



Longitudinal Small Business Survey 2022: technical report

September 2023

What you need to know about this report

This report contains technical details about the Longitudinal Small Business Survey, focusing on the eighth wave that was conducted in 2022. Technical reports have been published for the previous seven waves and are available with the rest of the reports in the small business survey collection [page](#).

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 2022 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	13
Response rates – Past panel	14
Response rates – IDBR top-ups	15
Response rates – Unregistered businesses without employees	16
Data weighting (cross-sectional)	17
Data weighting (longitudinal)	22
Sampling uncertainty	22
Derived variables	25
Legal status	25
Women-led businesses	25
Minority Ethnic Group-led businesses (MEG-led)	26
Family Businesses	26
Questionnaire	27
New questions in 2022:	27
Questions removed for 2022:	27

Overview of survey method

Questionnaire design

A review of the 2022 questionnaire was undertaken through consultations with stakeholders before the 2022 survey. This resulted in alterations to existing questions from previous surveys, new question additions and deletions. Following changes made in respect of the 2020 questions relating to the coronavirus (COVID-19) pandemic, with many of these being removed for 2022, some questions relating to environmental actions and the impact of 2022/23's high inflation level were added. Priority for the survey is always to exploit its longitudinal power. The consultation was followed up by a 'live' pilot of 30 interviews of the adjusted year eight questionnaire.

'Panel' interviews

Of the 9,325 interviews conducted in 2021, 8,013 (86%) agreed to a follow-up interview (including 11% of all that tentatively agreed). The objective was to obtain the highest possible number of repeat interviews with these panellists. 4,774 were interviewed between November 2022 and April 2023 (60%, similar to the 61% in the 2021 survey, and up on the 51% in the 2020 survey and 53% in the 2019 survey). Of these, 888 had no employees, 18 were large businesses with 250+ employees, and the remainder (3,868) were SME employers. This group is known as the 'full panel'.

In addition, 7,208 businesses interviewed from 2015 to 2020 but not in 2021 could be re-approached for interview (they had given permission for re-interview and had not refused to take part between 2015 and 2020 and had not ceased trading). 1,137 of these were interviewed in 2022, a response rate 16% (18% in 2021, 13% in 2020, but still lower than the 21% achieved in 2019), of which 148 had no employees, 983 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, 3,613 'top-up' interviews were conducted, of which 746 had no employees and 2,867 were SME employers. As a result, the total sample size in the 2022 survey was 9,524, of which 1,782 had no employees and 7,742 were SME employers.

The top-ups were sampled using a method consistent with the 2015 to 2021 surveys:

- The sample was stratified within each of the four UK nations.
- Targets were set according to the employment size of enterprises and, within those targets, by 1-digit sector (using [SIC 2007](#)).
- The targets over-represented businesses with 5 to 249 employees substantially in comparison to their actual numbers within the business population.

For registered businesses, the [Inter Departmental Business Register](#) (IDBR) was used as the sample source. For unregistered businesses with no employees, a database from the commercial database provider Market Location 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 2.7 million unique entries for enterprises. The BEIS Business Population Estimates (BPE) publication 2022 estimated around 5.5 million enterprises in the UK in total. The difference in the figures is explained by the number of unregistered enterprises that do not pay VAT or PAYE, estimates of which derive from the Labour Force Survey (LFS). This is the reason why 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 2021 BPE¹, the latest available at the start of fieldwork. However, survey findings were weighted to the 2022 BPE² which were published a few months into the fieldwork period. The 2022 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 2021 BPE.

A 336-cell sample stratification matrix was devised, the targets within each cell informed by the 2021 BPE. These cells were defined by cross classifying the following three categories:

- 14 'one digit' [SIC 2007](#) categories (ABDE, C, F, G, H, I, J, KL, M, N, P, Q, R, S)
- 6 size categories (unregistered zero employees, registered zero employee, 1-4 employees, 5-9 employees, 10-49 employees, 50-249 employees)
- 4 nations (England, Scotland, Wales, Northern Ireland)
- Once the sample was drawn, with sample sizes informed by differential likely tele-matching success rates for each cell (based upon experience from the previous surveys), no quotas were employed on size, sector or any other criteria except for country, where by nation, where a minimum sample size was aimed for in Scotland, Wales and Northern Ireland..

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-2021>. 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-2022>. 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 7, 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.
 - At later stages telephone number de-duplication also occurred for automated and manual matched numbers

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.

- 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, 173,316 records were sampled to produce 81,098 records with telephone numbers that could be used for the survey. This represented a matching rate of 47%, 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.

In 2022, records were supplied by Market Location, 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 2021 LSBS surveys. There was also de-duplication against the IDBR, based on name and postcode of enterprise.

A total of 9,429 contacts were loaded to achieve 302 interviews, a response rate of 3.2%.

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 Market Location 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 eight.

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. Cohorts were chosen for respondents at random during their interview.

There were approximately 2,000 employers in each 2022 cohort: 1,910 in cohort A, 1,959 in cohort B and 1,907 in cohort C. This year a quota was applied in error to the cohort variable which capped elements of the sample for each cohort at 1,000. This affected where the sample within each cohort (reflecting the sample overall) was largest i.e. England and micros. The consequence was a reduction in the sample size for each cohort based on what would have been expected from the overall sample size.

Each respondent is part of one cohort only. Where a business is in each of the 2018, 2019, 2020, 2021 and 2022 datasets, its cohort for 2022 is entirely independent of its 2018, 2019, 2020 and 2021 cohorts (knowing a business was in cohort A in 2018 or 2019 or 2020 tells you nothing about which cohort it is in in 2021). Because of the different respondents answering questions for different cohorts, we have calculated separate cohort weights for analysing responses to the cohort questions. To analyse questions asked of cohort A in 2018, analysts should use the 2018 cohort A weights, for questions to cohort C in 2019 they should use the 2019 cohort C weights, and so on. 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 2022, according to their source (full panel, past panel⁵, IDBR or unregistered zeros).

Table 1: 2022 achieved interviews – by employment size and sample source

Detailed size	Total	Full Panel	Past Panel	IDBR Top-up	Unreg zeros top-up
Zero unregistered	651	297	52	0	302
Zero registered	1,131	591	96	444	-
1-4 employees (micros)	2,329	1,252	303	774	-
5-9 employees (micros)	1,383	735	173	475	-
10-19 employees (small)	1,557	774	169	614	-
20-49 employees (small)	1,294	614	160	520	-
50-99 employees (medium)	756	323	118	315	-
100-249 employees (medium)	399	170	60	169	-
250+ employees (large) ⁶	24	18	6	0	-
Broad size band	Total	Full Panel	Past Panel	IDBR Top-up	Unreg zeros top-up
Zero employees	1,782	888	148	444	302
Micros (1-9)	3,712	1,987	476	1,249	-
Small (10-49)	2,851	1,388	329	1,134	-
Medium (50-249)	1,155	493	178	484	-
Large (250+)	24	18	6	0	-
Total	9,524	4,774	1,137	3,311	302

No quotas were employed in the survey (other than on overall sample size, and by devolved nation, where the survey aimed at achieving a minimum number of interviews).

The table above shows the actual employment size bands in 2022, as confirmed by respondents in the 2022 survey. This is different from indicated employment size bands, that is, those recorded in 2021 for the full panel, 2015 to 2020 for the past panel, and those indicated by the IDBR and Market Location databases for the top-ups.

⁵ Past panel = Interviewed in 2015-20, but not in 2021. 'Full panel' refers to those interviewed in both 2021 and 2022.

⁶ These businesses had less than 250 employees when first interviewed in 2015-21. They were interviewed in 2022 for longitudinal purposes. Their data does not appear in the cross-sectional 2022 reports but does appear in the panel report where, if they are 'large' in 2019, they are reclassified as 'medium-sized' businesses.

The table below shows achieved interviews by sector and nation.

