



Longitudinal Small Business Survey: technical report

25 June 2020

What you need to know about this report

This report contains technical details about the Longitudinal Small Business Survey, focussing on the fifth wave that was conducted in 2019. Technical reports have been published for the previous four waves and are available with the rest of the reports in the small business survey collection [page](#) on the BEIS statistics website.

There is information on the sampling process, response rates, weighting, sampling uncertainty (including standard errors and design effects) and the definition of some key derived variables.

The questionnaire used in the 2019 survey is also included in full.

Contents

Overview of survey method	3
Questionnaire design	3
‘Panel’ interviews	3
Top-up interviews	3
Sampling and tele-matching process – IDBR boost sample	5
Sampling process – Dun & Bradstreet sample (unregistered zero employees)	7
Sample cohorts	7
Detailed analysis	8
Achieved interviews	8
Tele-matching the IDBR	10
Response rates – Full panellists	11
Response rates – Full panellists, by sub-groups	13
Response rates – Past panel	14
Response rates – IDBR top-ups	15
Response rates – Dun & Bradstreet	16
Data weighting (cross-sectional)	17
Data weighting (longitudinal)	20
Sampling uncertainty	20
Derived variables	23
Legal status	23
Women-led businesses	23
Minority Ethnic Group-led businesses (MEG-led)	24
Family Businesses	24
Questionnaire	25

Overview of survey method

Questionnaire design

A review of the 2019 questionnaire was undertaken through consultations with stakeholders before the 2019 survey. This resulted in a number of alterations to existing questions from previous surveys, new question additions and deletions. The changes were informed by the requirement to balance stakeholders' emergent needs with the desire to exploit the longitudinal power of the survey. The consultation was followed up by a 'live' pilot of 100 interviews of the adjusted year three questionnaire.

'Panel' interviews

Of the 15,015 interviews conducted in 2018, 12,987 (86%) agreed to a follow-up interview. The objective was to obtain the highest possible number of repeat interviews with these panellists. 6,883 were interviewed between July 2019 and February 2020 (53% response rate, down from 68% in the 2018 survey). Of these, 1,585 had no employees, 32 were large businesses with 250+ employees, and the remainder (5,266) were SME employers. This group is known as the 'full panel'.

In addition, 1,588 businesses interviewed from 2015 to 2017 but not in 2018 could be re-approached for interview (they had given permission for re-interview and had not refused to take part between 2015 and 2018 and had not ceased trading). 341 of these were interviewed in 2019, a response rate of 21% (down from 27% in 2018), of which 229 were SME employers. This group is known as the 'past panel'.

Top-up interviews

In addition to these, 3,778 'top-up' interviews were conducted (2,992 of which were SME employers), for reasons explained in the paragraphs above. As a result, the total sample size in the 2019 survey was 11,002, 8,407 of which were SME employers:

The top-ups were sampled using a method consistent with the 2015 to 2018 surveys:

- within each of the four UK nations the sample was stratified. Targets were set according to the employment size of enterprises and, within those targets, by 1-digit sector (SIC 2007)
- the targets over-represented businesses with five to 249 employees substantially in comparison to their actual numbers within the business population
- for registered businesses, the [Inter Departmental Business Register](#) (IDBR) was used as the sample source. For unregistered businesses with no employees, Dun & Bradstreet's database was used. Dun & Bradstreet contacts were screened out if they either had employees on their payroll or paid VAT, as these would have duplicated contacts found within the IDBR

- the IDBR is a record of all UK enterprises that pay VAT or PAYE, which contains around 2.7 million unique entries for enterprises. The BEIS Business Population Estimates (BPE) publication estimates around 5.9 million enterprises in the UK in total. The difference in the figures is explained by the number of unregistered enterprises that do not pay VAT or PAYE, estimates of which derive from the Labour Force Survey (LFS). This is the reason why Dun & Bradstreet was retained as the source for top-up businesses with no employees, as its database contains records for both registered and unregistered businesses
- the targets within the sample stratification matrix were informed by the 2018 Business Population Estimates (BPE)¹, the latest available at the time. However, survey findings were weighted to the 2019 BPE² which became available towards the end of fieldwork. The 2019 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 2018 BPE

A 336-cell sample stratification matrix was devised, the targets within each cell informed by the 2018 BPE. These cells were as follows:

- 14 '1-digit' SIC 2007 categories (ABDE, C, F, G, H, I, J, KL, M, N, P, Q, R, S)
- multiplied by six size categories (unregistered zero employees, registered zero employee, 1-4 employees, 5-9 employees, 10-49 employees, 50-249 employees) = 84
- multiplied by four nations (England, Scotland, Wales, Northern Ireland) = 336

Once the sample was drawn, informed by differential likely tele-matching success rates for each cell (based upon experience from the 2015 to 2018 surveys), no quotas were employed on size, sector or any other criteria except for country, where Northern Ireland was boosted above its actual proportion in the business population.

¹ <https://www.gov.uk/government/statistics/business-population-estimates-2018>. 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.

² <https://www.gov.uk/government/statistics/business-population-estimates-2019>. 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 'PC or Nat Industry, Central Government and Local Authority'
 - those indicated to have zero employees and zero employment³ (e.g. dormant businesses, holding companies)
 - records listed as 'the trustees of...' (not businesses, no contact details as these are collections of individuals)
 - businesses interviewed in LSBS Years 1 to 4, matched by their IDBR number
- 2) Companies with no employees are counted by the IDBR as having one employee (the working proprietor), whereas businesses with no employees and other legal statuses are counted as having no employees. Therefore, for the purpose of our survey, companies listed as having one employee were counted in the zero-employee category.
- 3) The sample was sorted by postcode within one digit SIC, within size bands (zero employees, 1-4 employees, 5-9 employees, 10-49 employees, 50-249 employees) and within nation.
- 4) Using pre-set targets within each sample stratification cell for 'initial sample drawn', the sample was drawn on a '1 in n' basis.

³ The 'employees' and 'employment' fields in the IDBR can differ. 'Employees' refers to the numbers employed that are not owners and partners. 'Employed' refers to the number within the organisation for whom PAYE is paid, which also includes working owners and partners.

- 5) The inclusion of postcodes as a sorting criterion helped to avoid ‘duplicate’ records⁴ among those selected. To cope with remaining duplication, de-duplication occurred on the following:
- where part of a larger enterprise group (indicated by the reference ‘EnterpriseGrp_Wowref’)
 - business name
 - telephone number. Initially this could only be for the IDBR-supplied telephone number. At later stages telephone number de-duplication also occurred for automated and manual matched numbers
- 6) A target was set for ‘sample drawn with telephone numbers’ within each sample stratification cell. The remaining records sampled (after de-duplication, and excluding records already containing a telephone number) were ‘auto-telematched’. This process involved using a variety of telephone look-up agencies that held records of business telephone numbers.
- 7) For records still lacking telephone numbers, manual telephone matching was used. This involved internet searches to find telephone numbers.
- 8) The process described above in points 4 to 7 was repeated until targets for ‘sample drawn with telephone numbers’ were reached.

Overall, 104,059 records were sampled in order to produce 81,668 records with telephone numbers that could be used for the survey. This represented a matching rate of 78%, with the match rate being higher the larger the SME. Full details on matching rates are given in the next section of this report.

⁴ These records have separate reference numbers in the IDBR from each other and as such are counted as discreet enterprises. In such cases, a number of companies are typically registered by the same people at the same address, with very similar names. Examples include exporters or importers who create companies for each overseas market they deal with, or property developers who create multiple companies for each separate development. For research purposes these are counted as duplicates, as respondents will give answers that relate to their companies overall, and not the sub-units. For various reasons we cannot interview the same individual more than once about different enterprises, nor more than one representative of an overarching business. Sorting by postcode helps to avoid this duplication, as the duplicate businesses tend to be registered at the same address.

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

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

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

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

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

Enterprises were de-duplicated (by DUNS number) against those interviewed in the 2015 to 2018 LSBS surveys which were sourced from Dun & Bradstreet. There was also de-duplication against the IDBR, based on name and postcode of enterprise.

A total of 7,810 contacts were loaded in order to achieve 451 interviews, a response rate of 5.8%.

Dun & Bradstreet’s UK Trading File contains 2.8 million businesses. It is not absolutely clear how these are populated (a mix of Companies House data, annual account returns, trade directories and other sources), but suffice to say that Dun & Bradstreet does have contact details for unregistered zero employee non-VAT paying businesses that are not included in the IDBR, although it is probable that these are not fully representative of those business identified in the LFS⁵.

Sample cohorts

One of the main reasons given by respondents who do not want to participate in LSBS is that the interview length is too long. In 2018, BEIS made a commitment to bring down the average interview length, this procedure was again used in year five.

To help boost response rates, and to generally attempt to reduce the burden on respondents, Three cohorts (A, B and C) were created. Each cohort was exclusively asked a series of non-key questions. For example, only cohort A was asked questions on business energy usage, awareness and usage of LEPs, credit and late payment and apprenticeships. Cohorts were selected at random upon reaching a point in the interview after section C. The use of this system helped to bring down the overall average interview length to 19 minutes for panellists, and 25 minutes for top-ups

⁵ This is because the unregistered businesses contained in the Dun & Bradstreet database are likely to be mainly those that appear in trade directories, that is they advertise themselves. In the Labour Force Survey, the bulk of unregistered businesses are self-employed individuals that may only do sub-contracting work for one larger business, and therefore these do not appear in trade directories.

