, either in terms of the premium or the excess? IF YES: PROBE FOR WHETHER PREMIUM OR EXCESS HIGHER, OR BOTH**

Yes – premium increased	1
Yes – excess increased	2
Yes – both premium and excess increased	3
No increase	4
Don't know	97

ASK IF HAS SOMEONE ELSE ARRANGES INSURANCE (H98/2')

H102) **Were you aware of any difficulties in securing this insurance due to risk of flooding?**

Yes	1
No	2
Don't know	97

H103) ASK IF DO NOT HAVE INSURANCE COVER (H98/3')
Have you tried to obtain commercial business insurance cover in the last 12 months?

Yes	1
No	2
Don't know	97

H104) ASK IF TRIED TO ARRANGE INSURANCE COVER (H103/1)
Did you experience any difficulty at all in securing this insurance due to risk of flooding?

Yes	1
No	2
Don't know	97

SECTION I: NATIONAL LIVING WAGE

NO I1-17

ASK PANELISTS (ONLY) THAT EMPLOY STAFF (A2>0), EXCEPT THOSE ALREADY AFFECTED BY THE NATIONAL LIVING WAGE IN 2016 (I8/1)

I8) **I would now like to talk about the National Living Wage. This ~~came into effect in April and~~ is the legal minimum wage for employees aged 25 and over, currently set at £7.50 an hour.**

Has the National Living Wage had an effect on your [ANSWER AT A-2]'s wage bill? SINGLE CODE ONLY

Yes	1
No	2
Don't know	97
Refused	98

NO I9-110

ASK IF ALREADY AFFECTED BY NLW (I8/1)

I11) **How has your [ANSWER AT A-2] managed these additional wage costs so far? Have you done any of the following ...? READ OUT, MULTICODE OK 1-10**

Raised prices	1
Absorbed costs through reduced profits	2
Reduced basic pay for the rest of the workforce	3
Reduced overtime or premium pay	4
Reduced hours worked by staff	5
Reduced staff recruitment	6
Reduced the value of non-pay benefits	7
Made redundancies	8
Improved efficiency or productivity	9
Hired more workers aged 24 and under	10
None of these	96
Don't know	97
Refused	98

- I12. ASK ALL EMPLOYERS IN SCOTLAND (A2>0)
Excluding volunteers, apprentices and interns, are all your employees aged 18 or over paid at or above £8.45 an hour?

Yes	1
No	2
Don't know	97
Refused	98

- I13. ASK IF 'YES' OR 'DON'T KNOW' AT I12
£8.45 per hour is the living wage, as defined by the Living Wage Foundation, which businesses can choose to pay to all their directly employed staff aged 18 or more on a voluntary basis. This is different from the National Living Wage, which is £7.50 per hour.

Has your [ANSWER AT A-2] received accreditation as a living wage employer from the Living Wage Foundation?

Yes	1
No	2
Don't know	97
Refused	98

- I14. ASK ALL EMPLOYERS IN SCOTLAND (A2>0)
Does your [ANSWER AT A-2] offer any of the following working hours arrangements for employees? READ OUT. MULTICODE 1-8

Flexitime (flexible working hours)	1
An annualised hours contract	2
Term-time working	3
Job sharing	4
A nine-day fortnight	5
A four and a half day week	6
Zero-hour contracts	7
On-call working	8
None of these	96
Don't know	97
Refused	98

SECTION J: INNOVATION

J1) ASK ALL
I'd now like you to think about innovation within your [ANSWER AT A-2]. Has your [ANSWER AT A-2] introduced any new or significantly improved goods in the last three years? This excludes the resale of goods purchased from other businesses, or changes of a solely aesthetic nature.

Yes	1
No	2
Don't know	97
Refused	98

J1a) ASK ALL
Has your [ANSWER AT A-2] introduced any new or significantly improved services in the last three years?