Table 2: 2022 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	390	200	61	129	0
C Manufacturing	896	472	124	290	10
F Construction	858	390	120	309	39
G Wholesale and Retail	1,560	771	198	565	26
H Transport and Storage	338	152	43	126	1
I Accommodation and Food	797	402	92	300	3
J Information and Communication	512	267	51	180	14
KL Financial and Real Estate	411	213	45	147	6
M Professional and Scientific	1,384	754	142	436	52
N Administrative and Support	752	350	76	292	34
P Education	240	121	21	72	26
Q Health and Social Work	703	341	74	266	22
R Arts and Entertainment	284	149	42	77	16
S Other Service	399	192	48	122	37
Nation	Total	Full Panel	Past Panel	IDBR Top-up	Unreg zeros top-up
England	7,377	3,682	941	2,504	250
Scotland	906	397	91	387	31
Wales	662	361	47	238	1
Northern Ireland	579	334	58	182	5
Total	9,524	4,774	1,137	3,311	302

The proportion of interviews in each sector that were top-ups varies. This was because of differential response rates in the 2021 survey. For example, the 2021 response rate was lower than average in sectors ABDE (primary), F (construction), H (transport and storage), N (administrative and support) and J (information and communication) meaning that there were fewer panellists available in these sectors in 2022, and this means higher targets for top-ups.

These lower response rates may have reflected on-going temporary (and permanent) business closures during the coronavirus (Covid-19) pandemic, but are also likely to have reflected continued remote-working which was also a consequence of the pandemic and which has persisted following the end of social distancing restrictions. During the 2022 fieldwork period there was evidence of continued remote and hybrid (partial remote) working.

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

Tele-matching the IDBR

After de-duplication, a total of 173,316 IDBR records were made available for the next stage of tele-matching (see column 2 in table 3 below).

In total, these IDBR records sampled already contained 23,417 telephone numbers (14% of all available records). By size, this was much more likely to be the case for medium-sized businesses (50%), and much less likely for those indicated to have no employees (2%)⁷. See 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	No match found	Total number found	% all
Zero	74,385	1,387	2	18,445	25	54,553	19,832	27
One to 4	30,232	1,011	3	10,983	36	18,238	11,994	40
Five to 9	12,932	844	7	6,552	51	5,536	7,396	57
Ten to 49	30,521	7,672	25	13,700	45	9,149	21,372	70
50 to 249	25,248	12,503	50	8,001	32	4,744	20,504	81
Total	173,316	23,417	14	57,681	33	92,218	81,098	47

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 57,681 numbers (33% of all available).

Overall, 81,098 records were matched via this three-stage process (47%). There was a great deal of variation in matching success rates by size. This year 27% of zero employee records were matched, 40% of those with 1-4 employees, 57% of those with 5-9 employees, 70% of small businesses, and 81% 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 there is now a requirement to delete the IDBR on completion of fieldwork. As in 2021, the fieldwork in 2022 was later and went beyond the allowed retention period and therefore it was not possible to do this analysis for the 2022 survey.

Due to the large number of IDBR records available, even with a relatively low proportion of tele-matching, there were sufficient records available following automated matching. The proportion with phone numbers in the IDBR was similar to previous years in 2022 (14%, compared with 15% in 2020 and 16% in 2019), but the absolute number available exceeded that of 2021 (23,417, compared with 22,368).

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	11,641	612	5	2,565	22	8,464	3,177	27
C Manufacturing	8,003	2,991	37	2,780	35	2,232	5,771	72
F Construction	24,747	2,022	8	9,102	37	13,623	11,124	45
G Wholesale and Retail	25,097	4,438	18	9,608	38	11,051	14,046	56
H Transport and storage	10,793	1,142	11	2,619	24	7,032	3,761	35
I Accommodation and food	15,582	2,196	14	5,670	36	7,716	7,866	50
J Information and communication	13,858	1,295	9	3,646	26	8,917	4,941	36
KL Finance and real estate	9,073	1,392	15	2,616	29	5,065	4,008	44
M Professional and scientific	21,273	2,543	12	6,691	31	12,039	9,234	43
N Administration and support	16,926	2,024	12	5,812	34	9,090	7,836	46
P Education	1,382	225	16	562	41	595	787	57
Q Human health	6,720	1,435	21	2,739	41	2,546	4,174	62
R Arts and entertainment	3,918	599	15	1,194	30	2,125	1,793	46
S Other services	4,303	503	12	2,077	48	1,723	2,580	60
Total	173,316	23,417	14	57,681	33	92,218	81,098	47

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 9,325 interviews conducted in 2021, 8,013 (86%) agreed to a follow-up interview. This included 998 who were willing to consider taking part in a follow-up interview (a ‘maybe’ response). These contacts were loaded for the Panel interviews. The objective was to obtain the highest possible number of repeat interviews with these ‘full’ panellists in the 2022 LSBS.

Table 5: Response rates – full panel

	Panellists – All contacts loaded	% response rate
Completed - telephone (CATI)	4,722	58.9
Completed – online (CAWI)	52	0.6
Total completed	4,774	59.6
Appointments	3	0.0
Quits (answered up to QA2 but did not complete)	173	2.2
Refusals	392	4.9
GDPR request to remove contact	11	0.1
Total contacted	5,353	66.8
Ring backs	2,465	30.8
Screen outs	39	0.5
Total live contacts	7,857	98.1
Business no longer trading	128	1.6
Wrong number	28	0.3
Total loaded	8,013	100

Out of the 8,013 full panel contacts loaded into CATI, 4,774 interviews were achieved, a response rate of 60%. This was lower than in 2021 (62%) but 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 suggested the beginnings of post-pandemic recovery and a return to normal trading conditions, while the slight decrease in 2022 is likely to reflect the inclusion of contacts that were ‘maybes’ to being followed up.

‘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 52 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 128 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 2021 (Year 7). The size band and sector refer to the situation in 2021.

Table 6: Response rates – full panellists by size and sector

	% unreg- istered	% reg istered	% Micro 1 to 4	% Micro 5 to 9	% Small 10 to 49	% Medium 50 to 249 (inc. Large 250+)	% Total
ABDE Primary	67	58	79	61	66	43	65
C Manufacturing	70	56	68	69	61	49	60
F Construction	56	51	52	63	49	53	53
G Wholesale and Retail	59	66	59	64	58	44	59
H Transport and Storage	60	71	51	78	46	59	56
I Accommodation and Food Service	50	38	61	50	55	48	53
J Information and Communication	53	75	67	65	50	50	62
K Financial and Real estate	45	67	67	49	62	41	59
M Professional and Scientific	50	65	76	77	56	60	66
N Administrative	37	45	71	51	57	47	55
P Education	50	43	66	79	59	73	61
Q Human Health	80	73	68	73	56	59	62
R Arts and Entertainment	63	55	56	68	59	61	60
S Other Services	50	58	60	56	68	40	59
TOTAL	56	61	65	63	56	51	59

The response rate among zero unregistered businesses while relatively low at 56%, was five percentage points higher than in 2021. There was also an increase in the response rate for zero registered businesses in 2022 compared with 2021, of five percentage points. Among SME employers, there was a reduction in response rates across all business size bands: micro 1 to 4 (down six percentage points), micro 5 to 9 (down two percentage points), small (down six percentage points) and medium sized businesses (down five percentage points).

By sector, the response rate was highest in the professional and scientific (66%) and primary (65%) sectors. Both of these represented a one percentage point decrease on 2021. Construction and accommodation and food service sectors recorded the lowest panellist response rate with 53% (five and three percentage points lower than in 2021 respectively).

In 2022, 98% of full panel interviews were conducted with the same person that took part in the 2021 LSBS. The 2% conducted with different individuals occurred mainly because the previous respondent had left the business.

Overall, 7.2% of full panellists either refused to take part in the 2022 LSBS or quit the interview. This refusal rate was lower than that of the 2021 (10.4%), 2020 (12.3%) and 2019 (12.8%) LSBS. A further 0.8% of full panellists were not able to be directly contacted and a 'gatekeeper' refused on their behalf.

Response rates – Past panel

In addition, 7,208 businesses interviewed between 2015 and 2020 but not in 2021 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 2020 and had not ceased trading). The number was lower than the equivalent in 2021. Of these, 1,137 were interviewed in 2022, a response rate of 16% (down from 18% in 2021, but up from 13% in 2020, while down from 20% in 2019 and 27% in 2018), of which 983 were SME employers.

Table 7: Response rates – Past panel

	Past panel	% response rate
Completed - telephone (CATI)	1,137	15.8
Total completed	1,137	15.8
Appointments	2	0.0
Quits	101	1.4
Refusals	843	11.7
GDPR request to remove contact	22	0.3
Total contacted	2,105	29.2
Ring backs	4,557	63.2
Screen outs	28	0.4
Total live contacts	6,690	92.8
Business no longer trading	142	2.0
Wrong number	63	0.9
Unobtainable number	313	4.3
Total loaded	7,208	100

Because it was not possible to interview this group in 2021, 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 (63%), than for the full panel (30%).

