



Department for  
Business, Energy  
& Industrial Strategy

# LONGITUDINAL SMALL BUSINESS SURVEY 2018 (YEAR 4)

Technical report



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# 1. Introduction

## The Longitudinal Small Business Survey (LSBS)

This report details the sampling and methodology of the 2018 Longitudinal Small Business Survey (LSBS), a large-scale predominantly-telephone (CATI<sup>1</sup>) survey of 15,015 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 2018 survey on this occasion was conducted between July 2018 and January 2019 by BMG Research Ltd.

The 2018 survey follows from the 2015, 2016 and 2017 surveys which had sample sizes of 15,502, 9,248 and 6,619 respectively. The 2015 survey was the largest SBS yet undertaken. 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.

In 2018 it was decided to boost this panel significantly. In addition to 4,486 interviews with enterprises that had already completed at least one LSBS survey between 2015 and 2017, 10,529 'top-up' interviews were also conducted. Top-ups were needed for the following reasons:

- to represent sections of the SME population that were not active in the 2017 survey, that is, businesses less than one year old
- to represent sectors in the raw data that may be underrepresented due to business closure, or the difficulty of securing an interview (such as in cases where businesses work away from their main offices)
- to increase the sample size in Northern Ireland, to allow for meaningful analysis on a nation basis

All interviews were conducted with owner or 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 begin the interviews by screening to find an appropriate respondent. The average interview length was 22.5 minutes (18 minutes for panellists, 24 minutes for top-ups).

The main aim of the survey is to collect a range of information on Small and Medium-sized Enterprises (SMEs<sup>2</sup>). The survey measures:

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<sup>1</sup> Computer Assisted Telephone Interviews. In fact, 14,958 interviews were conducted via CATI, and a further 57 were conducted online using Computer Assisted Web Interviews (CAWI).

<sup>2</sup> Defined here as businesses with fewer than 250 employees, including businesses with no employees at all.

- recent turnover and employment growth
- capabilities (in terms of their ability to innovate, export, train staff and so on)
- experience of accessing finance
- use of business support
- expectations of growing turnover and employment
- major obstacles that prevent SMEs fulfilling their potential
- characteristics of SMEs, such as the number of sites they occupy, the number of owners, whether they have separate business premises and so on
- characteristics of their owners and leaders

There are three main reports based on the 2018 LSBS:

- a ***cross-sectional report*** based on ***SME employers***. A cross-sectional report is a snapshot of the state of SMEs at a point in time, this one being 2018 (interviews took place from July 2018 to January 2019)
- similarly, a ***cross-sectional report*** based on businesses with ***no employees***
- a ***longitudinal report*** based on those businesses that responded in all four 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.

There were 23 interviews with large employers with 250 or more employees. The reason for interviewing these is that these businesses had been SMEs previously when first interviewed and had grown since. They form a part of the longitudinal analysis, but not the cross-sectional in 2018.

## 2. Overview of survey method

### Questionnaire design

A review of the 2017 questionnaire was undertaken through consultation with stakeholders before the 2018 survey. This resulted in alterations to some of the questions used in previous surveys, the addition of new questions and deletions. These changes were made to balance stakeholders' evolving needs with the desire to exploit the longitudinal potential of the survey. The consultation was followed up by a 'live' pilot of 100 interviews using the changed 2018 questionnaire.

### Panel interviews

Of the 6,619 businesses interviewed in 2017, 5,826 (88%) agreed to a follow-up interview. The objective was to obtain the highest possible number of repeat interviews. 3,941 were interviewed between July 2018 and January 2019 (a 68% response rate, up from 63% in the 2017 survey). Of these, 1,001 had no employees, 14 were large businesses with 250 or more employees, and the remainder (2,926) SME employers. This group is referred to as the *full panel*.

In addition, 2,020 businesses interviewed in 2015 or 2016, but not in 2017, were potentially available for re-interview (they had given permission for re-interview and had not refused to take part in 2015 or 2016 or ceased trading). We completed 545 interviews with these businesses in 2018, a response rate of 27% (up from 17% in 2017), of which 456 were SME employers. This group is referred to as the *past panel*.

### Top-up interviews

In addition to the above, 10,529 top-up interviews were conducted (8,101 of which were with SME employers). As a result, the total sample size in the 2018 survey was 15,015, of which 11,483 were SME employers.

The top-ups were sampled using a method consistent with the 2015-17 surveys:

- The sample was stratified within each of the four UK nations.
- Targets were set according to the employment size of enterprises and, within these targets, by one-digit sector (the Standard Industrial Classification, or SIC 2007<sup>3</sup>).
- The targets overrepresented businesses with 5 to 249 employees substantially in comparison with their actual numbers within the business population (in order to obtain decent sample sizes for their analysis).

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<sup>3</sup><https://www.ons.gov.uk/methodology/classificationsandstandards/ukstandardindustrialclassificationofeconomicactivities/uksic2007> has more information.

- The Inter Departmental Business Register (IDBR) was used as the sample source for registered businesses.
- Dun & Bradstreet's database was used as the sample source for unregistered businesses with no employees and contacts were screened out if they either had employees on their payroll or paid VAT, as these would in theory have duplicated contacts found within the IDBR.
- The IDBR is a record of all UK enterprises that pay VAT or PAYE, containing around 2.7 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 accounted for by unregistered enterprises that do not pay VAT or PAYE. Dun & Bradstreet was retained as the source for top-up businesses with no employees as its database contains records for both registered and unregistered businesses.
- Targets within the sample stratification matrix were informed by the 2017 BPE<sup>4</sup>, the latest available at the time. However, survey findings were weighted to the 2018 BPE<sup>5</sup> which became available towards the end of fieldwork. The 2018 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 2017 BPE.

A 336-cell sample stratification matrix was devised, the targets within each cell informed by the 2017 BPE. These cells were taken as combinations from the:

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

Once the sample was drawn, informed by the expected tele-matching success rates for each cell (based upon experience from the surveys conducted in 2015, 2016 and 2017), no quotas were employed on size, sector or any other criteria (except that Northern Ireland was guaranteed a minimum of 500 interviews as part of the agreement to boost its sample).

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<sup>4</sup> <https://www.gov.uk/government/statistics/business-population-estimates-2017>. 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.

<sup>5</sup> <https://www.gov.uk/government/statistics/business-population-estimates-2018>. Method of data collection as above.

## 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
- 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 ‘Public Corporation / Nationalised Industry, Central Government and Local Authority’
  - those indicated to have zero employees and zero employment<sup>6</sup> (such as dormant businesses or 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, 2, or 3
- 2) Companies with no employees are counted by the IDBR as having one employee (the working proprietor), whereas businesses that are not companies, with no employees, 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.

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<sup>6</sup> 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.



- 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) and within nation (in other words, within each stratum).
- 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 inclusion of postcodes as a sorting criterion helped to avoid 'duplicate' records<sup>7</sup> among those selected. To cope with remaining duplication, de-duplication occurred on the following:
  - when businesses are part of the same enterprise group
  - where businesses have the same name
  - where businesses have the same 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 in points 4 to 7 was repeated until targets for 'sample drawn with telephone numbers' were reached.

Overall, 88,280 records were sampled in order to produce 51,926 records with telephone numbers that could be used for the survey. This represented a matching rate of 59%, with the match rate being higher the larger the SME. Full details on matching rates are given in the next section of this report.

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<sup>7</sup> These records have separate reference numbers in the IDBR from each other and as such are counted as discrete 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 non-employers)**

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

Records were supplied by Dun & Bradstreet. All records provided 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 (by DUNS number) against those interviewed in the 2015 to 2017 LSBS surveys sourced from Dun & Bradstreet. There was also de-duplication against the IDBR, based on enterprise name and postcode.

A total of 15,292 contacts were required to achieve 953 interviews, a response rate of 6%.

Dun & Bradstreet's UK Trading File contains 2.8 million businesses. It is not entirely clear how these are populated (a mix of Companies House data, annual account returns, trade directories and other sources), but Dun & Bradstreet does have contact details for unregistered zero employee non-VAT paying businesses that are not included in the IDBR. Even so, it is probable these are not fully representative of such business identified in the BPE via the Labour Force Survey<sup>8</sup>.

## **New strategies in the 2018 survey**

Some new methods were piloted in the 2018 survey, primarily intended to improve response rates.

### **Online survey option**

If respondents said they were unable to do a telephone interview during working hours, they were given the option of doing the survey online via Computer Assisted Web Interviewing (CAWI) software. An online questionnaire was developed, matching the CATI version on the whole, but with some changes to adapt from an administered questionnaire to a self-completed version (for example unprompted questions on CATI allow the

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<sup>8</sup> This is because unregistered businesses contained in the Dun & Bradstreet database likely consist primarily of those that appear in trade directories; in other words, businesses that advertise. In the Labour Force Survey, the bulk of unregistered businesses consist of self-employed individuals who may only do sub-contracting work for one larger business, and therefore not appear in trade directories.

interviewers to see coded options, on CAWI these questions need to be completely opened, and coders code to the categories post-survey).

The online experiment only had limited success. Despite links to the online survey being sent to 233 respondents who requested this option (20 full panellists, seven past panellists, 206 top-ups), only 72 began the survey (17 full panellists, 3 past panellists, 52 top-ups), of which 57 completed it (16 full panellists, 3 past panellists, 38 top-ups). This represented just 0.4% of all completed interviews.

## Pre-mailing

Previous LSBS surveys asked respondents for email addresses if they agreed to re-interview in future, or if they wished to be sent a link to the published LSBS report. Full and past panellists were sent these emails a few weeks in advance of the pilot fieldwork, with links as appropriate, and an invitation to take part in the forthcoming survey.

This was not possible for top-ups. Therefore, in 2018 a portion of the IDBR<sup>9</sup>-sourced top-up sample was posted a letter on BEIS headed paper, describing the survey and inviting businesses to take part, with links to the previous published report, guarantees of privacy and anonymity, and contact telephone numbers and emails at BMG and BEIS for those wanting further information. The letter was signed by BEIS's Chief Statistician.

Eight thousand letters were posted to a random selection of IDBR contacts for whom telephone numbers had been obtained. The letters were addressed to Dear Sir/Madam, as the IDBR does not contain the names of individuals within enterprises. The size of the control group (IDBR-sourced contacts for whom telephone numbers had been obtained which were not sent letters) was 44,000.

