



Department for
Business & Trade

Business Perceptions Survey Technical Annex 2024

Research Report

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Methodology and Sample Profile

Background

The Government is committed to ensuring the UK maintains a world class regulatory system which enables better outcomes for the economy, society, and the environment, as well as lowering costs for businesses. Since 2007, the Business Perceptions Survey (BPS) has provided evidence of businesses' views on regulation in the UK. The survey gives valuable insight into the impact that regulation has on businesses and helps to guide Government policy on ways in which this impact could be reduced.

This year's survey took place a few years after the transition period for the UK leaving the European Union (EU) had ended.¹ This means that some businesses will be operating under new or revised regulations. The survey also took place during a cost of living crisis, during which material costs and energy prices are higher for many.

The Business Perceptions Survey (BPS) provides the Government with one source of information to assess how far measures to reduce the burden of regulation have been felt by businesses and where there is a need to focus effort.

In 2016 and 2018, there was additional focus on specific areas of law that businesses might find burdensome, as well as businesses' perceptions of the specific regulators that they dealt with.

In 2020, the key changes to the questionnaire were more extensive probing around questions related to innovation. A new phrasing for innovation was used in 2020, which was broader in scope but also more precise in language. Instead of "innovative products and services" the phrasing used was "new or significantly improved products, processes or business models."

In 2022, questions were added to explore the extent to which businesses found EU Exit and COVID-19 regulations/regulatory changes challenging to comply with, and why/why not. In order to reflect the landscape at the time, the COVID-19 pandemic, the UK's exit from the EU and supply chain issues were also added to the list that was read out to businesses to ascertain whether they presented a challenge to their business.

For the 2024 survey, additional questions focussed on how challenging businesses have found the new regulatory arrangements after EU exit compared to previous arrangements, and why they have found the new arrangements more/less challenging. They were subsequently asked if they anticipate any further regulatory changes due to EU exit. To reflect the current landscape, the COVID-19 pandemic was removed from the list of potential challenges read out to businesses, while operational costs due to a rise in material costs and energy bills was added to the list.

The specific objectives of the 2024 BPS were to:

- Assess the perceived effect of regulation on businesses;
- Explore what aspects of regulation and regulatory delivery are considered most burdensome to businesses;
- Explore businesses' views on regulators in general.

¹ The transition period for the UK leaving the EU came to an end on 31st December 2020.

Methodology

For the main stage of the survey, a total of 2,000 telephone interviews were conducted using Computer Assisted Telephone Interviewing (CATI), which lasted an average of 25 minutes. Interviews were carried out between 21st October 2024 and 24th January 2025. As in previous waves, all interviews were conducted with the person responsible for legal and compliance issues.

As there were some changes to the questionnaire for this wave, the survey was cognitively tested to check how the questionnaire flows and assess respondent understanding and comprehension of the new questions. Three businesses took part in the cognitive testing, with recruitment slower than hoped. It was challenging to get past gatekeepers on the initial phone call, with them explaining that the appropriate person was unavailable and requested we send an introductory email. This is not uncommon for cognitive testing, and demonstrated the importance of building up appointments in the mainstage fieldwork.

Testing showed that the questions were well understood by respondents, with only a couple of updates made to the questionnaire.

There was also a pilot testing phase consisting of 23 interviews, with monitoring and evaluation of the questionnaire flow and respondent understanding, carried out by the IFF research team. Data was then sense-checked, and pilot findings collated. The main finding from the pilot was that the survey was over-length. To resolve this, three questions were removed from the survey before progressing to the mainstage.

The sample was sourced from the Market Location commercial business database. A stratified random sampling approach was used, with businesses selected based on industry sector², size, and UK nation.

The questionnaire used for the 2024 survey is included at the end of this report. It was structured as follows:

- Business profile, performance and challenges;
- Business perceptions of compliance with and burden of regulation;
- Government's approach to regulation;
- Dealings with regulators in general;
- Use and cost of external compliance support;
- Changes to the burden of regulation in the next year.

Survey fieldwork

A total of 16,000 business contacts were drawn from the Market Location database in the first instance, with an expected completion ratio of 1:8 (one interview completed for every 8 sample

² The sample covered all industries, apart from some public administration and defence sector exclusions (SIC O, T, U).

records). However, as the fieldwork progressed it became apparent that more sample was needed. An additional 5,300 records were drawn, taking the total sample to 21,300.