Detailed analysis

Achieved interviews

The table below shows the number of achieved interviews in 2019, according to their source (full panel, past panel⁶, IDBR or Dun & Bradstreet).

Table 1: 2019 achieved interviews – by employment size and sample source

Detailed size	Total	Full Panel	Past Panel	IDBR Top-up	DnB top-up
Zero unregistered	1,045	592	2	0	451
Zero registered	1,518	993	110	415	0
1-4 employees (micros)	2,317	1,579	50	688	0
5-9 employees (micros)	1,457	980	25	452	0
10-19 employees (small)	1,542	981	44	517	0
20-49 employees (small)	1,446	920	52	474	0
50-99 employees (medium)	1,042	494	32	516	0
100-249 employees (medium)	603	312	26	265	0
250+ employees (large) ⁷	32	32	0	0	0
Broad size band					
Zero employees	2,563	1,585	112	415	451
Micros (1-9)	3,774	2,559	75	1,140	0
Small (10-49)	2,988	1,901	96	991	0
Medium (50-249)	1,645	806	58	781	0
Large (250+)	32	32	0	0	0
Total	11,001	6,883	341	3,327	451

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

The table above shows the actual employment size bands in 2019, as confirmed by respondents in the 2019 survey. This is different from indicated employment size bands, that is, those recorded in 2018 for the full panel, 2015 to 2017 for the past panel, and those indicated by the IDBR and Dun & Bradstreet database for the top-ups.

⁶ Past panel = Interviewed from 2015 to 2017, but not in 2018. 'Full panel' refers to those interviewed in both 2018 and 2019.

⁷ These businesses had less than 250 employees when first interviewed between 2015 and 2018. They were interviewed in 2019 for longitudinal purposes. Their data does not appear in the cross-sectional 2019 reports.

The table below shows achieved interviews by sector and nation.

Table 2: 2019 achieved interviews – by sector, nation and sample source

Sector (SIC 2007)	Total	Full Panel	Past Panel	IDBR top-up	DnB top-up
ABDE Primary	378	284	18	67	9
C Manufacturing	1,125	681	36	378	30
F Construction	1,071	577	38	431	25
G Wholesale and Retail	1752	1,121	47	536	48
H Transport and Storage	440	249	19	163	9
I Accommodation and Food	890	488	18	378	6
J Information and Communication	642	417	22	165	38
KL Financial and Real Estate	460	314	18	122	6
M Professional and Scientific	1,554	1,064	31	406	53
N Administrative and Support	882	526	24	286	46
P Education	291	197	14	46	34
Q Health and Social Work	728	522	31	130	45
R Arts and Entertainment	318	179	15	80	44
S Other Service	471	264	10	139	58
Nation					
England	9,026	5,782	254	2,603	387
Scotland	1,099	572	45	446	37
Wales	391	263	15	106	7
Northern Ireland	485	266	27	172	20
Total	11,002	6,883	341	3,327	451

The proportion of interviews in each sector that were top-ups varies. This was because of differential response rates in the 2018 survey. For example, the 2018 response rate was lower than average in sectors I (accommodation and food) and N (administrative and support), meaning that there were a lower proportion of panel interviews in these sectors in 2019, and a higher proportion of top-ups.

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

Tele-matching the IDBR

After de-duplication, a total of 104,059 IDBR records were made available for the next stage of tele-matching (see column A in table below).

In total, these IDBR records sampled already contained 16,743 telephone numbers (16% of all available records). By size, this was much more likely to be the case for medium-sized businesses (58%), and much less likely for those indicated to have no employees (3%)⁸. See columns B and C in the table below.

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

Table 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 number found	% all
Zero	25,197	675	3%	16,063	64%	0	NA	8,459	16,738	66%
One to 4	38,371	1,281	3%	25,984	68%	0	NA	11,106	27,265	71%
Five to 9	8,194	703	9%	6,472	79%	0	NA	1,019	7,175	88%
Ten to 49	17,573	5,546	32%	10,740	61%	0	NA	1,287	16,286	93%
50 to 249	14,724	8,538	58%	5,666	38%	0	NA	520	14,204	96%
Total	104,059	16,743	16%	64,925	62%	0	NA	22,391	81,668	78%

The second stage of telematching was to use auto-matching. This process involved using a variety of telephone look-up agencies that held records of business telephone numbers. This method matched a further 64,925 numbers (62% of all available). Technological and automation improvements in the auto searching process resulted in an almost doubling of the numbers matched and found when compared to 2018 (32% to 62%). The improved process was less likely than average to be successful for medium-sized employers, but far more accurate and successful in the matching for non-employers (an increase of 45 percentage points) and businesses with 1-4 employees (an increase of 27 percentage points). See columns D and E in the table above.

As a result of the vastly improved automated matching, no further manual tele-matching was required: the initial numbers provided and success of the automated matching meant that there were more than sufficient cases available at this stage.

Overall, 81,668 records were matched via this three-stage process (78%). There was a great deal of variation in matching success rates by size, though the variation was less than in previous years, due to the greatly improved automated matching. This year 66% of zero employee records were matched, 71% of those with 1-4 employees, 88% of those with 5-9 employees, 93% of small businesses, and 96% of medium-sized businesses.

⁸ In previous LSBS surveys a strong correlation by age of business was also evident, for example in 2017 only 4% of IDBR top-up businesses aged 0-1 years had numbers on the IDBR, only 16% of businesses aged 2-5 years, compared with 38% of those aged 16 years or more. As age of business does not form part of the sampling process, and there is now a requirement to delete the IDBR extract data on completion of fieldwork, it was not possible to do this analysis for the 2019 survey.

Overall, 78% of IDBR records were tele-matched. Compared with 2018, the overall matching process was more successful (59% in 2018). This was due to greater success in the auto matching process. The proportion with phone numbers in the IDBR was lower in 2019 (16%, compared with 18% in 2018).

Table 4: Tele-matching (IDBR top-ups only) – by sector

	A	B	C	D	E	F	G	H	I	J
Sector	All	Number on IDBR	% all	Auto Tele-match	% all	Manual match	% all	No match found	Total number found	% all
ABDE Primary	5,931	338	6%	3,721	63%	0	NA	1,872	4,059	68%
C Manufacturing	6,198	2,398	39%	3,150	51%	0	NA	650	5,548	90%
F Construction	16,897	1,786	11%	11,536	68%	0	NA	3,575	13,322	79%
G Whole/Retail	11,738	3,076	26%	7,302	62%	0	NA	1,360	10,378	88%
H Trans.	5,628	760	14%	3,378	60%	0	NA	1,490	4,138	74%
I Accom/Food	11,452	2,133	19%	7,735	68%	0	NA	1,584	9,868	86%
J Info/Com	8,386	525	6%	4,928	59%	0	NA	2,933	5,453	65%
KL Fin/RE	5,338	932	17%	2,897	54%	0	NA	1,509	3,829	72%
M Professional	13,942	2,016	14%	8,251	59%	0	NA	3,675	10,267	74%
N Admin.	9,715	1,385	14%	6,111	63%	0	NA	219	7,496	77%
P Educ.	390	35	9%	283	73%	0	NA	72	318	82%
Q Health	3,704	650	18%	2,295	62%	0	NA	759	2,945	80%
R Arts	1,990	357	18%	1,250	63%	0	NA	383	1,607	81%
S Other	2,750	352	13%	2,088	76%	0	NA	310	2,440	89%
Total	104,059	16,743	16%	64,925	62%	0	NA	22,391	81,668	78%

By sector, the previous imbalances of matching have been smoothed out, with all sectors now matching above 60%. The greatest improvements were seen in Manufacturing which now matches 9 out of 10 records provided (90%).

Response rates – Full panellists

Of the 15,015 interviews conducted in 2018, 12,987 (86%) agreed to a follow-up interview. The objective was to obtain the highest possible number of repeat interviews with these ‘full’ panellists in the 2018 LSBS.

Table 5: Response rates – full panel

	Panellists – All contacts loaded	% response rate
Completed - telephone (CATI)	6,882	53.0%
Total completed	6,882	53.0%
Appointments	112	0.9%
Quits	50	0.4%
Refusals	301	2.3%
Not available during fieldwork	155	1.2%
Total contacted	7,500	57.8%
Ring backs	4,900	37.7%
Screen outs	0	0.0%
Total live contacts	12,400	95.5%
Business no longer trading	240	1.8%
Wrong number	143	1.1%
Unobtainable number	204	1.6%
Total loaded	12,987	100.0%

Out of the 12,987 full panel contacts loaded into CATI, 6,882 interviews were achieved, a response rate of 53%. This was lower than in 2018, when the response rate was 67%, however is attributed to the number of new panellists made available after the large boost of top up records conducted in 2018 (Year 4).

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

Some 240 businesses 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 (69 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 incorrect and 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 liquidated, though this could not be verified.

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, that is those agreeing to take part in a further interview in LSBS 2018 (Year 4). The size band and sector refer to the situation in 2018.