Response rates – IDBR top-ups

As described earlier in Tables 3 and 4, there were 81,098 contacts available for the IDBR boost. Throughout the fieldwork period a total of 75,180 IDBR boost contacts were loaded into CATI (based on where boosts were required based on Panel response rates), and out of these 3,313 interviews were achieved, a response rate of 4.4%. This compared to 5% in 2021. This, and the high proportion of ring backs in 2022, reflected the ongoing challenges in reaching businesses for survey purposes. Remote and hybrid working continues to be a significant barrier to accessing senior people within organisations, with gatekeepers blocking (not always directly refusing) access to target contacts within businesses.

Table 8: Response rates – IDBR top-ups

	IDBR top-ups – All contacts loaded	% Response rate
Completed - telephone (CATI)	3,313	4.4
Total completed	3,313	4.4
Appointments	23	0.0
Quits	474	0.6
Refusals	7,249	9.6
Relevant contact not available before survey deadline	1,292	1.7
GDPR request to remove contact	247	0.3
Total contacted	12,598	16.8
Ring backs	56,767	75.5
Screen outs	159	0.2
Total live contacts	56,926	75.7
Business no longer trading	465	0.6
Wrong number	860	1.1
Unobtainable number	4,331	5.8
Total loaded	75,180	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).

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, 9,429 contacts sourced from Market Location (a commercial database provider) were used, in order to gain 302 interviews. This was a response rate of 3.2% of all contacts loaded, higher than in 2021 (2.6% then).

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

	Unregistered zeros – All contacts loaded	% Response rate
Completed - telephone (CATI)	302	3.2
Total completed	302	3.2
Appointments	1	0.0
Quits	41	0.4
Refusals	830	8.8
Not available during fieldwork	104	1.1
GDPR request to remove contact	18	0.2
Total contacted	994	10.5
Ring backs	7,548	80.1
Screen outs	152	1.6
Total live contacts	7,700	81.7
Business no longer trading	456	4.8
Wrong number	45	0.5
Unobtainable number	234	2.5
Total loaded	9,429	100.0

Compared with 2021, the proportion of unobtainable numbers was lower, decreasing from 14.2% to 2.5%. This was also the cases for wrong numbers (1.6% in 2021 to 0.5% in 2022), while the businesses no longer trading outcome was at a higher level in 2022 (4.8% compared with 2.8% in 2021).

For the 2022 survey, Market Location was chosen as the sample frame for unregistered SMEs. Market Location updates its records frequently and responds quickly to data requests. The number of unobtainable and wrong numbers in the sample frame was lower than in previous years.

Data weighting (cross-sectional)

Although the sample stratification was based on the 2021 [Business Population Estimates](#) (BPE), the cross-sectional survey findings were weighted to the 2022 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. Instead, as in the previous six surveys, the 336-cell matrix was used (sector within size band within nation), the estimate within each cell informed by the 2022 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 2022, as in 2020 and 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). Tables 10 and 11 show the proportions of the whole achieved sample that fell into each cell, unweighted (UW) and weighted (W). For ease of understanding, these are shown at all UK level, rather than individually within nation.

Table 10: Weighted and unweighted proportions of all SME⁸ interviews – businesses without employees (all UK)

	Zero unregistered % UW	Zero unregistered % W	Zero registered % UW	Zero registered % W
ABDE - Primary	0.1	0.3	1.1	1.8
C - Manufacturing	0.3	1.9	0.7	0.9
F - Construction	0.7	5.0	1.3	8.2
G - Wholesale and Retail	0.6	2.5	1.7	2.9
H – Transport and Storage	0.2	2.0	0.4	3.1
I - Accommodation and Food	0.1	0.9	0.3	0.5
J - Information and Communication	0.4	2.3	1.1	2.1
KL - Financial and Real estate	0.2	1.1	0.7	1.5
M - Professional and Scientific	1.2	6.0	2.8	4.3
N – Administrative and Support	0.5	4.5	0.9	1.8
P - Education	0.6	4.9	0.1	0.3
Q - Health and Social work	0.7	4.8	0.2	0.5
R – Arts and Entertainment	0.6	3.9	0.2	0.6
S - Other service	0.7	4.7	0.3	0.6
Total	6.9	44.6	11.9	29.1
Average overall weight		̄ 6.46		̄ 2.45

⁸ Note that those that were large businesses in 2022 (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 SME⁹ interviews – micros (all UK)

	Micro 1-4 % UW	Micro 1-4 % W	Micro 5-9 % UW	Micro 5-9 % W
ABDE - Primary	1.4	0.8	0.4	0.2
C - Manufacturing	1.4	0.8	1.1	0.3
F - Construction	2.7	2.6	1.3	0.6
G - Wholesale and Retail	4.5	2.8	3.1	1.0
H – Transport and Storage	0.8	0.6	0.6	0.2
I - Accommodation and Food	1.3	1.3	1.8	0.7
J - Information and Communication	1.7	1.0	0.5	0.2
KL - Financial and Real estate	1.2	0.9	0.7	0.3
M - Professional and Scientific	4.4	2.5	1.8	0.5
N – Administrative and Support	2.1	1.6	0.9	0.4
P - Education	0.4	0.2	0.4	0.1
Q - Health and Social work	0.7	0.4	0.7	0.2
R – Arts and Entertainment	0.6	0.3	0.4	0.1
S - Other service	1.3	0.9	0.7	0.2
Total	24.5	16.8	14.6	4.9
Average overall weight		\bar{x} 0.69		\bar{x} 0.34

⁹ Note that those that were large businesses in 2022 (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 12: Weighted and unweighted proportions of all SME interviews – small and medium-sized SME employers (all UK)

	Small (10-49 employees) % UW	Small (10-49 employees) % W	Medium (50-249 employees) % UW	Medium (50-249 employees) % W
ABDE - Primary	0.8	0.1	0.3	*
C - Manufacturing	3.5	0.4	2.2	0.1
F - Construction	2.4	0.3	0.7	*
G - Wholesale and Retail	4.9	0.7	1.6	0.1
H - Transport and Storage	0.9	0.2	0.6	*
I - Accommodation and Food	4.1	0.6	0.8	0.1
J - Information and Communication	1.3	0.2	0.3	*
KL - Financial and Real estate	1.2	0.2	0.4	*
M - Professional and Scientific	3.0	0.4	1.3	0.1
N - Administrative and Support	2.1	0.3	1.3	0.1
P - Education	0.7	0.1	0.3	*
Q - Health and Social work	3.2	0.4	1.9	0.1
R - Arts and Entertainment	0.8	0.1	0.3	*
S - Other service	1.1	0.1	0.2	*
Total	30.0	4.0	12.2	0.6
Average overall weight		\bar{x} 0.13		\bar{x} 0.05

Table 13: Weighted and unweighted proportions of all SME interviews – all SME employers (all UK)

	All SMEs % UW	All SMEs % W
ABDE - Primary	2.9	1.1
C - Manufacturing	8.4	1.6
F - Construction	7.1	3.5
G - Wholesale and Retail	14.1	4.6
H - Transport and Storage	2.9	0.9
I - Accommodation and Food	8.0	2.6
J - Information and Communication	3.9	1.4
KL - Financial and Real estate	3.5	1.4
M - Professional and Scientific	10.5	3.5
N - Administrative and Support	6.4	2.3
P - Education	1.8	0.4
Q - Health and Social work	6.5	1.1
R - Arts and Entertainment	2.2	0.5
S - Other service	3.2	1.2
Total	81.2	26.3
Average overall weight		\bar{x} 0.32

Overall, 6.9% of interviews were conducted with unregistered zero employee businesses. However, after weighting, this proportion increased to 44.6%, giving them an overall average weight of \bar{x} 6.46. For medium-sized businesses the average weight was \bar{x} 0.05.

As described earlier, certain questions in the 2022 survey were only asked of a sub-sample. Respondents were randomly split into three cohorts (A, B and C), each cohort consisting of approximately 2,000 cases. Separate weights were created for each cohort, using 2022 BPE targets. These weights were the ones used in the report when analysing these questions.