In terms of the general management of the fieldwork process, contact details for respondents to get in touch with the IFF research team was provided, as were contact details for a contact at DBT should respondents wish to confirm the bona fides of the research.

As in 2022, quotas were set by industry sector, size of business and country to ensure sufficiently robust sample sizes for sub-group analysis and comparison.

Table 1 shows the original interview targets and what was achieved, alongside the resulting sampling errors. Sampling errors shown are based on 50% of the group giving an answer, at the 95% confidence level.

While clearly some of the sample targets were not hit exactly, the comparability across waves was maintained, with minimal difference to the errors in comparison to previous waves.

Table 1: Sample profile - by size, sector and country

Sector	Target	Achieved	Sampling error
Agriculture/Mining/Energy	200	170	±7.5%
Construction	200	179	±7.3%
Finance	200	158	±7.8%
Hotel/Catering	200	142	±8.2%
Manufacturing	200	345	±5.3%
Property/Management/Business Services	300	307	±5.6%
Public administration/Other	200	192	±7.1%
Retail/Distribution	300	335	±5.4%
Transport and Storage	200	172	±7.5%
Size	Target	Achieved	Sampling error
Micro (1-9)	900	827	±3.4%
Micro (1-4)	550	442	±4.7%
Micro (5-9)	350	385	±5.0%
Small (10-49)	650	751	±3.6%

Sector	Target	Achieved	Sampling error
Medium (50-249)	250	299	±5.7%
Large (250+)	200	123	±8.8%
Country	Target	Achieved	Sampling error
England	1,700	1,712	±2.4%
Wales	100	79	±11.0%
Scotland	150	156	±7.8%
Northern Ireland	50	53	±13.5%
Total	2,000	2,000	±2.2%

Weighting

To maximise longitudinal comparability and address any distortions caused by the sampling approach, interviews were weighted to the true profile of UK private sector businesses with at least one employee. A weighting matrix was developed that interlocked business sector and size, with a RIM weight applied by country.³ Weighted and unweighted counts are shown in Table 2 below.

Table 2: Weighted and unweighted counts - by sector, size and country

Sector	Unweighted	Weighted
Agriculture/Mining/Energy	170	85
Construction	179	272
Finance	158	34
Hotel/Catering	142	201
Manufacturing	345	121
Property/Management/Business Services	307	443
Public administration/Other	192	435

³ Business Population Estimates 2024, DBT

Sector	Unweighted	Weighted
Retail/Distribution	335	343
Transport and Storage	172	66
Size	Unweighted	Weighted
Micro (1-9)	827	1,280
<i>Micro (1-4)</i>	442	882
<i>Micro (5-9)</i>	385	398
Small (10-49)	751	656
Medium (50-249)	299	53
Large (250+)	123	12
Country	Unweighted	Weighted
England	1,712	1,733
Wales	79	78
Scotland	156	133
Northern Ireland	53	55
Total	2,000	2,000

Any weighting of survey data produces a design effect as a result of adjusting the dataset to be representative of the underlying population. This effect reduces the effective base size of the overall total from 2,000 to 622. Therefore, the sampling errors shown in Table 1 are approximations only.

Call outcomes

Table 3 shows the breakdown of call outcomes for the telephone fieldwork. The response rate was 9%, lower than the 15% recorded in 2022. There has been an overall decline in response to business surveys over recent years.

Table 3: Call outcomes during fieldwork

Outcome	Total	% of Total
Completed interviews	2,000	9%

Outcome	Total	% of Total
Refused	3,842	16%
Number unobtainable	2,224	10%
Not available during interviewing period	831	4%
Active records at close	12,270	53%
Ineligible	2,133	9%
Total	23,300	-

Note: Figures may not sum due to rounding.

Changes to questionnaire

As longitudinal comparison is critical to the aims of this survey, much of the methodology remains the same as in previous waves: i.e. sampling, questionnaire design, fieldwork and weighting process.

Where there were additional questions, time-series comparisons with previous surveys are not valid and are therefore not included in the report.