Table 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%	52%	57%	49%	61%	55%	n/a	55%
C Manufacturing	55%	52%	57%	62%	53%	46%	100%	53%
F Construction	41%	47%	47%	60%	50%	38%	n/a	48%
G Wholesale and Retail	50%	51%	56%	58%	58%	44%	0%	55%
H Transport and Storage	48%	56%	51%	53%	58%	46%	n/a	52%
I Accommodation and Food Service	55%	48%	47%	51%	46%	43%	33%	47%
J Information and Communication	54%	60%	58%	55%	55%	45%	n/a	56%
K Financial and Real estate	61%	60%	51%	55%	54%	47%	33%	54%
M Professional and Scientific	55%	61%	61%	61%	54%	43%	100%	57%
N Administrative	51%	60%	45%	51%	55%	48%	100%	51%
P Education	57%	52%	53%	66%	59%	65%	33%	59%
Q Human Health	47%	70%	48%	63%	55%	59%	100%	55%
R Arts and Entertainment	51%	55%	50%	45%	43%	45%	50%	48%
S Other Services	42%	50%	57%	66%	58%	50%	n/a	55%
TOTAL	50%	55%	54%	57%	54%	48%	55%	53%

The overall response rate was lower in all sectors during 2019 when compared to the previous year.

Medium-sized businesses saw the lowest response rate of 48%, a 12 percentage point reduction from 2018.

By sector, the response rate was highest in the education (59%) and professional and scientific sectors (57%). Accommodation and Food service sector recorded the lowest panellist response rate with 47%, a reduction of 17 percentage points from 2018.

In 2019, 97% of full panel interviews were conducted with the same person that took part in the 2018 LSBS. The 3% conducted with different individuals occurred mainly because the previous respondent had left the business.

Overall, 2.6% of full panellists either refused to take part in the 2019 LSBS or quit the interview. This refusal rate was just over seven percentage points lower than in 2018.

Just under 2% of panellists interviewed in 2018 were no longer trading in 2019, a similar proportion to that seen between 2016 and 2018.

Response rates – Past panel

In addition, 1,588 businesses interviewed between 2015 and 2017 but not in 2018 could be re-approached for interview (that is they had given permission for re-interview and had not refused to take part in 2015 to 2018 and had not ceased trading). Of these, 331 were interviewed in 2019, a response rate of 20% (down from 27% in 2018), of which 229 were SME employers.

Table 7: Response rates – Past panel

	Past panel	% response rate
Completed - telephone (CATI)	341	21.47%
Total completed	341	21.47%
Appointments	100	6.30%
Quits	19	1.20%
Refusals	25	1.57%
Not available during fieldwork	48	3.02%
Total contacted	533	33.56%
Ring backs	976	61.46%
Screen outs	0	0.00%
Total live contacts	1,509	95.03%
Business no longer trading	44	2.77%
Wrong number	18	1.13%
Unobtainable number	17	1.07%
Total loaded	1,588	100.0%

Because it was not possible to interview this group in 2018, the overall response rate for past panellists was lower than for full panellists. The response rate was 21%, six percentage points lower than in 2018.

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 (61%), than for the full panel (37%).

Response rates – IDBR top-ups

As described earlier, 81,668 IDBR boost contacts were loaded into CATI, and out of these 3,327 interviews were achieved, a response rate of 4.1%. In comparison to 2018, this is 14 percentage points lower; this can be attributed to the availability of almost 30,000 additional IDBR records on 2019.

Table 8: Response rates – IDBR top-ups

	IDBR top-ups – All contacts loaded	% response rate
Completed - telephone (CATI)	3,327	4.1%
Total completed	3,327	4.1%
Appointments	186	0.2%
Quits	3,708	4.5%
Refusals	10,047	12.3%
Not available during fieldwork	1817	2.2%
Total contacted	18,505	22.7%
Ring backs	41,024	50.2%
Screen outs	3612	4.4%
Total live contacts	38,829	47.5%
Business no longer trading	3641	4.5%
Wrong number	6,864	8.4%
Unobtainable number	7,443	9.1%
Total loaded	81,668	100.0%

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 it had been called that at some point in the past. This was required as businesses may trade under different names from those listed in the IDBR, and because the telephone numbers supplied within the IDBR could be those of an external accountancy firm (the contact number used by HMRC for VAT and PAYE queries). This explains why there are screen outs, and the relatively high number of wrong numbers.

In comparison to 2018, the refusal rate was slightly lower (down 0.9 percentage points), and the proportion of unobtainable numbers was lower, down 2.7 percentage points.

Response rates – Dun & Bradstreet

In total, 7,810 contacts sourced from Dun & Bradstreet were used, in order to gain 451 interviews. This was a response rate of 5.8% of all contacts loaded, down from 6.5% in 2018, the lowest response rate recorded for this source of contact sample in the past three years.

Table 9: Response rates – Dun & Bradstreet top-ups

	Dun & Bradstreet top-ups – All contacts loaded	% response rate
Completed - telephone (CATI)	451	5.8%
Total completed	451	5.8%
Appointments	26	0.3%
Quits	1	0.0%
Refusals	1,049	13.4%
Not available during fieldwork	29	0.4%
Total contacted	1,556	25.0%
Ring backs	4,960	63.5%
Screen outs	435	5.6%
Total live contacts	6,951	89.0%
Business no longer trading	368	4.7%
Wrong number	276	3.5%
Unobtainable number	215	2.8%
Total loaded	7,810	100.0%

Compared with 2018, the screen out rate was lower, dropping from 23.5% to 5.6%.

There was a notable reduction in the total number of records loaded for the Dun and Bradstreet top ups. This is related to recent updates and cleansing processes conducted by the sample broker, meaning the accuracy of available records has increased.

This is evident in the reduction of screen outs, in 2018 they constituted almost a quarter (23.5%) of all records loaded, this has been reduced to just 5.6% of all records loaded in 2019.

Data weighting (cross-sectional)

Although the sample stratification was based on the 2017 [Business Population Estimates](#) (BPE), the cross-sectional survey findings were weighted to the 2019 BPE which had become available by the end of fieldwork.

Because the combined dataset contained a mix of panel and boost interviews, it was not possible to use design weights and post strata weights in the weighting, which had been the weighting method in the 2015 LSBS. Instead, as was also the case in the 2016, 2017 and 2018 surveys, the 336-cell matrix was used (sector within size band within nation), the targets within each cell informed by the 2019 BPE. In Wales, Scotland and Northern Ireland, where the sample sizes were smaller than in England, some cells were unpopulated. 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 SME employers, businesses with no employees (particularly the unregistered zero employee enterprises) have relatively high weights compared to SME employers. This is the main reason why there are separate reports for SME employers and businesses with no employees.

In 2019, owing to the disproportionate availability of contact records in zero unregistered and zero registered business when compared to the number of records listed in the 2019 BPE, standard weighting procedures produced a number of high weights within these business size bands. A capped weight of 12 (the upper limit of average weights) was introduced to control for this imbalance. The capping of high weights only impacted on the zero sized businesses where the impact of weighting was highest. We reduced the weights for 124 businesses to 12. Capping weights in this way reduces the variance and standard error for survey estimates, though potentially introduces a small bias. With only 124 businesses having their weights capped (about 1% of the sample and less than 5% of the non-employing sample) and with no weights being reduced by more than 30% (in fact all but one of the 124 were reduced by less than 12%), any bias introduced will be very small.⁹

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

⁹ Users who access the dataset will see that some businesses in 2019 have weights a little higher than 12. These are the businesses whose weights were capped. After editing their weights down to 12, we then rescaled all the weights so that their mean is 1 again, leading to a slight increase in *all* the weights including the capped ones.

Table 10: Weighted and unweighted proportions of all SME¹⁰ 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	0.1%	0.5%	1.0%	1.8%	1.0%	0.8%	0.3%	0.2%
C - Manufacturing	0.6%	2.4%	0.9%	0.8%	1.6%	0.7%	1.3%	0.3%
F - Construction	0.9%	10.9%	1.7%	2.9%	2.5%	2.2%	1.4%	0.5%
G - Wholesale and Retail	0.8%	2.8%	1.6%	2.5%	3.8%	2.5%	2.9%	1.0%
H – Transport and Storage	0.4%	4.0%	0.5%	1.0%	0.7%	0.5%	0.4%	0.2%
I - Accommodation and Food	0.2%	0.9%	0.3%	0.3%	1.4%	1.2%	1.6%	0.6%
J - Information and Communication	0.6%	2.5%	1.6%	2.4%	1.3%	1.1%	0.6%	0.2%
KL - Financial and Real estate	0.4%	1.0%	0.7%	1.3%	1.1%	0.8%	0.6%	0.2%
M - Professional and Scientific	1.5%	6.9%	3.4%	4.7%	3.2%	2.5%	1.5%	0.5%
N – Administrative and Support	0.8%	5.0%	0.9%	1.7%	1.6%	1.5%	1.1%	0.4%
P - Education	0.7%	4.6%	0.2%	0.3%	0.4%	0.2%	0.2%	0.1%
Q - Health and Social work	0.8%	5.0%	0.2%	0.4%	0.5%	0.4%	0.7%	0.2%
R - Arts/ Entertainment	0.8%	4.0%	0.4%	0.6%	0.5%	0.3%	0.2%	0.1%
S - Other service	0.9%	4.4%	0.3%	0.3%	1.4%	0.8%	0.5%	0.2%
Total	9.5%	54.8%	13.8%	21.0%	21.1%	15.5%	13.2%	4.5%
Average overall weight	X 5.0		X 1.27		X 0.62		X 0.32	

¹⁰ Note that those that were large businesses in 2019 (250+ employees) were not given weights, and do not appear in the cross-sectional report. These were retained in the database for longitudinal analysis purposes only.

