



Longitudinal Small Business Survey: technical report

30 September 2022

What you need to know about this report

This report contains technical details about the Longitudinal Small Business Survey, focusing on the seventh wave that was conducted in 2021. Technical reports have been published for the previous five waves and are available with the rest of the reports in the small business survey collection [page](#) on the BEIS statistics website.

This technical report contains information on sampling process, response rates, weighting, sampling uncertainty (including standard errors and design effects) and definitions of key derived variables.

The questionnaire used in the 2021 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	4
Sampling process – Unregistered zero employees’ sample	6
Sample cohorts	7
Detailed analysis	8
Achieved interviews	8
Tele-matching the IDBR	10
Response rates – Full panellists	12
Response rates – Full panellists, by sub-groups	14
Response rates – Past panel	15
Response rates – IDBR top-ups	16
Response rates – Unregistered businesses without employees	17
Data weighting (cross-sectional)	18
Data weighting (longitudinal)	21
Sampling uncertainty	21
Derived variables	24
Legal status	24
Women-led businesses	24
Minority Ethnic Group-led businesses (MEG-led)	25
Family Businesses	25
Coronavirus (Covid-19) pandemic: Impact on fieldwork	26
Questionnaire	27
New questions in 2021:	27
Questions removed for 2021:	27
New data checks included in the questionnaire	27
Script error note	28

Overview of survey method

Questionnaire design

A review of the 2021 questionnaire was undertaken through consultations with stakeholders before the 2021 survey. This resulted in alterations to existing questions from previous surveys, new question additions and deletions. There were changes made in respect of the 2020 questions relating to the coronavirus (COVID-19) pandemic, with many of these being removed for 2021. Questions relating to finance sought and social enterprise were reinstated following temporary suspension in 2020. However, the priority for the survey is always to exploit its longitudinal power. The consultation was followed up by a 'live' pilot of 50 interviews of the adjusted year seven questionnaire.

'Panel' interviews

Of the 7,636 interviews conducted in 2020, 6,692 (88%) agreed to a follow-up interview. The objective was to obtain the highest possible number of repeat interviews with these panellists. 4,132 were interviewed between September 2021 and April 2022 (61% response rate, up from 51% in the 2020 survey; 53% in the 2019 survey, although still lower than the 68% achieved in the 2018 survey). Of these, 946 had no employees, 11 were large businesses with 250+ employees, and the remainder (3,186) were SME employers. This group is known as the 'full panel'.

In addition, 7,359 businesses interviewed from 2015 to 2019 but not in 2020 could be re-approached for interview (they had given permission for re-interview and had not refused to take part between 2015 and 2019 and had not ceased trading). 1,352 of these were interviewed in 2021, a response rate of 18% (up from 13% in 2020, but still lower than the 21% achieved in 2019), of which 193 had no employees, 1,159 were SME employers, and 6 were large businesses with 250+ employees. This group is known as the 'past panel'.

Top-up interviews

In addition to these, 3,841 'top-up' interviews were conducted (of which 651 had no employees and 3,190 were SME employers). As a result, the total sample size in the 2021 survey was 9,325, of which 1,790 had no employees and 7,535 were SME employers:

The top-ups were sampled using a method consistent with the 2015 to 2020 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 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, a database from the commercial database provider Experian was used. These 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 2.8 million unique entries for enterprises. The BEIS Business Population Estimates (BPE) publication estimated around 5.6 million enterprises in the UK in total at the start of 2021. The difference in the figures is explained by the number of unregistered enterprises that do not pay VAT or PAYE, estimates of which derive primarily from the Labour Force Survey (LFS). This is the reason why an alternative database was retained as the source for top-up businesses with no employees, as it contains records for both registered and unregistered businesses
- the targets within the sample stratification matrix were informed by the 2020 Business Population Estimates (BPE)¹, the latest available at the time. However, survey findings were weighted to the 2021 BPE² which became available towards the end of fieldwork. The 2021 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 2020 BPE
- A 336-cell sample stratification matrix was devised, the targets within each cell informed by the 2020 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 employees, 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 2020 surveys), no quotas were employed on size, sector or any other criteria except for country, where Northern Ireland and Scotland were boosted above its actual proportion in the business population.

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

¹ <https://www.gov.uk/government/statistics/business-population-estimates-2020>. 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-2020>. Method of data collection as above.

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

- 1) On receipt of the IDBR sample, the following types of enterprises were initially excluded from the dataset:
 - those indicated to have 250 or more employees
 - those indicated to have a legal status of 'Public Corporation or Nationalised 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 6, 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.
- 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 the business was 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.

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

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

- 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-tele matched’. 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, 145,907 records were sampled to produce 71,432 records with telephone numbers that could be used for the survey. This represented a matching rate of 49%, with the match rate being higher the larger the SME. Full details on matching rates are given in the next section of this report.

Sampling process – Unregistered zero employees’ sample

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 Experian, a commercial database provider. 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 trading name, telephone number, and address) against those interviewed in the 2015 to 2020 LSBS surveys. There was also de-duplication against the IDBR, based on name and postcode of enterprise.

A total of 11,077 contacts were loaded to achieve 283 interviews, a response rate of 2.6%.

It is not clear how these are populated (a mix of Companies House data, annual account returns, trade directories and other sources), but suffice to say that Experian does have contact details for unregistered zero employee non-VAT paying businesses that are not included in the IDBR.

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 seven.

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 20 minutes for panellists, and 27 minutes for top-ups.

Detailed analysis

Achieved interviews

The table below shows the number of achieved interviews in 2021, according to their source (full panel, past panel⁵, IDBR or unregistered zeros).

Table 1: 2021 achieved interviews – by employment size and sample source

Detailed size	Total	Full Panel	Past Panel	IDBR Top-up	Unreg zeros top-up
Zero unregistered	665	314	68	-	283
Zero registered	1,125	632	125	368	-
1-4 employees (micros)	2,226	1,095	321	810	-
5-9 employees (micros)	1,367	586	183	598	-
10-19 employees (small)	1,516	601	236	679	-
20-49 employees (small)	1,302	467	221	614	-
50-99 employees (medium)	734	272	122	340	-
100-249 employees (medium)	373	154	70	149	-
250+ employees (large) ⁶	17	11	6	-	-
Broad size band					
Zero employees	1,790	946	193	368	283
Micros (1-9)	3,593	1,681	504	1,408	-
Small (10-49)	2,818	1,068	457	1,293	-
Medium (50-249)	1,107	426	192	489	-
Large (250+)	17	11	6	-	-
Total	9,325	4,132	1,352	3,558	283

No quotas were employed in the survey (other than on overall sample size, and in Scotland and Northern Ireland where it was intended that the number of interviews were to be boosted).

The table above shows the actual employment size bands in 2021, as confirmed by respondents in the 2021 survey. This is different from indicated employment size bands, that is, those recorded in 2020 for the full panel, 2015 to 2019 for the past panel, and those indicated by the IDBR and Experian databases for the top-ups.

The table below shows achieved interviews by sector and nation.

⁵ Past panel = Interviewed in 2015-19, but not in 2020. 'Full panel' refers to those interviewed in both 2020 and 2021.

⁶ These businesses had less than 250 employees when first interviewed in 2015-20. They were interviewed in 2021 for longitudinal purposes. Their data does not appear in the cross-sectional 2021 reports.

Table 2: 2021 achieved interviews – by sector, nation and sample source

Sector (SIC 2007)	Total	Full Panel	Past Panel	IDBR top-up	Unreg zeros top-up
ABDE Primary	350	182	44	121	3
C Manufacturing	886	428	161	290	7
F Construction	856	390	134	326	6
G Wholesale and Retail	1,524	621	267	616	20
H Transport and Storage	312	139	39	134	0
I Accommodation and Food	879	303	108	455	1
J Information and Communication	486	246	46	171	23
KL Financial and Real Estate	405	193	66	134	1
M Professional and Scientific	1,316	690	150	428	48
N Administrative and Support	741	312	97	311	21
P Education	233	120	26	59	28
Q Health and Social Work	649	239	94	289	27
R Arts and Entertainment	295	116	51	97	31
S Other Service	393	153	69	127	44
Nation					
England	7,065	3,384	110	2,374	207
Scotland	826	354	117	326	29
Wales	701	160	61	451	2
Northern Ireland	733	234	74	407	18
Total	9,325	4,132	1,352	3,558	283

The proportion of interviews in each sector that were top-ups varies. This was because of differential response rates in the 2020 survey. For example, the 2020 response rate was lower than average in sectors F (construction), H (transport and storage), I (accommodation and food), Q (human health), R (arts and entertainment) and S (other services), meaning that there were fewer panellists available in these sectors in 2021, and this means higher targets for top-ups.

These lower response rates reflect temporary (and permanent) business closures during the coronavirus (Covid-19) pandemic, which particularly affected retail, hospitality and leisure-centred sectors, the 2021 response rate (overall, including top-ups) was lower than average in sectors ABDE (primary), F (construction), H (transport and storage), J (information/communication), KL (financial/real estate), N (administrative), and P (education).

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

Tele-matching the IDBR

After de-duplication, a total of 145,907 IDBR records were made available for the next stage of tele-matching (see column 2 in table below).

In total, these IDBR records sampled already contained 22,368 telephone numbers (15% of all available records). By size, this was much more likely to be the case for medium-sized businesses (49%), and much less likely for those indicated to have no employees (3%)⁷. See the table 3 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

Size band	All	Number on IDBR	% all	Auto Tele-match	% all	Manual match	% all	No match found	Total number found	% all
Zero	47,394	1,411	3	9,204	19	0	0	36,593	10,615	22
One to 4	32,933	1,866	6	12,411	38	0	0	18,279	14,277	43
Five to 9	13,719	1,161	8	7,053	51	0	0	5,233	8,214	60
Ten to 49	34,585	9,500	27	14,945	43	0	0	9,573	24,445	71
50 to 249	17,276	8,430	49	5,451	32	0	0	3,046	13,881	80
Total	145,907	22,368	15	49,064	34	0	0	72,724	71,432	49

The second stage of tele-matching 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 49,064 numbers (34% of all available).

Overall, 71,432 records were matched via this three-stage process (49%). There was a great deal of variation in matching success rates by size. This year 22% of zero employee records were matched, 43% of those with 1-4 employees, 60% of those with 5-9 employees, 71% of small businesses, and 80% of medium-sized businesses.

⁷ In previous LSBS surveys a strong correlation by age of business was also evident, e.g. 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 on completion of fieldwork. Similarly to 2020 fieldwork, the fieldwork in 2021 was later and went beyond the allowed retention period and therefore it was not possible to do this analysis for the 2021 survey.

Although similar to 2020, compared with 2019, the overall matching process appeared less successful (78% in 2019). While in 2019 technological and automation improvements in the auto searching process resulted in an almost doubling of the numbers matched compared with 2018, the proportion that were actually wrong or unobtainable numbers increased significantly. The 2020 and 2021 tele-matching processes returned to stricter criteria (the company name had to be a close match and the postcode also a close match for the system to return a number). Although fewer records were tele-matched, there was a higher level of accuracy. Due to the larger number of IDBR records available, even with a lower proportion of tele-matching, there were sufficient records available following automated matching. The proportion with phone numbers in the IDBR was similar in 2021 (15%, compared with 16% in 2019), but the absolute number available exceeded that of 2019 (22,368, compared with 16,743).