The following questions and statements were added or amended (question numbers in brackets):

- When businesses were asked if they had experienced a list of challenges, a new statement was added for operational costs due to a rise in material costs and energy bills (A7).
- Businesses were asked which regulatory areas are relevant to their business (C1a).
- Businesses were asked to what extent they find the relevant regulatory area(s) challenging to comply with (C1b).
- Businesses were asked the extent to which they have found complying with the new regulatory arrangements after EU Exit challenging, and why/why not (C7-C9).
- Businesses were asked whether they anticipate any additional changes in the regulations they have to comply with because of EU Exit (C10).
- Businesses were asked whether their organisation has ever challenged a decision made by a regulator (D5).
- Businesses that have appealed a regulator decision were asked how easy or difficult they found the process (D6).
- Businesses were asked which job roles tend to deal with regulatory compliance in their company (E1a).
- When businesses were asked which sources they use to help their business in complying with regulation, a new code was added for “other non-government / non-regulator websites” (E1).

- Businesses that have used official Government or Regulator websites to help their business in complying with regulation were asked the extent to which they agree that they were able to find the information they needed, were able to use the information, and the information helped them to do what they needed to do next (E2a).

The following questions were removed (question numbers in brackets):

- When businesses were asked if they had experienced a list of challenges, the statement for the Covid-19 pandemic was removed (A7).
- Asking businesses the extent to which they found complying with regulation surrounding COVID-19 challenging, and why/why not (C4-C6).
- Asking businesses which regulator their company has had the most contact with in the last 12 months (D3a).
- Asking businesses that need to comply with the Office for Product Safety and Standards (OPSS) whether they have had any interaction with the OPSS over the last 12 months (D3).
- Asking businesses who have interacted with OPSS over the last 12 months for their views on doing so (D4).

Key Driver Analysis

IFF Research conducted a key driver analysis to ascertain the factors which most impact businesses to perceive regulation as an obstacle to their success. The answers to this question, on a five-point agree to disagree scale⁴, were used as the dependent variable in the model. A linear regression model was used; the general equation for this type of model is presented below.

$$Y = a + b_1x_1 + b_2x_2 + b_3x_3 + b_4x_4... + e$$

Responses to a range of other potentially relevant questions were modelled using an iterative regression method to provide a ranking of which responses to these other questions had the strongest correlation to agreement with the dependent variable.

The model did not include all variables in the questionnaire, though most were included. Variables were selected for testing based on their perceived relevance to the dependent variable. The Durbin Watson statistic is an indicator of whether correlation between variables is an issue for the model. The value for the current model was 2.006, with 2 being the ideal figure, showing that this was not an issue.

The variables below were tested for correlation. The model initially included all of these variables but iteratively removed those that were not found to be statistically significant. The final base size for the model was 2,000.

⁴ The response scale consisted of 'strongly agree', 'tend to agree', 'neither agree nor disagree', 'tend to disagree' and 'strongly disagree'.

- Business characteristics (size, length of time established, region)
- Whether experienced any of the 11 challenges to the business (A7)
- Attitudes towards regulation (B1)
- Days spent dealing with regulation (B2)
- Total cost of regulation (B3)
- Aspects of regulation that might be a burden (B4)
- Which regulatory areas are relevant to their business (C1a)
- How challenging they find complying with the relevant regulatory areas (C1b)
- Attitudes towards Government approach to regulation (C1)
- How challenging they find complying with the new regulatory arrangements after EU exit compared to previous arrangements (C7)
- Attitudes towards regulators (D2)
- Money spent on external advisors (E4)

Different approaches were used in order to include respondents that gave “Don’t know” and “Not applicable” answers in the model⁵:

- For all agree/disagree scales NA and DK (generally a small proportion) recoded as neither in order to keep people in the model.
- At A7, those who put Don’t know were coded as No.
- At B1 and C1b: the Don’t Know and Not Applicable answers were removed, as there was not a middle point on the scale.

The R squared value of the model was 0.22, meaning it explained 22% of the variance in attitudes towards regulation. While this means that a lot of variance remains unexplained, statistical models are a simplified representation of a very complex world and consequently R-squared values tend to be quite moderate. In this context a value of 0.22 can be regarded as acceptable. The models are of value in helping to understand which of the factors observed are driving the dependent variable and of those that are which have a larger and which a smaller effect.