Of the 8,000 sent the letter, 1,044 completed LSBS 2018, an overall response rate of 13%. This compares with the control group, for whom the overall response rate was 19%. This suggests that pre-mailing was ineffective at boosting response rates for this survey.

## Cohorts

One of the main reasons given by respondents who do not want to participate in LSBS is interview length. The average interview length for top-ups is necessarily longer than for panellists, as top-ups need to answer questions relating to the business's ownership and legal structure, which panellists only answer if their circumstances have changed. Therefore, in 2017, the average interview length for top-ups was 29 minutes, and 24 minutes for panellists.

In 2018, BEIS made a commitment to reduce the average interview length to help boost response rates and to generally attempt to reduce the burden on respondents. Each year there is much demand from within BEIS internally and from other government departments

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<sup>9</sup> For legal reasons, Dun & Bradstreet sourced top-ups were not sent a letter.

and academics to place content on LSBS. It was decided that some questions should be only asked of a sub-sample of the respondents.

Three cohorts (A, B and C) were created. Each cohort was exclusively asked a series of questions. For example, only cohort A was asked questions on business energy usage, awareness and usage of LEPs, credit and late payment and apprenticeships. The cohort for each respondent was selected at random during their interview.

Overall, the cohort experiment seems to have worked well. The sizes of the three cohorts are almost the same (cohorts A and B consist of 5,006 cases, cohort C of 5,003), and where there is trend data from previous LSBS surveys, there appears to be consistency. In the data set, special weights have been created for each cohort, to be used when analysing the relevant questions.

The use of this system helped to bring down the overall average interview length to 18 minutes for panellists, and 24 minutes for top-ups. This shorter interview length may also be one of the reasons why better response rates were achieved in 2018 than in previous years, especially for full and past panellists.

## 3. Detailed outcomes

### Achieved interviews

The table below shows the number of achieved interviews in 2018, according to their source (full panel, past panel<sup>10</sup>, IDBR top-up or Dun & Bradstreet top-up).

**Table 3.1: 2018 achieved interviews – by employment size and sample source**

Detailed size	Total	Full Panel	Past Panel	IDBR Top-up	D&B top-up
Zero unregistered	1,634	406	35	240 <sup>11</sup>	953
Zero registered	1,875	595	45	1,235	0
1-4 employees (micro)	3,360	888	79	2,393	0
5-9 employees (micro)	1,957	452	55	1,450	0
10-19 employees (small)	2,157	533	89	1,535	0
20-49 employees (small)	2,001	501	99	1,401	0
50-99 employees (medium)	1,201	331	80	790	0
100-249 employees (medium)	807	221	54	532	0
250+ employees (large) <sup>12</sup>	23	14	9	0	0
<b>Broad size band</b>					
Zero employees	3,509	1,001	80	1,475	953
Micro (1-9)	5,317	1,340	134	3,843	0
Small (10-49)	4,158	1,034	188	2,936	0
Medium (50-249)	2,008	552	134	1,322	0
Large (250+)	23	14	9	0	0
<b>Total</b>	<b>15,015</b>	<b>3,941</b>	<b>545</b>	<b>9,576</b>	<b>953</b>

No quotas were employed in the survey (except in Northern Ireland where the number of interviews were guaranteed to be at least 500).

The table above shows the actual reported employment size bands in 2018, as given by respondents in the 2018 survey. This is not necessarily the same as indicated employment size bands, i.e. those recorded in 2017 for the full panel, 2015-16 for the past panel, and those indicated by the IDBR and Dun & Bradstreet database for the top-ups.

<sup>10</sup> Full panellists were interviewed in all four surveys from 2015 to 2018, while past panellists did take part before 2017 but not in 2017.

<sup>11</sup> Sourced from IDBR, but claimed to have no employees and did not pay VAT.

<sup>12</sup> These businesses had fewer than 250 employees when first interviewed before 2018. They were interviewed in 2018 as part of the longitudinal study. Their data does not feature in the cross-sectional 2018 reports and are not included as part of the totals in this table.

The table below shows achieved interviews by sector and nation.

**Table 3.2: Achieved interviews – by sector, nation and sample source**

Sector (SIC 2007)	Total	Full Panel	Past Panel	IDBR top-up	D&B top-up
ABDE Primary	610	206	16	387	1
C Manufacturing	1,433	385	70	935	43
F Construction	1,415	336	58	859	162
G Retail and wholesale	2,378	568	77	1,686	47
H Transport and storage	557	137	17	334	69
I Accommodation and food service	1,198	265	45	878	10
J Information and communication	855	213	32	572	38
KL Financial and real estate	696	173	22	490	11
M Professional and scientific	2,164	638	60	1,332	134
N Administration and support	1,190	272	38	803	77
P Education	415	149	25	148	93
Q Health and social work	1,105	312	55	640	98
R Arts and entertainment	428	126	13	206	83
S Other services	571	161	17	306	87
<b>Nation</b>					
England	12,752	2,945	451	8,486	870
Scotland	1,090	608	50	401	31
Wales	582	129	16	396	41
Northern Ireland	591	259	28	293	11
<b>Total</b>	<b>15,015</b>	<b>3,941</b>	<b>545</b>	<b>9,576</b>	<b>953</b>

The proportion of interviews in each sector that were top-ups varies. This was because of differential response rates in the 2017 survey. For example, the 2017 response rate was above average in sectors M (professional and scientific), P (education) and Q (health and social work), meaning there were a higher proportion of panel interviews in these sectors in 2018, and subsequently a lower proportion of top-up interviews. Conversely, the 2017 response rate was lower than average in sectors I (accommodation and food) and N (administration and support), meaning that there were a lower proportion of panel interviews in these sectors in 2018, and a higher proportion of top-ups.

Because of boosts to the sample sizes in Scotland and Northern Ireland in the surveys before 2018, the panel in 2018 had a lower proportion of interviews in England and Wales, and the top-ups had a higher proportion of interviews in these nations.

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

## Tele-matching the IDBR

After de-duplication, a total of 88,280 IDBR records were made available for the next stage of tele-matching (see column A in table below).

In total, 18% of these IDBR records contained a telephone number (making 15,839 available telephone numbers). By size, medium-sized businesses were more likely to have a telephone number in the IDBR (73%) compared to businesses who claimed to have no employees (3%)<sup>13</sup>: see column C in the table below.

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

**Table 3.3: Tele-matching (IDBR top-ups only) – by employment size**

	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 found	% all
0	29,916	870	3%	5,755	19%	4,012	13%	19,279	10,637	36%
1 to 4	23,120	1,116	5%	8,639	37%	1,020	4%	12,345	10,775	47%
5 to 9	9,332	870	9%	4,342	47%	1,267	14%	2,853	6,479	69%
10 to 49	16,622	6,217	37%	7,550	45%	1,067	6%	1,788	14,834	89%
50 to 249	9,290	6,766	73%	2,198	24%	237	3%	89	9,201	99%
<b>Total</b>	<b>88,280</b>	<b>15,839</b>	<b>18%</b>	<b>28,484</b>	<b>32%</b>	<b>7,603</b>	<b>9%</b>	<b>36,354</b>	<b>51,926</b>	<b>59%</b>

The second stage of tele-matching used 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 28,484 numbers (32% of all available). The process was once again less likely than average to be successful for zero employee businesses (19% of all available matched): see column E in the table above.

The next stage was to attempt to match numbers manually. This involved internet searches. In total, a further 7,603 records were matched (9% of all matched numbers). Column G in the table above has the figures.

Overall, 51,926 records were matched via this three-stage process (59% of all available records). There was a great deal of variation by business size, ranging from 36% of non-employers through to practically all medium-sized businesses.

<sup>13</sup> In previous LSBS surveys a strong correlation between age of business and likelihood of having a telephone number was also evident: in 2017 only 4% of IDBR top-up businesses aged 0-1 years had numbers on the IDBR and only 16% of businesses aged 2-5 years had one, compared with 38% of those aged 16 years or more.

Compared with 2017, the overall matching process was more successful (the rate was 55% in 2017). This was due to greater success in the manual matching of businesses with no employees. The proportion with phone numbers in the IDBR was lower in 2018 (18%, compared with 22% in 2017).

**Table 3.4: 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 found	% all
ABDE Primary	4,057	317	8%	1,347	33%	388	10%	2,004	2,052	51%
C Manufacturing	6,502	2,154	33%	1,954	30%	254	4%	2,141	4,362	67%
F Construction	8,129	1,226	15%	3,297	41%	1,005	12%	2,600	5,528	68%
G Retail and wholesale	12,051	2,623	22%	5,272	44%	850	7%	3,306	8,745	73%
H Transport and storage	3,624	591	16%	1,191	33%	374	10%	1,467	2,156	60%
I Food	6,858	1,949	28%	2,525	37%	564	8%	1,820	5,038	73%
J Communications	7,855	753	10%	1,901	24%	751	10%	4,450	3,405	43%
KL Finance	5,015	1,150	23%	1,012	20%	324	6%	2,529	2,486	50%
M Professional	14,456	1,694	12%	3,945	27%	1,379	10%	7,439	7,018	49%
N Administration	8,935	1,493	17%	2,655	30%	819	9%	3,968	4,967	56%
P Education	815	148	18%	291	36%	99	12%	276	538	66%
Q Health	6,347	1,193	19%	1,490	23%	463	7%	3,201	3,146	50%
R Arts	1,459	283	19%	493	34%	147	10%	535	923	63%
S Other	2,180	265	12%	1,111	51%	186	9%	618	1,562	72%
<b>Total</b>	<b>88,280</b>	<b>15,839</b>	<b>18%</b>	<b>28,484</b>	<b>32%</b>	<b>7,603</b>	<b>9%</b>	<b>36,354</b>	<b>51,926</b>	<b>59%</b>

By sector, the SMEs that were most likely to be matched were those more likely to be 'visible', (having an online presence or business outlets), such as those in accommodation and food services, and retail and wholesale (both 73%). There is probably a size effect too, with sectors that have a greater proportion of non-employers likelier to have worse match rates.