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

Sector	All	Number on IDBR	% all	Auto Tele-match	% all	No match found	Total number found	% all
ABDE Primary	10,722	561	5	1,983	18	8,048	2,544	24
C Manufacturing	6,199	2,424	39	2,231	36	1,439	4,655	75
F Construction	20,251	2,109	10	7,067	35	10,872	9,176	45
G Whole/Retail	20,308	3,900	19	8,581	42	7,485	12,481	61
H Trans./storage	7,727	852	11	1,689	22	5,135	2,541	33
I Accom/Food	16,681	3,225	19	6,538	39	6,722	9,763	59
J Info/Com	12,097	1,130	9	3,104	26	7,753	4,234	35
KL Fin/RE	7,324	1,357	19	2,009	27	3,878	3,366	46
M Professional	16,013	2,152	13	4,808	30	8,904	6,960	43
N Admin.	14,628	2,170	15	4,962	34	7,350	7,132	49
P Educ.	807	171	21	358	44	259	529	66
Q Health	6,080	1,365	22	2,412	40	2,202	3,777	62
R Arts	3,075	492	16	1,075	35	1,457	1,567	51
S Other	3,995	460	12	2,247	56	1,220	2,707	68
Total	145,907	22,368	15	49,064	34	72,724	71,432	49

By sector, tele-matching was most successful in C (manufacturing), G (wholesale and retail), P (education), Q (health) and S (other services). This correlates with higher-than-average proportions of small and medium businesses within these sectors. Matching was least successful in ABDE (primary), H (transport and storage) and J (information and communication) sectors.

Response rates – Full panellists

Of the 7,636 interviews conducted in 2020, 6,701 (88%) agreed to a follow-up interview. The objective was to obtain the highest possible number of repeat interviews with these 'full' panellists in the 2021 LSBS.

Table 5: Response rates – full panel

	Panellists – All contacts loaded	% response rate
Completed - telephone (CATI)	4,056	61%
Completed – online (CAWI)	76	1%
Total completed	4,132	62%
Appointments	4	0%
Quits (answered up to QA2)	74	1%
Refusals	676	10%
Refusals relating to Covid-19	35	1%
Not available during fieldwork	104	2%
GDPR request to remove contact	26	<0.5
Total contacted	5,051	75%
Ring backs	1,333	20%
Screen outs	40	1%
Total live contacts	6,424	96%
Business no longer trading	107	2%
Wrong number	55	1%
Unobtainable number	115	2%
Total loaded	6,701	100

Out of the 6,701 full panel contacts loaded into CATI, 4,056 interviews were achieved, a response rate of 62%. This was higher than in 2020 (51%) and 2019 (53%). It remains lower than the 2018 response rate of 67%. In 2019 the reduced response rate was attributed to the number of new panellists made available after the large boost of top up records conducted in 2018 (Year 4), while the 2020 response rate reflected difficulties in reaching named panel contacts during the coronavirus (Covid-19) pandemic. The increase in the response rate in 2021 suggests the beginnings of post-pandemic recovery and a return to normal trading conditions. 'Gatekeeper' refusals represented one in eight refusals (13%; 1% of contact outcomes). In these cases, it was not possible to give the person who had agreed to further interviews the opportunity to do so by telephone. Where possible email invitations were issued to these contacts. In order to overcome such obstacles to obtaining an interview, where email addresses were available, an invitation to undertake the survey online was issued and 76 surveys were completed online.

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 108 businesses were classified as 'business no longer trading'. This number includes those who told the interviewer that their business had closed but did not want to take part in the short interview. 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 in many cases.

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 2020 (Year 6). The size band and sector refer to the situation in 2020.

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 to 4	% Micro 5 to 9	% Small 10 to 49	% Medium 50 to 249 (inc. Large 250+)	
ABDE Primary	43	72	61	78	57	75	66
C Manufacturing	64	59	76	59	71	56	65
F Construction	52	43	60	55	75	59	58
G Wholesale and Retail	50	54	72	70	56	54	61
H Transport and Storage	47	51	63	82	66	26	58
I Accommodation and Food Service	50	59	44	65	56	60	56
J Information and Communication	43	50	84	63	73	41	64
K Financial and Real estate	67	59	72	62	59	63	64
M Professional and Scientific	54	59	84	73	67	55	67
N Administrative	45	62	64	57	48	63	58
P Education	54	57	100	62	59	86	66
Q Human Health	53	76	74	59	58	49	58
R Arts and Entertainment	56	40	70	56	78	67	61
S Other Services	34	50	76	72	75	60	63
TOTAL	51	56	71	65	62	56	62

The overall response rate was higher in all sectors during 2021 when compared to the previous year.

Zero unregistered businesses saw the lowest response rate of 51%, although this was a three percentage points increase compared with 2020. There was a reduction in the response rate for zero registered businesses in 2021 compared with 2020, of 12 percentage points. However, there was an increase in response rates for micro 1 to 4 (up 12 percentage points), micro 5 to 9 (up 12 percentage points), small (up 18 percentage points) and medium sized businesses (up 20 percentage points).

By sector, the response rate was highest in the professional and scientific (67%), primary (66%) and education (66%) sectors. The accommodation and food service sector recorded the lowest panellist response rate with 56%, although this was a 14 percentage points increase on 2020.

In 2021, 97% of full panel interviews were conducted with the same person that took part in the 2020 LSBS. The 3% conducted with different individuals occurred mainly because the previous respondent had left the business.

Overall, 10.4% of full panellists either refused to take part in the 2021 LSBS or quit the interview. This refusal rate was lower than that of the 2020 (12.3%) and 2019 (12.8%) LSBS. A further 1.3% of full panellists were not able to be directly contacted and a 'gatekeeper' refused on their behalf.

Response rates – Past panel

In addition, 7,342 businesses interviewed between 2015 and 2019 but not in 2020 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 2019 and had not ceased trading). The number was higher than the equivalent in 2020, not just because there was another year of contacts to take into account, but because of the difficulties in reaching some businesses that were full panellists in 2019. Of these, 1,352 were interviewed in 2021, a response rate of 18% (up from 13% in 2020, but down from 20% in 2019 and 27% in 2018), of which 1,158 were SME employers.

Table 7: Response rates – Past panel

	Past panel	% response rate
Completed - telephone (CATI)	1,352	18
Total completed	1,352	18
Appointments	22	<0.5
Quits	78	1
Refusals	715	10
Refusals relating to Covid-19	59	1
Not available during fieldwork	186	3
GDPR request to remove contact	19	<0.5
Total contacted	2,431	33
Ring backs	4,376	60
Screen outs	18	<0.5
Total live contacts	6,825	93
Business no longer trading	116	2
Wrong number	118	2
Unobtainable number	283	4
Total loaded	7,342	100

Because it was not possible to interview this group in 2020, the overall response rate for past panellists was lower than for full panellists.

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 (60%), than for the full panel (20%).

Response rates – IDBR top-ups

As described earlier, 70,670 IDBR boost contacts were loaded into CATI, and out of these 3,558 interviews were achieved, a response rate of 5.0%. In comparison to 2020, this was around three-percentage points higher. This, coupled with the higher proportion of ring backs in 2020 compared with 2019, can be attributed to the difficulties in reaching businesses, and the right person within businesses, during the coronavirus (Covid-19) pandemic. During the pandemic some businesses had been temporarily closed, while others had been operating from another location – generally a home. It is likely that some businesses have continued to operate from a home since.

Table 8: Response rates – IDBR top-ups

	IDBR top-ups – All contacts loaded	% Response rate
Completed - telephone (CATI)	3,558	5.0
Total completed	3,558	5.0
Appointments	230	0.3
Quits	620	0.9
Refusals	10,920	15.5
Refusals relating to Covid-19	689	1.0
Not available during fieldwork	660	0.9
GDPR request to remove contact	219	0.3
Total contacted	16,899	23.9
Ring backs	46,058	65.2
Screen outs	1,659	2.3
Total live contacts	47,717	67.5
Business no longer trading	342	0.5
Wrong number	1,130	1.6
Unobtainable number	4,582	6.5
Total loaded	70,670	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 wrong numbers.

In comparison to 2020, the refusal rate was higher (up 2.7%), but fewer interview requests were refused for reasons relating to coronavirus (Covid-19) pandemic (1% compared to 3.5% in 2020). This included (although not limited to) being unwell (and requesting no further contact), working remotely and not able to contact, and being furloughed – with the possibility of contact in the future. A relatively small proportion of contacts were with businesses that were no longer trading. However, this number is likely to have been higher than this, but ‘hidden’ amongst ring backs and unobtainable numbers.

Response rates – Unregistered businesses without employees

In total, 11,077 contacts sourced from Experian (a commercial database provider) were used, in order to gain 283 interviews. This was a response rate of 2.6% of all contacts loaded, the same as in 2020, within both years, the response rate recorded for this source of contact sample was lower than experienced in the preceding four years.

Table 9: Response rates – Unregistered zeros - top-ups

	Unregistered zeros – All contacts loaded	% Response rate
Completed - telephone (CATI)	283	2.6
Total completed	283	2.6
Appointments	6	0.1
Quits	37	0.3
Refusals	1,295	11.7
Refusals relating to Covid-19	15	0.1
Not available during fieldwork	38	0.3
GDPR request to remove contact	33	0.3
Total contacted	1,707	15.4
Ring backs	8,525	77.0
Screen outs	489	4.4
Total live contacts	9,014	81.4
Business no longer trading	310	2.8
Wrong number	175	1.6
Unobtainable number	1,578	14.2
Total loaded	11,077	100.0

Compared with 2020, the proportion of unobtainable numbers was higher, increasing from 12.8% to 14.2%, and wrong numbers and businesses no longer trading outcomes were at similar levels (2.8% and 1.6% respectively compares with 2.7% and 2.3% respectively in 2020). This suggests that unobtainable numbers continue to include businesses that are no longer trading or have moved location either temporarily or permanently, perhaps relocating because of the coronavirus (Covid-19) pandemic.

The higher number of records obtained for the unregistered zero employees sample compared with previous years, supports the decision taken to acquire contacts from Experian rather than from Dun and Bradstreet (as in the past).

Data weighting (cross-sectional)

Although the sample stratification was based on the 2020 [Business Population Estimates](#) (BPE), the cross-sectional survey findings were weighted to the 2021 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, 2018, 2019 and 2020 surveys, the 336-cell matrix was used (sector within size band within nation), the estimate within each cell informed by the 2021 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 2021, high weighting factors (10+) were mitigated by merging the equivalent sample/population cells with an adjacent cell, thus reducing extreme values and more evenly distributing them. This was limited to zero unregistered and zero registered businesses. There remained one merged cell in which the weighting factor was greater than 10. This was within sector H (transport/storage). Due to the fact that this was the only incidence of an extreme weighting factor, it was felt unnecessary to complicate the overall weighting strategy by capping the weights, which is how high weighting factors had been addressed in previous surveys.