Because each cohort had a sample size a quarter of the total (lower than usual due to the quota-ing error previously mentioned), 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 2022 to base the longitudinal analysis on panellists with employees who had responded to each of the surveys in 2019, 2020 and 2021. 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 was extended so that the longitudinal analysis covered four years, 2018, 2019, 2020 and 2021, but continued attrition in 2022 has led to the decision to remove 2018 from the survey years in scope for this element. Separate longitudinal weights are used when undertaking longitudinal analysis of the resulting 1,437 panellists who responded in all four surveys between 2019 and 2022. The longitudinal weighting method was identical to the cross-sectional one, except that 2019 firmographics (size, sector, and nation) and BPE targets were used rather than 2022 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 2019, a small number of panellists based on their 2019 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 2023, 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 14: SME employers – 95% confidence intervals in survey findings and design effects and factors – nation, size band 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	7,718	0.9	1.4	1.5	1.8	1.3
England	5,929	1.0	1.5	1.7	1.7	1.3
Scotland	750	2.8	4.3	4.7	1.8	1.3
Wales	546	3.5	5.3	5.8	1.9	1.4
Northern Ireland	493	3.6	5.5	6.0	1.9	1.4
Micros (1 to 9 employees)	3,712	1.1	1.6	1.8	1.2	1.1
Small businesses (10 to 49 employees)	2,851	1.1	1.7	1.9	1.1	1.0
Medium-sized businesses (50-249 employees)	1,155	1.8	2.8	3.1	1.1	1.1
ABDE. Primary	276	4.2	6.5	7.0	1.4	1.2
C. Manufacturing	795	2.9	4.4	4.8	1.9	1.4
F. Construction	670	3.0	4.6	5.1	1.8	1.3
G. Retail and wholesale	1,341	2.0	3.0	3.3	1.5	1.2
H. Transport and storage	274	4.9	7.4	8.1	1.9	1.4
I. Accommodation and food service	756	3.1	4.7	5.1	2.1	1.4
J. Information and communication	368	3.5	5.4	5.9	1.3	1.1
KL. Financial and real estate	328	4.2	6.4	7.0	1.7	1.3
M. Professional and scientific	1,002	2.3	3.5	3.8	1.5	1.2
N. Administration and support	607	3.1	4.7	5.1	1.7	1.3
P. Education	174	5.9	9.0	9.8	1.8	1.3
Q. Human health	615	3.6	5.5	6.0	2.3	1.5
R. Arts and entertainment	207	5.8	8.8	9.6	2.0	1.4
S. Other services	305	4.4	6.7	7.4	1.7	1.3

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 employees for an explanation of how to use this table, available at <https://www.gov.uk/government/collections/small-business-survey-reports#2022?>

Table 15: businesses with no employees – 95% confidence intervals in survey findings and design effects and factors – nation, registration, and sector¹¹

	Sample size	Confidence interval for an estimate of 10% or 90% +/- (%)	Confidence interval for an estimate of 30% or 70% +/- (%)	Confidence interval for an estimate of 50% +/- (%)	Design effect	Design factor
UK	1,782	1.7	2.6	2.8	1.5	1.2
England	1,428	1.8	2.8	3.0	1.4	1.2
Scotland	155	6.2	9.5	10.4	1.7	1.3
Wales	114	7.5	11.5	12.5	1.9	1.4
Northern Ireland	85	10.0	15.3	16.7	2.5	1.6
Zeros - unregistered	651	2.4	3.6	4.0	1.1	1.0
Zeros - registered	1131	2.2	3.4	3.7	1.6	1.3
ABDE. Primary	114	6.1	9.3	10.1	1.2	1.1
C. Manufacturing	99	7.7	11.8	12.9	1.7	1.3
F. Construction	188	4.4	6.7	7.3	1.1	1.0
G. Retail and wholesale	216	4.6	7.1	7.7	1.3	1.2
H. Transport and storage	64	7.7	11.8	12.9	1.1	1.1
I. Accommodation and food service	39	12.3	18.8	20.5	1.7	1.3
J. Information and communication	141	5.9	9.0	9.8	1.4	1.2
KL. Financial and real estate	83	7.7	11.8	12.9	1.4	1.2
M. Professional and scientific	380	3.7	5.6	6.1	1.5	1.2
N. Administration and support	138	6.3	9.6	10.4	1.6	1.3
P. Education	65	7.8	11.8	12.9	1.1	1.1
Q. Human health	85	6.7	10.3	11.2	1.1	1.1
R. Arts and entertainment	77	7.2	11.0	12.0	1.2	1.1
S. Other services	93	6.6	10.0	10.9	1.2	1.1

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

¹¹ See the uncertainty section in the report on businesses with no employees for an explanation of how to use this table, available at <https://www.gov.uk/government/collections/small-business-survey-reports#2020>

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 status¹².

These changes were retained for 2022, and it is worth noting that the change in legal status codes in 2019, 2020, 2021 and 2022, 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 added¹³.

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 DBT Small Business Surveys.

¹² <https://beta.companieshouse.gov.uk/>

¹³ 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 backgrounds¹⁴, 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 DBT 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.

¹⁴ Mixed white and black Caribbean, mixed white and black African, mixed white and Asian, other mixed background.

Questionnaire

The remainder of this report comprises the questionnaire used for the 2022 survey.

In 2022, the following amendments were made to the questionnaire that was previously used in 2021.

New questions in 2022:

A11A

F9b

F8e

F11b

Section Q: Environmental action

R4_b

R8_b

R8_c

R8_d

Questions removed for 2022:

S13 Whether closure was a result of the Coronavirus pandemic

D1-D9b, D17

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

F13b

H5C-a

H5C_b

H92

H93

SAMPLE SOURCE

Panel	1	INTRODUCTION 1 OR 2
Top up - IDBR	2	INTRODUCTION 4
Top-up – Unregistered	3	INTRODUCTION 4
Previous panelist – did not do interview in 2021	4	INTRODUCTION 3

INFORMATION NEEDED FROM PANEL IN CONTACTS TO INFORM YEAR 8 FILTERS

Information		Taken from (2021) – variable or Q no.	Affects (2022)
Name of respondent	1	S5	INTRODUCTION 1 OR 2
Month interviewed in 2021	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_2021	THROUGHOUT
Number of employees		DATABASE, A2_2021	A2, B1
Country		NATION_2021	Various places in questionnaire e.g. Section K
Number of owners/directors		A17A2A_2021	A22/A23
Number of owners		A2A_2021	A22/A23
Number of directors		A17_2021	A22/A23
Exporter		C1_C2_2021	C3b, C5a
Export strategy/plan		C1_C2_2015-2022	C4_a
No plans to export		C5_a_2021/3, C7_2021/2	C6
No product/service suitable for export		C5_a_2021/3	C0
Legal status		A5SUM_2021	F6
Whether a charity		A0_2021	F12
Applied for finance in 2021		H4A_2021	H4a
Previously approached NI Invest		K10DN_2021	K10d
Turnover band for check		P1B_2021	P1c, P1c_1, P1d, P2
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

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

(ENGLAND) ...the Department for Business, Energy and Industrial Strategy, now known as the Department for Business and Trade...

(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.

Could I please speak to [NAMED CONTACT]? IF YES, CONTINUE, IF NO GO TO INTRODUCTION 2

INTRODUCTION 1 (PANEL – PREVIOUS RESPONDENT)

(ALL) You may remember that we interviewed you in [MONTH/YEAR] and on that occasion you kindly agreed to take part in a further survey. The UK Government's Small Business Survey is key to how the Government consults with small businesses, and its main aim is to track the progress of businesses over time, while also to ensure that the Government is aware of significant issues facing businesses like yours.

Would you be able to help us again?

IF NECESSARY: This year, we're particularly focusing on issues such as energy prices, environmental actions, economic impacts post-COVID and post-the UK's exit from the EU, amongst others.

IF NECESSARY: There are so many challenges that businesses in the UK face at the moment, and that's why it's so important that we are able to talk to you about what your business is experiencing.

IF NECESSARY: The Small Business Survey helps to inform Government policy and improve the Government's understanding with regard to which interventions best support small businesses.

(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.

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 is important to determine how businesses are performing and coping with challenges, and what their plans are for the future. The information gathered helps to inform Government interventions to better support small businesses.

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 in late summer 2023.

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

READ OUT:

If you would like further information on how BMG handles and processes personal data, as well as information on your rights under data protection regulations to access your personal data, withdraw consent, or object to the processing of your personal data you can visit:

<https://www.bmgresearch.co.uk/privacy/privacy-notice/>

Before we begin, I need to read out a quick statement regarding GDPR legislation.

I want to reassure you that all information collected will be treated in the strictest confidence. You have the right to a copy of your data, change your data or withdraw from the research at any point. In order to guarantee this, and as part of our quality control procedures, all interviews are recorded. Is that OK?