### Response rates – full panellists

Of the 6,619 interviews conducted in 2017, we had 5,826 (88%) agreeing to a follow-up interview. This was one percentage point higher than the equivalent rate between 2016 and 2017. The objective was to obtain the highest possible number of repeat interviews with these full panellists in the 2018 LSBS.



**Table 3.5: Response rates – full panel**

	<b>Panellists – all contacts loaded</b>	<b>Response rate</b>
Completed - telephone (CATI)	3,925	67.4%
Completed - online (CAWI)	16	0.3%
<b>Total completed</b>	<b>3,941</b>	<b>67.6%</b>
Appointments	4	0.1%
Quits	45	0.8%
Refusals	534	9.2%
Not available during fieldwork	27	0.5%
<b>Total contacted</b>	<b>4,551</b>	<b>78.1%</b>
Ring backs	978	16.8%
Screen outs	7	0.1%
<b>Total live contacts</b>	<b>5,536</b>	<b>95.0%</b>
Business no longer trading	169	2.9%
Wrong number	33	0.6%
Unobtainable number	88	1.5%
<b>Total loaded</b>	<b>5,826</b>	<b>100.0%</b>

Out of the 5,826 full panel contacts loaded into CATI, 3,941 interviews were achieved, a response rate of 67.6%. This was an improvement on 2017, when the response rate was 62.9%.

The majority of contacts still left at the end of fieldwork were ‘ring backs’ (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 answerphones were continually encountered.

A number of businesses (169) 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 (59 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 or unobtainable numbers that, when the business was looked up on the Companies House website, were shown to have been liquidated. In addition to these businesses no longer trading, it is likely that at least some of those with an outcome of wrong or unobtainable number have also been liquidated without our being able to confirm this.

## Response rates – full panellists, by sub-groups

The overall response rate for panellists varied by size and sector, as the table below summarises. These figures relate to full interviews gained as a proportion of contacts loaded, namely those agreeing to take part in a further interview in LSBS 2017 (Year 3). We are therefore excluding 2017 respondents who refused permission for an interview in 2018. The size band and sector refer to the situation in 2017.

**Table 3.6: Response rates – full panellists 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+
ABDE Primary	64%	67%	70%	89%	74%	72%	n/a	<b>70%</b>
C Manufacturing	67%	61%	75%	79%	73%	63%	100%	<b>71%</b>
F Construction	54%	58%	59%	64%	67%	58%	n/a	<b>60%</b>
G Retail and wholesale	52%	73%	67%	79%	73%	67%	50%	<b>70%</b>
H Transport and storage	61%	50%	59%	71%	71%	53%	n/a	<b>62%</b>
I Food	62%	57%	60%	55%	70%	62%	100%	<b>64%</b>
J Communications	66%	59%	66%	65%	69%	48%	100%	<b>63%</b>
KL Finance	75%	74%	72%	71%	59%	52%	67%	<b>68%</b>
M Professional	68%	76%	76%	74%	68%	60%	33%	<b>72%</b>
N Administration	58%	60%	71%	62%	65%	60%	100%	<b>64%</b>
P Education	53%	68%	71%	67%	73%	71%	100%	<b>67%</b>
Q Health	57%	44%	80%	70%	75%	72%	67%	<b>72%</b>
R Arts	62%	62%	72%	63%	60%	75%	67%	<b>66%</b>
S Other	57%	88%	76%	69%	61%	73%	n/a	<b>70%</b>
<b>TOTAL</b>	<b>61%</b>	<b>67%</b>	<b>69%</b>	<b>70%</b>	<b>70%</b>	<b>65%</b>	<b>73%</b>	<b>68%</b>

The overall response rate was lower for unregistered non-employers (61%) than for registered businesses (67%). However, the response rate for the former increased by three percentage points compared with 2017.

By sector, the response rate was highest in the education and the professional and scientific sectors (both 72%), and lowest in the construction sector (60%). There was a similar pattern in the 2016 and 2017 response rates.

By nation, there was little difference in the response rate (England 68%, Scotland 69%, Wales 59%, Northern Ireland 65%).

In 2018, nearly all the full panel interviews were conducted with the same person that took part in the 2017 LSBS. The 2% conducted with different individuals occurred mainly because the previous respondent had left the business.

Overall, 10% of full panellists either refused to take part in the 2018 LSBS or quit the interview. This refusal/quit rate was four percentage points lower than in 2017.

Just 3% of panellists interviewed in 2017 were no longer trading in 2018, a similar proportion to that seen between 2016 and 2017.

## Response rates – past panel

In addition to the panellists that had been interviewed in 2017 and given permission for re-interview in 2018, there were a further 2,020 businesses interviewed in 2015-16 but not in 2017 that could be re-approached for interview (because they had given permission for re-interview and had not refused to take part in 2016 or ceased trading). 545 of these were interviewed in 2018, of which 456 were SME employers.

**Table 3.7: Response rates – past panel**

	Past panel	Response rate
Completed - telephone (CATI)	542	26.8%
Completed - online (CAWI)	3	0.1%
<b>Total completed</b>	<b>545</b>	<b>27.0%</b>
Appointments	9	0.4%
Quits	15	0.7%
Refusals	294	14.6%
Not available during fieldwork	46	2.3%
<b>Total contacted</b>	<b>909</b>	<b>45.0%</b>
Ring backs	887	43.9%
Screen outs	11	0.5%
<b>Total live contacts</b>	<b>1,807</b>	<b>89.5%</b>
Business no longer trading	86	4.3%
Wrong number	13	0.6%
Unobtainable number	114	5.6%
<b>Total loaded</b>	<b>2,020</b>	<b>100.0%</b>

As should be expected for a group we did not interview in 2017, the overall response rate for the past panellists was lower than for the full panellists. The response rate was 27%, but this is ten percentage points higher than in the equivalent exercise in 2017.

The number of ring backs, most of which were occasions when nobody picked up the phone or answerphones were encountered, was much higher for the past panel (44%), than for the full panel (17%). The proportions of businesses no longer trading and unobtainable numbers were also higher for the past panel compared with the full panel.

## Response rates – IDBR top-ups

As described previously, 51,926 IDBR boost contacts were loaded into CATI, and out of these, 9,576 interviews were achieved, a response rate of 18%. The response rate for IDBR top-ups in 2017 was very similar.

**Table 3.8: Response rates – IDBR top-ups**

	IDBR top-ups – all contacts loaded	Response rate
Completed - telephone (CATI)	9,538	18.4%
Completed - online (CAWI)	38	0.1%
<b>Total completed</b>	<b>9,576</b>	<b>18.4%</b>
Appointments	48	0.1%
Quits	1,021	2.0%
Refusals	6,873	13.2%
Not available during fieldwork	987	1.9%
<b>Total contacted</b>	<b>18,505</b>	<b>35.6%</b>
Ring backs	19,562	37.7%
Screen outs	762	1.5%
<b>Total live contacts</b>	<b>38,829</b>	<b>74.8%</b>
Business no longer trading	2,936	5.7%
Wrong number	4,010	7.7%
Unobtainable number	6,151	11.8%
<b>Total loaded</b>	<b>51,926</b>	<b>100.0%</b>

The LSBS questionnaire for top-up interviews included a screening question to ensure that interviewers were calling the business named in the IDBR, or that the business had held that name at some point previously. 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 why there are screen outs and a high number of wrong numbers.

In comparison to 2017, the refusal rate was slightly higher (up 1.3 percentage points), and the proportion of unobtainable and wrong numbers was lower (down 1.0 and 3.0 percentage points respectively).

## Response rates – Dun & Bradstreet

In total, 15,292 contacts sourced from Dun & Bradstreet were used, in order to yield 953 interviews. This was a response rate of 6.2% of all contacts loaded, down from 10.4% in 2017, and close to the 6.5% achieved in 2016.

**Table 3.9: Response rates – Dun & Bradstreet top-ups**

	Dun & Bradstreet top-ups – all contacts loaded	Response rate
Completed - telephone (CATI)	953	6.2%
Completed - online (CAWI)	0	0.0%
<b>Total completed</b>	<b>953</b>	<b>6.2%</b>
Appointments	18	0.1%
Quits	298	1.9%
Refusals	2,007	13.1%
Not available during fieldwork	290	1.9%
<b>Total contacted</b>	<b>3,566</b>	<b>23.3%</b>
Ring backs	6,145	40.2%
Screen outs	3,587	23.5%
<b>Total live contacts</b>	<b>13,298</b>	<b>87.0%</b>
Business no longer trading	860	5.6%
Wrong number	442	2.9%
Unobtainable number	692	4.5%
<b>Total loaded</b>	<b>15,292</b>	<b>100.0%</b>

Compared with 2017, both the refusal rate (up 3.5%) and the screen out rate (up 4.3%) increased (by 3.5 and 4.3 percentage points respectively).

## Data weighting (cross-sectional)

Although the sample stratification was based on the 2017 BPE, the cross-sectional survey findings were weighted to the 2018 BPE which had become available at the end of fieldwork. The 2018 BPE gives us a business population distribution for the very start of 2018.

In the 2015 survey, we could use design weights and poststratification to calculate our final survey weights. Since 2016 we have calculated our weights more simply by using the BPE population totals for each stratum and giving each respondent in the same stratum the same survey weight. (After 2015, each stratum contains a mixture of panellists and top-ups and this makes calculating the design weights more challenging.) In Wales, Scotland and Northern Ireland, where the sample sizes were smaller than in England, some cells had no respondents. In these cases, the cells needed to be merged with adjacent sector cells to create a new combined target.

Because of the over-sampling of employer businesses, businesses with no employees, particularly the unregistered non-employers, have much higher weights than the 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) – the weighted distribution is precisely that published by the 2018 BPE.