Cell weighting occurred within each of the 336 strata (sector within size band within nation). Table 10 shows 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 all UK level, rather than individually within nation.

Table 10: Weighted and unweighted proportions of all SME⁸ interviews – businesses without 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	0.4	1.1	1.9	1.1	0.8	0.5	0.2
C - Manufacturing	0.3	2.2	0.7	0.9	1.4	0.8	1.2	0.3
F - Construction	0.5	4.0	1.2	8.9	2.8	2.4	1.2	0.5
G - Wholesale and Retail	0.5	2.8	1.6	2.8	4.3	2.6	3.4	1.0
H – Transport and Storage	0.1	0.8	0.4	3.7	0.7	0.6	0.5	0.2
I - Accommodation and Food	0.2	0.7	0.4	0.4	1.5	1.3	2.1	0.6
J - Information and Communication	0.4	2.5	1.0	2.3	1.8	1.0	0.5	0.2
KL - Financial and Real estate	0.3	1.5	0.7	1.4	1.3	0.8	0.6	0.3
M - Professional and Scientific	1.4	7.2	2.9	4.6	4.1	2.5	1.6	0.5
N – Administrative and Support	0.5	4.3	1.0	1.8	2.0	1.5	1.0	0.4
P - Education	0.6	5.0	0.2	0.2	0.4	0.2	0.4	0.1
Q - Health and Social work	0.7	4.3	0.3	0.5	0.7	0.4	0.6	0.2
R - Arts/ Entertainment	0.8	3.9	0.3	0.6	0.5	0.3	0.4	0.1
S - Other service	0.8	4.8	0.3	0.4	1.5	0.9	0.8	0.2
Total	7.2	44.4	12.1	30.4	24.1	16.1	14.8	4.8
Average overall weight	̄ 6.17		̄ 2.51		̄ 0.67		̄ 0.32	

⁸ Note that those that were large businesses in 2021 (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	0.8	0.1	0.3	*	2.6	1.1
C - Manufacturing	3.5	0.4	2.3	0.1	8.4	1.6
F - Construction	2.7	0.3	0.7	*	7.5	3.3
G - Wholesale and Retail	4.9	0.7	1.7	0.1	14.2	4.3
H - Transport and Storage	1.3	0.1	0.4	*	2.9	1.0
I - Accommodation and Food	4.4	0.6	0.8	0.1	8.8	2.5
J - Information and Communication	1.2	0.2	0.3	*	3.8	1.4
KL - Financial and Real estate	1.0	0.2	0.4	*	3.4	1.3
M - Professional and Scientific	3.1	0.4	1.2	0.1	9.9	3.5
N - Administrative and Support	1.9	0.3	1.5	0.1	6.3	2.3
P - Education	0.6	0.1	0.3	*	1.7	0.4
Q - Health and Social work	3.1	0.4	1.6	0.1	6.0	1.1
R - Arts and Entertainment	0.9	0.1	0.4	*	2.1	0.5
S - Other service	0.8	0.1	0.1	*	3.1	1.2
Total	30.2	4.0	12.0	0.6	80.7	25.5
Average overall weight	\bar{x} 0.13		\bar{x} 0.05		\bar{x} 0.32	

Overall, 7.2% of interviews were conducted with unregistered zero employee businesses. However, after weighting, this proportion increased to 44.4%, giving them an overall average weight of x 6.17. For medium-sized businesses the average weight was x 0.05.

As described earlier, certain questions in the 2021 survey were only asked of a sub-sample. Respondents were randomly split into three cohorts (A, B and C), each cohort consisting of approximately 2,500 cases. Separate weights were created for each cohort, using 2020 BPE targets. These weights were the ones used in the report when analysing these 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 size bands), in the other nations a simplified grid was adopted (four broad sectors within six size bands for each nation).

Data weighting (longitudinal)

A decision was taken in 2020 to base the longitudinal analysis on panellists with employees who had responded to each of the surveys in 2018, 2019 and 2020. This was to ensure a larger cohort of respondents; to counteract panel attrition, as the number of panellists that have responded to the survey each year decreases. In 2021, this has been extended so that the longitudinal analysis now covers four years, 2018, 2019, 2020 and 2021. Separate longitudinal weights are used when undertaking longitudinal analysis of the resulting 1,706 panellists who responded in all four surveys between 2018 and 2021. The longitudinal weighting method was identical to the cross-sectional one, except that 2018 firmographics (size, sector, and nation) and BPE targets were used rather than 2020 ones.

Some of the records with longitudinal weights have increased their employment levels to become large businesses with 250+ employees, but also, because some of the records pre-date 2018, a small number of panellists based on their 2018 firmographics are classified as large. These panellists have been re-classified as medium sized businesses for the purpose of the longitudinal analysis. They have been included as medium sized businesses and weighted accordingly.

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 August 2022, 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 sector⁹

	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
UK	7,518	+/-0.9	+/-1.4	+/-1.5	1.8	1.4
England	5,648	+/-1	+/-1.5	+/-1.7	1.7	1.3
Scotland	677	+/-3	+/-4.8	+/-5.7	2.0	1.4
Wales	585	+/-3.3	+/-5	+/-5.4	1.8	1.3
Northern Ireland	608	+/-3.2	+/-4.7	+/-5.1	1.7	1.3
Micros (1 to 9 employees)	3,593	+/-1.1	+/-1.7	+/-1.8	1.2	1.1
Small businesses (10 to 49 employees)	2,818	+/-1.2	+/-1.8	+/-1.9	1.1	1.1
Medium-sized businesses (50-249 employees)	1,107	+/-1.9	+/-2.9	+/-3.1	1.1	1.1
ABDE. Primary	241	+/-4.7	+/-7.6	+/-8.1	1.6	1.3
C. Manufacturing	786	+/-3.1	+/-4.5	+/-5	2.1	1.4
F. Construction	699	+/-3.2	+/-4.5	+/-4.9	1.9	1.4
G. Retail and wholesale	1,326	+/-2.1	+/-3.1	+/-3.4	1.6	1.3
H. Transport and storage	267	+/-5.9	+/-8	+/-8.9	2.3	1.5
I. Accommodation and food service	820	+/-2.9	+/-4.6	+/-5	2.1	1.4
J. Information and communication	350	+/-3.5	+/-5.5	+/-6	1.3	1.1
KL. Financial and real estate	312	+/-4	+/-6.2	+/-7.6	1.6	1.3
M. Professional and scientific	920	+/-2.4	+/-3.7	+/-4	1.6	1.2
N. Administration and support	591	+/-3.1	+/-4.8	+/-5.3	1.7	1.3
P. Education	154	+/-6.3	+/-9.9	+/-10.7	1.8	1.4
Q. Human health	559	+/-3.8	+/-5.6	+/-6.4	2.3	1.5
R. Arts and entertainment	200	+/-5.4	+/-9.1	+/-10	1.9	1.4
S. Other services	293	+/-4.1	+/-6.3	+/-6.8	1.4	1.2

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.

⁹ 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#2021>

Table 13: businesses with no employees – 95% confidence intervals in survey findings and design effects and factors – nation, registration, and sector¹⁰

	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
UK	1,790	+/-1.7	+/-2.6	+/-2.9	1.5	1.2
England	1,402	+/-1.9	+/-2.9	+/-3.1	1.4	1.2
Scotland	147	+/-6	+/-9.1	+/-10.2	1.6	1.2
Wales	116	+/-6.4	+/-11.6	+/-12.6	1.7	1.3
Northern Ireland	125	+/-7.4	+/-10.1	+/-11.7	1.8	1.3
Zeros - unregistered	1,125	+/-2.4	+/-3.8	+/-4.1	1.9	1.4
Zeros - registered	665	+/-2.4	+/-3.6	+/-4	1.1	1.0
ABDE. Primary	109	+/-5.8	+/-9.8	+/-10.4	1.2	1.1
C. Manufacturing	99	+/-6.8	+/-12	+/-13.1	1.6	1.3
F. Construction	156	+/-4.9	+/-7.7	+/-8.2	1.1	1.1
G. Retail and wholesale	196	+/-5	+/-7.7	+/-8.4	1.4	1.2
H. Transport and storage	45	+/-8.6	+/-14.3	+/-15.9	1.1	1.0
I. Accommodation and food service	56	+/-7.6	+/-15.3	+/-16.8	1.4	1.2
J. Information and communication	134	+/-5.9	+/-8.8	+/-9.7	1.3	1.1
KL. Financial and real estate	93	7.5	10.8	12.0	1.4	1.2
M. Professional and scientific	396	3.8	5.3	5.9	1.5	1.2
N. Administration and support	145	6.0	9.5	10.5	1.6	1.3
P. Education	78	7.4	10.9	12.4	1.2	1.1
Q. Human health	88	6.7	10.1	11.3	1.1	1.1
R. Arts and entertainment	95	6.0	9.9	10.7	1.1	1.0
S. Other services	100	7.2	10.3	11.5	1.4	1.2

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.

¹⁰ 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#2021>

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, question changes in 2019 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 range 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 status¹¹.

These changes were retained for 2021, and it is worth noting that the change in legal status codes in 2019, 2020 and 2021, means that direct comparisons to years 2015 to 2018 should be treated 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 added¹².

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

¹¹ <https://beta.companieshouse.gov.uk/>

¹² 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/partners/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 they were from. Those classified as being from mixed race backgrounds¹³, 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 owned 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.

¹³ Mixed white and black Caribbean, mixed white and black African, mixed white and Asian, other mixed background.

Coronavirus (Covid-19) pandemic: Impact on fieldwork

Fieldwork for the 2020 survey was significantly impacted by the coronavirus (Covid-19) pandemic and the associated social and trading restrictions which resulted in businesses in consumer-facing industries in particular operating at much reduced levels or temporarily closing. Fieldwork for the 2021 survey was also impacted by the coronavirus pandemic to an extent.

Fieldwork ran from 14 September 2021 to 1st April 2022. Key dates during that period were as follows:

14 September 2021: The Government unveiled England's winter plan for Covid – 'Plan B' to be used if the NHS came under 'unsustainable pressure'. It included compulsory wearing of face masks in most public indoor venues (introduced on 10 December 2021); a mandatory NHS Covid Pass in specific settings, such as nightclubs (introduced 15 December 2021), and people were asked to work from home if they could.

The Coronavirus Job Retention Scheme ended on 30 September 2021.

The requirement to self-isolate following a positive test ended on 24 February 2022 in England, on 28 March 2022 in Wales, and on 30 April 2022 in Scotland. Self-isolation support payments also ended on these dates. The need to self-isolate after testing positive with Covid-19 was never a legal requirement in Northern Ireland (it was in force as 'very strong guidance'), but access to free PCR tests ended on 22 April 2022 here.

Within England, Wales and Scotland, these dates also saw the end of routine contact tracing, free PCR tests for the general (non-vulnerable) population and closure of test sites. Routine contact tracing was phased out after the middle of April in Northern Ireland.