⁵ The approach taken depended on the response options available to the respondent. The purpose is to include as many respondents in the model as possible, without giving their response a different meaning to the one intended.

Table 4: Key driver analysis output

	Unstandardized Coefficients		Standardized Coefficients	t-value	Sigma
-	B	Std. Error	Beta	-	-
(Constant)	5.536	1.687		3.282	0.001
It is easy to comply with regulations (Agree/Disagree)	0.214	0.03	0.178	7.239	0.001
Complying with regulation, excluding tax administration (is a challenge)	0.268	0.063	0.099	4.222	0.001
Most regulation is fair and proportionate (Agree/Disagree)	0.12	0.029	0.096	4.138	0.001
The length of time it takes to go through the whole process of complying is a burden (Agree/Disagree)	-0.101	0.026	-0.093	-3.951	0.001
Staff recruitment and / or retention (is a challenge)	0.218	0.056	0.08	3.864	0.001
Environmental rules (relevant regulatory area the business has to comply with)	0.133	0.037	0.078	3.621	0.001
Regulators have sufficient resources to adequately enforce non-compliance (Agree/Disagree)	-0.083	0.028	-0.063	-2.997	0.003

	Unstandardized Coefficients		Standardized Coefficients	t-value	Sigma
EU exit regulatory changes are more challenging to comply with compared to previous arrangements (More/Less challenging)	0.034	0.013	0.056	2.711	0.007
Level of tax (is a challenge)	0.145	0.057	0.055	2.534	0.011
Completing paperwork, filling out forms and keeping records on facts and figures is a burden (Agree/Disagree)	-0.058	0.025	-0.054	-2.298	0.022
Regulators understand my business well enough to provide advice that is tailored to my circumstances (Agree/Disagree)	0.07	0.03	0.052	2.304	0.021
The Government's approach to regulation facilitates efficient access to international trade opportunities (Agree/Disagree)	-0.076	0.038	-0.045	-2	0.046
Regulation preventing or hindering implementation of a new or significantly improved product, process or business model (is a challenge)	0.139	0.069	0.044	2.028	0.043

Survey Results

Business profile, performance and challenges

A1: How many people, excluding the owner, are employed by your organisation? Please include anyone who works for the organisation, even if they work in a different location or plant to you.

[illegible]

A2/A3: What is the main business activity of your company?

	2024	2022	2020	2018	2016	2014	2012	2010	2009 (NAO)
Base: All respondents	2,000	2,000	2,014	2,001	2,000	2,203	2,294	2,000	1,000
Agriculture/ Mining/ Energy	4%	4%	4%	4%	5%	4%	3%	6%	6%
Construction	14%	13%	12%	12%	12%	12%	19%	12%	10%
Finance	2%	2%	2%	2%	2%	2%	2%	1%	2%
Hotel/ Catering	10%	10%	10%	10%	10%	10%	3%	11%	7%
Manufacturing	6%	6%	6%	6%	7%	7%	6%	12%	6%
Property/ Management/ Business Services	22%	23%	23%	23%	23%	29%	34%	13%	29%
Administration/ Other services	22%	21%	22%	22%	22%	14%	18%	29%	17%
Retail/ Distribution	17%	17%	17%	18%	19%	19%	11%	13%	19%
Transport and Storage	3%	4%	4%	3%	3%	3%	5%	4%	4%

A4: Roughly how long has your company been in existence?

	2024	2022	2020	2018	2016	2014	2012	2010	2009 (NAO)
Base: All respondents	2,000	2,000	2,014	2,001	2,000	2,203	2,294	2,000	1,000
Less than a year	1%	3%	6%	2%	0%	1%	2%	4%	2%
1-3 years	3%	8%	19%	6%	10%	8%	10%	10%	14%
4-5 years	4%	4%	13%	9%	8%	6%	9%	10%	10%
6-20 years	41%	21%	49%	45%	46%	44%	47%	41%	41%
More than 20 years	50%	64%	13%	38%	34%	42%	32%	34%	32%
Don't know	1%	0%	0%	0%	1%	0%	0%	0%	0%

A5: In the past 12 months did your business export any products or services outside of the UK?