**Table 3.10: Weighted and unweighted proportions of all SME<sup>14</sup> 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	0.11%	0.53%	1.29%	1.79%	1.20%	0.81%	0.55%	0.16%
C - Manufacturing	0.55%	2.72%	0.68%	0.84%	1.40%	0.73%	1.19%	0.32%
F - Construction	1.65%	11.7%	1.43%	2.85%	2.41%	2.21%	1.09%	0.46%
G - Wholesale/ Retail	0.58%	3.13%	1.87%	2.41%	4.37%	2.54%	2.65%	0.97%
H - Transport/ Storage	0.59%	3.82%	0.34%	1.08%	0.69%	0.52%	0.50%	0.16%
I - Accommodation/ Food	0.24%	0.67%	0.21%	0.26%	1.26%	1.17%	1.54%	0.58%
J - Information/ Communication	0.51%	2.58%	1.33%	2.44%	1.45%	1.10%	0.53%	0.18%
KL - Financial/ Real estate	0.57%	1.09%	0.60%	1.22%	1.46%	0.75%	0.60%	0.25%
M - Professional/ Scientific	1.85%	6.20%	3.19%	4.77%	3.96%	2.51%	1.43%	0.50%
N - Administrative/ Support	0.92%	4.79%	0.75%	1.68%	1.64%	1.45%	1.13%	0.38%
P - Education	0.85%	4.30%	0.22%	0.26%	0.28%	0.18%	0.31%	0.08%
Q - Health/ Social work	0.89%	4.85%	0.09%	0.53%	0.69%	0.44%	0.68%	0.22%
R - Arts/ Entertainment	0.78%	3.88%	0.34%	0.50%	0.51%	0.29%	0.23%	0.09%
S - Other service	0.82%	4.39%	0.16%	0.35%	1.07%	0.85%	0.61%	0.22%
<b>Total</b>	<b>10.9%</b>	<b>54.6%</b>	<b>12.5%</b>	<b>21.0%</b>	<b>22.4%</b>	<b>15.6%</b>	<b>13.1%</b>	<b>4.54%</b>
<b>Average overall weight</b>	<b>5.01</b>		<b>1.68</b>		<b>0.69</b>		<b>0.35</b>	

<sup>14</sup> Note that those that were large businesses in 2018 (250+ employees) were not given weights, and do not appear in the cross-sectional report. These were retained in the database for longitudinal analysis only.

**Table 3.11: Weighted and unweighted proportions of all SME interviews – small, medium-sized and total categories only (all UK)**

	Small (10-49 employees)		Medium (50-249 employees)		All SMEs	
	UW	W	UW	W	UW	W
ABDE - Primary	0.61%	0.09%	0.31%	0.01%	4.07%	3.39%
C - Manufacturing	3.37%	0.38%	2.36%	0.11%	9.55%	5.10%
F - Construction	2.17%	0.29%	0.68%	0.04%	9.44%	17.51%
G - Wholesale/ Retail	4.59%	0.66%	1.79%	0.09%	15.85%	9.80%
H - Transport/ Storage	0.99%	0.13%	0.61%	0.03%	3.72%	5.75%
I - Accommodation/ Food	3.60%	0.54%	1.11%	0.06%	7.96%	3.27%
J - Information/ Communication	1.31%	0.17%	0.57%	0.03%	5.70%	6.50%
KL - Financial/ Real estate	0.91%	0.14%	0.48%	0.02%	4.62%	3.47%
M - Professional/ Scientific	2.84%	0.39%	1.16%	0.06%	14.43%	14.42%
N - Administrative/ Support	2.00%	0.29%	1.47%	0.07%	7.92%	8.66%
P - Education	0.67%	0.07%	0.41%	0.01%	2.75%	4.90%
Q - Health/ Social work	3.15%	0.36%	1.83%	0.06%	7.34%	6.44%
R - Arts/ Entertainment	0.65%	0.08%	0.33%	0.01%	2.84%	4.86%
S - Other service	0.87%	0.11%	0.27%	0.01%	3.81%	5.92%
<b>Total</b>	<b>27.73%</b>	<b>3.70%</b>	<b>13.39%</b>	<b>0.62%</b>	<b>100.00%</b>	<b>100.00%</b>
<b>Average overall weight</b>	<b>0.13</b>		<b>0.05</b>		<b>1.00</b>	

Overall, 11% of interviews were conducted with unregistered, non-employed businesses. However, after weighting, this proportion should increase to reflect the proportion of the UK business population they comprise (55%), giving them an overall average weight of 5.0. For medium-sized businesses the average weight was 0.05, reflecting that they are hugely overrepresented in the sample. (If they were represented correctly in the unweighted sample, they would comprise just 0.6% of the sample, which would be too small a sample for any robust analysis).

As described previously, some questions in the 2018 survey were only asked of a sub-sample. Respondents were randomly split into three cohorts (A, B and C), each cohort consisting of approximately 5,000 cases. Separate weights were created for each cohort, using 2018 BPE targets. These weights were the ones used in the reports when analysing these particular questions.

Because each cohort had a sample size a third of the total, there were several cells outside of England with no respondents. Therefore, while the weighting grid remained the same in England as it did for the overall weights (14 sectors within six sizebands), in the other nations a slightly simplified grid was adopted by collapsing the 14 industrial sectors into four broader sectors.

## Data weighting (longitudinal)

Separate longitudinal weights were used when undertaking longitudinal analysis of the 2,757 full panellists who responded in all four surveys, 2015-2018. The longitudinal weighting method was similar to the cross-sectional one, except that 2015 firmographics (size, sector and nation) and BPE targets were used rather than 2018 ones. In a few cases there are some businesses with longitudinal weights who have increased their employment levels to become large businesses with 250+ employees – however they would have been SMEs in 2015, thus their weighting reflects their 2015 status.

Because of the relatively small sample size, there were some cells with no respondents in each country. Therefore, a simplified weighting grid was adopted (four broad sectors instead of 14, within four broad sizebands instead of six, within each nation).

Note that because the panellists responding to all four surveys is a sub-section of the whole, for any individual full panellist the longitudinal weight for 2018 need not be the same as any of its cross-sectional weights.

## Sampling uncertainty

In the reports published on SME employers and non-employers in May 2019, we published tables giving typical confidence intervals for estimates based on the survey. We reproduce those tables here, with a column added to each table containing estimated *design effects*. Design effects are another way of describing how the weighting used in the survey impacts on the so-called standard errors and confidence intervals. We have explanations of how to interpret the tables in the reports themselves, but the design effects have been included in this technical report as they are likely to be of interest to more technically-minded users only, who might be interested in seeing the impact of our stratification on the precision of the survey. The design effects given here are measures of the amount that the variance of an estimate has been inflated in our stratified survey, compared to a similar estimate based on the same sample size under simple random sampling. The *design factors*, which give the amount of inflation of the standard errors, are the square root of the design effects.



**Table 3.12: SME employers – 95% confidence intervals in survey findings and design effects and factors – nation, size band and sector<sup>15</sup>**

	Sample size	Confidence interval for an estimate of 10% or 90%	Confidence interval for an estimate of 30% or 70%	Confidence interval for an estimate of 50%	Design effect	Design factor
All UK	11,483	+/- 0.7%	+/- 1.1%	+/- 1.2%	1.76	1.33
England	9,744	+/- 0.8%	+/- 1.2%	+/- 1.3%	1.74	1.32
Scotland	836	+/- 2.9%	+/- 4.4%	+/- 4.8%	1.93	1.39
Wales	460	+/- 3.5%	+/- 5.5%	+/- 6.0%	1.75	1.32
Northern Ireland	443	+/- 3.9%	+/- 5.5%	+/- 5.8%	1.63	1.28
Micro businesses (1-9 employees)	5,317	+/- 0.9%	+/- 1.3%	+/- 1.4%	1.15	1.07
Small businesses (10-49 employees)	4,158	+/- 0.9%	+/- 1.4%	+/- 1.5%	1.01	1.01
Medium-sized businesses (50-249 employees)	2,008	+/- 1.4%	+/- 2.0%	+/- 2.2%	1.04	1.02
ABDE. Primary sector	401	+/- 3.5%	+/- 5.4%	+/- 5.9%	1.41	1.19
C. Manufacturing	1,248	+/- 2.3%	+/- 3.4%	+/- 3.7%	1.84	1.36
F. Construction	953	+/- 2.4%	+/- 3.6%	+/- 4.1%	1.60	1.27
G. Retail and wholesale	2,009	+/- 1.6%	+/- 2.4%	+/- 2.7%	1.44	1.20
H. Transport and storage	418	+/- 3.7%	+/- 5.8%	+/- 6.5%	1.85	1.36
I. Accommodation and food service	1,127	+/- 2.5%	+/- 3.7%	+/- 4.0%	1.97	1.41
J. Information and communication	578	+/- 3.0%	+/- 4.8%	+/- 5.2%	1.68	1.30
KL. Financial and real estate	518	+/- 3.0%	+/- 4.5%	+/- 4.9%	1.38	1.17
M. Professional and scientific	1,408	+/- 1.8%	+/- 2.9%	+/- 3.2%	1.46	1.21
N. Administration and support	936	+/- 2.7%	+/- 4.1%	+/- 4.4%	1.92	1.38
P. Education	252	+/- 5.8%	+/- 8.3%	+/- 8.8%	2.14	1.46
Q. Human health	953	+/- 2.8%	+/- 4.3%	+/- 4.7%	2.25	1.50
R. Arts and entertainment	258	+/- 4.8%	+/- 7.1%	+/- 8.0%	1.72	1.31
S. Other services	424	+/- 3.7%	+/- 5.4%	+/- 6.0%	1.59	1.26

*For cohort questions, the margins of error increase by about 70% - for example +/- 2.0% becomes +/- 3.4%.*

*This table applies to estimates of proportions.*

<sup>15</sup> See the uncertainty section in the report on businesses with employees for an explanation of how to use this table, available at <https://www.gov.uk/government/collections/small-business-survey-reports#2018>

**Table 3.13: businesses with no employees – 95% confidence intervals in survey findings and design effects and factors – nation, registration and sector<sup>16</sup>**