Table 11: Weighted and unweighted proportions of all SME interviews – small, medium-sized and total categories only (all UK)

	Small (10-49 employee)		Medium (50-249 employee)		All SMEs	
	UW	W	UW	W	UW	W
ABDE - Primary	0.6%	0.1%	0.3%	0.0%	3.4%	3.3%
C - Manufacturing	3.1%	0.4%	2.8%	0.1%	10.2%	4.8%
F - Construction	2.4%	0.3%	0.8%	0.0%	9.7%	16.9%
G - Wholesale and Retail	4.7%	0.6%	2.2%	0.1%	15.9%	9.4%
H - Transport and Storage	1.2%	0.1%	0.8%	0.0%	4.0%	5.9%
I - Accommodation and Food	3.4%	0.5%	1.2%	0.1%	8.1%	3.5%
J - Information and Communication	1.0%	0.2%	0.6%	0.0%	5.8%	6.3%
KL - Financial and Real estate	0.8%	0.1%	0.5%	0.0%	4.2%	3.5%
M - Professional and Scientific	3.1%	0.4%	1.4%	0.1%	14.1%	15.0%
N - Administrative and Support	1.9%	0.3%	1.7%	0.1%	8.0%	8.8%
P - Education	0.7%	0.1%	0.4%	0.0%	2.6%	5.2%
Q - Health and Social work	2.6%	0.3%	1.7%	0.1%	6.6%	6.3%
R - Arts and Entertainment	0.7%	0.1%	0.4%	0.0%	2.9%	5.0%
S - Other service	1.0%	0.1%	0.2%	0.0%	4.3%	5.9%
Total	27.2%	3.6%	14.9%	0.6%	100.0%	100.0%
Average overall weight	x 0.13		x 0.04		x 1.00	

Overall, 9.5% of interviews were conducted with unregistered zero employee businesses. However, after weighting, this proportion increased to 54.8%, giving them an overall average weight of x 5.0. For medium-sized businesses the average weight was x 0.04.

As described earlier, certain questions in the 2019 survey were only asked of a sub-sample. Respondents were randomly split into three cohorts (A, B and C), each cohort consisting of approximately 3,000 cases. Separate weights were created for each cohort, using 2019 BPE targets. These weights were the ones used in the report when analysing these particular questions.

Because each cohort had a sample size a third of the total, there were uninhabited cells outside of England. 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 simplified grid was adopted (four broad sectors within six sizebands for each nation).

Data weighting (longitudinal)

Separate longitudinal weights are used when undertaking longitudinal analysis of the 1,816 panellists who responded in all five surveys between 2015 and 2019. The longitudinal weighting method was identical to the cross-sectional one, except that 2015 firmographics (size, sector and nation) and BPE targets were used rather than 2019 ones. Hence some of the records with longitudinal weights have increased their employment levels to become large businesses with 250+ employees.

Because of the (relatively to the total) small sample size, there were uninhabited cells in each country. Therefore, a simplified weighting grid was adopted (four broad sectors within four broad size bands, within each nation).

Note that because the number of panellists responding to all four surveys is a sub-section of the whole, individual weights on individual records differ between the longitudinal and cross-sectional weights.

Sampling uncertainty

In the reports published on SME employers and non-employers in June 2020, 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 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 12: SME employers – 95% confidence intervals in survey findings and design effects and factors – nation, size band and sector¹¹

	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	8,406	+/- 0.9%	+/- 1.3%	+/- 1.4%	1.84	1.36
England	6,878	+/- 1.0%	+/- 1.4%	+/- 1.6%	1.80	1.34
Scotland	849	+/- 2.9%	+/- 4.3%	+/- 4.7%	1.97	1.40
Wales	298	+/- 4.5%	+/- 6.9%	+/- 7.4%	1.74	1.32
Northern Ireland	381	+/- 4.1%	+/- 6.3%	+/- 7.0%	1.89	1.38
Micro businesses (1-9 employees)	3,774	+/- 1.0%	+/- 1.6%	+/- 1.7%	1.19	1.08
Small businesses (10-49 employees)	2,988	+/- 1.1%	+/- 1.7%	+/- 1.8%	1.07	1.03
Medium-sized businesses (50-249 employees)	1,644	+/- 1.5%	+/- 2.3%	+/- 2.5%	1.04	1.02
ABDE. Primary sector	247	+/- 4.6%	+/- 7.0%	+/- 7.5%	1.49	1.22
C. Manufacturing	959	+/- 2.6%	+/- 3.9%	+/- 4.2%	1.79	1.34
F. Construction	778	+/- 2.9%	+/- 4.2%	+/- 4.6%	1.77	1.33
G. Retail and wholesale	1,487	+/- 1.9%	+/- 3.0%	+/- 3.2%	1.62	1.27
H. Transport and storage	348	+/- 4.7%	+/- 6.8%	+/- 7.5%	2.08	1.44
I. Accommodation and food service	828	+/- 2.7%	+/- 4.3%	+/- 4.6%	1.81	1.35
J. Information and communication	392	+/- 3.6%	+/- 5.8%	+/- 6.3%	1.59	1.26
KL. Financial and real estate	337	+/- 4.0%	+/- 6.0%	+/- 6.6%	1.54	1.24
M. Professional and scientific	1,012	+/- 2.4%	+/- 3.7%	+/- 4.0%	1.71	1.31
N. Administration and support	684	+/- 3.0%	+/- 4.8%	+/- 5.2%	1.90	1.38
P. Education	191	+/- 5.8%	+/- 8.5%	+/- 9.2%	1.75	1.32
Q. Human health	610	+/- 3.7%	+/- 5.5%	+/- 6.1%	2.36	1.54
R. Arts and entertainment	194	+/- 5.5%	+/- 8.7%	+/- 9.5%	1.78	1.34
S. Other services	339	+/- 3.8%	+/- 5.9%	+/- 6.5%	1.45	1.20

For cohort questions, the margins of error increase by about 70% - for example +/- 2.0% becomes +/- 3.4% (to increase a number by 70%, multiply it by 1.7) This table applies to estimates of proportions.

¹¹ 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#2019>

Table 13: businesses with no employees – 95% confidence intervals in survey findings and design effects and factors – nation, registration and sector¹²

	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	2,563	+/- 1.5%	+/- 2.3%	+/- 2.5%	1.69	1.30
England	2,120	+/- 1.6%	+/- 2.5%	+/- 2.7%	1.61	1.27
Scotland	246	+/- 4.7%	+/- 8.7%	+/- 9.5%	2.07	1.44
Wales	93	+/- 7.8%	+/- 12.9%	+/- 13.9%	1.82	1.35
Northern Ireland	104	+/- 7.4%	+/- 12.2%	+/- 13.4%	1.84	1.36
Registered	1,518	+/- 1.6%	+/- 2.4%	+/- 2.6%	1.09	1.04
Unregistered	1,045	+/- 2.0%	+/- 3.1%	+/- 3.4%	1.21	1.10
ABDE. Primary sector	130	+/- 6.3%	+/- 8.7%	+/- 9.6%	1.32	1.15
C. Manufacturing	163	+/- 5.4%	+/- 8.5%	+/- 9.5%	1.45	1.20
F. Construction	292	+/- 4.5%	+/- 7.2%	+/- 7.9%	1.83	1.35
G. Retail and wholesale	262	+/- 4.1%	+/- 6.3%	+/- 6.8%	1.27	1.12
H. Transport and storage	92	+/- 8.3%	+/- 12.0%	+/- 13.0%	1.70	1.31
I. Accommodation and food service	57	+/- 10.4%	+/- 17.1%	+/- 17.7%	1.90	1.38
J. Information and communication	248	+/- 3.9%	+/- 6.2%	+/- 7.0%	1.18	1.09
KL. Financial and real estate	120	+/- 5.4%	+/- 8.4%	+/- 9.3%	1.05	1.03
M. Professional and scientific	540	+/- 2.8%	+/- 4.6%	+/- 5.0%	1.35	1.16
N. Administration and support	193	+/- 5.1%	+/- 7.4%	+/- 8.2%	1.36	1.17
P. Education	100	+/- 6.3%	+/- 10.0%	+/- 11.1%	1.22	1.10
Q. Human health	112	+/- 5.5%	+/- 9.2%	+/- 9.8%	1.09	1.04
R. Arts and entertainment	123	+/- 5.9%	+/- 9.1%	+/- 9.6%	1.23	1.11
S. Other services	131	+/- 5.0%	+/- 8.6%	+/- 9.4%	1.11	1.05

For cohort questions, the margins of error increase by about 70% - for example +/- 2.0% becomes +/- 3.4% (to increase a number by 70%, multiply it by 1.7) This table applies to estimates of proportions.

¹² 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#2019>

Derived variables

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

Legal status

The legal status of a company is determined by the self-reported response to the A5 question series. Historically, this categorisation has required substantial recoding due to a lack of respondent understanding as to which specific business type their company falls into.

To simplify coding of legal status, in 2019 question changes were implemented to draw as much background information as possible from existing sources to help direct the respondent. If the business's name in the IDBR had suffixes such as PLC, LLP, CIC or CIO then they were not asked to self-classify in the interview.