IF NECESSARY:

Contact at BMG Research is Emma Osborne if you would like to find out more about the survey at emma.osborne@bmgresearch.com

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

INTRODUCTION 2 (PANEL – NEW RESPONDENT)

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

(PANEL) Back in [MONTH/YEAR] we interviewed [NAME OF 2021 RESPONDENT] for the Government's Small Business Survey. The UK Government's Small Business Survey is key to how the Government consults with small businesses, and its main aim is to track the progress of businesses over time, while also to ensure that the Government is aware of significant issues facing businesses like yours.

(PANEL IF THEY MENTION THAT 2021 RESPONDENT HAS LEFT THE BUSINESS) We'd very much appreciate it if you would help us instead as the survey tracks the progress of your business. Would you be able to help us?

IF NECESSARY: This year, we're particularly focusing on issues such as energy prices, environmental actions, economic impacts post-COVID and post-the UK's exit from the EU, amongst others.

IF NECESSARY: There are so many challenges that businesses in the UK face at the moment, and that's why it's so important that we are able to talk to you about what your business is experiencing.

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 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 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 is important to determine how businesses are performing and coping with challenges, and what their plans are for the future. The information gathered helps to inform Government interventions to better support small businesses.

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 in late summer 2023.

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

READ OUT:

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<https://www.bmgresearch.co.uk/privacy/privacy-notice/>

Before we begin, I need to read out a quick statement regarding GDPR legislation.

I want to reassure you that all information collected will be treated in the strictest confidence. You have the right to a copy of your data, change your data or withdraw from the research at any point. In order to guarantee this, and as part of our quality control procedures, all interviews are recorded. Is that OK?

IF NECESSARY:

Contact at BMG Research is Emma Osborne if you would like to find out more about the survey at emma.osborne@bmgresearch.com

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

INTRODUCTION 3 (PREVIOUS PANEL)

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

(ENGLAND) ...the Department for Business, Energy and Industrial Strategy, now known as the Department for Business and Trade...

(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.

Could I please speak to [NAMED CONTACT]? IF YES GO TO INTRO_A

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

(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?

(PREVIOUS PANEL – PREVIOUS RESPONDENT) INTRO_A: Back in [MONTH/YEAR] we interviewed you for the Government's Small Business Survey. At that time you expressed a willingness to help with this survey in the future, but we haven't been able to reach you since then. The UK Government's Small Business Survey is key to how the Government consults with small businesses, and its main aim is to track the progress of businesses over time, while also to ensure that the Government is aware of significant issues facing businesses like yours.

(PREVIOUS PANEL – NEW RESPONDENT) INTRO_B: 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 them, or anyone else within your business since then. The UK Government's Small Business

Survey is key to how the Government consults with small businesses, and its main aim is to track the progress of businesses over time, while also to ensure that the Government is aware of significant issues facing businesses like yours.

IF NECESSARY: This year, we're particularly focusing on issues such as energy prices, environmental actions, economic impacts post-COVID and post-the UK's exit from the EU, amongst others.

IF NECESSARY: There are so many challenges that businesses in the UK face at the moment, and that's why it's so important that we are able to talk to you about what your business is experiencing.

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 businesses, including your business' performance and activity, the challenges you're facing and your plans for the future. It also asks about business support and finance that you have obtained or would like to obtain to help your business thrive and grow.

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 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 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 is important to determine how businesses are performing and coping with challenges, and what their plans are for the future. The information gathered helps to inform Government interventions to better support small businesses.

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 in late summer 2023.

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

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INTRODUCTION 4 (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

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(ENGLAND) ...the Department for Business, Energy and Industrial Strategy, now known as the Department for Business and Trade...

...

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

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

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

(ALL)...from BMG Research.

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.

ONCE THROUGH TO THE RIGHT PERSON;

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

(ENGLAND) ...the Department for Business, Energy and Industrial Strategy, now known as the Department for Business and Trade...

...

(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: The UK Government's Small Business Survey is key to how the Government consults with small businesses, and its main aim is to ensure that the Government is aware of significant issues facing businesses like yours.

The survey covers your business' performance and activity, the challenges you're facing and your plans for the future. It also asks about business support and finance that you have obtained or would like to obtain to help your business thrive and grow.

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.

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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

Forename:
Surname

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? SINGLE CODE ONLY**

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 finance ¹	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	11	11
Energy prices	12	12
Other rising costs (SPECIFY)	13	13
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 Why has [NAME OF BUSINESS FROM DATABASE] closed temporarily?

WRITE IN FULL

--

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 CODES 1, 3, 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_2021] 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?	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? (SPECIFY)	8

- A0) ASK TOP-UP SAMPLE, PREVIOUS PANEL, OR PANELISTS IF LEGAL STATUS CHANGED (A-1/3)
(ASK TOP-UPS AND PREVIOUS PANEL) 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 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[IF A1/2+ OR A1_2021/2+: across all your UK sites]?

- 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_2021BAND] 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 SAMPLE², 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

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_2021]. 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

² Do not ask previous panelists

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

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

A8) ASK TOP-UPS ONLY (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

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

	1
Refused	98

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

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

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

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

DUMA9 USE INFO FROM A9 '1-4' OR, IF A9 'DK', 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? This is NOT about remote or hybrid working. If you are working at home I am asking about 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? This is NOT about remote or hybrid working. If you or any of your staff are working at home as part of a remote or hybrid working policy 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'

INTERVIEWER PLEASE READ OUT THE SELECTED CODE TO CHECK WITH RESPONDENT

Yes, [A1=>1: All separate business premises (not at someone's home address)	1
No, [A1=>1: At least some] premises are at my/someone else's home	2
[A1=>1] No, all premises are 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

ASK IF 0 OR >10, or 99 IN A11
 A11A) Which of the following, if any, best describe the ownership structure of your [ANSWER AT A-2]? READ OUT AND CODE ONE ONLY

Owned by shareholders or by its' employees	1
Owned/run by members	2
It's a co-operative, so run by members/consumers/producers	3
Owned by another business i.e. a parent company	4
None of these, something else (SPECIFY)	5
DNRO: Don't know	97
DNRO: Refused	98

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

A14³) ASK IF A12/1
 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

A21) ASK TOP-UPS IF NUMBER OF OWNERS AT A11/2+, OR PANEL IF CHANGE IN OWNERSHIP (A-1/7)
Is more than 50% of the [ANSWER AT A-2] owned by women?

Yes	1
No	2
Don't know	97

A22) ASK TOP-UPS IF ONLY ONE OWNER OR DIRECTOR (A11 PLUS A17). ASK PANEL IF A_1/4, 7 AND (A11 + A17 = 1)
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

A23) FILTER AS A22 IF S2B/1 DO NOT ASK
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

B1) ASK ALL IF TRADING FOR AT LEAST ONE YEAR (NOT A6=2022)
 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 [IF A1/2+ OR A1_2021/2+: across all your 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

PANEL:
 SHOW A2_2021 RESPONSE. IF DIFFERS FROM B1 ASK:
 B1_a) According to our records, when we last spoke to you in [2021_MONTH/YEAR], your [ANSWER AT A-2] had [A2_2021] employees on the payroll. Is that correct?

This year's answer is the same as last (no need to read out)	1
Yes (use last year's answer)	2
No (go back and input this year's answer)	3
DO NOT READ OUT: Don't know	97

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

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

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

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

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

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

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

B4) Could I just check that you employed more paid staff a year ago than you do now? SINGLE-CODE

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

IF EMPLOYED MORE PAID STAFF A YEAR AGO (B4/1)

B4a) 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

ASK ALL

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

INCLUDE FULL AND PART TIME

INCLUDE TEMPORARIES/CASUALS, BUT NOT AGENCY STAFF

EXCLUDE SELF-EMPLOYED

EXCLUDE OWNERS/PARTNERS, BUT OTHER DIRECTORS COUNT AS EMPLOYEES

Enter Number (RANGE 0-9,999)

Don't know / Uncertain ...97

Refused ...98

TO COMPLETE IF FIGURE GIVEN AT B5

B5a) INTERVIEWERS TO RE-ENTER NUMBER OF EMPLOYEES INTO RANGE. DO NOT ASK. SINGLE CODE ONLY

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

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

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

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 R4_b, R8a, R8_b, R8_c, R8_d
Cohort C	3	C3b, C4, C5, C5a, C4a, C4_a, C7, F8a-F11a, J3-J6a

SECTION C: EXPORTS

- C0) ASK ALL PANEL/PAST PANEL WHERE C5_a/3 in 2021 or C5_a/3 in 2020 or C6/2 PRE-2020
When we spoke to [you] [NAME OF 2021 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 know 97
 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 services that are provided alongside the product as part of the sale of the good? For example, an ongoing subscription for maintenance and repair, or training, or a related software subscription such as cloud storage with a phone.