	Sample size	Confidence interval for an estimate of 10% or 90%	Confidence interval for an estimate of 30% or 70%	Confidence interval for an estimate of 50%	Design effect	Design factor
All UK	3,509	+/- 1.2%	+/- 1.8%	+/- 2.0%	1.39	1.18
England	2,987	+/- 1.3%	+/- 1.9%	+/- 2.1%	1.33	1.15
Scotland	252	+/- 4.3%	+/- 7.9%	+/- 8.5%	1.96	1.40
Wales	122	+/- 6.2%	+/- 9.1%	+/- 10.1%	1.37	1.17
Northern Ireland	148	+/- 8.1%	+/- 10.3%	+/- 13.4%	2.46	1.57
Registered	1,875	+/- 1.4%	+/- 2.3%	+/- 2.4%	1.12	1.06
Unregistered	1,634	+/- 1.5%	+/- 2.3%	+/- 2.6%	1.09	1.05
ABDE. Primary sector	209	+/- 5.5%	+/- 7.2%	+/- 8.3%	1.34	1.16
C. Manufacturing	184	+/- 5.6%	+/- 8.5%	+/- 9.2%	1.47	1.21
F. Construction	462	+/- 3.0%	+/- 4.8%	+/- 5.2%	1.30	1.14
G. Retail and wholesale	367	+/- 4.1%	+/- 6.2%	+/- 6.7%	1.68	1.30
H. Transport and storage	139	+/- 5.5%	+/- 8.4%	+/- 9.0%	1.12	1.06
I. Accommodation and food service	67	+/- 8.5%	+/- 13.2%	+/- 14.3%	1.30	1.14
J. Information and communication	277	+/- 4.0%	+/- 6.2%	+/- 6.7%	1.18	1.09
KL. Financial and real estate	175	+/- 4.7%	+/- 6.7%	+/- 7.6%	1.01	1.00
M. Professional and scientific	755	+/- 2.4%	+/- 3.5%	+/- 3.9%	1.20	1.10
N. Administration and support	251	+/- 4.1%	+/- 6.1%	+/- 6.7%	1.16	1.08
P. Education	160	+/- 4.9%	+/- 7.4%	+/- 8.3%	1.17	1.08
Q. Human health	148	+/- 5.1%	+/- 7.3%	+/- 8.1%	1.03	1.02
R. Arts and entertainment	168	+/- 5.1%	+/- 7.5%	+/- 8.2%	1.16	1.08
S. Other services	147	+/- 4.9%	+/- 7.8%	+/- 8.4%	1.08	1.04

*For cohort questions, the margins of error increase by about 70% - for example +/- 2.0% becomes +/- 3.4%.*

*This table applies to estimates of proportions.*

<sup>16</sup> See the uncertainty section in the report on businesses with no employees for an explanation of how to use this table, available at <https://www.gov.uk/government/collections/small-business-survey-reports#2018>

## 4. Derived variables

Some measures included in the LSBS reports derive from multiple questions, and so need further explanation.

### 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 who were *not* owners or partners. The two numbers were then added together<sup>17</sup>.

If there was more than one owner or partner or 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% of the total.

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

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 from answers at questions A11 and A17 in the same way as for women-led businesses.

If there was more than one owner or partner or director, A19 asked how many of these were from ethnic minority groups. A20 then asked which ethnic minority groups the owners or partners or directors were from. Those classified as being from mixed race backgrounds<sup>18</sup>, 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% 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.

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<sup>17</sup> Note that these questions were not asked of panellists 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 or partners or directors was assumed to be the same as in the previous LSBS survey.

<sup>18</sup> Mixed white and black Caribbean, mixed white and black African, mixed white and Asian, other mixed background.

## Family Businesses

If an enterprise was claimed not to have any owners, which was common among certain types of enterprises (e.g. those which are not-for-profit or public limited companies), then it was assumed the enterprise was not a family business.

If an enterprise had only one owner, it was automatically assumed to be a family business<sup>19</sup>.

For enterprises with two or more owners, all top-ups and past panellists were asked if the enterprise was a family owned business, that is one majority owned by members of the same family. Panellists were asked this question only if they had previously mentioned that the ownership structure of their business had changed.

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<sup>19</sup> In the 2017 survey, a coding error meant that some businesses with only 1 owner were still asked whether they considered themselves a family business, and if they said 'no' this was what was recorded in the dataset. We have corrected this so that all businesses in the dataset (2015 to 2018) are recorded as family businesses if there is just one owner.

## 5. The questionnaire

### INTRODUCTION 1 (PANEL AND PREVIOUS PANELLIST – PREVIOUS RESPONDENT)

(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**. 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?

(IF PANEL) This year's interview is shorter than before and will take about **15-20 minutes** for live businesses, and just a couple of minutes if your business has closed.

(IF PREVIOUS PANELLIST) It 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 2017 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**
- **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**

**You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website.**

INTERVIEWER TO DETERMINE IF RESPONDENT WANTS WEBSITE ADDRESS BEFORE PROVIDING IT OR IF IT IS TO BE SENT VIA EMAIL (EMAIL TO BE SET UP WITHIN SCRIPT). ([www.bmgresearch.co.uk/privacy](http://www.bmgresearch.co.uk/privacy))

**Please note that this call may be monitored or recorded for training purposes.**

**Can I confirm that you are happy to participate in the survey? IF YES, RECORD ON SCRIPT**

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

NB: IF THEY DON'T WANT TO/CANNOT DO THE SURVEY, OFFER ONLINE OPTION:  
**If you prefer, you can do the survey online.**

TAKE EMAIL ADDRESS, SEND LINK

INTRODUCTION 2 (PANEL AND PREVIOUS PANELLISTS – NEW RESPONDENT)

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. 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 2017 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 2017 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?**

(IF PANEL) **The interview will take about 15-20 minutes.**

(IF PREVIOUS PANELLIST) **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**
- (ADD IF SENT AN EMAIL LINK) **You should have been sent an email link to the 2017 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**
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- **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**
- **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**

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

**NB: IF THEY DON’T WANT TO/CANNOT DO THE SURVEY, OFFER ONLINE OPTION: If you prefer, you can do the survey online.**

TAKE EMAIL ADDRESS, SEND LINK

INTRODUCTION 3 (TOP-UPS)

WHETHER SENT A LETTER

Yes	1
No	2

S1) ASK TOP-UP SAMPLE, PERSON ANSWERING PHONE  
**Good morning/afternoon, can I check that I'm calling [NAME OF BUSINESS].**

Yes	1
No	2

S2) ASK IF NO AT S1  
**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.**

(ASK IF SENT LETTER). **We recently sent a letter to your business about the survey.**

(ALL) **I would like to ask your opinion about a range of issues. It will take about 20-25 minutes, depending on your responses.**

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

ADD IF NECESSARY:

- **Your co-operation will ensure that the views expressed are representative of all small businesses**
- **Whether or not you like the government's actions this is your chance to influence them – everyone's views will be taken into account**
- (ADD IF SENT AN EMAIL LINK) **You should have been sent an email link to the 2017 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**
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- **Contact at BMG Research is xxxx if you would like to find out more about the survey**



- **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**
- (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**

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

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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

<b>Are you registered for VAT?</b>	1
<b>Do you have any employees on your payroll?</b>	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 PANELLISTS 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 PANELLISTS WHERE NOT INTERVIEWING THE 2016 RESPONDENT  
**And can I take your job title please?** RECORD RESPONDENT'S JOB TITLE

Refused 98

S7) ASK PANEL AND PREVIOUS PANELLISTS ONLY.  
**Can I check that [NAME OF BUSINESS IN 2017] 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

S8) ASK IF CEASED TRADING (S7/3)  
**I would like to ask you just a few questions about [NAME OF BUSINESS IN 2017]. These will help in our analysis of why businesses close. Please be assured that all answers will be treated in the strictest confidence.**

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

S9) ASK IF MORE THAN ONE ANSWER GIVEN AT S8/1-10, 95  
**And which was the main reason? READ AGAIN IF NECESSARY. SINGLE CODE ONLY**

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

S10) ASK IF CEASED TRADING (S7/3)  
**Could you please describe in more detail the circumstances under which your business ceased trading? WRITE IN FULL**

Refused 98

S11) ASK IF CEASED TRADING (S7/3)  
**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) <b>Working in [NAME OF BUSINESS] has made you more confident in your ability to run a successful business</b>	1	2	3	4	5	97
(b) <b>Working in [NAME OF BUSINESS] has made you more likely to start a business in future</b>	1	2	3	4	5	97
(c) <b>Working in [NAME OF BUSINESS] has had a positive effect on your personal finances</b>	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

ASK TOP-UPS ONLY

- A-2) **I would like to start by asking a number of questions about [NAME OF BUSINESS]. Which of these bests describe [NAME OF BUSINESS]? READ OUT. SINGLE CODE ONLY**

<b>A business?</b>	1
<b>An organisation?</b>	2
<b>A sole proprietorship?</b>	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**

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

ASK TOP-UP SAMPLE, OR PANELLISTS 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 PANELLISTS) **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, OR 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)_____
------------------------------------

TO COMPLETE IF FIGURE GIVEN AT A2

A2i) 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

ASK ALL WITH 1+ EMPLOYEE AT A2

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

ASK ALL

A2c) **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

ASK TOP-UP SAMPLE ONLY

A3) (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 TOP-UPS ONLY

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**

<b>In the last five years?</b>	1
<b>6 – 10 years ago?</b>	2
<b>11 – 20 years ago?</b>	3
<b>More than 20 years ago?</b>	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**

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

IF NONE OF THESE (CODE 5), THANK AND CLOSE

**Thank you for your time, but the survey is only for organisations that have their main UK sites in England, Scotland, Wales and Northern Ireland.**

- 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 ASK 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, OR 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, OR 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 2017 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 IF SOLE PROPRIETORSHIP WITH OTHER MANAGERS (A16/2), OR PANEL THAT CHANGED NUMBERS OF DIRECTORS (A-1/4), OR TOP-UPS THAT ARE NOT SOLE PROPRIETORSHIPS (NOT A16/1)

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+

ASK PANEL IF CHANGED NUMBER OF DIRECTORS OR OWNERS (A-1/4 AND [A17/1+ OR A11/2+])

A18) **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+

ASK PANEL IF CHANGED NUMBER OF DIRECTORS (A-1/4 AND [A17/1+ OR A11/2+])

A19) **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

A20)

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

**The following question will only be used to analyse business ownership at an aggregated level, and if you prefer not to answer it please say so. Which ethnic groups do the owners, partners or directors belong to? PROMPT AS NECESSARY. MULTICODE.OK**

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

ASK TOP-UPS IF NUMBER OF OWNERS AT A11/2+, OR 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 2017 AND [(A16/1) OR (A11/1 and A17/96 {NONE})]  
**The following question will only be used to analyse business ownership at an aggregated level, and if you prefer not to answer it please say so. 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**

ASK TOP-UP ONLY IF TRADING FOR AT LEAST ONE YEAR (NOT A6=2018)