Questionnaire

The remainder of this report comprises the questionnaire used for the 2021 survey.

In 2021, the following amendments were made to the questionnaire that was previously used in 2020.

New questions in 2021:

C2_A

C4_a

Section D: Social Enterprises. These questions are asked in alternate years, and were reintroduced to the survey for 2021

H4a

H8

H9g, H9h, H9i, H9j,

H92

H93

K10d_w, K10e_w, K10f_w, K21_w business support in Wales

P11_1

Questions removed for 2021:

GC1-GC6 relating to the impact of the coronavirus (COVID-19) pandemic

H100-H104 relating to financial measures/support in respect of the coronavirus (COVID-19) pandemic

J8, J10, J11 relating to the impact of the coronavirus (COVID-19) pandemic on innovation

N5a, N5b, N5c, N5d relating to the impact of the coronavirus (COVID-19) pandemic on training activity

New data checks included in the questionnaire

A-1 When panellists were asked about the number of directors in 2020 and if this had changed, the number of directors given in 2020 was read out to remind them.

A2 For panellists the number of employees from 2020 was included on the screen which enabled the interviewer to sense-check 2021's response during the interview. Also, if the size band had changed, this was confirmed with the panellist.

B2 Number of employees last year. For panellists, the number of employees from 2020 was added to check/confirm their 2021 response.

P1 The turnover band provided by panellists in 2020 was added to check that previous turnover figures had been recorded accurately, which helped to signpost to further data checks post-interview.

Script error note

An error in the questionnaire script (CATI set up) occurred with regard to question F8d (see specified question below). The routing instruction relating to the text in parentheses '(PANEL – USE 2020 RESPONSE)' was meant to relate to referencing panellists' response regarding whether or not their accountant keeps records for them for VAT in F8a in 2020 and not, as it mistakenly was, to referencing panellists' response to F8d in 2020 and thereby routing around F8d.

Furthermore, as F8d (and F8a-c) were only asked of cohort C in 2020 (when the question was first introduced) and 2021, panellists who were not included in cohort C in 2020 had never provided a response to this question.

In terms of reporting responses to F8d, all panellists that indicated that they had used 'Making Tax Digital for VAT' in 2020 were included in this coded response in F8d in 2021 (it is unlikely that having adopted MTD for VAT they would have ceased using it since then). All top ups and previous panellists in cohort C were asked F8d. Within the cohort C data tables, responses for F8d are based on this reduced base, which constitutes, as proportions of what should have been the full base – which is all in cohort C that pay VAT – amongst SME employers: 72% of the unweighted base or 68% of the weighted base; and amongst business without employees: 50% of the unweighted base or 46% of the weighted base.

ASK COHORT C ONLY, IF PAY VAT (F6a/1) AND ACCOUNTANT DOESN'T DO IT FOR THEM (PANEL – USE 2020 RESPONSE) (F8a/1-98)

F8d) **Do you make your VAT submissions via 'Making Tax Digital for VAT'? PROBE. SINGLE CODE**

Yes – use MTD for VAT	1
No – use the Business Tax Account	2
No – Other	3
Don't know	97
Refused	98

SAMPLE SOURCE

Panel	1	INTRODUCTION 1 OR 2
Top up - IDBR	2	INTRODUCTION 3
Top-up – Experian (unregistered)	3	INTRODUCTION 3
Previous panellist – did not do interview in 2019	4	INTRODUCTION 1 OR 2

INFORMATION NEEDED FROM PANEL IN CONTACTS TO INFORM YEAR 7 FILTERS

Information		Taken from (2020) – variable or Q no.	Affects (2021)
Name of respondent	1	S5	INTRODUCTION 1 OR 2
Month interviewed in 2020	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_2020	THROUGHOUT
Number of employees		DATABASE, A2_2020	A2
Country		NATION_2020	Various places in questionnaire e.g. Section K
Number of owners/directors		A17A2A_2020	A22/A23
Number of owners		A2A_2020	A22/A23
Number of directors		A17_2020	A22/A23
Exporter		C1_C2_2020	C3b, C5a
No plans to export		C5_a/3, C7_2020/2	C6
No product/service suitable for export		C5_a/3	C0
Legal status		A5SUM_2020	F6
Whether a charity		A0_2020	F12
Previous cohort		COHORT_2020	H1
Year first interviewed		YEAR	H1
Applied for finance in 2020		H4A_2020	H4a
Previously approached NI Invest		K10DN_2020	K10d
Turnover band for check		P1B_2020	P1, P3
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)

Good morning/afternoon), my name is XXX and I'm calling on behalf of...

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

(SCOTLAND) **...the Scottish Government...**

(NORTHERN IRELAND) **...Invest NI...**

(WALES) **...the Welsh Government...**

...from BMG Research. We're conducting the UK's Small Business Survey, the Government'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. The UK Government Small Business Survey is an important piece of work intended to track the progress of UK businesses over time, to inform Government policy and to help the Government understand which interventions best support small businesses. Would you be able to help us again?**

(ALL) **The interview will take about 20 minutes depending on your responses.**

(IF THEY MENTION THE BUSINESS HAS PERMANENTLY CLOSED) **If your business has closed we'd still like to ask you a few brief questions which will only take a couple of minutes.**

IF NECESSARY: We understand that many businesses have experienced an extremely difficult time in the last couple of years and that they continue to face very challenging conditions. That's why it's so important that we gather this information, so that the right support can be provided in the difficult months and years ahead.

SEND REASSURANCE EMAIL IF NECESSARY

- IF RESPONDENT WANTS FURTHER REASSURANCE GIVE THEM EMMA'S CONTACT DETAILS, SAY:

I understand your concerns, if you'd like to email the project manager, Emma Osborne at emma.osborne@bmgresearch.com she will be happy to provide more information.

IF RESPONDENT SAYS THEY WANT TO BE PAID FOR THEIR TIME SAY:

I appreciate that your time is valuable but paying people to help us with the survey would make it too expensive to undertake and might influence how people answer the questions. Gathering this feedback can benefit UK business as a whole and ultimately benefit you.

IF NECESSARY: The results of previous Small Business Surveys are available to view on the .gov.uk website and this survey's report will also be published next summer.

ADD IF NECESSARY:

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 Emma Osborne if you would like to find out more about the survey - 0121 333 6006 – or emma.osborne@bmgresearch.com

(ALL) 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

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

Good morning/afternoon), my name is XXX and I'm calling on behalf of....

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

(SCOTLAND) ...the Scottish Government...

(NORTHERN IRELAND) ...Invest NI...

(WALES) ...the Welsh Government...

(ALL)...from **BMG Research. We're conducting the UK's Small Business Survey, the Government's main survey of small businesses.**

(PANEL) **Back in [MONTH/YEAR] we interviewed [NAME OF 2020 RESPONDENT] for the Government's Small Business Survey. This is an important piece of work intended to track the progress of UK businesses over time, to inform Government policy and to help the Government understand which interventions best support small businesses.**

(IPANEL IF THEY MENTION THAT 2020 RESPONDENT HAS LEFT THE BUSINESS) **I understand that [NAME OF 2020 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?**

(PREVIOUS PANEL) **Back in [MONTH/YEAR] we interviewed [NAME OF [LAST] RESPONDENT] for the Government's Small Business Survey. At that time [NAME OF [LAST] RESPONDENT] expressed a willingness to help with this survey in the future, but we haven't been able to reach you since then. This is an important piece of work intended to track the progress of UK businesses over time, to inform Government policy and to help the Government understand which interventions best support small businesses.**

(PREVIOUS PANEL IF THEY MENTION THAT [LAST] RESPONDENT HAS LEFT THE BUSINESS) **I understand that [NAME OF [LAST] 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 NECESSARY: We understand that many businesses have experienced an extremely difficult time in the last couple of years and that they continue to face very challenging conditions. That's why it's so important that we gather this information, so that the right support can be provided in the difficult months and years ahead.

IF NECESSARY: Your participation will ensure that your business' views are represented to the Government.

IF NECESSARY: The survey findings are widely used across Government departments and by other public bodies to plan and provide targeted support to different industries.

IF NECESSARY – IF ASKED WHAT THE SURVEY IS ABOUT: There are a range of issues about which the UK Government wants to hear from small and medium sized businesses, including how you trade, both within the UK and overseas, business objectives and plans for growth, obstacles to business success, including how the Coronavirus pandemic has impacted you, business support and finance needs, and so on.

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

IF RESPONDENT SAYS THEY WANT TO BE PAID FOR THEIR TIME SAY:

I appreciate that your time is valuable but paying people to help us with the survey would make it too expensive to undertake and might influence how people answer the questions. Gathering this feedback can benefit UK business as a whole and ultimately benefit your business.

SEND REASSURANCE EMAIL IF NECESSARY

- IF RESPONDENT WANTS FURTHER REASSURANCE GIVE THEM EMMA'S CONTACT DETAILS, SAY:

I understand your concerns, if you'd like to email the project manager, Emma Osborne at emma.osborne@bmgresearch.com she will be happy to provide more information.

ALL: It will take about 20 minutes, depending on your responses. Is it convenient to go through it now or I can call back at a time and date that is more suitable for you?

IF NECESSARY: The results of previous Small Business Surveys are available to view on the .gov.uk website and this survey's report will also be published next summer.

ADD IF NECESSARY:

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 Emma Osborne if you would like to find out more about the survey - 0121 333 6006 – or emma.osborne@bmgresearch.com

(ALL) 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

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

May I please speak to someone who is in a senior role there? The owner, managing director or someone else in a director-level position.

(IF TRANSFERRED: **Good morning/afternoon**), my name is XXX and I'm calling on behalf of....

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

(SCOTLAND) ...the **Scottish Government**...

(NORTHERN IRELAND) ...**Invest NI**...

(WALES) ...the **Welsh Government**...

(ALL)...from **BMG Research**. We're conducting the **UK's Small Business Survey**, the Government's main survey of small businesses.

(ALL) I would like to ask for your feedback on behalf of your business.

IF NECESSARY – IF ASKED WHAT THE SURVEY IS ABOUT: **There are a range of issues about which the UK Government wants to hear from small and medium sized businesses, including how you trade, both within the UK and overseas, business objectives and plans for growth, obstacles to business success, including how the Coronavirus pandemic has impacted you, business support and finance needs, and so on.**

IF NECESSARY: **Your participation will ensure that your business' views are represented to the Government.**

IF NECESSARY: **The survey findings are widely used across Government departments and by other public bodies to plan and provide targeted support to different industries.**

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

IF NECESSARY: **We understand that many businesses have experienced an extremely difficult time in the last couple of years and that they continue to face very challenging conditions. That's why it's so important that we gather this information, so that the right support can be provided in the difficult months and years ahead.**

SEND REASSURANCE EMAIL IF NECESSARY

- IF RESPONDENT WANTS FURTHER REASSURANCE GIVE THEM EMMA'S CONTACT DETAILS, SAY:

I understand your concerns, if you'd like to email the project manager, Emma Osborne at emma.osborne@bmgresearch.com she will be happy to provide more information.