	2024	2022	2020	2018	2016
Base: All respondents	2,000	2,000	2,014	2,001	2,000
Yes – to countries in the EU	15%	12%	22%	16%	30%
Yes – to countries outside of the EU	13%	8%	16%	13%	23%
No (only sell within the UK)	81%	86%	75%	80%	-
Don't know	0%	0%	1%	0%	-

A6: I am going to read out some statements and I would like you to tell me for each statement whether it applies to your business. So, compared to this time last year have you...?

*wording changed from 2020 onwards to “Implemented a new or significantly improved product, process or business model”

	2024	2022	2020	2018	2016	2014
Base: All respondents	2,000	2,000	2,014	2,001	2,000	2,203
_1 Increased your staff headcount	22%	18%	32%	25%	30%	23%
_2 Increased the amount you export to other countries	4%	3%	8%	6%	9%	8%
_3 Started offering new products or services	21%	20%*	34%*	27%	39%	34%
_4 Started working in new business markets	10%	12%	24%	20%	25%	19%
_5 Increased your sales turnover	41%	41%	57%	50%	50%	45%
_6 Increased your capital investment	26%	26%	39%	32%	42%	34%
_7 Reduced your staff headcount	19%	20%	16%	13%	17%	18%
_8 Seen a decrease in your sales turnover	32%	34%	22%	18%	29%	27%

A7: I am going to read out some challenges which may affect your business. Please indicate which of these, if any, present a challenge to your business:

	2024	2022	2020
Base: All respondents	2,000	2,000	2,014
Operational costs due to a rise in material costs and energy bills	79%	-	-
Coronavirus (COVID-19) pandemic	-	74%	-
Supply chain issues	33%	62%	-
UK exit from the EU	38%	41%	-
Attracting and retaining customers	39%	38%	46%
Complying with regulation (excluding tax administration)	38%	35%	33%

Staff recruitment and / or retention	38%	35%	31%
Level of tax	51%	33%	36%
Administration around tax	29%	22%	25%
Regulation preventing or hindering implementation of a new or significantly improved product	23%	22%	21%
Access to finance	16%	12%	27%
Staff redundancies	7%	7%	9%

A9: Excluding tax administration, which ONE would you say presents the greatest challenge to your business?

	2024	2022	2020	2018	2016	2014
Base: All respondents	Base: All other than tax administration or none of the challenges (1,840)	Base: All other than tax administration or none of the challenges (1,900)	Base: All other than tax administration or none of the challenges (1,638)	2,001	2,000	2,203
Operational costs due to a rise in material costs and energy bills	38%	-	-	-	-	-
Coronavirus (COVID-19) pandemic	-	34%	-	-	-	-
Supply chain issues	4%	21%	-	-	-	-
UK exit from the EU	10%	9%	-	-	-	-
Access to finance	2%	2%	12%	8%	10%	12%

	2024	2022	2020	2018	2016	2014
Complying with regulation	7%	6%	11%	17%	15%	11%
Level of tax	12%	3%	14%	17%	18%	17%
Staff recruitment and/or retention	12%	13%	16%	17%	16%	9%
Staff redundancies	<1%	<1%	0%	2%	1%	3%
Attracting and retaining customers	10%	8%	31%	32%	36%	45%
Regulation preventing or hindering implementation of a new or significantly improved product process or business model	3%	3%	7%	-	-	-
Something else	1%	1%	7%	2%	1%	2%
Don't know	<1%	<1%	1%	1%	0%	0%
None of these	-	-	-	5%	3%	-

Business perceptions of compliance with and burden of regulation

B1: How important are the following factors in encouraging your business to comply with regulation?

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001 2016: 2,000		Essential	Very important	Fairly important	Not very important	Not at all important	Don't know	N/A
_1 Maintaining my reputation with customers	2024	51%	41%	6%	1%	1%	<1%	<1%
_1 Maintaining my reputation with customers	2022	50%	43%	5%	1%	1%	<1%	<1%
_1 Maintaining my reputation with customers	2020	57%	37%	4%	1%	1%	<1%	<1%
_1 Maintaining my reputation with customers	2018	49%	42%	5%	1%	1%	0%	0%
_1 Maintaining my	2016	61%	34%	3%	1%	0%	0%	0%