B1) **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

TO COMPLETE IF FIGURE GIVEN AT B1

B1a) 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

ASK TOP UPS IF UNCERTAIN HOW MANY EMPLOYEES EMPLOYED 12 MONTHS AGO (B1/X)

B2) **Could you please tell me, was it....? READ OUT. SINGLE-CODE**

ASK ALL PANEL

**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)? Was it...?**

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

ASK IF NUMBER OF EMPLOYEES 12 MONTHS AGO IS LESS THAN NUMBER OF EMPLOYEES CURRENTLY EMPLOYED BY TEN OR MORE (B1<A2)

B3) **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)

ASK IF NUMBER OF EMPLOYEES 12 MONTHS AGO IS GREATER THAN NUMBER OF EMPLOYEES CURRENTLY EMPLOYED BY TEN OR MORE (B1>A2)

B4) **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 months' 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

TO COMPLETE IF FIGURE GIVEN AT B5

B5a) 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

ASK IF UNCERTAIN HOW MANY PEOPLE EXPECT TO EMPLOY IN 12 MONTH'S TIME (B5/97)

B6) **Could you tell me whether you expect it to be...?** READ OUT. SINGLE-CODE

<b>More than currently</b>	1
<b>About the same</b>	2
<b>Fewer</b>	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

ASK IF EXPORTED ANY SERVICES OUTSIDE OF THE UK (C1/1)

C1a) **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 know .....97

Refused ..... 98

ASK IF UNCERTAIN/DK AT C1a

C1b) **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

ASK ALL

C2) **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



ASK IF EXPORTED ANY GOODS OUTSIDE OF THE UK (C2/1)

C2a) **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 know .....97

Refused ..... 98

ASK IF UNCERTAIN/DK AT C2a

C2b) **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

ASK IF CURRENTLY SELL OUTSIDE UK (C1/1 OR C2/1)

C2c) **In the past 12 months have you exported to... READ OUT AND MULTICODE 1-2**

<b>The European Union?</b>	1
<b>The USA?</b>	2
<b>EFTA Countries?</b> (IF ASKED, THESE ARE SWITZERLAND, ICELAND, LIECHTENSTEIN AND NORWAY)	3
<b>Canada?</b>	4
<b>Turkey?</b>	5
<b>South Korea?</b>	6
<b>China?</b>	7
<b>India?</b>	8
<b>Other non-European Union countries?</b>	9
Don't know	97
Refused	98

ASK IF ANY EXPORTS TO THE EU (C2c/1)

C2d) **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 know .....97

Refused ..... 98

ASK IF UNCERTAIN/DK AT C2d

C2e) **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

ASK ALL

C2f) **Do you sell goods or services or licence your product or services to the rest of the UK, i.e.**

(IF IN ENGLAND) **Scotland, Wales and Northern Ireland?**

(IF IN SCOTLAND) **England, Wales and Northern Ireland?**

(IF IN WALES) **England, Scotland and Northern Ireland?**

(IF IN NORTHERN IRELAND) **England, Scotland and Wales?**

Yes	1
No	2
Don't know	97
Refused	98

ASK ALL

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

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

ASK ALL

C2h) **Do you buy in goods or services from other countries in the UK, i.e.**

(IF IN ENGLAND) **Scotland, Wales and Northern Ireland?**

(IF IN SCOTLAND) **England, Wales and Northern Ireland?**

(IF IN WALES) **England, Scotland and Northern Ireland?**

(IF IN NORTHERN IRELAND) **England, Scotland and Wales?**

Yes	1
No	2
Don't know	97
Refused	98

ASK IF DO NOT CURRENTLY SELL OUTSIDE UK (NOT C1/1 AND NOT C2/1)

C3) **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

NO C3a

ASK ALL TOP-UPS CURRENTLY SELLING OUTSIDE UK (C1/1 OR C2/1)

OR ASK PANEL THAT EXPORT NOW (C1/1 OR C2/1), BUT DID NOT EXPORT IN 2017 (2017 = NOT C1/1 AND NOT C2/1)

C3b) **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

ASK IF DON'T KNOW (97) AT C3b

C4) **Was it....** READ OUT. SINGLE CODE ONLY

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

ASK IF CURRENTLY SELL OUTSIDE UK (C1/1 OR C2/1)

C4a) **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 C3b WHICH IS NOT 2017-18)

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 PANELLISTS THAT WERE PREVIOUSLY EXPORTING IN 2017, BUT NOT NOW (I.E. NOT C1/1 AND NOT C2/1)

C5a) (ADD IF PANELLISTS; **Why have you not exported in the last 12 months?**

(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

NO SECTION D

SELECT COHORT AT RANDOM (AFFECTS FILTERING IN REST OF QUESTIONNAIRE)

<b>Cohort</b>		<b>Answers questions at</b>
Cohort A	1	E1-E12. K14-K15. M1a. M2-M3. N9a-N11b.
Cohort B	2	G2-G8. L1-L3. R4-R8c
Cohort C	3	F8a-F10. H1. H2. J5-J6. N14

**SECTION E: ENERGY USAGE**

SECTION E IS ASKED OF COHORT A ONLY  
 ASK IN GREAT BRITAIN ONLY (NOT NORTHERN IRELAND), EXCEPT (DO NOT ASK)  
 .... TOP-UPS WITH DOMESTIC PREMISES (A8/2 OR A10/2) OR  
 .... ALL PANELLISTS (UNLESS A10/1 IN 2018)

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

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

FILTER AS E1

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

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

NO E3-E7

ASK IN GREAT BRITAIN (NOT NORTHERN IRELAND), EXCEPT (DO NOT ASK)  
 .... TOP-UPS OR PANELLISTS WITH DOMESTIC PREMISES (A8/2 OR A10/2) OR  
 .... PANELLISTS WITH DOMESTIC PREMISES IN 2017 (UNLESS A10/1 IN 2018)

E8)

(ADDITIONAL SCRIPT IF NOT ASKED E1 IN 2018) **I would now like to ask you some questions about your main premises and energy provision. These are on behalf of the Business Energy team within BEIS.**

(ALL IN FILTER) **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

ASK IF HAVE ANY SMART/ADVANCED METERS (E8/1-3)

E9)

**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

- E10) ASK ALL COHORT A IN GB  
(ADDITIONAL SCRIPT IF NOT ASKED E8 IN 2018) **I would now like to ask you a question about your main premises and energy provision. This is on behalf of the Business Energy team within BEIS.**

(ALL IN FILTER) **Which, if any, of the following energy schemes are you aware of?** READ OUT. MULTICODE OK

<b>The Energy Technology List?</b>	1
<b>Enhanced Capital Allowances?</b>	2
(ENGLAND AND WALES ONLY) <b>The Private Rented Sector Energy Efficiency Regulations?</b>	3
<b>The Renewable Heat Incentive?</b>	4
(SCOTLAND ONLY) <b>Resource Efficient Scotland?</b>	5
(SCOTLAND ONLY) <b>The Resource Efficient Scotland SME Loan Scheme?</b>	6
None of these	96
Don't know	97
Refused	98

- E11) FILTER AS E8, BUT ALSO INCLUDE E10/1-4  
**Which of the following energy-related activities has your [ANSWER AT A-2] done to date?** READ OUT. MULTICODE OK

(ASK IF E10/1) <b>Used the Energy Technology List to purchase a product?</b>	1
(ASK IF E10/2) <b>Claimed Enhanced Capital Allowances to get tax relief for energy efficient products?</b>	2
(ASK IF E10/3) <b>Made or experienced changes to buildings as a result of the Private Rented Sector Energy Efficiency Regulations?</b>	3
(ASK IF E10/4) <b>Received payments under the Renewable Heat Incentive?</b>	4
(ALL IN FILTER) <b>Installed a low carbon heating system e.g. heat pumps, biomass, solar thermal?</b>	5
None of these	96
Don't know	97
Refused	98

- E12) ASK ALL COHORT A IN GB. DO NOT ASK IF E11/5  
**Are you planning to install a low carbon heating system, e.g. heat pumps, biomass or solar thermal, in any of your premises in the next 12 months?**

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

ASK ALL

F6) **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
<b>a. (DO NOT ASK DNB SAMPLE) VAT</b>	1	2	97	98
<b>b. (SOLE/PARTNER ONLY) Income tax self-assessment for the self-employed or partnerships</b>	1	2	97	98
<b>c. (COMPANIES/OTHER ONLY) Company tax, also known as Corporation Tax</b>	1	2	97	98

NO F7

ASK COHORT C ONLY, IF PAY VAT (F6a/1)

F8a) **In which of these ways does your [ANSWER AT A-2] keep records for VAT? READ OUT. MULTICODE 1-3, 95**

ASK COHORT C ONLY, IF PAY SELF-ASSESSMENT (F6b/1)

F8b) **In which of these ways does your [ANSWER AT A-2] keep records for income tax self-assessment? READ OUT. MULTICODE 1-3, 95**

ASK COHORT C ONLY, IF PAY VAT (F6c/1)

F8c) **In which of these ways does your [ANSWER AT A-2] keep records for company tax? READ OUT. MULTICODE 1-3, 95**

	F8A. VAT	F8B SELF-ASSESSMENT	F8C COMPANY TAX
<b>Record keeping software?</b>	1	1	1
<b>Spreadsheets e.g. excel?</b>	2	2	2
<b>Paper-based records?</b>	3	3	3
Other (SPECIFY)	95	95	95
(DNRO) Do not keep records for tax	96	96	96
Don't know	97	97	97
Refused	98	98	98

ASK COHORT C ONLY, IF PAY VAT (F6a/1). EXCLUDE THOSE THAT DO NOT KEEP RECORDS (F8a/96)

F9a) **How regularly does your [ANSWER AT A-2] keep records for VAT?** READ OUT AS NECESSARY. SINGLE CODE ONLY

ASK COHORT C ONLY, IF PAY SELF-ASSESSMENT (F6b/1) EXCLUDE THOSE THAT DO NOT KEEP RECORDS (F8b/96)

F9b) **How regularly does your [ANSWER AT A-2] keep records for income tax self-assessment?** READ OUT AS NECESSARY. SINGLE CODE ONLY

ASK COHORT C ONLY, IF PAY VAT (F6c/1) EXCLUDE THOSE THAT DO NOT KEEP RECORDS (F8c/96)