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 EXPORTS TO THE EU AND OTHER COUNTRIES (C2c/1 AND (ANY OF 2-9, 97))
 Approximately what percentage of your turnover in the last 12 months was accounted for by exports to the European Union? WRITE IN

This is percentage of your total sales across your UK [ANSWER AT A_2] and not the percentage of your total export sales

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

C5_a) ASK IF TOP UP NON-EXPORTERS (C1/NOT 1 AND C2/NOT 1) OR PREVIOUS PANEL NON-EXPORTERS (C1/NOT 1 AND C2/NOT 1 EXCEPT C0/1) OR PANEL NON-EXPORTERS WHO HAVE NEVER EXPORTED (2015/2016/2017/2018/2019/2020/2021: C1/NOT 1 AND C2/NOT 1 EXCEPT C0/1)
 Which of the following statements applies to your [ANSWER AT A-2] regarding exporting? READ OUT.
 SINGLE-CODE

We have never exported and do not have a product or service suitable for export	3
We have never exported but have a suitable product or service that could be developed for export	2
We have exported but not within the last 12 months	1
DO NOT READ OUT: 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, BUT DID NOT EXPORT IN 2021 ((C1/1 OR C2/1) AND (C1/2_2021 AND C2/2_2021)) OR WHO EXPORTED IN 2021 AND WERE NOT IN COHORT C IN 2021 ((C1/1_2021 OR C2/1_2021) AND (COHORT/A_2021 OR COHORT/B_2021)) AND ALL THAT HAVE EVER EXPORTED (C5_a/1)

C3b) In which year did your [ANSWER AT A-2] first sell goods or services, or license its products overseas?

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

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 ALL EXPORTERS THAT HAVE BEEN ALL SELLING OUTSIDE UK FOR MORE THAN TWO YEARS ((C1/1 OR C2/1) AND VALUE OR DK/REF AT C3b WHICH IS NOT 2020-21)
During the time you have been selling or licensing products overseas, have you had overseas sales every year or have there been some years where you haven't made any sales at all to overseas customers?
SINGLE-CODE

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

C5a) COHORT C - ASK ALL 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'),)
(ADD IF PANELISTS OR TOP UPS IF C5_a '2' OR '1') 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 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

C4_a) COHORT C - ASK IF CURRENTLY SELL OUTSIDE UK (C1/1 OR C2/1) OR EXPORTED BUT NOT IN THE LAST 12 MONTHS (C5_a/1) OR PANEL THAT HAVE EXPORTED IN PREVIOUS YEARS (2015/2016/2017/2018/2019/2020/2021: C1/1 OR C2/1)
Do you have a formal written export strategy or plan? SINGLE CODE.

Yes	1
No	2
Don't know	97

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

Yes	1
No	2

Don't know	97
------------	----

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: REMOVED

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 SOLELY DOMESTIC PREMISES (A10/3)

E0) You said earlier that [IF A1/2+ AND A10/3: all your sites are based in homes rather than at separate business premises][IF A1/1 AND A10/3:your [ANSWER AT A-2] operates from a home, rather than a separate business premises. Can I confirm that is correct?

SINGLE CODE

Yes	1
No	2
Don't know	97
Refused	98

.....ALL WITH SEPARATE BUSINESS PREMISES (A10/NOT 3 OR E0/2, 97, 98)

- 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),

ALL WITH SEPARATE BUSINESS PREMISES (A10/NOT 3 OR E0/2, 97, 98)

- 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

ASK IF HAVE ANY SMART/ADVANCED METERS (E8/1-3)
 E9a) **Does your [ANSWER AT A-2] make use of any technologies that use smart/advanced meter data to help control your energy use? This could include an energy management app, online platform/portal or smart energy management service that provides frequent access to your energy data to inform decision making⁴?**

Yes	1
No	2
Don't know	97
Refused	98

E10) ASK ALL COHORT A IN GB
 (ADDITIONAL SCRIPT IF NOT ASKED E1) 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) Business Energy Scotland?	5
(SCOTLAND ONLY) Business Energy Scotland SME Loan and Cashback Scheme?	6
Energy Savings Opportunity Scheme	7
Workplace Charging Scheme for electric vehicle charge points	8
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

F9b) ASK COHORT C ONLY, IF KEEP RECORDS FOR SELF-ASSESSMENT (F8b/1, 2, 3, 95)
 How regularly does your [ANSWER AT A-2] keep records for income tax self-assessment? READ OUT. SINGLE CODE

Weekly or more often	1
1-2 times per month	2
About every 2 months	3
Quarterly	4
About every 6 months	5
Annually	6
Less often	7
Other	95
(DNRO) Don't know, varies	97
Refused	98

ASK

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

F8d) ASK COHORT C ONLY, IF PAY VAT (F6a/1)
 Do you make your VAT submissions via 'Making Tax Digital for VAT'? PROBE. SINGLE CODE

Yes – use MTD for VAT	1
No	2
Don't know	97
Refused	98

F8e) ASK COHORT C ONLY, IF USE MTD (F8d/1)
 Have you experienced any of the following benefits since using your software for Making Tax Digital for VAT? READ OUT 1-5, 95. MULTICODE OK FOR 1-5, 95

Use more digital tools for the business IF NECESSARY: for example, receipt capturing, automatic bank reconciliation etc	1
You are more digitally confident	2
You are more confident of getting tax right	3
Improved oversight of business finances	4
Spend less time on financial management	5
You've experienced other benefits? (PLEASE SPECIFY)	95
DNRO: No benefits since using it	96
DNRO: Not applicable – not used Making Tax Digital for VAT	97
Don't know	98
Refused	99

F10) ASK ALL in COHORT C ONLY
 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

F11) ASK ALL WHO USE TECHNOLOGIES (F10/1, 2)
Which of the following management technologies do you use? READ OUT 1-6. MULTICODE OK

(DO NOT ASK IF F8a-c/1) Accountancy software	1
HR management software	2
Enterprise Resource Planning (ERP) software	3
Customer relationship management (CRM)	4
Electronic invoicing (e-invoicing)	5
Videoconferencing software	6
None of these	96
Don't know	97
Refused	98

F11a) ASK IF USE TECHNOLOGY TO SELL TO CUSTOMERS (F10/1)
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

F11b) ASK ALL
Which of the following production-enhancing technologies does your [ANSWER AT A-2] use? READ OUT 1-5. MULTICODE OK

Artificial intelligence (AI), robotics or automation IF NECESSARY: AI refers to any human-like behaviour displayed by a machine or system. Robotic process automation is a form of business process automation technology based on software robots or on AI/digital workers.	1
Business intelligence/business analytics IF NECESSARY: Business analytics refers to skills, technologies, and practices for exploration and investigation of past business performance to gain insight and drive business planning	2
Cloud based computing IF NECESSARY: the on-demand availability of computer system resources, especially data storage and computing power, without direct active management by the user	3
Computer-aided design (CAD) software IF NECESSARY: the use of computers to aid in the creation, modification, analysis, or optimisation of a design	4
Internet of things (IoT) IF NECESSARY: physical objects with sensors, processing ability, software, and other technologies that connect and exchange data with other devices and systems over the Internet or other communications networks	5
Virtual reality (VR) and augmented reality (AR) IF NECESSARY: VR is a simulated experience that gives the user an immersive feel of a virtual world Augmented reality is an interactive experience that combines the real world and computer-generated content	6
None of these	96
Don't know	97
Refused	98

ASK ALL IN SCOTLAND

F12⁵) Do you receive any of the following non-domestic rates relief? READ OUT 1-5. MULTICODE OK

Small Business Bonus Scheme (SBBS)	1
(ASK IF CHARITY A0/1) Charity rate relief	2
Transitional relief	3
Business Growth Accelerator	4
Unoccupied Property	5
Fresh start	6
Other rate relief (SPECIFY WHICH)	95
None of these	96
Not applicable – business premises is a home	99
Don't know	97
Refused	98

ASK IF RECEIVE SBBS RELIEF (F12/1)

F13) 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

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 1BUT KEEP CODES 12 AND 13 TOGETHER IN THE SAME ORDER. MULTICODE OK 1-13, 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	11
The level of energy prices	12
Other issues relating to costs (SPECIFY)	13
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: What other major obstacles relating to the UK's exit from the EU have you already experienced?)	1	2	97	98