Yes	1
No	2
Don't know	97
Refused	98

J2) ASK IF INTRODUCED NEW OR SIGNIFICANTLY IMPROVED GOODS OR SERVICES (J1/1 OR J1a/1)
Were any of these new or significantly improved goods and services innovations new to the market, or were they all just new to your [ANSWER AT A-2]? SINGLE-CODE.

At least some new to the market	1
All just new to the [ANSWER AT A-2]	2
Don't know	97
Refused	98

J3) ASK ALL
Has your [ANSWER AT A-2] introduced any new or significantly improved processes for producing or supplying goods or services in the last three years?

Yes	1
No	2
Don't know	97
Refused	98

J4) ASK IF INTRODUCED NEW OR SIGNIFICANTLY IMPROVED PROCESSES (J3/1)
Were any of these new or significantly improved processes new to your industry, or were they all just new to your [ANSWER AT A-2]? SINGLE-CODE.

At least some new to the industry	1
All just new to the [ANSWER AT A-2]	2
Don't know	97
Refused	98

NO J5

ASK ALL

J6) **Have you applied for or received R&D tax credits in the last 3 years?** SINGLE-CODE.

Applied for, not received	1
Received	2
Neither applied for nor received	3
Don't know	4
Refused	5

ASK ALL IN NORTHERN IRELAND

J7) **And have you applied for or received Innovation Vouchers in the last 3 years?** SINGLE-CODE.

Applied for, not received	1
Received	2
Neither applied for nor received	3
Don't know	4
Refused	5

SECTION K: BUSINESS SUPPORT

NO K1

ASK ALL

K2) **Now I would like to move on to discuss the sources of advice and information you use when running your [ANSWER AT A-2]. In the last 12 months have you sought external advice or information on matters affecting your [ANSWER AT A-2]? We are only interested when this has been more than a casual conversation.**

Yes	1
No	2
Don't know	97

ASK ALL RECEIVING ADVICE/INFORMATION IN ENGLAND AND WALES (K2/1)

K3) **Was the assistance or support that you used...?** READ OUT 1-3. SINGLE CODE ONLY

Information relating to the day to day running of your [ANSWER AT A-2]?	1
Strategic advice to help introduce a stepped change to grow your [ANSWER AT A-2] in terms of profitability or numbers employed, or to increase productivity?	2
Both of these?	3
Neither of these	96
Don't know	97

K4) ASK ALL WHO HAVE RECEIVED STRATEGIC ADVICE IN ENGLAND AND WALES (K3 '2-3')
What did you seek strategic advice about in the last year? DO NOT READ OUT. MULTICODE 1-17, 95

K5) ASK ALL WHO HAVE RECEIVED INFORMATION IN ENGLAND OR WALES (K3 '1 OR 3'), OR INFORMATION/ADVICE IN SCOTLAND/NI (K2/1)
 (IF K3/1) **What did you seek information about in the last year?** (IF K3 '3') **And what else, if anything, did you seek information about in the last year?** (IF SCOTLAND/NI: **What did you seek information or advice about in the last year?')** DO NOT READ OUT. MULTICODE 1-17, 95

	K4	K5
Business growth	1	1
E-commerce/technology	2	2
Employment law/redundancies	3	3
Exporting	4	4
Financial advice e.g. how and where to get finance	5	5
Financial advice e.g. accounting, for general running of [ANSWER AT A-2]	6	6
Health and Safety	7	7
Improving business efficiency/productivity	8	8
Innovation	9	9
Legal issues	10	10
Management/leadership development	11	11
Marketing	12	12
Regulations	13	13
Relocation	14	14
Tax/national insurance law and payments	15	15
Training/skills needs	16	16
Workplace pensions	17	17
Other (SPECIFY)	95	95
Don't know	97	97

ASK ALL WHO HAVE RECEIVED STRATEGIC ADVICE IN ENGLAND AND WALES (K3 '2-3')

K6) **Where have you been for strategic advice during the last 12 months?** DO NOT READ OUT. MULTICODE OK