F9c) **How regularly does your [ANSWER AT A-2] keep records for company tax?** READ OUT AS NECESSARY. SINGLE CODE ONLY

	F9A. VAT	F9B SELF-ASSESSMENT	F9C COMPANY TAX
<b>Weekly or more often?</b>	1	1	1
<b>1-2 times per month?</b>	2	2	2
<b>About every two months?</b>	3	3	3
<b>Quarterly?</b>	4	4	4
<b>About every six months</b>	5	5	5
<b>Annually?</b>	6	6	6
<b>Less often?</b>	7	7	7
Other (SPECIFY)	95	95	95
Don't know	97	97	97
Refused	98	98	98

ASK ALL IN COHORT C ONLY

F10) **Do you use any technologies or web-based software to sell to customers, or for use in the management of your [ANSWER AT A-2]?**

Yes	1
No	2
Don't know	97
Refused	98

ASK ALL WHO USE TECHNOLOGIES (F10/1)

F11) **Which of the following, if any, do you use?** READ OUT 1-5. MULTICODE OK

(DO NOT ASK IF F8a-c/1) <b>Accountancy software</b>	1
<b>HR management software</b>	2
<b>Enterprise Resource Planning (ERP) software</b>	3
<b>Artificial Intelligence, Robotics or Automation</b>	4
<b>Virtual Reality and Augmented Reality</b>	5
None of these	96
Don't know	97
Refused	98

## SECTION G: OBSTACLES

NO G1

ASK ALL COHORT B ONLY

- 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**

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

NO G3-G7

ASK IF MENTION UK EXIT FROM THE EU AS A MAJOR OBSTACLE (G2/9)

- G8) **I am going to read out a list of potential reasons why your [ANSWER AT A-2] faces major obstacles because of the UK's forthcoming exit from the EU. For each, please tell me whether you have experienced this already, whether you expect to experience it in future, or whether it is not an issue. READ OUT. RANDOMISE ORDER a-e. SINGLE CODE ONLY FOR EACH.**

IF NECESSARY, PROMPT AFTER EACH: **Have you experienced this already, expect to experience it, or is it not an issue?**

		Experienced already	Expect to experience	Not an issue	Don't know	Refused
a	<b>Difficulty in recruiting/retaining skilled EU labour</b>	1	2	3	97	98
b	<b>Difficulty in recruiting/retaining unskilled EU labour</b>	1	2	3	97	98
c	<b>Decrease in investment/greater difficulty in raising capital</b>	1	2	3	97	98
d	<b>Increase in cost of imports from the EU</b>	1	2	3	97	98
e	<b>Increase in cost of exports to the EU</b>	1	2	3	97	98
f	<b>Other major obstacles not mentioned already (SPECIFY)</b>	1	2	3	97	98

## SECTION H: FINANCE

ASK COHORT C TOP-UPS ONLY

- H1) **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**

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

ASK PANEL ONLY

- H1A) **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 TOP-UPS WITH CURRENT ACCOUNTS (H1/1-2), AND PANELLISTS 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

<b>Bank overdraft facility</b>	1
<b>Commercial mortgage</b>	2
<b>Credit cards</b>	3
<b>Equity Finance, e.g. where a share of the business is sold to investors or other people</b>	4
<b>Factoring/invoice discounting</b>	5
<b>Government or local authority grants or schemes</b>	6
<b>Leasing or hire purchase</b>	7
<b>Loan from a bank, building society or other financial institution</b>	8
<b>Loan from family/friend</b>	9
<b>Loan from business partner/directors/owner</b>	10
<b>Loan from a peer to peer platform</b>	11
<b>Other finance (SPECIFY)</b>	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

<b>From a Business Angel?</b>	1
<b>From a Venture Capitalist/VC?</b>	2
<b>From any other third-party organisation/ another business?</b>	3
<b>From within your</b> [ANSWER AT A-2]?	4
<b>From a member of family or a friend?</b>	5
<b>From a crowd funding platform?</b>	6
<b>Public equity (e.g. issue of shares on public market)</b>	7
<b>Other form of equity (SPECIFY)</b>	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

ASK ALL THAT APPLIED IN LAST 12 MONTHS (H4/1-2):

- H4a) **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

ASK ALL THAT APPLIED IN LAST 12 MONTHS (H4/1-2):

- H5) **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



ASK IF EQUITY FINANCE MENTIONED (H5/4)

H5a) **Who did you seek equity finance from?** READ OUT 1-7, 95. M/C 1-7, 95

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

ASK ALL THAT NAME TYPE OF FINANCE APPLIED FOR IN LAST 12 MONTHS (H5/1-11, 95):

H6) (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

ASK ALL THAT OBTAINED NO FINANCE FROM A SOURCE (H6A-L/3):

H7) (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

ASK ALL THAT APPLIED IN LAST 12 MONTHS (H4/1-2)

H7a) **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
<b>(i) For working capital or cashflow?</b>	1	2	97	98
<b>(ii) For other reasons?</b>	1	2	97	98

ASK ALL THAT SOUGHT FINANCE FOR OTHER REASONS (H7AII/1)

H7b) **Did you try and obtain finance in the last 12 months for any of these reasons? READ OUT 1-7, 95. MULTICODE OK**

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

ASK ALL THAT SOUGHT FINANCE FOR INVESTMENT (H7B/1-7)

H7c) **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**

<b>0-19%</b>	1
<b>20-39%</b>	2
<b>40-59%</b>	3
<b>60-79%</b>	4
<b>80-99%</b>	5
<b>100%</b>	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**

<b>To cover a short-term gap until funds were received from customers</b>	1
<b>To cover a short-term gap due to unexpected expense e.g. late payment from a supplier</b>	2
<b>As a safety net, just in case</b>	3
<b>Working capital to fund general growth</b>	4
<b>Other (SPECIFY)</b>	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

£									
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Don't know 97  
 Refused 98

H9b) TO COMPLETE IF FIGURE GIVEN AT H9a  
 INTERVIEWERS TO RE-ENTER AMOUNT OF FINANCE SOUGHT 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

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

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

H9d) **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

£									
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Don't know 97

Refused 98

TO COMPLETE IF FIGURE GIVEN AT H9d

H9e) INTERVIEWERS TO RE-ENTER AMOUNT OF FINANCE OBTAINED 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**

<b>Less than £1,000</b>	1
<b>£1,000 to £4,999</b>	2
<b>£5,000 to £9,999</b>	3
<b>£10,000 to £24,999</b>	4
<b>£25,000 to £49,999</b>	5
<b>£50,000 to £99,999</b>	6
<b>£100,000 to £249,999</b>	7
<b>£250,000 to £499,999</b>	8
<b>£500,000 to £999,999</b>	9
<b>£1 million to £1,999,999</b>	10
<b>£2 million to £3,999,999</b>	11
<b>£4 million to £9,999,999</b>	12
<b>£10 million to £19,999,999</b>	13
<b>£20 million or more</b>	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-l/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%	1
20-39%	2
40-59%	3
60-79%	4
80-99%	5
100%	6
Don't know	97
Refused	98

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

H9h)

**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

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

ASK IF SOUGHT FINANCE FOR CASHFLOW (H7a/1 OR 97) AND OBTAINED SOME BUT NOT ALL OF IT (H6a-l/2)

H9i)

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

ASK IF SOUGHT FINANCE FOR CASHFLOW (H7a/1 OR 97) AND OBTAINED SOME OR NONE OF THE FINANCE THEY SOUGHT (H6a-l/2-3). DO NOT ASK IF 100% AT H9i

H9j) **Which of these describe the impact of not receiving all the external finance you needed for cashflow?** READ OUT. MULTICODE OK 1-5

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

NO H10-H91

ASK TOP-UPS ONLY

H92) **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

ASK IF PREVIOUSLY TURNED DOWN FOR FINANCE (H92/1-2)

H93) **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

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



NO H94

ASK ALL

H95 (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

ASK IF HAD A NEED FOR FINANCE BUT DID NOT APPLY (H95/1)

H96 **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**

ASK IF MORE THAN ONE ANSWER AT H96

H97 **And which of these is the main reason for not applying for finance? READ OUT IF NECESSARY. SINGLE CODE ONLY**

	H96	H97
<b>You thought you would be rejected</b>	1	1
<b>You thought it would be too expensive</b>	2	2
<b>You don't want to take on additional risk</b>	3	3
<b>Now is not the right time because of economic conditions</b>	4	4
<b>You didn't know where to find the appropriate finance you needed</b>	5	5
<b>Poor credit history</b>	6	6
<b>The decision would have taken too long/too much hassle</b>	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-l/3 BUT NOT H6a-l/1-2)

H97a (IF APPLIED BUT DID NOT OBTAIN ANY FINANCE IN LAST 12 MONTHS (H6a-l/3 BUT NOT H6a-l/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-l/3 BUT NOT H6a-l/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

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

NO SECTION I

**SECTION J: INNOVATION**

ASK ALL

- J1) **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 or services 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 RESTED

ASK IF INTRODUCED NEW OR SIGNIFICANTLY IMPROVED GOODS OR SERVICES (J1/4 OR J1a/4)

- J2) **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

ASK ALL

- J3) **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

ASK IF INTRODUCED NEW OR SIGNIFICANTLY IMPROVED PROCESSES (J3/1)

- J4) **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

ASK ALL IN COHORT C

J5) **Has your [ANSWER AT A-2] invested in R&D in the last three years?**

NB: 'R&D' STANDS FOR RESEARCH AND DEVELOPMENT

Yes	1
No	2
Don't know	97
Refused	98

ASK ALL WHO INVESTED IN R&D (J5/1)

J5a) **How much have you invested in R&D in the last 3 years?**

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 J5a

J5b) INTERVIEWERS TO RE-ENTER EXPENDITURE 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 J5a

- J5c) **Which of these ranges does the amount of R&D expenditure in the last 3 years 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 ALL IN COHORT C ONLY

- 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**

<b>Information relating to the day to day running of your [ANSWER AT A-2]?</b>	1
<b>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?</b>	2
<b>Both of these?</b>	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

<b>Face to face</b>	1
<b>Through a website</b>	2
<b>By email</b>	3
<b>On the phone</b>	4
<b>Social media</b>	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