Base: All respondents		Essential	Very important	Fairly important	Not very important	Not at all important	Don't know	N/A
2024: 2,000								
2022: 2,000								
2020: 2,014								
2018: 2,001								
2016: 2,000								
reputation with customers								
_2 Giving my business a competitive advantage	2024	26%	39%	23%	6%	3%	2%	1%
2 Giving my business a competitive advantage	2022	24%	37%	25%	8%	3%	2%	2%
2 Giving my business a competitive advantage	2020	29%	41%	19%	6%	3%	1%	1%
2 Giving my business a competitive advantage	2018	25%	40%	21%	7%	4%	1%	2%
2 Giving my business a competitive advantage	2016	32%	38%	19%	6%	3%	1%	1%
_3 Delivering social benefits by protecting staff, customers	2024	21%	35%	25%	9%	4%	3%	2%

Base: All respondents		Essential	Very important	Fairly important	Not very important	Not at all important	Don't know	N/A
2024: 2,000								
2022: 2,000								
2020: 2,014								
2018: 2,001								
2016: 2,000								
and the environment								
_3 Delivering social benefits by protecting staff, customers and the environment	2022	25%	36%	25%	8%	4%	1%	2%
_3 Delivering social benefits by protecting staff, customers and the environment	2020	27%	38%	24%	7%	2%	1%	2%
_3 Delivering social benefits by protecting staff, customers and the environment	2018	23%	37%	25%	9%	3%	2%	2%
_3 Delivering social benefits by protecting staff,	2016	43%	39%	13%	2%	1%	0%	1%

Base: All respondents		Essential	Very important	Fairly important	Not very important	Not at all important	Don't know	N/A
2024: 2,000								
2022: 2,000								
2020: 2,014								
2018: 2,001								
2016: 2,000								
customers and the environment								
_4 Avoiding sanctions due to non-compliance	2024	40%	32%	10%	7%	3%	4%	4%
_4 Avoiding sanctions due to non-compliance	2022	38%	33%	12%	6%	5%	3%	4%
_4 Avoiding sanctions due to non-compliance	2020	42%	33%	11%	7%	3%	1%	3%
_4 Avoiding sanctions due to non-compliance	2018	37%	38%	10%	5%	5%	2%	3%
_4 Avoiding sanctions due to non-compliance	2016	44%	32%	13%	4%	3%	2%	3%
_5 Saving my business money	2024	32%	40%	20%	3%	3%	1%	<1%
5 Saving my business money	2022	30%	41%	20%	3%	3%	1%	1%

Base: All respondents		Essential	Very important	Fairly important	Not very important	Not at all important	Don't know	N/A
2024: 2,000								
2022: 2,000								
2020: 2,014								
2018: 2,001								
2016: 2,000								
5 Saving my business money	2020	31%	38%	21%	6%	2%	1%	1%
5 Saving my business money	2018	31%	44%	15%	5%	3%	1%	0%
5 Saving my business money	2016	33%	42%	18%	3%	3%	1%	1%
_6 Complying with the law	2024	56%	36%	5%	1%	1%	<1%	<1%
6 Complying with the law	2022	54%	39%	5%	1%	1%	<1%	<1%
6 Complying with the law	2020	62%	32%	4%	1%	1%	1%	<1%
6 Complying with the law	2018	57%	36%	5%	1%	0%	0%	0%
6 Complying with the law	2016	55%	36%	8%	1%	0%	0%	0%
_7 Meeting insurance requirements	2024	46%	34%	12%	4%	2%	2%	<1%
_7 Meeting insurance requirements	2022	45%	37%	11%	4%	2%	1%	<1%

Base: All respondents		Essential	Very important	Fairly important	Not very important	Not at all important	Don't know	N/A
2024: 2,000								
2022: 2,000								
2020: 2,014								
2018: 2,001								
2016: 2,000								
_7 Meeting insurance requirements	2020	48%	33%	13%	4%	1%	<1%	<1%
_7 Meeting insurance requirements	2018	42%	41%	12%	3%	2%	0%	1%
_7 Meeting insurance requirements	2016	51%	32%	10%	4%	1%	0%	1%
_8 Meeting supply chain requirements	2024	22%	29%	24%	10%	7%	2%	7%
_8 Meeting supply chain requirements	2022	22%	33%	19%	10%	5%	2%	10%
_8 Meeting supply chain requirements	2020	26%	29%	19%	10%	6%	2%	9%
_8 Meeting supply chain requirements	2018	23%	33%	19%	9%	6%	2%	8%
_8 Meeting supply chain requirements	2016	26%	29%	20%	7%	5%	2%	10%

B2: On average, how many days in total do you or other staff spend per month dealing with, or learning to comply with, all regulation? This does not include any time spent by external contractors.