ASK ALL WHO HAVE RECEIVED INFORMATION IN ENGLAND OR WALES (K3 '1 OR 3'), OR INFORMATION/ADVICE IN SCOTLAND/NI (K2/1)

K7) **Where have you been for information on the running of your [ANSWER AT A-2] in the last 12 months? (IF K3 '3') And where else, if anywhere, have you been for information on the running of your [ANSWER AT A-2] in the last year? (IF SCOTLAND/NI: Where have you been for information or advice on the running of your [ANSWER AT A-2] in the last 12 months?)** DO NOT READ OUT. MULTICODE OK

	K6	K7
Accountant	1	1
Bank	2	2
Business networks/trade associations	3	3
Consultant/general business adviser	4	4
Chamber of Commerce	5	5
(Specialist) financial adviser	6	6
Friend or family member	7	7
.GOV website	8	8
Internet search/google/other websites	9	9
(NORTHERN IRELAND ONLY) Inter-Trade Ireland	10	10
(NORTHERN IRELAND ONLY) Invest NI	11	11
Local Council/Authority	12	12
Local Enterprise Partnerships	13	13
(NORTHERN IRELAND ONLY) NI Business Info website	14	14
Solicitor/lawyer	15	15
The Pensions Regulator	16	16
Universities/other education sector	17	17
Work colleagues	18	18
Other (SPECIFY)	95	95
None/have not sought information or advice/will not seek it	96	96
Don't know	97	97

NO K8-K9

ASK ALL WHO HAVE RECEIVED STRATEGIC ADVICE IN ENGLAND AND WALES (K3 '2-3')

K9a) **How was the strategic advice mainly delivered?** READ OUT. SINGLE CODE ONLY

Face to face	1
Through a website	2
By email	3
On the phone	4
Social media	5
Other (SPECIFY)	95
Don't know	97

NO K9b-c

ASK ALL WHO HAD INFORMATION ONLY (K3/1') OR INFORMATION/ADVICE IN SCOTLAND/NI (K2/1)

K9d) (IF K3/1; **How did you find the information that you wanted?**)

(IF SCOTLAND/NI: **How as the information or advice mainly delivered to you?**) READ OUT. SINGLE CODE ONLY

Face to face	1
Through a website	2
By email	3
On the phone	4
Social media	5
Other (SPECIFY)	95
Don't know	97

ASK ALL WHO HAD ADVICE IN ENGLAND AND WALES (K3 '2-3')

K9e) **Over the past 12 months, approximately how many hours' worth of advice do you think you have received?** READ OUT

Up to 3 hours	1
More than 3 hours, less than 3 days	2
3 days or more	3
Other (SPECIFY)	95
Don't know	97

NO K10a-c

ASK ALL IN NORTHERN IRELAND ONLY

K10d) **Have you ever approached Invest NI for any form of assistance, including information or guidance, to help develop your [ANSWER AT A-2]?**

Yes	1
No	2
Have not heard of Invest NI	3
Don't know	4

K10e) ASK IF NEVER APPROACHED INVEST NI (K10d/2)
Is there any particular reason why you have not approached Invest NI? WRITE IN

No particular reason	1
Other (SPECIFY)	2
Don't know	3

K10f) ASK ALL THAT APPROACHED INVEST NI (K10d/1)
On the last occasion you approached Invest NI, how satisfied or dissatisfied were you with the information or advice you received? PROMPT AS NECESSARY FOR VERY/FAIRLY (DIS) SATISFIED. SINGLE CODE ONLY

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Not applicable – did not receive information/advice	96
Don't know	97
Refused	98

NO K11-K12

K12a) ASK ALL WHO HAVE RECEIVED ADVICE IN ENGLAND OR WALES (K3/2-3)
 (IF K3/2-3: **Did you pay for the external advice you received?**)

(IF NORTHERN IRELAND): **Did you pay for the information or advice you received? DO NOT ASK IN SCOTLAND**

ADD IF NECESSARY **If you received funding or a grant which fully or partially paid for the information or advice this counts as paying for it... SINGLE CODE ONLY**