<b>Face to face</b>	1
<b>Through a website</b>	2
<b>By email</b>	3
<b>On the phone</b>	4
<b>Social media</b>	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

<b>Up to 3 hours</b>	1
<b>More than 3 hours, less than 3 days</b>	2
<b>3 days or more</b>	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

ASK IF NEVER APPROACHED INVEST NI (K10d/2)

K10e) **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

ASK ALL THAT APPROACHED INVEST NI (K10d/1)

K10f) **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

ASK ALL WHO HAVE RECEIVED ADVICE IN ENGLAND OR WALES (K3/2-3)

K12a) **(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

ASK ALL THAT PAID FOR INFORMATION/ADVICE (K12a/1)

K12b) **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

£						
---	--	--	--	--	--	--

Don't know 97  
Refused 98

TO COMPLETE IF FIGURE GIVEN AT K12b

K12c) INTERVIEWERS TO RE-ENTER AMOUNT SPENT 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

ASK IF DK OR REF AT K12b

K12d) **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

ASK ALL IN ENGLAND AND WALES

- K13) **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

ASK ALL IN COHORT A IN ENGLAND ONLY

- K14) **Which of the following have you heard of...** READ OUT. MULTICODE 1-2. RANDOMISE ORDER OF READING 1-3

[NAME of Local Enterprise Partnership]	1
[NAME of Local Growth Hub <sup>20</sup> ]	2
Neither of these	96
Don't know	97

ASK FOR THOSE PEOPLE HAVE HEARD OF AT K14/1-2

- K15) **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 with either	96
Don't know	97

NO K16-K20

ASK ALL IN SCOTLAND ONLY

- K21) **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

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<sup>20</sup> Individual Growth Hub and LEP will be named, based on sampled LEP

ASK ALL EMPLOYERS IN SCOTLAND (A2>0)

K22. **Excluding volunteers, apprentices and interns, are all your employees aged 18 or over paid at or above £8.75 an hour?**

Yes	1
No	2
Don't know	97
Refused	98

ASK IF 'YES' OR 'DON'T KNOW' AT K22

K23 **£8.75 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

ASK ALL EMPLOYERS IN SCOTLAND (A2>0)

K24) **Does your [ANSWER AT A-2] offer any of the following working hours arrangements for employees? READ OUT. MULTICODE 1-8**

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

NO 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

## SECTION L: PUBLIC SECTOR

ASK ALL IN COHORT B ONLY

- L1) **In the past 12 months, have you expressed an interest in, or bid for, any contract advertised by the public sector?**

SINGLE-CODE

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

ASK ALL IN COHORT B ONLY

- L2) **In the past 12 months, have you actually done any business for the public sector?**

SINGLE-CODE

Yes	1
No	2
Don't know	3
Refused	4

ASK IF HAVE DONE BUSINESS FOR PUBLIC SECTOR (L2/1)

- L3) **What part of the public sector was your main customer?**

READ OUT. SINGLE-CODE

<b>UK Departments of State, including Central Government and the MoD</b>	1
<b>(WALES ONLY) National Assembly for Wales/Welsh Government</b>	2
<b>(SCOTLAND ONLY) Scottish Government</b>	3
<b>(NI ONLY) Northern Ireland Government Departments</b>	4
<b>Local authorities e.g. local council</b>	5
<b>Health Service, including Primary, secondary trusts etc.</b>	6
<b>Higher/further education institutions</b>	7
<b>Other [PLEASE SPECIFY]</b>	95
Don't know	97
Refused	98

**SECTION M: PAYMENT**

ASK ALL

M1) **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
<b>(a) (COHORT A ONLY) Give your customers trade credit?</b>	1	2	97
<b>(b) Receive trade credit from your suppliers?</b>	1	2	97

ASK COHORT A ONLY IF GIVE OR RECEIVE CREDIT (M1a/1 OR M1b/1), AND HAVE LESS THAN 50 EMPLOYEES (A2/0-49)

M2). **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

ASK COHORT A ONLY THAT GIVE CREDIT (M1a/1)

M3) **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

ASK ALL IN SCOTLAND THAT RECEIVE CREDIT (M1b/1)

M6) **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**

ASK ALL THAT EMPLOY STAFF (A2>0)

N1) **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**

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

NO N6-N9

ASK ALL IN COHORT A 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 IN COHORT A THAT EMPLOY STAFF (A2>0)

N11a) **Do you intend to have an apprenticeship start in the next 12 months?**

Yes	1
No	2
Don't know	97
Refused	98

ASK IF DO NOT INTEND TO HAVE APPRENTICESHIP STARTS (N11a/2)

N11b) **Why do you not intend to have any apprenticeship starts in the next 12 months? DO NOT PROMPT. MULTICODE OK**

Don't need any more workers	1
Don't know how to get apprentices	2
Too time consuming/costly to train them	3
Can't afford to pay them	4
Too much paperwork	5
Other (SPECIFY)	95
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

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

N14) ASK EMPLOYERS IN COHORT C ONLY (A2>0)  
**Does your [ANSWER AT A-2] have any of the following business and management practices?** READ OUT. MULTICODE 1-4

<b>Annual reviews to monitor or develop employees?</b>	1
<b>A formal procedure for dealing with employee performance?</b>	2
<b>A system for tracking and reviewing the performance of your [ANSWER AT A-2]?</b>	3
<b>Indicators to improve the performance of your [ANSWER AT A-2]?</b>	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**

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

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

ASK ALL TRADING FOR AT LEAST ONE YEAR (A6/NOT 2018)

P2) **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

ASK IF TURNOVER HAS INCREASED / DECREASED (P2/1-2)

P3) **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 know ...97

Refused ... 98

ASK IF DECREASED BY MORE THAN 50% (P2 '2' AND P3 '51-100')

P4) **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

ASK IF INCREASED BY MORE THAN 100% (P2 '1' AND P3 '101-999')

P5) **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

ASK IF DON'T KNOW HOW MUCH TURNOVER INCREASED/DECREASED AT P3 (P3 '97')

P6) **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

ASK ALL

P7) **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

ASK IF EXPECT TURNOVER TO INCREASE / DECREASE (P7/1-2)

P8) **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 know ....97

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

ASK IF EXPECT TO INCREASE BY MORE THAN 100% (P7 '1' AND P8 '101-999')

P10) **You said that you expect your turnover to increase 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

ASK IF DON'T KNOW HOW MUCH TURNOVER WILL INCREASE/DECREASE AT P8 (P8 '97')

P11) **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

ASK ALL

P12) **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

NO SECTION Q

**SECTION R: FUTURE INTENTIONS**

ASK ALL

R1) **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

ASK ALL THAT INTEND TO GROW (R1/1)

R1a) **By approximately what percentage do you aim to have grown your sales in three years' time? READ OUT IF NECESSARY. SINGLE-CODE**

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

ASK ALL

R2) **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

NO R3



ASK ALL IN COHORT B ONLY

- R4) **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

<b>Increase the skills of the workforce</b>	1
<b>Increase the leadership capability of managers</b>	2
<b>Capital investment (in premises, machinery etc.)</b>	3
<b>Develop and launch new products/services</b>	4
<b>Introduce new working practices</b>	5
<b>Invest in R&amp;D</b>	6
<b>Increase export sales or begin selling to new overseas markets</b>	7
<b>Recruitment of new staff</b>	8
None of these	96
Don't know	97
Refused	98

NO R5-R8

ASK IF HAVE ANY PLANS AT R4/1-8

- R8a) **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
Recruitment of new staff	8
No – none of these have been affected	96
Don't know	97
Refused	98

ASK IF HAVE ANY PLANS AFFECTED AT R8a/1-8

R8b) **How has the scale of these plans been affected by Brexit? 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

	Scaled down	Scaled up	Same level	Don't know	Refused
<b>Increase the skills of the workforce</b>	1	2	3	97	98
<b>Increase the leadership capability of managers</b>	1	2	3	97	98
<b>Capital investment (in premises, machinery etc.)</b>	1	2	3	97	98
<b>Develop and launch new products/services</b>	1	2	3	97	98
<b>Introduce new working practices</b>	1	2	3	97	98
<b>Invest in R&amp;D</b>	1	2	3	97	98
<b>Increase export sales or begin selling to new overseas markets</b>	1	2	3	97	98
<b>Recruitment of new staff</b>	1	2	3	97	98

ASK IF HAVE ANY PLANS AFFECTED AT R8a/1-8

R8c) **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	Pushed back	Unaffected	Don't know	Refused
<b>Increase the skills of the workforce</b>	1	2	3	97	98
<b>Increase the leadership capability of managers</b>	1	2	3	97	98
<b>Capital investment (in premises, machinery etc.)</b>	1	2	3	97	98
<b>Develop and launch new products/services</b>	1	2	3	97	98
<b>Introduce new working practices</b>	1	2	3	97	98
<b>Invest in R&amp;D</b>	1	2	3	97	98
<b>Increase export sales or begin selling to new overseas markets</b>	1	2	3	97	98
<b>Recruitment of new staff</b>	1	2	3	97	98

NO SECTIONS S-T

**SECTION U: END**

ASK ALL

U1) **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

ASK TOP-UPS, OR IF INTERVIEWED DIFFERENT RESPONDENT FROM 2017 (INTRO 2)

U1c) **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

ASK TOP-UPS, IF INTERVIEWED DIFFERENT RESPONDENT FROM 2017 (INTRO 2), OR IF DID NOT SUPPLY ALTERNATIVE NUMBER IN 2017 – ONLY ASK IF AGREE TO REINTERVIEW AT U1

U1a) **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

ASK TOP-UPS, IF INTERVIEWED DIFFERENT RESPONDENT FROM 2017 (INTRO 2), OR IF DID NOT SUPPLY EMAIL IN 2017 – ONLY ASK IF AGREE TO REINTERVIEW AT U1

U1b) **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 2017 (INTRO 2), OR IF DID NOT AGREE TO LINKAGE IN 2017

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...**

(ENGLAND AND WALES) ...the Department for Business, Energy and Industrial Strategy

(SCOTLAND) ...the Scottish Government

(NORTHERN IRELAND) ...Invest NI

**...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 2017 (INTRO 2)  
INTERVIEWER TO RECORD WHETHER THE RESPONDENT IS A MAN OR A WOMAN

U5)

Man	1
Woman	2



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