IF RESPONDENT SAYS THEY WANT TO BE PAID FOR THEIR TIME SAY:

I appreciate that your time is valuable but paying people to help us with the survey would make it too expensive to undertake and might influence how people answer the questions. Gathering this feedback can benefit UK business as a whole and ultimately benefit your business.

(ALL) It will take about 20 minutes, depending on your responses. Is it convenient to go through it now or I can call back at a time and date that is more suitable for you?

IF NECESSARY: The results of previous Small Business Surveys are available to view on the .gov.uk website and this survey's report will also be published next summer.

ADD IF NECESSARY:

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 Emma Osborne if you would like to find out more about the survey - 0121 333 6006 – or emma.osborne@bmgresearch.com

(ALL) 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

ASK IF TOP UP SAMPLE AND ZERO EMPLOYEES (DATABASE)

S2b Are you the owner or person in overall charge there?

Yes	1	
No/Uncertain	2	ASK TO SPEAK TO OWNER OR PERSON IN OVERALL CHARGE – TRANSFER, SET APPOINTMENT, REFUSED OR OTHER

ASK PANEL IF NOT TALKING TO NAMED CONTACT AND TOP UP SAMPLE WITH EMPLOYEES
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

ASK TOP-UP UNREGISTERED SAMPLE ONLY

S4) **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.**

ASK ALL TOP-UP SAMPLE, AND PANELISTS WHERE NOT INTERVIEWING THE PREVIOUS YEAR'S RESPONDENT

S5) **Could I please take your name?** RECORD RESPONDENT'S NAME. ASK THEM TO SPELL IT IF NECESSARY. ENTER TWICE

Refused 98

ASK ALL TOP-UP SAMPLE, AND PANELISTS WHERE NOT INTERVIEWING THE PREVIOUS YEAR'S RESPONDENT

S6) **And can I take your job title please?** RECORD RESPONDENT'S JOB TITLE

Refused 98

ASK ALL

S7) **What is the current trading status of** [NAME OF BUSINESS FROM DATABASE] ? READ OUT AND CODE ONE ONLY. IF NAME OF BUSINESS WAS WRONG ON DATABASE, PLEASE CODE 2 AND AMEND IT HERE

NOTE: ONLY READ OUT CODE 2 IF NAME OF BUSINESS WAS WRONG ON DATABASE

Trading	1
MULTI CODE: Trading under a different name (SPECIFY NAME)	2
Not trading/closed	3

IF NOT TRADING/CLOSED (S7/3)

S7a) Is this closure temporary or permanent?

Temporary	1
Permanent	2
Not sure at the moment	3

ASK IF CEASED TRADING PERMANENTLY (S7a/2)

- 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 S8/1-11, 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 finance¹⁴	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
Coronavirus – COVID 19 pandemic	11	11
Any other reason (SPECIFY)	95	95
Don't know	97	97
Refused	98	98

ASK IF CEASED TRADING PERMANENTLY (S7a/2)

- 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 PERMANENTLY (S7a/2)

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

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

ASK IF AGREE OR DISAGREE THAT THEY ARE MORE CONFIDENT (S11a/1-2, 4-5)

S12a) **Why has this experience made you more/less confident in your ability to run a successful business?** WRITE IN FULL

Refused 98

ASK IF AGREE OR DISAGREE THAT THEY ARE MORE LIKELY TO START A BUSINESS IN FUTURE (S11b/1-2, 4-5)

S12b) **Why has this experience made you more/less likely to want to start a business in future?** WRITE IN FULL

Refused 98

ASK IF AGREE OR DISAGREE THAT THE EXPERIENCE HAS HAD A POSITIVE EFFECT ON THEIR PERSONAL FINANCES (S11c/1-2, 4-5)

S12c) **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

ASK IF CEASED TRADING TEMPORARILY (S7a/1)

S13 **Is this closure due to the trading restrictions imposed as a result of the Coronavirus pandemic or for another reason?**

Coronavirus – COVID 19 pandemic	1
Any other reason – what is the reason?	95
Don't know	97
Refused	98

ASK IF CEASED TRADING TEMPORARILY (S7a/1)

S14 **When do you expect to reopen?** PROBE FOR ESTIMATE AND CODE ONE ONLY

In the next 2-3 weeks	1
In the next 1-2 months	2
In the next 3-4 months	3
In the next 5-6 months	4
Not for at least 6 months	5
Don't know when will open again but is certain they will	6
Don't know if they will open again	7
Refused	8

IF CEASED TRADING TEMPORARILY (S7a/1) READ OUT: I would appreciate it if you would answer the questions on the basis of when you were last trading.

SECTION A: ABOUT THE BUSINESS

ASK TOP-UPS ONLY

A-2)

I would like to start by asking a number of questions about [NAME OF BUSINESS]. Which of these 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 OTHER OR DON'T KNOW, USE 'BUSINESS' AS TEXT SUB

ASK PANEL ONLY

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

You opened or closed a new branch, site or office	1
ASK IF MULTI-SITE (PAST): You moved your head office	2
You changed your legal status	3
You said last time we talked to you that you had [A17_2020] directors in day to day control of the [ANSWER AT A-2] that are not working owners or partners. Has this number increased or decreased since then? IF YES ASK A17 HERE	4
ASK IF NOT REGISTERED (PAST): 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
UNPROMPTED CODE: Deregistered for VAT - why have you done that?	8

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 permanent sites in the UK does your [ANSWER AT A-2] operate from, including your head office? Please do not include any mobile or temporary sites and if you or any of your staff are working remotely as a consequence of the COVID-19 pandemic please do not include these remote sites as permanent sites of your [ANSWER AT A-2].**

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

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

INTERVIEWER PLEASE NOTE IF RESPONDENT MENTIONS THAT THEY ARE:

A subsidiary of an overseas organisation	1
Wholly UK owned	2
Neither	3

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

READ OUT: Please...

- INCLUDE FULL AND PART TIME
- INCLUDE TEMPORARIES/CASUALS, BUT NOT AGENCY STAFF
- EXCLUDE SELF-EMPLOYED
- EXCLUDE OWNERS/PARTNERS, BUT OTHER DIRECTORS COUNT AS EMPLOYEES clarify if owners/partners are counted if they are PAYE

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

PROMPT FOR AN APPROXIMATION - DO NOT ALLOW DON'T KNOW/REFUSED. DO NOT ENTER 0 IF RESPONDENT CANNOT ANSWER. ASK IF THEY HAVE ANY EMPLOYEES

PREVIOUS YEARS EMPLOYEE NUMBER ON SCREEN IF PANEL OR PAST PANEL

PANEL - CHECK IF BANDING CHANGE COMPARED WITH PREVIOUSLY: **According to our records, last year you employed approximately [A2_2020BAND] and now you employ [A2], can you confirm that this year's figure is correct?** IF YES CONTINUE, IF NO ASK A2 AGAIN

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

None	0
1-9	1
10-99	2
100-249	3
250 or more	4
Have employees	5

IF TOP-UP OR PREVIOUS PANEL 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	Unregistered sample	n/a
None (no employees) – top-up registered	A2/0	n/a
1-4 employees (Very small micro)	A2/1-4	A2/1-4
5-9 employees (Larger micro)	A2/5-9	A2/5-9
10-19 employees (Small small)	A2/10-19	A2/10-19
20-49 employees (Larger small)	A2/20-49	A2/20-49
50-249 employees (Medium)	A2/50-249	A2/50-249
250+ employees (Large)	n/a	A2/250-99,999

ASK ALL WITH EMPLOYEES AT A2

A2b) **How many of those working for the [ANSWER AT A-2], if any, are temporary or casual staff?** (RANGE 0-ANSWER AT A2) IF NUMBER HIGHER THAN A2 ASK: Did the number of employees you provided earlier include temporary and casual staff?

ASK ALL

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

ASK IF A0/1 OR PANEL = A0/1:

A2d) **And how many, if any, unpaid volunteers do you have working for you right now?** (RANGE 0-999)

	Enter number	DK	REF
A2b (temporary/casual)		97	98
A2c (not on the payroll)		97	98
A2d (unpaid volunteers)			

ASK TOP-UP SAMPLE ONLY

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

Yes	1
No	2

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

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

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

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

ASK TOP-UP IDBR SAMPLE¹⁵, IF LEGAL STATUS LISTED AS COMPANY/SOLE PROPRIETORSHIP OR PARTNERSHIP

A5a) **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

¹⁵ Do not ask previous panelists

ASK IF YES AT A5a, AND LEGAL STATUS IS 'COMPANY'

A5b) **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

ASK PANEL WHOSE LEGAL STATUS CHANGED (A-1/3)

A5c) **Previously when we spoke to you your legal status was [A5_2020]. 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 UNREGISTERED 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

ASK TOP-UPS ONLY (NOT PREVIOUS PANEL)

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

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

ASK IF DON'T KNOW (97) AT A6

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

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

A8) ASK TOP-UPS ONLY (NOT PREVIOUS PANEL)
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

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

	1
Refused	98

ASK IF POSTCODE IS INCORRECT (A8/2), DON'T KNOW (A8/97) OR REFUSED (A8/98) OR PANEL THAT MOVED OFFICE (A-1/2)
A9) **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', USE INFO FROM SAMPLE

England	1
Scotland	2
Wales	3
Northern Ireland	4

ASK ALL

A10) [IF A1=1: Is the permanent site of your [ANSWER AT A-2] based at separate business premises to your or someone else's home address? If you are working at home I mean the premises at which your business is registered] [IF A1=>1: Are all the permanent sites of your [ANSWER AT A-2] based at separate premises to your or someone else's home address? If you or any of your staff are working at home as a consequence of the COVID-19 pandemic please do not include these home sites as permanent sites of your [ANSWER AT A-2].

INTERVIEWER NOTE: IF RESPONDENT MENTIONS THAT THEY WORK OUT OF THEIR HOME AND DO NOT HAVE OTHER PREMISES, BUT THAT THEIR REGISTERED BUSINESS ADDRESS IS AT THEIR ACCOUNTANT'S PREMISES, CODE AS 'PREMISES AT THEIR HOME'

Yes, [A1=>1: All separate business premises	1
No, [A1=>1: At least some] premises at my/someone else's home	2
[A1=>1] No, all premises at my someone else's home	3
Refused	98

ASK TOP-UPS, OR PANEL IF OWNERSHIP CHANGED (A-1/4, 7)

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

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

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

A12) Is your establishment part of a business that is majority-owned by the person or family who set it up? INTERVIEWER: THIS INCLUDES DESCENDANTS

Yes	1
No	2
Don't know	3
Refused	98

ASK IF A12/1

A14¹⁶⁾ Is the person or family that majority-owns your [ANSWER AT A-2] actively involved in the day-to-day management of the business?
SINGLE-CODE

Yes	1
No	2
Don't know	3
Refused	98

NO A14-A15

A16 DELETED

A17) ASK ALL TOP-UPS, OR PANEL THAT CHANGED NUMBERS OF DIRECTORS (A-1/4, 7)
How many [A5c/not 6: directors] [A5c/6: trustees] does your [ANSWER AT A-2] have who are in day to day control of your [ANSWER AT A-2] but who are not owners or partners?