Yes	1
No	2
Don't know	97

K12b) ASK ALL THAT PAID FOR INFORMATION/ADVICE (K12a/1)
Approximately how much have you paid for external (ADD IF NI: information or) advice in the past 12 months? RECORD EXACT FIGURE BELOW, IF NOT SURE, ASK FOR AN APPROXIMATE FIGURE. ALLOWED RANGE £0-999,999

£						
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Don't know 97
 Refused 98

K12c) TO COMPLETE IF FIGURE GIVEN AT K12b
INTERVIEWERS TO RE-ENTER TURNOVER INTO RANGE. DO NOT ASK. SINGLE CODE ONLY

£0-£9	1
£10-£99	2
£100-£999	3
£1,000-£9,999	4
£10,000-£99,999	5
£100,000-£999,999	6

K12d) ASK IF DK OR REF AT K12b
Which of these ranges describes approximately how much you paid for (ADD IF NI: information or) advice in the last 12 months? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY

Less than £100	1
£100 - £499	2
£500 - £999	3
£1,000 - £2,499	4
£2,500 - £4,999	5
£5,000 – £9,999	6
£10,000 - £49,999	7
£50,000 - £99,999	8
£100,000 or more	9
Don't know	97
Refused	98

K13) ASK ALL IN ENGLAND AND WALES
Have you had any opportunities or difficulties, or important information or advice needs that you did not get external advice or support for in the last 12 months?

Yes	1
No	2
Don't know	97

K14) ASK ALL IN ENGLAND ONLY
Which of the following have you heard of... READ OUT. MULTICODE 1-2. RANDOMISE ORDER OF READING 1-3

[NAME of Local Enterprise Partnership ²⁴]	1
[NAME of Local Growth Hub ²⁵]	2
None of these	96
Don't know	97

²⁴ Individual LEP is named, based on sampled LEP

²⁵ Individual Growth Hub is named, based on sampled LEP

K15) ASK FOR THOSE PEOPLE HAVE HEARD OF AT K14
And in the last 12 months, have you sought information or advice from any of these, or otherwise engaged with them... READ OUT THOSE MENTIONED AT K14. MULTICODE 1-2.

[NAME of Local Enterprise Partnership]	1
[NAME of Local Growth Hub]	2
No – have not engaged	96
Don't know	97

NO K16-K20

K21 ASK ALL IN SCOTLAND ONLY
Are you aware of the Scottish Business Pledge? IF YES: Is your [ANSWER AT A-2] signed up to this? SINGLE CODE ONLY

Yes – signed up	1
Aware, not signed up	2
No – not aware of it	3
Don't know	97

NO K22-K25

K26 ASK ALL IN SCOTLAND ONLY
Do you consider your [ANSWER AT A-2] to be actively involved in your local community?

Yes	1
No	2
Don't know	97

NO SECTION L

SECTION M: PAYMENT

M1) ASK ALL
Trade credit gives customers time to pay after they have received the goods or services. Can I ask, do you.....? READ OUT. SINGLE CODE FOR EACH

	Yes	No	Don't know
(a) Give your customers trade credit?	1	2	97
(b) Receive trade credit from your suppliers?	1	2	97

M2) ASK IF GIVE OR RECEIVE CREDIT (M1a/1 OR M1b/1), AND HAVE LESS THAN 50 EMPLOYEES (A2/0-49)
Do you feel that you can satisfactorily resolve a payment dispute with a larger business? By larger business, we mean one with 50 or more employees, and by dispute we mean something you consider to be an unfair payment practice.

Yes	1
No	2
Don't know	97
Refused	98

M3) ASK ALL THAT GIVE CREDIT (M1a/1)
Do you have a problem with customers paying you later than you require them to in your normal terms of business? PROMPT AS NECESSARY.