This change vastly reduced the amount of 'other' codes such as IPS (industrial or provident society), CIC (community interest company) trust, mutual, friendly society, co-operative or unincorporated associations and aided the allocation of companies with a charitable status.

Where legal status was still unclear, substantial validation was conducted by creating automated look ups to the Companies House API to ascertain the most recent legal status.¹³

It is worth noting that the change in legal status codes in 2019, means that direct comparisons to years 2015 to 2018 should be taken with caution.

Women-led businesses

The number of working owners or partners within an organisation was determined at question A11. At A17 the survey 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 added¹⁴.

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

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

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

¹³ <https://beta.companieshouse.gov.uk/>

¹⁴ 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 and partners and directors was assumed to be the same as in the previous LSBS survey.

Minority Ethnic Group-led businesses (MEG-led)

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

If there was more than one owner, partner or director, A19 asked how many of these were from ethnic minority groups. A20 then asked which ethnic minority groups these were from. Those classified as being from mixed race backgrounds¹⁵, 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 and partners and 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.

Family Businesses

If an enterprise claimed that it did not have any owners, which was common among certain types of enterprises (for example, those which are not-for-profit or public limited companies), then it was automatically assumed that they were not a family business.

If an enterprise had only one owner, it was automatically assumed to be a family business.

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

¹⁵ Mixed white and black Caribbean, mixed white and black African, mixed white and Asian, other mixed background.

Questionnaire

The remainder of this report contains the questionnaire used for the 2019 survey.

**Longitudinal Small
Business Survey Year 5 2019
Questionnaire d1**

Pro_1750
May 10th 2019

SAMPLE SOURCE

Panel	1	INTRODUCTION 1 OR 2
Top up - IDBR	2	INTRODUCTION 3
Top-up – Dun & Bradstreet	3	INTRODUCTION 3
Previous panelist – did not do interview in 2018	4	INTRODUCTION 1 OR 2

INFORMATION NEEDED FROM PANEL IN CONTACTS TO INFORM YEAR 5 FILTERS

Information		Taken from (2018) – variable or Q no.	Affects (2019)
Name of respondent	1	S5	INTRODUCTION 1 OR 2
Month interviewed in 2018	2	S6	INTRODUCTION 1 OR 2
Whether emailed a report	3	U1c/1	INTRODUCTION 1
Name of business	4	Source	S7
Type of organisation	5	A_2_2018	THROUGHOUT
Country		NATION_2018	Various places in questionnaire e.g. Section K
Number of owners/directors		A17A2A_2018	A22/A23
Number of owners		A2A_2018	A22/A23
Number of directors		A17_2018	A22/A23
Exporter		C1_C2_2018	C3b, C5a
No plans to export		C3_2018/3	C6
Legal status		A5SUM_2018	F6
Whether a charity		A0_2018	F12
Previous cohort		COHORT_2018	H1
Year first interviewed		YEAR	H1
Applied for finance in 2018		H4A_2018	H4a
Previously approached NI Invest		K10DN_2018	K10d
Does not have an alternative number		U1a/96 or 98	U1a
Did not supply email address		U1b/96 or 98	U1b
Did not agree to data linkage		U2/2	U2

PANEL AND PREVIOUS PANELIST ONLY - ASK TO SPEAK TO NAMED CONTACT

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

NB: IF NAME IS SPELLED INCORRECTLY ON DATABASE, CORRECT HERE

--

INTRODUCTION 1 (PANEL AND PREVIOUS PANELIST – 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) The interview will take about 15-20 minutes for live businesses, and just a couple of minutes if your business has closed.

(IF PREVIOUS PANELIST) The interview will take about 20-25 minutes for live businesses, and just a couple of minutes if your business has closed.

➤ ADD IF NECESSARY:

Your co-operation will ensure that the views expressed are representative of all small businesses

Whether or not you like the government's actions this is your chance to influence them – everyone's views will be taken into account

(ADD IF SENT AN EMAIL LINK) You should have been sent an email link to the 2018 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 xxx if you would like to find out more about the survey (0121 xxx xxxx)

If your business has closed since last year, we would still like to ask you just a few questions

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)

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 PANELISTS – 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 2018 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 2018 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 PANELIST) **The interview will take about 20-25 minutes.**

ADD IF NECESSARY:

Your co-operation will ensure that the views expressed are representative of all small businesses

Whether or not you like the government's actions this is your chance to influence them – everyone's views will be taken into account

The results will be available early next year and we can email you a link to the report once it is published on BEIS's website

All information collected will be treated in the strictest confidence. Responses will not be attributed to any individual or company. Results will be reported in the form of aggregated statistics.

We work strictly within the Market Research Society Code of Conduct

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)

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 3 (TOP-UPS)

ASK TOP-UP SAMPLE, PERSON ANSWERING PHONE

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

Yes	1
No	2

ASK IF NO AT S1

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

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

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

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

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

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

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

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

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

➤ ADD IF NECESSARY:

Your co-operation will ensure that the views expressed are representative of all small businesses

Whether or not you like the government's actions this is your chance to influence them – everyone's views will be taken into account

The results will be available early next year and we can email you a link to the report once it is published on BEIS's website

All information collected will be treated in the strictest confidence. Responses will not be attributed to any individual or company. Results will be reported in the form of aggregated statistics.

We work strictly within the Market Research Society Code of Conduct

Contact at BMG Research is xxx if you would like to find out more about the survey (0121 xxx 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)

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

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

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

Yes	1	
-----	---	--

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

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

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

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

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

Refused 98

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

➤ Refused 98

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

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

ASK IF CEASED TRADING (S7/3)

S8) **I would like to ask you just a few questions about [NAME OF BUSINESS]. 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

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

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

	S8	S9
Lack of demand for products/services	1	1
The business was unprofitable	2	2
The risks involved were too big	3	3
Could not get external finance ¹⁶	4	4
External finance was too expensive	5	5
Another job or business opportunities	6	6
Family or personal reason	7	7
Difficulties finding the right staff	8	8
Retirement	9	9
You sold the business	10	10
Any other reason (SPECIFY)	95	95
Don't know	97	97
Refused	98	98

ASK IF CEASED TRADING (S7/3)

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

Refused 98



ASK IF CEASED TRADING (S7/3)

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

	A gree strongly	A gree slightly	N either agree nor disagree	D isagree slightly	D isagree strongly	D on't know
(a) Working in [NAME OF BUSINESS] has made you more confident in your ability to run a successful business	1	2	3	4	5	7 9
(b) Working in [NAME OF BUSINESS] has made you more likely to start a business in future	1	2	3	4	5	7 9
(c) Working in [NAME OF BUSINESS] has had a positive effect on your personal finances	1	2	3	4	5	7 9

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

Refused 98

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

Refused 98

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

Refused 98

NOW GO TO THANK AND CLOSE

➤ **SECTION A: ABOUT THE BUSINESS**



A-2)

ASK TOP-UPS ONLY

I would like to start by asking a number of questions about [NAME OF BUSINESS]. Which of these best describe [NAME OF BUSINESS]? READ OUT. SINGLE CODE ONLY

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



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



A-1)

ASK PANEL ONLY

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

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



A0)

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

(ASK TOP-UPS) **Can I check, are you a registered charity?**

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

Yes	1
No	2
Don't know	97



A1)

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

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

A2) ASK ALL, EXCEPT TOP-UP DNB SAMPLE
Approximately, how many employees are currently on your payroll in the UK, excluding owners and partners, across all sites?

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

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

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

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

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

A2DUM CATI TO CODE AUTOMATICALLY TO FOLLOWING BANDS FOR QUOTAS:



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

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

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

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

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

Yes	1
No	2

A4) ASK IF SECTOR DESCRIPTION NOT CORRECT AT A3, OR PANEL WHOSE ACTIVITY CHANGED (A-1/6)
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

A5a) ASK TOP-UP IDBR SAMPLE¹⁷, IF LEGAL STATUS LISTED AS COMPANY/SOLE PROPRIETORSHIP OR PARTNERSHIP
Our records show that the legal status of your [ANSWER AT A-2] is a [LEGAL STATUS FROM DATABASE]? Is this correct?

Yes	1
No	2
Don't know	97
Refused	98

A5b) ASK IF YES AT A5a, AND LEGAL STATUS IS 'COMPANY'
What type of company is it? Is it a... READ OUT. SINGLE CODE ONLY

Private limited company, limited by shares (LTD.)	1
Private company limited by guarantee	2
Or another form of company (SPECIFY)	3
Don't know	97
Refused	98

¹⁷ Do not ask previous panelists

A5c) ASK PANEL WHOSE LEGAL STATUS CHANGED (A-1/3)
You mentioned that your legal status has changed. What is your legal status now? 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

ASK IF DNB TOP-UP, PREVIOUS PANELIST, OR IF 'NO' AT A5a
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
Private company limited by guarantee	3
Partnership	4
Limited liability partnership	5
Charitable Incorporated Organisation	6
Other (SPECIFY)	95
Don't know	97
Refused	98

A6) ASK TOP-UPS ONLY
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

A7) ASK IF DON'T KNOW (97) AT A6
Did it first start trading..... READ OUT. SINGLE CODE ONLY

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

A8) ASK TOP-UPS ONLY
Our records have the following as a postcode for your [ANSWER AT A-2] [READ OUT POSTCODE FROM DATABASE]? Is this the postcode of your main UK site?