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 [A5c/not 6 and A17/1+: A17 RESPONSE directors] [A5c/6 and A17/1+: A17 RESPONSE trustees] [A11/1+: and A11 RESPONSE owner 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 [A5c/not 6 and A17/1+: A17 RESPONSE directors] [A5c/6 and A17/1+: A17 RESPONSE trustees] [A11/1+: and A11 RESPONSE owners 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 [A5c/not 6: directors] [A5c/6: trustees] who are from ethnic minority groups belong to? PROMPT AS NECESSARY. MULTICODE.OK

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

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

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

Yes	1
No	2
Don't know	97

ASK TOP-UPS IF ONLY ONE OWNER OR DIRECTOR (A11 PLUS A17). ASK PANEL IF A_1/4, 7 AND (A11 + A17 = 1)]

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 S2B/1: do you] [IF A11/1: does the owner] [IF A11/0 and A17/1: does the [A5c/not 6: director] [A5c/6 trustee] 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 IF S2B/1 DO NOT ASK

A23) **And is the [IF A11/1: owner] [IF A11/0 AND A17/1 AND A5c/NOT 6: director] [IF A11/0 AND A17/1 AND A5c/6: trustee] in charge a man or a woman?**

Man	1
Woman	2
Don't know	97
Refused	98

SECTION B: EMPLOYMENT

ASK TOP-UP ONLY IF TRADING FOR AT LEAST ONE YEAR (NOT A6=2020) AND PREVIOUS PANEL

- B1) **You said earlier that your [ANSWER AT A-2] currently has [INSERT A2 RESPONSE] employees on the payroll, excluding owners and partners. How many employees did the [ANSWER AT A-2] have on the payroll 12 months ago across all UK sites (still excluding owners and partners)?**

INCLUDE FULL AND PART TIME

INCLUDE TEMPORARIES/CASUALS, BUT NOT AGENCY STAFF

EXCLUDE SELF-EMPLOYED

EXCLUDE OWNERS/PARTNERS, BUT OTHER DIRECTORS COUNT AS EMPLOYEES

Enter Number (RANGE 0-9,999)

Don't know / Uncertain ...97

Refused ...98

- 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

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

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

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

ASK ALL PANEL

You mentioned earlier that your [ANSWER AT A-2] has [ANSWER AT A2] on the payroll currently. And according to our records, your [ANSWER AT A-2] employed [A2_2020] when we last spoke to you. This suggests that you employ [CALCULATE FROM 2020 ANSWER AT A2: more/fewer/the same] than you did last year. Is that correct?

Yes	1
No	2
DO NOT READ OUT: Don't know	97

IF NO:B1_panel) **In that case, could you please tell me 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

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)

B4a) IF EMPLOYED MORE PAID STAFF A YEAR AGO (B4/1)
To what extent has the Coronavirus COVID-19 pandemic been a factor in this reduction in staff? Was it... READ OUT. SINGLE CODE

The main factor	1
One of many factors	2
Not a factor	3
DO NOT READ OUT: Don't know	97

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

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

Cohort		Answers questions at
Cohort A	1	C2f, C2g, C2h, E1-E12. K14-K15-M1a, M1b,. M2-M3
Cohort B	2	G2-G8. R4, R4a, R8a
Cohort C	3	C3b, C4, C5, C5a, C4a, C4_a, C7, F8a-F13b, H1, H2, J3-J9

SECTION C: EXPORTS

- C0) ASK ALL PANEL/PAST PANEL WHERE C5_a/3 in 2020 or C6/2 IN PRE-2020
When we spoke to [you] [NAME OF 2020 RESPONDENT] back in [MONTH/YEAR] we were told that your [ANSWER AT A-2] did not provide goods or services suitable for exporting. Is that still the case?

Yes	1
No	2
Don't know	97

WHERE YES GO TO C2f IF COHORT A; SECTION F IF COHORT B OR C; IF NO/DON'T KNOW CONTINUE

- C1) ASK TOP UPS AND ALL PANEL/PAST PANEL EXCEPT WHERE C0/1
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 TOP UPS AND ALL PANEL/PAST PANEL EXCEPT WHERE C0/1
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

C2_A) ASK IF EXPORTED ANY GOODS OUTSIDE OF THE UK (C2/1)
In the process of selling those goods, are there any service inputs embedded in the overall product or offered as part of the sale of the good or goods? IF NECESSARY: By embedded services we mean sales/after-sales services, marketing, follow up support, subscription services, insurance, design, engineering services, legal advice, training or repair/maintenance and so on

Yes	1
No	2
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

IF NECESSARY: **In which overseas geographical areas do you have customers?**

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) COHORT A - 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) COHORT A - 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) COHORT A - 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

NO C3a

COHORT C - ASK ALL TOP-UPS AND PREVIOUS PANEL 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 2020

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

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

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

C5) COHORT C - ASK TOP-UPS AND PREVIOUS PANEL ONLY IF HAVE BEEN SELLING OUTSIDE UK FOR MORE THAN TWO YEARS (VALUE OR DK/REF AT C3b WHICH IS NOT 2019-20)
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

C5_a) ASK IF TOP UP, PREVIOUS PANEL OR PANEL NON-EXPORTERS (C1/NOT 1 AND C2/NOT 1 EXCEPT C0/1)
Which of the following statements applies to your business regarding exporting? READ OUT.
 SINGLE-CODE

I have exported but not within the last 12 months	1
I have never exported but have a suitable product or service that could be developed for export	2
I have never exported and do not have a product or service suitable for export	3
DO NOT READ OUT: Don't know	97

COHORT C - ASK TOP-UPS IF SOME YEARS WITH NO OVERSEAS SALES (C5 '2') OR IF HAVE EXPORTED BUT NOT WITHIN THE LAST 12 MONTHS (C5_a '1') OR HAVE NEVER EXPORTED BUT HAVE A SUITABLE PRODUCT OR SERVICE THAT COULD BE DEVELOPED FOR EXPORT (C5_a '2'), OR PANELISTS THAT WERE PREVIOUSLY EXPORTING IN 2020, BUT NOT NOW (I.E. NOT C1/1 AND NOT C2/1)

C5a) (ADD IF PANELISTS OR TOP UPS IF C5_a '1' OR '2') **Why have you not exported [IF PANELIST OR TOP UP IF C5_a '1': in the last 12 months]?** DO NOT PROMPT MULTI-CODE OK

(ASK TOP UPS IF C5 '2') **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

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

C4_a) **Do you have a formal written export strategy or plan?** SINGLE CODE.

Yes	1
No	2
Don't know	97

COHORT C - 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

COHORT C - ASK IF DO NOT CURRENTLY SELL OUTSIDE UK (C1/NOT 1 AND C2/NOT 1) AND HAVE A SUITABLE PRODUCT (C5_a/1,2)

C7) **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

SECTION D: SOCIAL ENTERPRISES

ASK ALL

- D1) **I would now like to ask about the goals of your [TEXT AT A-2]. Of the following, which have been important to your [TEXT AT A-2] over the past five years?** RANDOMISE ORDER OF B-F, A SHOULD ALWAYS COME FIRST. MULTI-CODE.

(a) financial goals, e.g., relating to turnover or profit	1
(b) offering solutions to problems of health and/or ageing	2
(c) fighting economic and/or social exclusion, e.g. by supporting vulnerable or disadvantaged people	3
(d) working to enhance civic and community engagement	4
(e) serving the members of your organisation such as in a mutual, a social or a sports club	5
(f) offering solutions to environmental problems, such as climate change or food waste	6
None of these	97
Don't know	98

NO D2

ASK IF ANY OF D1/2-6

- 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 IF ANY OF D1/2-6

D9) **Over the past five financial years, has your [TEXT AT A-2] received income from the following sources?. READ OUT. MULTICODE**

a. Trading or commercial activity, that is selling products or services to the public or other organisations	1
b. Grants and donations	2
c. Membership fees	3
d. Other sources (SPECIFY)	4

ASK IF MORE THAN ONE IN D9

D9b) **Over the past five financial years, approximately what has been the average proportion of income received from ...[SHOW D9 RESPONSES]? READ OUT AND PROMPT FOR AN APPROXIMATE PERCENTAGE FOR EACH (0-100%)**

	% (0-100)		DON'T KNOW	REFUSED
e. Trading or commercial activity, that is selling products or services to the public or other organisations			97	98
f. Grants and donations			97	98
g. Membership fees			97	98
h. 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 ANY OF D1/2-6

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

- (IF D1/2, 3, 4, 5) **social goals?**
- (IF D1/6) **environmental goals?**
- (IF D1/6 AND D1/2, 3, 4, 5) **social/environmental goals?**

Yes	1
No	2
Don't know	97
Refused	98

NO D12-D16

D17) ASK IF ANY OF D1/2-6
 (IF NO EMPLOYEES A2/0 OR UNREGISTERED TOP-UPS) **Do you have any principles or commitments in place for what you do with profits or surpluses?**

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

Yes	1
No	2
Don't know	97
Refused	98

ASK ALL THAT HAVE RULES OR RESTRICTIONS (D17/1) AND IF ANY OF D1/2-6
 D17a) (IF NO EMPLOYEES A2/0 OR UNREGISTERED 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 D1/2, 3, 4, 5) **social goals?**
- (IF D1/6) **environmental goals?**
- (IF D1/6 AND D1/2, 3, 4, 5) **social/environmental goals?**

Yes	1
No	2
Don't know	97
Refused	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/NOT 3)

- 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. If you are currently working at home we want you to think about your main business premises and not your home premises when answering. 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

NO E2-E6

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

.....TOP-UPS WITH DOMESTIC PREMISES (A8/2 OR (A10/NOT 3) OR

...ALL PANELISTS (UNLESS A10/1 IN 2020)

...ALL PREVIOUS PANELISTS (UNLESS A10/1 PREVIOUSLY)

- 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

E9a) ASK IF HAVE ANY SMART/ADVANCED METERS (E8/1-3)
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 making¹⁷?