Big problem	1
Small problem	2
No problem	3
Don't know	97
Refused	98

NO M4-M5

M6) ASK ALL IN SCOTLAND THAT RECEIVE CREDIT (M1b/1)
Does your [ANSWER AT A-2] engage with the prompt payment code?

Yes	1
No	2
Don't know	97
Refused	98

SECTION N: TRAINING

N1) ASK ALL THAT EMPLOY STAFF (A2>0)
Over the past 12 months has your [ANSWER AT A-2] arranged or funded any formal off-the-job, or informal on-the-job, training or development for employees? By off-the-job training we mean training away from the individual's immediate work position, whether on your premises or elsewhere. IF YES: PROBE FOR WHETHER FORMAL OFF THE JOB, INFORMAL ON THE JOB, OR BOTH. SINGLE CODE ONLY

Yes – formal off the job	1
Yes – informal on the job	2
Yes - Both	3
No	4
Don't know	5

ASK IF PROVIDE TRAINING (N1/1-3)

N2) **Did any of the managers in the [ANSWER AT A-2] receive this off-the-job or informal on-the-job training or development during the last 12 months?** IF YES: PROBE FOR WHETHER FORMAL OFF THE JOB, INFORMAL ON THE JOB, OR BOTH. SINGLE CODE ONLY

Yes – off the job	1
Yes – informal on the job	2
Yes - Both	3
No	4
Don't know	97

NO N3-N4

ASK WHERE MANAGERS HAVE RECEIVED ON OR OFF-THE-JOB TRAINING (N2/1-3)

N5) **Thinking now about the training or development that managers in the [ANSWER AT A-2] have received in the last 12 months, what subjects or disciplines did that training or development cover?** READ OUT. MULTICODE OK 1-6, 95. RANDOMISE 1-6

Leadership and management skills	1
IT skills	2
Health and Safety	3
Technical, practical or job-specific skills	4
Financial management	5
Team working skills	6
Other (SPECIFY)	95
Don't know	97

NO N6-N9

ASK ALL THAT EMPLOY STAFF (A2>0)

N9a) **How many apprenticeship starts has your [ANSWER AT A-2] had in the past 12 months?**

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

Don't know / Uncertain ...97
Refused ... 98

TO COMPLETE IF FIGURE GIVEN AT N9a

N9b) INTERVIEWERS TO RE-ENTER NUMBER OF APPRENTICESHIPS INTO RANGE. DO NOT ASK. SINGLE CODE ONLY

0-9	1
10-99	2
100-249	3
250 or more	4

NO N10

N11) ASK ALL THAT OFFERED APPRENTICESHIPS IN LAST 12 MONTHS (N9a/1+)
Over the next 12 months do you intend to increase, decrease or maintain the number of apprenticeship starts in your [ANSWER AT A-2]? SINGLE CODE ONLY

Increase	1
Decrease	2
Maintain (numbers remain about the same)	3
Don't know	97
Refused	98

N11a) ASK ALL EMPLOYERS THAT DID NOT HAVE APPRENTICESHIPS IN LAST 12 MONTHS A2/1+ AND (NOT N9a/1+)
Do you intend to have an apprenticeship start in the next 12 months?

Yes	1
No	2
Don't know	97
Refused	98

NO N12

N13) ASK ALL THAT EMPLOY STAFF (A2>0) IN SCOTLAND
Does your [ANSWER AT A-2] engage with any of the following schemes? READ OUT.
 MULTICODE 1-3

Modern apprenticeships, with funding through Skills Development Scotland	1
Investors in Young People	2
50/50 by 2020	3
Developing Young Workforce (DYW) Regional Groups	4
None of these	96
Don't know	97
Refused	98

NO SECTION O

SECTION P: TURNOVER

ASK ALL

- P1) **Can you please tell me the approximate turnover of your [ANSWER AT A-2] in the past 12 months across all your UK sites? RECORD EXACT FIGURE BELOW, IF NOT SURE, ASK FOR AN APPROXIMATE FIGURE. ALLOWED RANGE £0-£99,999,999**