SECTION H: FINANCE

- H1) ASK ALL
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

- H3) ASK ALL
Are you currently using any of these types of external finance for your [ANSWER AT A-2]? READ OUT. RANDOMISE ORDER OF READING 1-14 BUT KEEP 8 AND 9, AND 13 AND 14 TOGETHER. MULTICODE OK

Bank overdraft facility	1
Commercial mortgage IF NECESSARY: a mortgage to buy business premises, not domestic premises	2
Credit cards	3
Equity Finance, including crowd funding IF NECESSARY: this is where a share of the business is sold to investors or other people. And crowd funding is where small investors go online to finance a small business in exchange for a share of that business	4
Factoring/invoice discounting IF NECESSARY: Factoring is where a business sells its order book to a debt collector at a discount (for example. if they have £100k in orders, they may sell the right to invoice this for £90k). Invoice discounting is a loan secured against a business's order book	5
Leasing or hire purchase IF NECESSARY: Leasing is where you rent, usually with a service contract; hire purchase is similar but ultimately you own the equipment or vehicle	6
Loan from a bank, building society or other financial institution not directly related to Coronavirus	7
Loan from a bank, building society or other financial institution directly related to Coronavirus	8
Loan from family/friend	9
Loan from business partner/directors/owner	10
Loan from a peer to peer platform IF NECESSARY: Or P2P, similar to crowd funding, except small investors lend to a business at an agreed interest rate rather than taking a share in the business. A Funding Circle is P2P	11
Government or local authority grants or schemes not including any directly related to Coronavirus	12
Government or local authority grants or schemes directly related to Coronavirus	13
Other finance (SPECIFY)	95
None of these	96
Don't know	97
Refused	98

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

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

H4) ASK ALL
Have you tried to obtain external finance for your [ANSWER AT A-2] in the past 12 months?

READ OUT: This can include loans from friends and family and active re-arrangement of overdraft facility.. SINGLE CODE ONLY. IF YES, PROBE WHETHER TRIED TO OBTAIN EXTERNAL FINANCE ONCE OR MORE THAN ONCE IN THE LAST 12 MONTHS

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

H4a) ASK ALL THAT APPLIED IN LAST 12 MONTHS (H4/1-2). DO NOT ASK PANEL IF APPLIED IN 2015/2016/2017/2018/2019/2020/2021
Was this the first time your [ANSWER AT A-2] had applied for external finance, or had you sought external finance before this? SINGLE CODE ONLY

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

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

Bank overdraft facility	1
Commercial mortgage	2
Credit cards	3
Equity Finance, including crowd funding IF NECESSARY: this is where a share of the business is sold to investors or other people. And crowd funding is where small investors go online to finance a small business in exchange for a share of that business	4
Factoring/invoice discounting IF NECESSARY: Factoring is where a business sells its order book to a debt collector at a discount (for example. if they have £100k in orders, they may sell the right to invoice this for £90k). Invoice discounting is a loan secured against a business's order book	5
Leasing or hire purchase IF NECESSARY: Leasing is where you rent, usually with a service contract; hire purchase is similar but ultimately you own the equipment or vehicle	6
Loan from a bank, building society or other financial institution	7
Loan from family/friend	8
Loan from business partner/directors/owner	9
Loan from a peer to peer platform IF NECESSARY: Or P2P, similar to crowd funding, except small investors lend to a business at an agreed interest rate rather than taking a share in the business. A Funding Circle is P2P	10
Other government or local authority finance grants or schemes	11
Other finance (SPECIFY)	95
Don't know	97
Refused	98

H5a) ASK IF EQUITY FINANCE MENTIONED (H5/4)
 Who did you seek equity finance from? READ OUT 1-10, 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
(WALES ONLY) Development Bank of Wales	8
Other Government equity scheme (SPECIFY)	9
Other form of equity (SPECIFY)	95
Don't know	97
Refused	98

H7a) ASK ALL THAT APPLIED IN LAST 12 MONTHS
 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

H7b) ASK ALL THAT SOUGHT FINANCE FOR OTHER REASONS
 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

H8) ASK IF SOUGHT FINANCE FOR CASHFLOW (H7a/i/1)
 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

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

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

£									
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Don't know 97
 Refused 98

INTERVIEWER TO RE-ENTER FIGURE AS TEXT E.G. 3 THOUSAND; 300 THOUSAND; 3 MILLION; 30 MILLION ETC.

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H9c) ASK IF DK OR REF AT H9A
 Which of these ranges does the amount of finance that you sought fall into? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY

Less than £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

£									
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Don't know 97
 Refused 98

INTERVIEWER TO RE-ENTER FIGURE AS TEXT E.G. 3 THOUSAND; 300 THOUSAND; 3 MILLION; 30 MILLION ETC.

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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

ASK IF SOUGHT FINANCE FOR INVESTMENT (H7b/1-7) AND OBTAINED ANY FINANCE (H9d/1+

ASK IF SOUGHT FINANCE FOR INVESTMENT (H7b/1-7) AND OBTAINED ANY FINANCE (H9d/1+ OR H9f/2-9)

H9g) Of the amount of external finance you sought for investment purposes in the last 12 months, approximately what proportion did you end up obtaining from these external sources? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY

0% (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-H94

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

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

Yes	1
No	2
Don't know	97

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

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

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

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

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

Yes	1
No	2
Don't know	97
Refused	98

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

Yes	1
No	2
Don't know	97
Refused	98

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

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

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

Yes	1
No	2
Don't know	97
Refused	98

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

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

J5) ASK ALL IN COHORT C
Has your [ANSWER AT A-2] invested in R&D in the last three years?

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

Yes	1
No	2
Don't know	97
Refused	98

J5a) ASK ALL WHO INVESTED IN R&D (J5/1)
How much have you invested in R&D in the last 3 years?

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

£									
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Don't know 97
Refused 98

INTERVIEWER TO RE-ENTER FIGURE AS TEXT E.G. 3 THOUSAND; 300 THOUSAND; 3 MILLION; 30 MILLION ETC.

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J5c) ASK IF DK OR REF AT J5a
Which of these ranges does the amount of R&D expenditure in the last 3 years fall into? READ OUT UNTIL ANSWER GIVEN. SINGLE CODE ONLY

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

J6) ASK ALL IN COHORT C
Have you applied for or received R&D tax credits in the last 3 years? SINGLE-CODE.

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

COHORT C WHERE APPLIED OR RECEIVED (J6/1, 2)

J6a) 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	3	4	5
UK government department	1	2	3	4	5
European Union	1	2	3	4	5
Local Enterprise Partnership/Growth Hubs	1	2	3	4	5

ASK ALL IN NORTHERN IRELAND

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

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

SECTION K: BUSINESS SUPPORT

- 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
Reducing or off-setting carbon emissions/other emissions	14
Regulations	15
Relocation	16
Taking action to protect the environment/reducing impact on the environment	17
Tax/national insurance law and payments	18
Trade mission attendance	19
Training/skills needs	20
Workplace pensions	21
Business survival or operation through Coronavirus COVID-19 pandemic and beyond	22
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

ASK ALL WHO HAVE RECEIVED INFORMATION/ADVICE IN ENGLAND OR WALES OR NORTHERN IRELAND (K2/1)

K12a) Did you pay for the information or advice you received?

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

Yes	1
No	2
Don't know	97

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

K12b) Approximately how much have you paid for external information or advice in the past 12 months? RECORD EXACT FIGURE BELOW, IF NOT SURE, ASK FOR AN APPROXIMATE FIGURE. ALLOWED RANGE £0-999,999

£						
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Don't know 97
Refused 98

INTERVIEWER TO RE-ENTER FIGURE AS TEXT E.G. 3 THOUSAND; 300 THOUSAND; 3 MILLION; 30 MILLION ETC.

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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

ASK ALL IN NORTHERN IRELAND ONLY.

K10d) [IF NORTHERN IRELAND AND PANEL AND APPROACHED IN 2021: In the last 12 months, have you][ALL IN NORTHERN IRELAND EXCEPT WHERE APPROACHED IN 2021: Have you ever] approached Invest NI for any form of assistance, including information or guidance, to help develop your [ANSWER AT A-2]?

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

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

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

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

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

K10d_w) ASK ALL IN WALES ONLY
[IF WALES AND PANEL AND APPROACHED IN 2021: In the last 12 months, have you][ALL IN WALES EXCEPT WHERE APPROACHED IN 2021: 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 Business Wales	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

NO K13

NO K16-K20

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

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

K21_w ASK ALL IN WALES ONLY
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 £10.90 an hour?