	2024	2022	2020	2018	2016
Base: All respondents	2,000	2,000	2,014	2,001	2,000
No time at all	4%	5%	5%	6%	9%
Less than half a day	5%	7%	8%	13%	9%
Half a day to a day	7%	9%	8%	16%	14%
1 - 2 days	28%	28%	26%	29%	33%
3 - 4 days	16%	15%	16%	11%	10%
5 - 10 days	14%	14%	14%	8%	9%
11 - 20 days	6%	6%	6%	3%	4%
21 - 50 days	6%	6%	8%	5%	5%
More than 50 days	2%	2%	3%	2%	1%
Don't know	11%	8%	6%	7%	5%
Refused	<1%	0%	0%	0%	0%

B3: We'd now like you to think about whether the cost to your business of complying with regulation has changed. In addition to the staff time you have just described, please also consider any other direct costs such as external contractors, purchasing new equipment or IT systems etc. So, thinking about the last 12 months, would you say the total cost of complying with regulation has...?

	2024	2022	2020	2018	2016
Base: All respondents	2,000	2,000	2,014	2,001	2,000
Decreased a lot	<1%	<1%	1%	1%	1%
Decreased a little	1%	1%	2%	0%	2%
Stayed the same	30%	38%	40%	42%	42%
Increased a little	35%	33%	34%	30%	32%
Increased a lot	30%	25%	20%	23%	21%
Don't know	4%	2%	4%	4%	3%

B4: I will now read out a series of activities your company might undertake and I would like you tell me to what extent you agree or disagree that they are a burden when complying with regulation. By agreeing with a statement, you are indicating that the activity is a burden.

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
_1 The length of time it takes to go through the whole process of complying	2024	3%	14%	16%	40%	23%	2%	2%
_1 The length of time it takes to go through the whole process of complying	2022	2%	19%	18%	39%	19%	1%	2%
_1 The length of time it takes to go through the whole process of complying	2020	5%	21%	18%	36%	17%	1%	2%
_1 The length of time it takes to go through the whole process of complying	2018	4%	18%	16%	40%	19%	2%	1%
_2 Keeping up to date with information about which regulations your business has to comply with	2024	2%	18%	12%	40%	25%	1%	1%

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
_2 Keeping up to date with information about which regulations your business has to comply with	2022	2%	21%	11%	43%	21%	1%	1%
_2 Keeping up to date with information about which regulations your business has to comply with	2020	5%	24%	14%	38%	17%	1%	1%
_2 Keeping up to date with information about which regulations your business has to comply with	2018	5%	19%	14%	38%	22%	2%	1%
_3 Completing paperwork, filling out forms and keeping records on facts & figures	2024	5%	17%	14%	39%	23%	1%	1%
3 Completing paperwork, filling out forms and keeping records on facts & figures	2022	2%	23%	15%	37%	21%	<1%	1%
3 Completing paperwork, filling out forms and	2020	4%	24%	16%	38%	16%	1%	2%

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
keeping records on facts & figures								
3 Completing paperwork, filling out forms and keeping records on facts & figures	2018	4%	21%	11%	38%	24%	1%	1%
_4 Having to provide the same information more than once	2024	3%	18%	14%	37%	24%	2%	3%
_4 Having to provide the same information more than once	2022	3%	20%	13%	38%	22%	1%	3%
_4 Having to provide the same information more than once	2020	6%	21%	16%	35%	18%	1%	2%
_4 Having to provide the same information more than once	2018	4%	17%	12%	37%	26%	1%	3%
_5 Being ready for or dealing with inspections	2024	5%	21%	19%	30%	17%	1%	6%
_5 Being ready for or dealing with inspections	2022	3%	29%	18%	30%	13%	1%	5%