Yes	1
No	2
Don't know	97
Refused	98

A8A) ASK IF POSTCODE IS INCORRECT (A8/2), OR PANEL THAT MOVED HEAD OFFICE (A-1/2)
Could you tell me the postcode of your [ANSWER AT A-2]'s main UK site please? WRITE IN

	1
Refused	98

A9) ASK IF POSTCODE IS INCORRECT (A8/2), DON'T KNOW (A8/97) OR REFUSED (A8/98) OR
 PANEL THAT MOVED OFFICE (A-1/2)
Can I check, is your [ANSWER AT A-2]'s main UK site in...? SINGLE-CODE

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

IF NONE OF THESE (CODE 5), 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

➤
 A10) ASK ALL
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

A11) ASK TOP-UPS, OR PANEL IF OWNERSHIP CHANGED (A-1/7)
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

A12) ASK TOP-UPS, OR PANEL IF OWNERSHIP CHANGED (A-1/7), AND IF MORE THAN ONE OWNER/PARTNER (A11 '2+')
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

A13⁸⁾ ASK IF A12/1
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

A16 DELETED

A17) ASK ALL TOP-UPS, OR PANEL THAT CHANGED NUMBERS OF DIRECTORS (A-1/4)
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

A18) ASK TOP-UPS IF VALUE AT A11 PLUS A17 IS TWO OR GREATER. ASK PANEL IF (A-1/4 OR A-1/7)
How many, if any, of your directors and partners are women? ENTER NUMBER (RANGE FOR TOP-UPS = ZERO UP TO VALUE AT A17 + A11)

A19) FILTER AS A18
How many, if any, of your directors and partners are from ethnic minority groups? ENTER NUMBER (RANGE FOR TOP-UPS = 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

A21) ASK TOP-UPS IF NUMBER OF OWNERS AT A11/2+, OR PANEL IF CHANGE IN OWNERSHIP (A-1/7)
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 ONLY ONE OWNER OR DIRECTOR (A11 PLUS A17). ASK PANEL IF PREVIOUSLY ONLY ONE OWNER/DIRECTOR (UNLESS A18 WAS ANSWERED)

A22) **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 [IF A11/1: does the owner; IF A17/1: does the director in charge] 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

FILTER AS A22

A23) **And is the [IF A11/1: owner; IF A17/1: director in charge] a man or a woman?**

Man	1
Woman	2
Don't know	97
Refused	98

➤ **SECTION B: EMPLOYMENT**

➤
➤
➤
B1) ASK TOP-UP ONLY IF TRADING FOR AT LEAST ONE YEAR (NOT A6=2019)
You said earlier that your [ANSWER AT A-2] currently has [INSERT A2 RESPONSE] employees on the payroll, excluding owners and partners. How many employees did the [ANSWER AT A-2] have on the payroll 12 months ago across all UK sites (still excluding owners and partners)?

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

Enter Number (RANGE 0-9,999)

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

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

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

B2) ASK TOP UPS IF UNCERTAIN HOW MANY EMPLOYEES EMPLOYED 12 MONTHS AGO (B1/X)
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...?

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

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

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

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

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

B5) ASK ALL
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

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

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

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

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

SECTION C: EXPORTS

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

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

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

Yes	1
No	2
Don't know	97

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

Enter Proportion (RANGE 0-100%)

Don't know97
Refused 98

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

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

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

Yes	1
No	2
Don't know	97

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

Enter Proportion (RANGE 0-100%)

Don't know97
Refused 98

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

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

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

The European Union?	1
The USA?	2
EFTA Countries? (IF ASKED, THESE ARE SWITZERLAND, ICELAND, LIECHTENSTEIN AND NORWAY)	3
Canada?	4
Turkey?	5
South Korea?	6
China?	7
India?	8
The rest of the world?	9
Don't know	97
Refused	98

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

Enter Proportion (RANGE 0-100%)

Don't know97
 Refused 98

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

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

C2f) ASK ALL
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

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

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

C2h) ASK ALL
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

C3) ASK IF DO NOT CURRENTLY SELL OUTSIDE UK (NOT C1/1 AND NOT C2/1)
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 2018

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

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

ASK 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

C5a) ASK TOP-UPS IF SOME YEARS WITH NO OVERSEAS SALES (C5 '2'), OR PANELISTS THAT WERE PREVIOUSLY EXPORTING IN 2018, BUT NOT NOW (I.E. NOT C1/1 AND NOT C2/1)
(ADD IF PANELISTS; **Why have you not exported in the last 12 months?**)

(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

C6) ASK IF NOT EXPORTING AND NO PLANS TO DO SO (C3 '3'). DO NOT ASK IF PANEL THAT HAD NO PLANS TO EXPORT IN 2018
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

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

Cohort		Answers questions at
Cohort A	1	E1-E12. K14-K15. M1a. M2-M3. N2 -N5, N9a-N11b.
Cohort B	2	G2-G8. L1-L3. R4-R8c
Cohort C	3	F8a-F11. J3-J6. N14

SECTION D: SOCIAL ENTERPRISES

ASK ALL

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

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

NO D2

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

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

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

NO D4-D8

ASK ALL

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

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

ASK ALL

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

Yes	1
No	2
Don't know	97
Refused	98

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

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

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

Q1. Yes	Q2. 1
Q3. No	Q4. 2
Q5. Don't know	Q6. 97
Q7. Refused	Q8. 98

NO D12-D16

ASK ALL

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

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

Q9. Yes	Q10. 1
Q11. No	Q12. 2
Q13. Don't know	Q14. 97
Q15. Refused	Q16. 98

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

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

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

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

Q17.	Yes	Q18.	1
Q19.	No	Q20.	2
Q21.	Don't know	Q22.	97
Q23.	Refused	Q24.	98

SECTION E: ENERGY USAGE

SECTION E IS ASKED OF COHORT A ONLY

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

.....ALL WITH DOMESTIC PREMISES (A10/2)

- 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

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

FILTER AS E1

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

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

NO E3-E6

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

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

.....ALL PANELISTS (UNLESS A10/1 IN 2018)

- E6a) **Has your business installed any energy efficiency measures in the last 12 months?** READ OUT. SINGLE-CODE

Yes	1
No	2
Don't know	97
Refused	98

(ASK if 'yes' to E6a)

- E6b2) **What prompted you to take action?** DO NOT PROMPT. MULTI-CODE OK

To reduce my energy costs	1
To reduce costs for my tenants	2
Equipment needed replacing	3

Recommendation from third party (e.g. energy supplier, energy services contractor, Carbon Trust etc)	4
An energy efficiency audit / meet internal targets	5
Moved premises	6
Climate change/environmental/reputational concerns	7
To improve Energy Performance Certificate (EPC) rating and or to comply with the Private Rented Sector Regulations	8
To improve the working conditions for staff (e.g. better temperature control)	9
Other (SPECIFY)	95
Don't know	97
Refused	98

FILTER AS E1

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

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

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

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

E9 DELETED

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

E9a) **Does your [ANSWER AT A-2] make use of any technologies that use smart/advanced meter data to help control your energy use? This could include an energy management app, online platform/portal or smart energy management service that provides frequent access to your energy data to inform decision making¹⁹?**

Yes	1
No	2
Don't know	97
Refused	98

ASK ALL COHORT A IN GB

E10) (ADDITIONAL SCRIPT IF NOT ASKED E8 IN 2019) **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

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

FILTER AS E8, BUT ALSO INCLUDE E10/1-4

E11) **Which of the following energy-related activities has your [ANSWER AT A-2] done to date?** READ OUT. MULTICODE OK

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

ASK ALL COHORT A IN GB. DO NOT ASK IF E11/5

E12) **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 TOP-UPS ONLY

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
a. (DO NOT ASK DNB SAMPLE) VAT	1	2	97	98
b. (SOLE/PARTNER ONLY) Income tax self-assessment for the self-employed or partnerships	1	2	97	98
c. (COMPANIES/OTHER ONLY) Company tax, also known as Corporation Tax	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
Record keeping software?	1	1	1
Spreadsheets e.g. excel?	2	2	2
Paper-based records?	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

F9a) ASK COHORT C ONLY, IF PAY VAT (F6a/1). EXCLUDE THOSE THAT DO NOT KEEP RECORDS (F8a/96)
How regularly does your [ANSWER AT A-2] keep records for VAT? READ OUT AS NECESSARY. SINGLE CODE ONLY

F9b) ASK COHORT C ONLY, IF PAY SELF-ASSESSMENT (F6b/1) EXCLUDE THOSE THAT DO NOT KEEP RECORDS (F8b/96)
How regularly does your [ANSWER AT A-2] keep records for income tax self-assessment? READ OUT AS NECESSARY. SINGLE CODE ONLY

F9c) ASK COHORT C ONLY, IF PAY VAT (F6c/1) EXCLUDE THOSE THAT DO NOT KEEP RECORDS (F8c/96)
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
Weekly or more often?	1	1	1
1-2 times per month?	2	2	2
About every two months?	3	3	3
Quarterly?	4	4	4
About every six months	5	5	5
Annually?	6	6	6
Less often?	7	7	7
Other (SPECIFY)	95	95	95
Don't know	97	97	97
Refused	98	98	98

F10) ASK ALL in COHORT C ONLY
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