Yes	1
No	2
Don't know	97
Refused	98

E10) ASK ALL COHORT A IN GB
(ADDITIONAL SCRIPT IF NOT ASKED E8 IN 2020) **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
Smart meter roll out to small businesses	7
Energy Savings Opportunity Scheme	8
Workplace Charging Scheme for electric vehicle charge points	9
Other (SPECIFY)	95
None of these	96
Don't know	97
Refused	98

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

(ASK IF E10/1) 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
(ALL IN FILTER) Installed an electric vehicle chargepoint?	6
(ALL IN FILTER) Made or experienced changes to buildings as a result of the Energy Savings Opportunity Scheme?	7
None of these	96
Don't know	97
Refused	98

E12) ASK ALL COHORT A IN GB. DO NOT ASK IF E11/5
Are you planning to install a low carbon heating system, for example heat pumps, biomass or solar thermal, or any energy efficiency measures in any of your premises in the next 12 months? PROBE AND CODE ONE ONLY

Yes – heating system only	1
Yes – energy efficiency measures only	2
Yes - both	3
Neither	4
Don't know	97
Refused	98

SECTION F: TAXATION

NO F1-F4

ASK ALL

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

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

ASK ALL

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

	YES	NO	DK	REF
a. (DO NOT ASK UNREGISTERED 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 COMPANY TAX (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
(DNRO) Don't know, accountant handles this for them	99	99	99
(DNRO) Don't know	97	97	97
Refused	98	98	98

ASK COHORT C ONLY, IF PAY VAT (F6a/1) AND ACCOUNTANT DOESN'T DO IT FOR THEM (PANEL – USE 2020 RESPONSE) (F8a/1-98)

F8d) **Do you make your VAT submissions via 'Making Tax Digital for VAT'?** PROBE. SINGLE CODE

Yes – use MTD for VAT	1
No – use the Business Tax Account	2
No – Other	3
Don't know	97
Refused	98

ASK ALL in COHORT C ONLY

F10) **Do you use any technologies or web-based software to ...?** READ OUT AND MULTI CODE 1, 2 SINGLE CODE 3, 97, 98

Sell to customers online	1
Manage the business	2
Neither	3
Don't know	97
Refused	98

ASK ALL WHO USE TECHNOLOGIES (F10/1, 2)

F11) **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

ASK IF USE TECHNOLOGY TO SELL TO CUSTOMERS (F10/1)

F11a) **Has your business started selling online as a result of the Coronavirus COVID-19 pandemic or were you selling online prior to this?** SINGLE CODE

As a result of COVID-19	1
Selling online previously	2
Don't know	97
Refused	98

F12¹⁸) 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 star	6
Coronavirus COVID-19 relief	7
Other rate relief (SPECIFY WHICH)	95
None of these	96
Not applicable – business premises is a home	99
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 know97
 Refused 98

F13b) ASK IF RECEIVE COVID-19 RELIEF (F12/7)
Approximately what percentage relief do you get from the Coronavirus COVID-19 Scheme?
 WRITE IN

Enter Proportion (RANGE 0-100%)

Don't know97
 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, 11 ONLY. CODES 9-10 MUST ALWAYS BE AFTER CODES 1-8. MULTICODE OK 1-11, 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
Coronavirus COVID-19 pandemic	11
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 exit from the EU. For each, please tell me whether you have experienced this** READ OUT. RANDOMISE ORDER a-e. SINGLE CODE ONLY FOR EACH.

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

SECTION H: FINANCE

COHORT C - TOP-UPS, AND PANELISTS WHO WERE INTERVIEWED FOR THE FIRST TIME IN 2020 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 ALL

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

Bank overdraft facility	1
Commercial mortgage	2
Credit cards	3
Equity Finance, e.g. where a share of the business is sold to investors or other people	4
Factoring/invoice discounting	5
Government or local authority grants or schemes not including any directly related to Coronavirus	6
Government or local authority grants or schemes directly related to Coronavirus	7
Leasing or hire purchase	8
Loan from a bank, building society or other financial institution not directly related to Coronavirus	9
Loan from a bank, building society or other financial institution directly related to Coronavirus	10
Loan from family/friend	11
Loan from business partner/directors/owner	12
Loan from a peer to peer platform	13
Other finance (SPECIFY)	95
None of these	96
Don't know	97
Refused	98

ASK IF EQUITY FINANCE MENTIONED (H3/4)

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

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

ASK ALL

H4) **Have you tried to obtain external finance for your [ANSWER AT A-2] in the past 12 months? We don't want you to include any Coronavirus Government backed grant or loan or any contribution your [ANSWER AT A-2] has received from the furlough scheme** NB: THIS CAN INCLUDE LOANS FROM FRIENDS AND FAMILY AND ACTIVE RE-ARRANGEMENT OF OVERDRAFT FACILITY. SINGLE CODE ONLY. IF YES, PROBE WHETHER TRIED TO OBTAIN EXTERNAL FINANCE ONCE OR MORE THAN ONCE IN THE LAST 12 MONTHS

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

ASK ALL THAT APPLIED IN LAST 12 MONTHS (H4/1-2). DO NOT ASK PANEL IF APPLIED IN 2015/2016/2017/2018/2019/2020

H4a) **Did your [ANSWER AT A-2] apply for external finance for the first time in the last 12 months, or had you sought external finance before this?** SINGLE CODE ONLY

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

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

H5) **Please can you tell me all the types of finance that your [ANSWER AT A-2] sought in the last 12 months? Please include applications for all types of finance including where you failed to obtain it. Please include renewals and extensions to existing facilities, e.g. to overdrafts, credit cards and loans. PROMPT IF NECESSARY. MULTICODE OK NB. CORONAVIRUS LOANS AND GRANT LEFT IN TO NOTE IF MENTIONED BUT SHOULD NOT REALLY BE INCLUDED AND DEFINITELY NOT TO BE PROMPTED**

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
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
DNRO: Coronavirus COVID-19 Government-backed accredited loans or finance agreements such as Coronavirus Business Interruption Loan and Bounce Back Loan	12
DNRO: Coronavirus COVID-19 business grants funded by government or local authority	13
Other government or local authority finance grants or schemes	14
Other finance (SPECIFY)	95
Don't know	97
Refused	98

SCOTLAND WHERE APPLIED FOR GRANT (H5/13/14)

H5C_a) **Which of the following scheme(s) did you apply for? READ OUT. MULTICODE**

Business Support Fund	1
Small Business Grant	2
Retail, Hospitality and Leisure Grant	3
Newly Self-employed Hardship Fund	4
Creative, Tourism and Hospitality Hardship Fund	5
Pivotal Enterprise Resilience Fund	6
Another sector specific scheme SPECIFY	7
None of these	96
Don't know	97

SCOTLAND WHERE APPLIED FOR ANY (H5C_a/1-7)

H5C_b) **Which scheme(s) did you receive funds from?** READ OUT. MULTICODE

(H5C_a /1) Business Support Fund	1
(H5C_a /2) Small Business Grant	2
(H5C_a /3) Retail, Hospitality and Leisure Grant	3
(H5C_a /4) Newly Self-employed Hardship Fund	4
(H5C_a /5) Creative, Tourism and Hospitality Hardship Fund	5
(H5C_a/6) Pivotal Enterprise Resilience Fund	6
(H5C_a /7) Another sector specific scheme SPECIFY	7
None of these	96
Don't know	97

ASK IF EQUITY FINANCE MENTIONED (H5/4)

H5a) **Who did you seek equity finance from?** READ OUT 1-10, 95. M/C 1-10, 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
Coronavirus Future Fund	8
(WALES ONLY) Development Bank of Wales	9
Other Government equity scheme (SPECIFY)	10
Other form of equity (SPECIFY)	95
Don't know	97
Refused	98

ASK ALL THAT APPLIED IN LAST 12 MONTHS

H7a) **In the last 12 months, what did you try to obtain finance for? Was it...** READ OUT AND CODE ONE FOR EACH

	Yes	No	Unsure	Prefer not to answer
(i) For working capital or cashflow?	1	2	97	98
(ii) For other reasons?	1	2	97	98

ASK ALL THAT SOUGHT FINANCE FOR OTHER REASONS

H7b) **Did you try and obtain finance in the last 12 months for any of these reasons? READ OUT AND CODE ALL THAT APPLY**

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] (PLEASE WRITE IN)	7
Other reasons (PLEASE WRITE IN)	95
Unsure	97
Prefer not to answer	98

ASK IF SOUGHT FINANCE FOR CASHFLOW (H7a/i/1)

H8) **Which of these describe the reason for seeking external finance for cashflow? READ OUT AND CODE ALL THAT APPLY**

To cover a short-term gap until funds were received from customers	1
To cover a short-term gap due to unexpected expense e.g. late payment from a supplier	2
As a safety net, just in case	3
Working capital to fund general growth	4
Other (PLEASE WRITE IN)	95
Unsure	96
Prefer not to answer	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

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

Don't know 97
Refused 98

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

£0-£9	1	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 SOUGHT FINANCE IN THE LAST 12 MONTHS (H4/1-2)
And in total, how much external finance did you obtain in the last 12 months? (ADD IF h5/1: **This includes the size of your overdraft facility, even if you do not use it all.**)

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

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

Don't know 97
 Refused 98

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

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

H9g) ASK IF SOUGHT FINANCE FOR INVESTMENT (H7b/1-7) AND OBTAINED ANY FINANCE (H9d/1+ OR
H9f/2-9)
**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% (none)	1
1-19 %	2
20-39%	3
40-59%	4
60-79%	5
80-99%	6
100%	7
Don't know	97
Refused	98

ASK IF SOUGHT FINANCE FOR INVESTMENT (H7b/1-7) AND OBTAINED LESS THAN 100% AT H9g (CODES 1-6)

H9h) **Which of these describe the impact of not receiving all the external finance you needed for your investment plans?** READ OUT. MULTICODE OK 1-4, 95

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	96
Don't know	97
Refused	98

ASK IF SOUGHT FINANCE FOR CASHFLOW (H7a/1 OR 97) AND OBTAINED ANY FINANCE (H9d/1+ OR H9f/2-9)

H9i) **Of the amount of external finance you sought for cashflow purposes in the last 12 months, approximately what proportion did you end up obtaining from these external sources?** READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY

0% (none)	1
1-19 %	2
20-39%	3
40-59%	4
60-79%	5
80-99%	6
100%	7
Don't know	97
Refused	98

ASK IF SOUGHT FINANCE FOR CASHFLOW (H7a/1 OR 97) AND OBTAINED LESS THAN 100% AT H9i (CODES 1-6)

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

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

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

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

The credit crunch/economic conditions	1
The lender was not interested in your sector or type of business	2
Low credit rating	3
You had not been in business long enough	4
Insufficient security	5
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

ASK ALL
H95

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

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

Yes	1
No	2
Don't know	97

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 (H9d/0 or H9f/1)

H97a (IF APPLIED BUT DID NOT OBTAIN ANY FINANCE IN LAST 12 MONTHS (H9d/0 OR H9f/1) **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 (H4/NOT 1, 2 AND H95/1) **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

ASK ALL

- J1) **I'd now like you to think about innovation within your [ANSWER AT A-2]. Has your [ANSWER AT A-2] introduced any new or significantly improved goods 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

ASK ALL

- J1a) **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

ASK ALL IN COHORT C

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

Yes	1
No	2
Don't know	97
Refused	98

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

- J4) **Were any of these new or significantly improved processes new to your industry, or were they all just new to your [ANSWER AT A-2]? SINGLE-CODE.**

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

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

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

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

ASK IF DK OR REF AT J5a

J5c) **Which of these ranges does the amount of R&D expenditure in the last 3 years fall into? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY**

Less than £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

J6a) COHORT C WHERE APPLIED OR RECEIVED (J6/1, 2)
Have you applied for or received an R&D grant from any of the following at any time? READ OUT. SINGLE-CODE.