£									
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Don't know 97
Refused 98

TO COMPLETE IF FIGURE GIVEN AT P1

- P1a INTERVIEWERS TO RE-ENTER TURNOVER INTO RANGE. DO NOT ASK. SINGLE CODE ONLY

£0-£9	1
£10-£99	2
£100-£999	3
£1,000-£9,999	4
£10,000-£99,999	5
£100,000-£999,999	6
£1,000,000-£9,999,999	7
£10,000,000-£99,999,999	8

ASK IF DK OR REF AT P1

- P1b) **Which of these ranges does your turnover fall into? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY**

Less than £82,000	1
£82,000 - £99,999	2
£100,000 - £249,999	3
£250,000 - £499,999	4
£500,000 - £999,999	5
£1m – £1.99m	6
£2m - £2.8m	7
£2.81m - £4.99m	8
£5m - £9.99m	8
£10m - £14.99m	10
£15m - £24.99m	11
£25m or more	12
Don't know	97
Refused	98

P2) ASK ALL TRADING FOR AT LEAST ONE YEAR (A6/NOT 2017)
Compared with the previous 12 months, has your turnover in the past 12 months increased, decreased or stayed roughly the same? SINGLE-CODE

Increased	1
Decreased	2
Stayed the same	3
Don't know	97
Refused	98

P3) ASK IF TURNOVER HAS INCREASED / DECREASED (P2/1-2)
By approximately what percentage did your turnover (IF P2/1) increase (IF P2/2) decrease in the past 12 months, compared with the previous 12 months?

Enter percentage (IF DECREASED P2 '2', RANGE = 0-100%; IF INCREASED P2 '1', RANGE = 0-999%)

Don't know97
 Refused ... 98

P4) ASK IF DECREASED BY MORE THAN 50% (P2 '2' AND P3 '51-100')
You said that your turnover decreased by (ANSWER AT P3)%. That means your turnover decreased by more than half compared with the previous 12 months. Is that correct?

Yes	1
No	2
Don't know	97
Refused	98

IF NO AT P4, REASK P3

P5) ASK IF INCREASED BY MORE THAN 100% (P2 '1' AND P3 '101-999')
You said that your turnover increased by (ANSWER AT P3)%. That means your turnover has more than doubled compared with the previous 12 months. Is that correct?

Yes	1
No	2
Don't know	97
Refused	98

IF NO AT P5, REASK P3

P6) ASK IF DON'T KNOW HOW MUCH TURNOVER INCREASED/DECREASED AT P3 (P3 '97')
Would you say it [TEXT SUBSTITUTION: (IF P2/1) increased (IF P2/2) decreased] by up to 10%, up to 20% or by more than 20%?

Up to 10%	1
Up to 20%	2
More than 20%	3
Don't know	97

P7) ASK ALL
In the next 12 months do you expect your turnover to increase, decrease, stay roughly the same? SINGLE-CODE

Increase	1
Decrease	2
Stay the same	3
Don't know	97
Refused	98

P8) ASK IF EXPECT TURNOVER TO INCREASE / DECREASE (P7/1-2)
By approximately what percentage do you expect your turnover to (IF P7/1) increase (IF P7/2) decrease in the next 12 months? SINGLE-CODE
 INTERVIEWER NOTE: IF DON'T KNOW, PROMPT WITH BANDS

Enter percentage (IF DECREASE P7 '2', RANGE = 0-100%; IF INCREASE P7 '1', RANGE = 0-999%)

Don't know97
 Refused ... 98

ASK IF EXPECT TO DECREASE BY MORE THAN 50% (P7 '2' AND P8 '51-100'). OTHERS GO TO FILTER AT P10

P9) **You said that you expect your turnover to decrease by (ANSWER AT P8). That means you expect your turnover to decrease by more than half what it is now. Is that correct?**

Yes	1
No	2
Don't know	97
Refused	98

IF NO AT P9, REASK P8

- P10) ASK IF EXPECT TO INCREASE BY MORE THAN 100% (P7 '1' AND P8 '101-999')
You said that you expect your turnover to increased by (ANSWER AT P3. That means you expect your turnover to more than doubled compared with what it was in the last 12 months. Is that correct?