F11) ASK ALL WHO USE TECHNOLOGIES (F10/1)
Which of the following, if any, do you use? READ OUT 1-5. MULTICODE OK

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

F12²⁰) ASK ALL IN SCOTLAND WITH NON-DOMESTIC PREMISES (A10/1)
Do you receive any of the following non-domestic rates relief? READ OUT 1-5. MULTICODE OK

Small Business Bonus Scheme (SBBS)	1
(ASK IF CHARITY A0/1) Charity rate relief	2
Transitional relief	3
Business Growth Accelerator	4
Unoccupied Property	5
Fresh start	6
Other rate relief (SPECIFY WHICH)	95
None of these	96
Don't know	97
Refused	98

F13) ASK IF RECEIVE SBBS RELIEF (F12/1)
Approximately what percentage relief do you get from the Small Business Bonus Scheme?
 WRITE IN

Enter Proportion (RANGE 0-100%)

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**

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

NO G3-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	Difficulty in recruiting/retaining skilled EU labour	1	2	3	97	98
b	Difficulty in recruiting/retaining unskilled EU labour	1	2	3	97	98
c	Decrease in investment/greater difficulty in raising capital	1	2	3	97	98
d	Increase in cost of imports from the EU	1	2	3	97	98
e	Increase in cost of exports to the EU	1	2	3	97	98

f	Other major obstacles not mentioned already (SPECIFY)	1	2	3	97	98
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SECTION H: FINANCE

ASK ALL TOP-UPS, AND PANELISTS WHO WERE INTERVIEWED FOR THE FIRST TIME IN 2018 IN COHORTS A AND B

- 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**

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

ASK PANEL ONLY, EXCEPT IF FIRST INTERVIEWED IN 2018 AND IN COHORTS A AND B

- 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 PANELISTS THAT SWITCHED (H1A/1) **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**

- H2)

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

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

H3a) ASK IF EQUITY FINANCE MENTIONED (H3/4)
Who did you obtain your equity finance from? READ OUT 1-7, 95. M/C 1-7, 95

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

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

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

H4a) ASK ALL THAT APPLIED IN LAST 12 MONTHS (H4/1-2). DO NOT ASK PANEL IF APPLIED IN 2018
Did your [ANSWER AT A-2] apply for external finance for the first time in the last 12 months, or had you sought external finance before this? SINGLE CODE ONLY

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

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

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

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

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

ASK ALL 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

H7) ASK ALL THAT OBTAINED NO FINANCE FROM A SOURCE (H6A-L/3):
 (ADD IF H6a-l/3 MULTI-CODED: **For each source**), **Did you not obtain finance because you turned down the terms and conditions on offer, or was this because the finance was not approved.** SHOW AND READ OUT EACH TYPE NOT GAINED AT H6a-l

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

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

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

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

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

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

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

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

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

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

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

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

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

ASK ALL WHO SOUGHT FINANCE IN THE LAST 12 MONTHS (H4/1-2)

H9a) **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

TO COMPLETE IF FIGURE GIVEN AT H9a

H9b) INTERVIEWERS TO RE-ENTER AMOUNT OF FINANCE SOUGHT INTO RANGE. DO NOT ASK. SINGLE CODE ONLY

£0-£9	1	Zero to ten pounds
£10-£99	2	Ten or more, less than a hundred pounds
£100-£999	3	One hundred or more, less than a thousand pounds
£1,000-£9,999	4	One thousand or more, less than ten thousand pounds
£10,000-£99,999	5	Ten thousand or more, less than one hundred thousand pounds
£100,000-£999,999	6	One hundred thousand or more, less than a million pounds
£1,000,000-£9,999,999	7	One million pound or more, less than ten million pounds
£10,000,000-£99,999,999	8	Ten million pounds or more

ASK IF DK OR REF AT H9A

H9c) **Which of these ranges does the amount of finance that you sought fall into? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY**

Less than £5,000	1
£5,000 to £24,999	2
£25,000 to £99,999	3
£100,000 to £499,999	4
£500,000 to £999,999	5
£1 million to £4,999,999	6
£5 million to £9,999,999	7
£10 million or more	8
Don't know	97
Refused	98

H9d) ASK ALL WHO OBTAINED FINANCE IN THE LAST 12 MONTHS (H6A-L/1-2)
And in total, how much external finance did you obtain in the last 12 months? (ADD IF H6a/1: This includes the size of your overdraft facility, even if you do not use it all.)

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

£									
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Don't know 97
 Refused 98

H9e) TO COMPLETE IF FIGURE GIVEN AT H9d
 INTERVIEWERS TO RE-ENTER AMOUNT OF FINANCE OBTAINED INTO RANGE. DO NOT ASK.
 SINGLE CODE ONLY

£0-£9	1	Zero to ten pounds
£10-£99	2	Ten or more, less than a hundred pounds
£100-£999	3	One hundred or more, less than a thousand pounds
£1,000-£9,999	4	One thousand or more, less than ten thousand pounds
£10,000-£99,999	5	Ten thousand or more, less than one hundred thousand pounds
£100,000-£999,999	6	One hundred thousand or more, less than a million pounds
£1,000,000-£9,999,999	7	One million pound or more, less than ten million pounds
£10,000,000-£99,999,999	8	Ten million pounds or more

H9f) ASK IF DK OR REF AT H9d
Which of these ranges does the amount of finance that you got fall into? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY

Less than £5,000	1
£5,000 to £24,999	2
£25,000 to £99,999	3
£100,000 to £499,999	4
£500,000 to £999,999	5
£1 million to £4,999,999	6
£5 million to £9,999,999	7
£10 million or more	8
Don't know	97
Refused	98

H9g) ASK IF SOUGHT FINANCE FOR INVESTMENT (H7b/1-7) AND OBTAINED SOME BUT NOT ALL OF THE FINANCE THEY SOUGHT (H6a-l/2)
Of the amount of external finance you sought for investment purposes in the last 12 months, approximately what proportion did you end up obtaining from these external sources? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY

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

H9h) ASK IF SOUGHT FINANCE FOR INVESTMENT (H7b/1-7) AND OBTAINED SOME OR NONE OF THE FINANCE THEY SOUGHT (H6a-l/2-3). DO NOT ASK IF 100% AT H9g
Which of these describe the impact of not receiving all the external finance you needed for your investment plans? READ OUT. MULTICODE OK 1-4, 95

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

H9i) ASK IF SOUGHT FINANCE FOR CASHFLOW (H7a/1 OR 97) AND OBTAINED SOME BUT NOT ALL OF IT (H6a-l/2)
Of the amount of external finance you sought for cashflow purposes in the last 12 months, approximately what proportion did you end up obtaining from these external sources? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY

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

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

You paid your suppliers late/ later	1
You paid you staff late	2
You used existing Credit cards	3
You used existing agreed overdraft balance	4
You tightened payment terms for customers	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

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

NO H94

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

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

Yes	1
No	2
Don't know	97

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

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

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

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

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

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

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

NO SECTION I

SECTION J: INNOVATION

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

Yes	1
No	2
Don't know	97
Refused	98

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

Yes	1
No	2
Don't know	97
Refused	98

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

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

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

Yes	1
No	2
Don't know	97
Refused	98

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

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

J5) ASK ALL IN COHORT C
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

J5a) ASK ALL WHO INVESTED IN R&D (J5/1)
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

J5b) TO COMPLETE IF FIGURE GIVEN AT J5a
 INTERVIEWERS TO RE-ENTER EXPENDITURE INTO RANGE. DO NOT ASK. SINGLE CODE ONLY

£0-£9	1	Zero to ten pounds
£10-£99	2	Ten or more, less than a hundred pounds
£100-£999	3	One hundred or more, less than a thousand pounds
£1,000-£9,999	4	One thousand or more, less than ten thousand pounds
£10,000-£99,999	5	Ten thousand or more, less than one hundred thousand pounds
£100,000-£999,999	6	One hundred thousand or more, less than a million pounds
£1,000,000-£9,999,999	7	One million pound or more, less than ten million pounds
£10,000,000-£99,999,999	8	Ten million pounds or more

J5c) ASK IF DK OR REF AT J5a
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 £5,000	1
£5,000 to £24,999	2
£25,000 to £99,999	3
£100,000 to £499,999	4
£500,000 to £999,999	5
£1 million to £4,999,999	6
£5 million to £9,999,999	7
£10 million or more	8
Don't know	97
Refused	98

J6) ASK ALL IN COHORT C
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

J7) ASK ALL IN NORTHERN IRELAND
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

- K3) ASK ALL RECEIVING ADVICE/INFORMATION IN ENGLAND AND WALES (K2/1)
Was the assistance or support that you used...? READ OUT 1-3. SINGLE CODE ONLY

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

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

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

	K4	K5
Business growth	1	1
E-commerce/technology	2	2
Employment law/redundancies	3	3
Exporting	4	4
Financial advice e.g. how and where to get finance	5	5
Financial advice e.g. accounting, for general running of [ANSWER AT A-2]	6	6
Health and Safety	7	7
Improving business efficiency/productivity	8	8
Innovation	9	9
Legal issues	10	10
Management/leadership development	11	11
Marketing	12	12
Regulations	13	13
Relocation	14	14
Tax/national insurance law and payments	15	15
Training/skills needs	16	16