	Applied for but not received	Received	Neither applied nor received	DO NOT READ OUT: Don't know	DO NOT READ OUT: Refused
UK Research and innovation (including Innovate UK, Research Councils, for example...)	1	2	5	3	4
UK government department	1	2	5	3	4
European Union	1	2	5	3	4
Local Enterprise Partnership/Growth Hubs	1	2	5	3	4

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

- K2) ASK ALL
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

- K5) ASK ALL WHO HAVE RECEIVED INFORMATION/ADVICE (K2/1)
(What did you seek information or advice about in the last year?) DO NOT READ OUT. MULTICODE 1-20, 95

	K5
Business growth	1
E-commerce/technology	2
Employment law/redundancies	3
Exporting	4
Financial advice e.g. how and where to get finance	5
Financial advice e.g. accounting, for general running of [ANSWER AT A-2]	6
Health and Safety	7
Importing	8
Improving business efficiency/productivity	9
Innovation	10
Legal issues	11
Management/leadership development	12
Marketing	13
Regulations	14
Relocation	15
Tax/national insurance law and payments	16
Trade mission attendance	17
Training/skills needs	18
Workplace pensions	19
Business survival or operation through Coronavirus COVID-19 pandemic and beyond	20
Other (SPECIFY)	95
Don't know	97

K7)

ASK ALL WHO HAVE RECEIVED INFORMATION/ADVICE (K2/1)

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

	K7
Accountant	1
Bank	2
Business networks/trade associations	3
(WALES ONLY) Business Wales	4
Consultant/general business adviser	5
Chamber of Commerce	6
(Specialist) financial adviser	7
Friend or family member	8
.GOV website	9
Internet search/google/other websites	10
(NORTHERN IRELAND ONLY) Inter-Trade Ireland	11
(NORTHERN IRELAND ONLY) Invest NI	12
Local Council/Authority	13
Local Enterprise Partnerships	14
(NORTHERN IRELAND ONLY) NI Business Info website	15
Solicitor/lawyer	16
Tax agent	17
The Pensions Regulator	18
Universities/other education sector	19
Work colleagues	20
Find business support website	21
Other (SPECIFY)	95
None/have not sought information or advice/will not seek it	96
Don't know	97

NO K8-K9

NO K9b-c

K9d)

ASK ALL WHO INFORMATION/ADVICE (K2/1)

(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

NO K10a-c

K10d) ASK ALL IN NORTHERN IRELAND ONLY. DO NOT ASK PANEL IF APPROACHED IN 2019
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

K10d_w) ASK ALL IN WALES ONLY
Have you ever approached Business Wales 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_w) ASK IF NEVER APPROACHED BUSINESS WALES (K10dw/2)
Is there any particular reason why you have not approached Business Wales? WRITE IN

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

K10f_w) ASK ALL THAT APPROACHED BUSINESS WALES (K10dw/1)
On the last occasion you approached Business Wales 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 INFORMATION/ADVICE IN ENGLAND OR WALES OR NORTHERN IRELAND (K2/1)
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 information or advice in the past 12 months? RECORD EXACT FIGURE BELOW, IF NOT SURE, ASK FOR AN APPROXIMATE FIGURE. ALLOWED RANGE £0-999,999

£						
---	--	--	--	--	--	--

Don't know 97
 Refused 98

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

ASK IF DK OR REF AT K12b

K12d)

Which of these ranges describes approximately how much you paid for 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

NO K13

ASK ALL IN COHORT A IN ENGLAND ONLY

K14)

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

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

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

K15)

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

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

NO K16-K20

ASK ALL IN SCOTLAND ONLY

K21

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

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

ASK ALL IN WALES ONLY

K21_w **Are you aware of the Welsh Government Economic Contract? 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 £9.50 an hour?

Yes,	1
No	3
Don't know	97
Refused	98

NO K23

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

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

Yes	1
No	2
Don't know	97

SECTION L: PUBLIC SECTOR

L questions removed

SECTION M: PAYMENT

COHORT A - ASK ALL

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

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

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

- M2) **Do you feel that you can satisfactorily resolve a payment dispute with a larger business? By larger business, we mean one with 50 or more employees, and by dispute we mean something you consider to be an unfair payment practice.**

Yes	1
No	2
Don't know	97
Refused	98

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

- M3) **Do you have a problem with customers paying you later than you require them to in your normal terms of business?** PROMPT AS NECESSARY. SINGLE CODE

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

NO M4-M5

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

- M6) **Does your [ANSWER AT A-2] engage with the prompt payment code?**

Yes	1
No	2
Don't know	97
Refused	98

SECTION N: TRAINING

- 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

NO N3-N4

NO N6-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
None of these	96
Don't know	97
Refused	98

- N15) ASK EMPLOYERS ONLY (A2>0) IN SCOTLAND
In the past 12 months, have you involved your staff in the decision-making process regarding the operation and future of your business? Which of the following apply? READ OUT. MULTICODE 1-4

You have directly consulted staff via email, phone call, letter or similar	1
You have consulted staff via trade unions or staff associations	2
You have chosen not to consult staff	3
You have not been able to consult staff	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

IF NECESSARY: **To clarify, turnover is the total income received by the business from all sales of goods and services charged to third parties.** CHECK THAT THE VALUE GIVEN IS NOT THE PROFIT MADE, BUT ALL SALES

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

Don't know 97
Refused 98

- P1a TO COMPLETE IF FIGURE GIVEN AT P1
INTERVIEWERS TO RE-ENTER TURNOVER INTO RANGE. DO NOT ASK. SINGLE CODE ONLY

£0-£9	1	Less than ten pounds
£10-£99	2	Between ten and a hundred pounds
£100-£999	3	Between one hundred and a thousand pounds
£1,000-£9,999	4	Between one and ten thousand pounds
£10,000-£99,999	5	Between ten thousand and a hundred thousand pounds
£100,000-£999,999	6	Between one hundred thousand and a million pounds
£1,000,000-£9,999,999	7	Between one million and 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	Less than 85 thousand pounds
£85,000 - £249,999	2	Between 85 thousand and 250 thousand pounds
£250,000 - £499,999	3	Between 250 thousand and 500 thousand pounds
£500,000 - £999,999	4	Between half a million and a million pounds
£1m – £1.99m	5	Between a million and two million pounds
£2m - £4.99m	6	Between two million and five million
£5m - £9.99m	7	Between five million and ten million pounds
£10m - £14.99m	8	Between ten million and 15 million pounds
£15m - £24.99m	9	Between 15 million and 25 million pounds
£25m or more	10	25 million or more
Don't know	97	
Refused	98	

ASK PANEL WHERE P1_2020/NOT DK OR REF:
 P1c) **When we talked to you in [MONTH/YEAR – 2020] we recorded turnover for your [ANSWER AT A-2] in the band [P1_BAND_2020]. Does this sound about right for that time?**

Yes 1
 No 2
 Don't know 97

WHERE NO (P1c/2):
 P1d) **Which of these ranges would your turnover for the preceding 12 month period have fallen into in [MONTH/YEAR]? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY**

Less than £85,000	1	Less than 85 thousand pounds
£85,000 - £249,999	2	Between 85 thousand and 250 thousand pounds
£250,000 - £499,999	3	Between 250 thousand and 500 thousand pounds
£500,000 - £999,999	4	Between half a million and a million pounds
£1m – £1.99m	5	Between a million and two million pounds
£2m - £4.99m	6	Between two million and five million
£5m - £9.99m	7	Between five million and ten million pounds
£10m - £14.99m	8	Between ten million and 15 million pounds
£15m - £24.99m	9	Between 15 million and 25 million pounds
£25m or more	10	25 million or more
Don't know	97	
Refused	98	

ASK ALL TOP UPS AND PAST PANEL TRADING FOR AT LEAST ONE YEAR (A6/NOT 2020) OR PANEL WHERE (P1_2020/DK OR REF) OR (P1/DK OR REF) OR P1c/DK
 P2) **Compared with the previous 12 months, has your turnover in the past 12 months increased, decreased or stayed roughly the same? SINGLE-CODE**

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

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

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

Don't know ...97
 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? PROMPT FOR AN APPROXIMATION
 INTERVIEWER NOTE: IF DON'T KNOW, PROMPT WITH BANDS

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

Don't know97
 Refused ... 98

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

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

Yes	1
No	2
Don't know	97
Refused	98

IF NO AT P9, REASK P8

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%? SINGLE CODE**

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

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

P11_1) **To what extent do you consider the UK's exit from the EU to be a factor in the [TEXT SUBSTITUTION: (IF P7/1) increase (IF P7/2) decrease] in turnover that you expect to experience in the next 12 months? SINGLE-CODE**

A major factor	1
A minor factor	2
Not a factor	3
Don't know	97
Refused	98

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. SINGLE CODE

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

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

BUSINESSES WITH EMPLOYEES (A2/>0): Increase the skills of the workforce	1
BUSINESSES WITH EMPLOYEES (A2/>0): 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
BUSINESSES WITH EMPLOYEES (A2/>0): Recruitment of new staff in the UK	9
BUSINESSES WITH EMPLOYEES (A2/>0): Recruitment of new staff in overseas offices	10
BUSINESSES WITH EMPLOYEES (A2/>0): Transfer of existing staff from UK to overseas offices	11
ASK IF EXPORT (C1/1, 97 OR C2/1 97); Decrease export sales or reduce the number of overseas markets you sell to	12
None of these	96
Don't know	97
Refused	98

COHORT B - ASK IF HAVE ANY PLANS AT R4/1-12

R4a) **Have any of these plans been affected by the Coronavirus COVID-19 pandemic? 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
Decrease export sales or reduce the number of overseas markets you sell to	12
No – none of these have been affected	96
Don't know	97
Refused	98

NO R5-R8

COHORT B - ASK IF HAVE ANY PLANS AT R4/1-12

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
Decrease export sales or reduce the number of overseas markets you sell to	12
No – none of these have been affected	96
Don't know	97
Refused	98

SECTION U: END

ASK ALL

U1) (ENGLAND AND WALES) ...the Department for Business, Energy and Industrial Strategy

(SCOTLAND) ...the Scottish Government

(NORTHERN IRELAND) ...Invest NI

(WALES) ... the Welsh Government

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 2017/2018/2019/2020 (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 2017/2018/2019/2020 (INTRO 2), OR IF DID NOT SUPPLY ALTERNATIVE NUMBER IN 2020 – 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 2017/2018/2019/2020 (INTRO 2), OR IF DID NOT SUPPLY EMAIL IN 2020 – 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 2017/2018/2019/2020 (INTRO 2), OR IF DID NOT AGREE TO LINKAGE IN 2020

U2) **Would it be possible for (ENGLAND AND WALES) ...the Department for Business, Energy and Industrial Strategy**

(SCOTLAND) ...the Scottish Government

(NORTHERN IRELAND) ...Invest NI

(WALES) ... the Welsh Government

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

(WALES) ... the Welsh Government

...thank you very much for your time. If you have any queries you can contact Emma Osborne at BMG Research on 0121 333 6006



© Crown copyright 2022

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3 or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

Where we have identified any third-party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available from: <https://www.gov.uk/government/collections/small-business-survey-reports>

If you need a version of this document in a more accessible format, please email business.statistics@beis.gov.uk. Please tell us what format you need. It will help us if you say what assistive technology you use.