Yes	1
No	2
Don't know	97
Refused	98

IF NO AT P10, REASK P8

- P11) ASK IF DON'T KNOW HOW MUCH TURNOVER WILL INCREASE/DECREASE AT P8 (P8 '97')
Would you say it will [TEXT SUBSTITUTION: (IF P7/1) increase (IF P7/2) decrease] by up to 10%, up to 20% or by more than 20%?

Up to 10%	1
Up to 20%	2
More than 20%	3
Don't know	4

NO SECTION Q

SECTION R: FUTURE INTENTIONS

- R1) ASK ALL
I would like to finish off by asking a few questions about the plans for your [ANSWER AT A-2] over the next three years. Over the next three years, do you aim to grow the sales of your [ANSWER AT A-2]? SINGLE-CODE

Yes	1
No	2

- R1a) ASK ALL THAT INTEND TO GROW (R1/1)
By approximately what percentage do you aim to have grown your sales in three years' time? READ OUT IF NECESSARY. SINGLE-CODE

1-9%	1
10-24%	2
25-49%	3
50-74%	4
75-99%	5
100% or more	6
Don't know	95
Refused	96

- R2) ASK ALL
How likely is it that you will approach external finance providers in the next three years?
 PROBE FOR VERY/FAIRLY/NOT VERY LIKELY/NOT AT ALL LIKELY

Very likely	1
Fairly likely	2
Not very likely	3
Not at all likely	4
Don't know	97

- R4) ASK ALL
Does your [ANSWER AT A-2] plan to do any of the following over the next three years?
 READ OUT. MULTICODE. RANDOMISE ORDER OF ASKING

Increase the skills of the workforce	1
Increase the leadership capability of managers	2
Capital investment (in premises, machinery etc.)	3
Develop and launch new products/services	4
Introduce new working practices	5
Invest in R&D	6
(IF C3/1-2 OR C4a/3) Increase export sales or begin selling to new overseas markets	7
None of these	96
Don't know	97
Refused	98

NO R5-R8

- R8a) ASK IF HAVE ANY PLANS AT R4/1-7
Have any of these plans been affected by the UK exit from the EU? IF YES: Which plans?
 SHOW THOSE MENTIONED AT R4. READ AGAIN IF NECESSARY. MULTICODE.

Increase the skills of the workforce	1
Increase the leadership capability of managers	2
Capital investment (in premises, machinery etc.)	3
Develop and launch new products/services	4
Introduce new working practices	5
Invest in R&D	6
Increase export sales or begin selling to new overseas markets	7
No – none of these have been affected	96
Don't know	97
Refused	98

- R8b) ASK IF HAVE ANY PLANS AFFECTED AT R8a/1-7
How has the scale of these plans been affected by UK exit from the EU? For each that I read out, please tell me whether they have been scaled down or scaled up, or do they remain at the same level? READ OUT THOSE MENTIONED AT R8a. MULTICODE. RANDOMISE ORDER OF ASKING

	Down	Up	Same	DK	REF
Increase the skills of the workforce	1	2	3	97	98
Increase the leadership capability of managers	1	2	3	97	98
Capital investment (in premises, machinery etc.)	1	2	3	97	98
Develop and launch new products/services	1	2	3	97	98
Introduce new working practices	1	2	3	97	98
Invest in R&D	1	2	3	97	98
Increase export sales or begin selling to new overseas markets	1	2	3	97	98

- R8c) ASK IF HAVE ANY PLANS AFFECTED AT R8a/1-7
How has the timing of these plans been affected? For each that I read out, please tell me whether they have been brought forward, pushed back or is the timing unaffected? READ OUT THOSE MENTIONED AT R8a. MULTICODE. RANDOMISE ORDER OF ASKING