Workplace pensions	17	17
Other (SPECIFY)	95	95
Don't know	97	97

K6) ASK ALL WHO HAVE RECEIVED STRATEGIC ADVICE IN ENGLAND AND WALES (K3 '2-3')
Where have you been for strategic advice during the last 12 months? DO NOT READ OUT.
 MULTICODE OK

K7) ASK ALL WHO HAVE RECEIVED INFORMATION IN ENGLAND OR WALES (K3 '1 OR 3'), OR
 INFORMATION/ADVICE IN SCOTLAND/NI (K2/1)
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
Tax agent	16	16
The Pensions Regulator	17	17
Universities/other education sector	18	18
Work colleagues	19	19
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

K9a) ASK ALL WHO HAVE RECEIVED STRATEGIC ADVICE IN ENGLAND AND WALES (K3 '2-3')
How was the strategic advice mainly delivered? READ OUT. SINGLE CODE ONLY

Face to face	1
Through a website	2
By email	3
On the phone	4
Social media	5

Other (SPECIFY)	95
Don't know	97

NO K9b-c

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

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

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

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

K9e)

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

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

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

NO K10a-c

K10d)

ASK ALL IN NORTHERN IRELAND ONLY. DO NOT ASK PANEL IF APPROACHED IN 2018

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

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

K10e)

ASK IF NEVER APPROACHED INVEST NI (K10d/2)

Is there any particular reason why you have not approached Invest NI? WRITE IN

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

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

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

NO K11-K12

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

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

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

Yes	1
No	2
Don't know	97

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

£						
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Don't know 97
 Refused 98

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

£0-£9	1	Zero to ten pounds
£10-£99	2	Ten or more, less than a hundred pounds
£100-£999	3	One hundred or more, less than a thousand pounds
£1,000-£9,999	4	One thousand or more, less than ten thousand pounds
£10,000-£99,999	5	Ten thousand or more, less than one hundred thousand pounds
£100,000-£999,999	6	One hundred thousand or more

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

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

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

Yes	1
No	2
Don't know	97

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

[NAME of Local Enterprise Partnership]	1
[NAME of Local Growth Hub]	2
Neither of these	96
Don't know	97

K15) ASK FOR THOSE PEOPLE HAVE HEARD OF AT K14/1-2
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

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

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

K22. ASK ALL EMPLOYERS IN SCOTLAND (A2>0)
Excluding volunteers, apprentices and interns, are all your employees aged 18 or over paid at or above £8.75 an hour?

IF YES: **Has your [ANSWER AT A-2] received accreditation as a living wage employer from the Living Wage Foundation²¹?**

Yes, and accredited	1
Yes, but not accredited	2
No	3
Don't know	97
Refused	98

K23 DELETED

K24) ASK ALL EMPLOYERS IN SCOTLAND (A2>0)
Does your [ANSWER AT A-2] offer any of the following working hours arrangements for employees? READ OUT. MULTICODE 1-8

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

NO K25

SECTION L: PUBLIC SECTOR

- L1) ASK ALL IN COHORT B ONLY
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

- L2) ASK ALL IN COHORT B ONLY
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

- L3) ASK IF HAVE DONE BUSINESS FOR PUBLIC SECTOR (L2/1)
What part of the public sector was your main customer?
 READ OUT. SINGLE-CODE

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

SECTION M: PAYMENT

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

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

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

Yes	1
No	2
Don't know	97
Refused	98

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

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

NO M4-M5

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

Yes	1
No	2
Don't know	97
Refused	98

SECTION N: TRAINING

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

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

- N2) ASK IF PROVIDE TRAINING (N1/1-3)
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

- N5) ASK WHERE MANAGERS HAVE RECEIVED ON OR OFF-THE-JOB TRAINING (N2/1-3)
Thinking now about the training or development that managers in the [ANSWER AT A-2] have received in the last 12 months, what subjects or disciplines did that training or development cover? READ OUT. MULTICODE OK 1-6, 95. RANDOMISE 1-6

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

NO N6-N9

- N9a) ASK ALL IN COHORT A THAT EMPLOY STAFF (A2>0)
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

N9b) TO COMPLETE IF FIGURE GIVEN AT N9a
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

N11a) ASK ALL IN COHORT A THAT EMPLOY STAFF (A2>0)
Do you intend to have an apprenticeship start in the next 12 months?

Yes	1
No	2
Don't know	97
Refused	98

N11b) ASK IF DO NOT INTEND TO HAVE APPRENTICESHIP STARTS (N11a/2)
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 or practices? READ
OUT. MULTICODE 1-5

Modern apprenticeships, with funding through Skills Development Scotland	1
Investors in Young People	2
50/50 by 2020	3
Developing Young Workforce (DYW) Regional Groups	4
Active involvement in your local community	5
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

Annual reviews to monitor or develop employees?	1
A formal procedure for dealing with employee performance?	2
A system for tracking and reviewing the performance of your [ANSWER AT A-2]?	3
Indicators to improve the performance of your [ANSWER AT A-2]?	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	Zero to ten pounds
£10-£99	2	Ten or more, less than a hundred pounds
£100-£999	3	One hundred or more, less than a thousand pounds
£1,000-£9,999	4	One thousand or more, less than ten thousand pounds
£10,000-£99,999	5	Ten thousand or more, less than one hundred thousand pounds
£100,000-£999,999	6	One hundred thousand or more, less than a million pounds
£1,000,000-£9,999,999	7	One million pound or more, less than ten million pounds
£10,000,000-£99,999,999	8	Ten million pounds or more

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 £85,000	1
£85,000 - £249,999	2
£250,000 - £499,999	3
£500,000 - £999,999	4
£1m – £1.99m	5
£2m - £4.99m	6
£5m - £9.99m	7
£10m - £14.99m	8
£15m - £24.99m	9
£25m or more	10
Don't know	97
Refused	98

P2) ASK ALL TRADING FOR AT LEAST ONE YEAR (A6/NOT 2018)
Compared with the previous 12 months, has your turnover in the past 12 months increased, decreased or stayed roughly the same? SINGLE-CODE

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

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

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

Don't know97

Refused ... 98

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

Yes	1
No	2
Don't know	97
Refused	98

IF NO AT P4, REASK P3

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

Yes	1
No	2
Don't know	97
Refused	98

IF NO AT P5, REASK P3

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

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

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

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

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

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

Don't know97
 Refused ... 98

P9) ASK IF EXPECT TO DECREASE BY MORE THAN 50% (P7 '2' AND P8 '51-100'). OTHERS GO TO FILTER AT P10
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 increased by (ANSWER AT P3. That means you expect your turnover to more than doubled compared with what it was in the last 12 months. Is that correct?**

Yes	1
No	2
Don't know	97
Refused	98

IF NO AT P10, REASK P8

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

P12 IS NOW D11

NO SECTION Q

SECTION R: FUTURE INTENTIONS

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

Yes	1
No	2

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

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

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

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

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

Increase the skills of the workforce	1
Increase the leadership capability of managers	2
Capital investment (in premises, machinery etc.) in the UK	3
Capital investment (in premises, machinery etc.) in overseas markets	4
Develop and launch new products/services	5
Introduce new working practices	6
Invest in R&D	7
Increase export sales or begin selling to new overseas markets	8
Recruitment of new staff in the UK	9
Recruitment of new staff in overseas offices	10
Transfer of existing staff from UK to overseas offices	11
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.) in the UK	3
Capital investment (in premises, machinery etc.) in overseas markets	4
Develop and launch new products/services	5
Introduce new working practices	6
Invest in R&D	7
Increase export sales or begin selling to new overseas markets	8
Recruitment of new staff in the UK	9
Recruitment of new staff in overseas offices	10
Transfer of existing staff from UK to overseas offices	11
No – none of these have been affected	96
Don't know	97
Refused	98

R8b) ASK IF HAVE ANY PLANS AFFECTED AT R8a/1-8
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
Increase the skills of the workforce	1	2	3	97	98
Increase the leadership capability of managers	1	2	3	97	98
Capital investment (in premises, machinery etc.) in the UK	1	2	3	97	98
Capital investment (in premises, machinery etc.) in overseas markets	1	2	3	97	98
Develop and launch new products/services	1	2	3	97	98
Introduce new working practices	1	2	3	97	98
Invest in R&D	1	2	3	97	98
Increase export sales or begin selling to new overseas markets	1	2	3	97	98
Recruitment of new staff in the UK	1	2	3	97	98
Recruitment of new staff in overseas offices	1	2	3	97	98
Transfer of existing staff from UK to overseas offices	1	2	3	97	98

R8c) ASK IF HAVE ANY PLANS AFFECTED AT R8a/1-8
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
Increase the skills of the workforce	1	2	3	97	98
Increase the leadership capability of managers	1	2	3	97	98
Capital investment (in premises, machinery etc.) in the UK	1	2	3	97	98
Capital investment (in premises, machinery etc.) in overseas markets	1	2	3	97	98
Develop and launch new products/services	1	2	3	97	98
Introduce new working practices	1	2	3	97	98
Invest in R&D	1	2	3	97	98
Increase export sales or begin selling to new overseas markets	1	2	3	97	98
Recruitment of new staff in the UK	1	2	3	97	98
Recruitment of new staff in overseas offices	1	2	3	97	98
Transfer of existing staff from UK to overseas offices	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 xxx at BMG Research on 0121 xxx xxxx

NO U3-U4

U5 DELETED



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