Yes,	1
No	2
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

ASK ALL IN SCOTLAND ONLY

K26 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
Fair Start Scotland	3
No One Left Behind	4
Developing Young Workforce (DYW) Regional Groups	5
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 [IF A1/2+ OR A1_2021/2+: 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

£									
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Don't know 97
Refused 98

INTERVIEWER TO RE-ENTER FIGURE AS TEXT E.G. 3 THOUSAND; 300 THOUSAND; 3 MILLION; 30 MILLION ETC.

--

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_2021/NOT DK OR REF:

P1c) When we talked to you in [MONTH/YEAR – 2021] we recorded turnover for your [ANSWER AT A-2] in the band [P1_BAND_2021]. Does this sound about right for that time?

Yes	1
No	2
Don't know	97

WHERE NO OR P1_2021/DK OR REF (P1c/2 OR P1_2021/97, 98):

P1c_1 What was the approximate turnover for your [ANSWER AT A_2] for the preceding 12 month period at [MONTH/YEAR – 2021]? RECORD EXACT FIGURE BELOW, IF NOT SURE, ASK FOR AN APPROXIMATE FIGURE. ALLOWED RANGE £0-£99,999,999

CHECK THAT THE VALUE GIVEN IS NOT THE PROFIT MADE, BUT ALL SALES

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

Don't know 97
Refused 98

INTERVIEWER TO RE-ENTER FIGURE AS TEXT E.G. 3 THOUSAND; 300 THOUSAND; 3 MILLION; 30 MILLION ETC.

P1d WHERE DON'T KNOW/REFUSED IN P1c_1 (97, 98)0
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 2021) OR PANEL WHERE P1_2021/DK or REF or P1c_1/DK or REF)

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

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

- P9) ASK IF EXPECT TO DECREASE BY MORE THAN 50% (P7 '2' AND P8 '51-100'). OTHERS GO TO FILTER AT P10
You said that you expect your turnover to decrease by (ANSWER AT P8). That means you expect your turnover to decrease by more than half what it is now. Is that correct?

Yes	1
No	2
Don't know	97
Refused	98

IF NO AT P9, REASK P8

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

Yes	1
No	2
Don't know	97
Refused	98

IF NO AT P10, REASK P8

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

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

- P11_1) ASK IF EXPECT TURNOVER TO INCREASE OR DECREASE (P7/1, 2)
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

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

SECTION Q: ENVIRONMENTAL ACTION

- ASK ALL
 Q1) When your [ANSWER AT A-2] is making decisions about its future, how often does it consider the environmental implications?

AS NECESSARY: such as carbon emissions reduction, preservation of green areas, reduction of the emission of pollutants and toxic gases, selective garbage collection, conscious consumption of water, electricity and fuels, etc.

PROBE WITH RESPONSE OPTIONS. SINGLE CODE

Never	1
Sometimes	2
Always	3
DNRO; Don't know	4
DRNO: Refused	5

- ASK ALL
 Q2) Has your [ANSWER AT A-2] taken any steps to reduce its environmental impact over the past 12 months? READ OUT: This could include energy saving measures, measures to reduce emissions, or introducing more efficient machinery
 SINGLE CODE

Yes	1
No	2
DNRO; Don't know	3
DRNO: Refused	4

- IF TAKEN ANY STEPS (Q2/1)
 Q3) Thinking about the steps your [ANSWER AT A-2] has taken to reduce its environmental impact. Has it... ? READ OUT AND MULTICODE

Undertaken environmental reports or audits	1
Introduced new or improved production processes with environmental benefits	2
Introduced new or improved delivery, transport, or distribution systems	3
Invested in research and development related to the environment	4
Introduced air pollution monitoring and filtering	5
Conducted training on environmental matters	6
Conducted market research related to low carbon products or services	7
Introduced new low carbon products or services	8
Switched to more renewable energy	9
Recycled waste, water, or materials (circular economy)	10
Something else? (SPECIFY)	11
Not sure	97
Refused	98

ASK ALL

Q4) Which of the following actions, if any, has your [ANSWER AT A-2] taken to reduce your [ANSWER AT A-2]'s carbon/greenhouse gas emissions? READ OUT AND MULTICODE

Adjusted heating and cooling systems	1
Electrified your vehicle fleet	2
Gone paperless	3
Installed a smart meter	4
E11#6: Installed charging points	5
E11#5, E12#1: Installed your own renewable electricity or heating	6
Insulated your buildings	7
Introduced a cycle to work scheme	8
Switched to LED bulbs	9
Taken other steps to reduce emissions (SPECIFY)	10
Taken no action to reduce emissions	11
Not sure	97
Refused	98

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

R4) ASK ALL IN COHORT B ONLY
 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 BUT KEEP CODES 3 AND 4, CODES 9,
 10 AND 11, AND CODES 13 AND 14 TOGETHER. ALWAYS ASK CODE 8 BEFORE CODE 12

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
[(C1/1, 97, 98 OR C2/1, 97, 98): Increase export sales or begin selling to new overseas markets][C1/2 AND C2/2: 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 IF NECESSARY IF RESPONDENT HAS MENTIONED INCREASING EXPORT SALES: This could be at any point in the next 3 years. It may be that you have plans to both increase and decrease export levels at different times, but also you may be planning to increase exports but to fewer overseas markets	12
Work towards a target to reduce carbon/greenhouse gas emissions/other emissions	13
None of these	96
Don't know	97
Refused	98

R4_b) COHORT B - ASK IF PLAN TO WORK TOWARDS A TARGET TO REDUCE GREENHOUSE GAS EMISSIONS (R4/13)
 Does your greenhouse gas emission target include your [ANSWER AT A-2]'s supply chain?
 PROMPT AS NECESSARY. MULTICODE.

Yes	1
No	2
Don't know	97
Refused	98

NO R5-R8

R8a) COHORT B - ASK IF HAVE ANY PLANS AT R4/1-12
 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
Work towards a target to reduce carbon/greenhouse gas emissions/other emissions	13
No – none of these have been affected	96
Don't know	97
Refused	98

R8_b) COHORT B - ASK IF HAVE ANY PLANS AT R4/1-13
 Have any of these plans been affected by issues relating to rising costs?
 SINGLE CODE

Yes	1
No	2
Don't know	97
Refused	98

R8_c) COHORT B - ASK IF ISSUES RELATING TO RISING COSTS (R8_b/1)
 What have been the issues relating to rising costs that have affected plans?
 DO NOT READ OUT. PROBE FULLY AND MULTICODE

Increased energy costs e.g. gas, electricity, lpg, oil	1
Other cost increases	2
Expectations of cost increases	3
Uncertainty relating to cost increases	4
Don't know	97
Refused	98

COHORT B - ASK IF HAVE ANY PLANS AT R4/1-13 AND AFFECTED BY RISING COSTS (R4/1-13 AND R8_b/1)

R8_d)

Which of your [ANSWER AT A-2]'s plans have been affected by rising costs? 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
Work towards a target to reduce carbon/greenhouse gas emissions/other emissions	13
No – none of these have been affected	96
Don't know	97
Refused	98

SECTION U: END

- ASK ALL
U1) (ENGLAND) ...the Department for Business and Trade

(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 2017/2018/2019/2020/2021 (INTRO 2)
U1c) Would you like us to email you a link to the survey report when it is published on the internet in late summer 2023?

Yes	1
No	2

- ASK TOP-UPS, IF INTERVIEWED DIFFERENT RESPONDENT FROM 2017/2018/2019/2020/2021 (INTRO 2), OR IF DID NOT SUPPLY ALTERNATIVE NUMBER IN 2021 – 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 2017/2018/2019/2020/2021 (INTRO 2), OR IF DID NOT SUPPLY EMAIL IN 2021 – 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

U2) ASK TOP-UPS, IF INTERVIEWED DIFFERENT RESPONDENT FROM 2017/2018/2019/2020/2021 (INTRO 2), OR IF DID NOT AGREE TO LINKAGE IN 2021
Would it be possible for (ENGLAND) ...the Department for Business and Trade

(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) ...the Department for Business, Energy and Industrial Strategy, now known as the Department for Business and Trade...

(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

U5) INTERVIEWER TO RECORD WHETHER THE RESPONDENT IS A MAN OR A WOMAN

.....

Man	1
Woman	2

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