	Forward	Back	Unaffected	DK	REF
Increase the skills of the workforce	1	2	3	97	98
Increase the leadership capability of managers	1	2	3	97	98
Capital investment (in premises, machinery etc.)	1	2	3	97	98
Develop and launch new products/services	1	2	3	97	98
Introduce new working practices	1	2	3	97	98
Invest in R&D	1	2	3	97	98
Increase export sales or begin selling to new overseas markets	1	2	3	97	98

- R9) ASK ALL
Overall, how beneficial or detrimental will UK exit from the EU be to your [ANSWER AT A-2]? PROBE FOR VERY/FAIRLY BENEFICIAL/DETRIMENTAL

Very beneficial	1
Fairly beneficial	2
Neither beneficial nor detrimental	3
Fairly detrimental	4
Very detrimental	5
Don't know	97
Refused	98

R10) ASK IF EU EXIT IS BENEFICIAL OR DETRIMENTAL (R9/1-2, 4-5)
How prepared do you feel your [ANSWER AT A-2] is currently for the UK's exit from the EU? PROBE FOR VERY/FAIRLY PREPARED/UNPREPARED

Very prepared	1
Fairly prepared	2
Neither prepared nor unprepared	3
Fairly unprepared	4
Very unprepared	5
Don't know	97
Refused	98

NO SECTIONS S-T

SECTION U: END

U1) ASK ALL
The Department for Business, Energy and Industrial Strategy would like to carry out a further survey in about a year's time, to see how your [ANSWER AT A-2] is progressing. Would you be willing to help with that research? SINGLE-CODE

Yes	1
No	2
Maybe	97

U1c) ASK TOP-UPS, OR IF INTERVIEWED DIFFERENT RESPONDENT FROM 2016 (INTRO 2)
Would you like us to email you a link to the survey report when it is published on the internet early next year?

Yes	1
No	2

U1a) ASK TOP-UPS, IF INTERVIEWED DIFFERENT RESPONDENT FROM 2016 (INTRO 2), OR IF DID NOT SUPPLY ALTERNATIVE NUMBER IN 2016 – ONLY ASK IF AGREE TO REINTERVIEW AT U1
Is there an alternative number we might try next year (ADD IF LANDLINE: such as a mobile) in case we can't reach you on this one?

ENTER NUMBER TWICE. IF DO NOT MATCH, RE-ENTER

No number 96
 Refused 98

U1b) ASK TOP-UPS, IF INTERVIEWED DIFFERENT RESPONDENT FROM 2016 (INTRO 2), OR IF DID NOT SUPPLY EMAIL IN 2016 – ONLY ASK IF AGREE TO REINTERVIEW AT U1
Could I take your email address please? (ADD IF NOT U1c/1: This is so we can give you notice of when the survey takes place next year)

ENTER EMAIL ADDRESS TWICE IF DO NOT MATCH, RE-ENTER

No email 96
 Refused 98

ASK TOP-UPS, IF INTERVIEWED DIFFERENT RESPONDENT FROM 2016 (INTRO 2), OR IF DID NOT AGREE TO LINKAGE IN 2016

U2) **Would it be possible for BEIS to link your responses to other information that you have provided previously to the Government? By this data linkage, we can reduce the burden of our surveys on your [ANSWER AT A-2] and can improve the evidence that we use.**

ADD IF NECESSARY

Data will only be used to inform research on businesses in aggregate - we will never release information that identifies any individual business - and your survey responses remain strictly confidential. Do you give your consent for us to do this?

Yes	1
No	2

On behalf of the Department for Business, Energy and Industrial Strategy, thank you very much for your time. If you have any queries you can contact xxxx at BMG Research

NO U3-U4

ASK TOP-UPS, OR IF INTERVIEWED DIFFERENT RESPONDENT FROM 2016 (INTRO 2)
INTERVIEWER TO RECORD WHETHER THE RESPONDENT IS A MAN OR A WOMAN

U5)

Man	1
Woman	2



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