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
_5 Being ready for or dealing with inspections	2020	8%	30%	19%	26%	10%	1%	6%
_5 Being ready for or dealing with inspections	2018	6%	24%	16%	32%	14%	1%	6%
_6 Obtaining licenses or permits	2024	5%	22%	20%	26%	13%	3%	12%
_6 Obtaining licenses or permits	2022	3%	27%	19%	26%	11%	1%	12%
_6 Obtaining licenses or permits	2020	6%	29%	20%	24%	9%	1%	10%
_6 Obtaining licenses or permits	2018	7%	24%	18%	27%	13%	2%	10%
_7 Understanding the differences in regulation between England, Scotland, Wales and Northern Ireland	2024	10%	22%	22%	15%	8%	4%	19%
_7 Understanding the differences in regulation between England, Scotland, Wales and Northern Ireland	2022	7%	27%	17%	19%	8%	3%	20%
_7 Understanding the differences in regulation between	2020	10%	29%	21%	15%	6%	3%	15%

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
England, Scotland, Wales and Northern Ireland								
_7 Understanding the differences in regulation between England, Scotland, Wales and Northern Ireland	2018	10%	23%	17%	15%	8%	5%	23%
_8 Establishing whether a new product, process or business model are compliant with regulation	2024	6%	19%	23%	28%	11%	3%	10%
_8 Establishing whether a new product, process or business model are compliant with regulation	2022	3%	23%	21%	30%	8%	3%	12%
_8 Establishing whether a new product, process or business model are compliant with regulation	2020	6%	28%	22%	24%	10%	1%	8%
_8 Establishing whether a new product, process or business model	-	-	-	-	-	-	-	-

Base: All respondents	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
2024: 2,000								
2022: 2,000								
2020: 2,014								
2018: 2,001								
are compliant with regulation								

Government’s approach to regulation

C1a. Which of the following regulatory areas are relevant to your business?

Regulatory Area	2024
Base: All respondents	2,000
Product safety standards (including labelling and instructions)	53%
Competition and consumer protection laws	45%
Employment law and rights	87%
Health and safety	92%
Data protection rules	87%
Environmental rules	75%
Licensing and permits	63%
Planning rules and regulations	47%

C1b. To what extent do you find the following regulatory area(s) challenging to comply with?

Base: All who stated the regulatory area was relevant to their business 2024: 962 – 1,873	Year	Very challenging	Quite challenging	Not very challenging	Not at all challenging	Don't know
Product safety standards (including labelling and instructions)	2024	11%	32%	36%	17%	4%
Competition and consumer protection laws	2024	10%	30%	39%	17%	3%
Employment law and rights	2024	23%	35%	29%	12%	1%

Health and safety	2024	22%	36%	28%	12%	1%
Data protection rules	2024	13%	32%	39%	14%	1%
Environmental rules	2024	13%	34%	37%	14%	2%
Licensing and permits	2024	14%	32%	36%	15%	3%
Planning rules and regulations	2024	23%	34%	27%	12%	4%

C1: To what extent do you agree or disagree with the following statements about the Government's approach to regulating?

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
_1 Generally it is clear what the purpose of regulation is	2024	8%	23%	14%	48%	5%	2%	<1%
1 Generally it is clear what the purpose of regulation is	2022	6%	24%	14%	51%	4%	1%	<1%
1 Generally it is clear what the purpose of regulation is	2020	5%	16%	14%	59%	5%	2%	<1%
1 Generally it is clear what the purpose of regulation is	2018	7%	20%	12%	53%	4%	3%	1%

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
_2 It is easy to comply with regulations	2024	13%	33%	18%	30%	3%	2%	1%
_2 It is easy to comply with regulations	2022	8%	37%	18%	33%	2%	1%	1%
_2 It is easy to comply with regulations	2020	7%	30%	16%	40%	4%	2%	1%
_2 It is easy to comply with regulations	2018	10%	32%	15%	37%	3%	2%	1%
_3 Most regulation is fair and proportionate	2024	11%	25%	24%	33%	2%	4%	<1%
_3 Most regulation is fair and proportionate	2022	6%	24%	22%	42%	3%	3%	1%
_3 Most regulation is fair and proportionate	2020	5%	19%	21%	48%	3%	3%	1%
_3 Most regulation is fair and proportionate	2018	9%	25%	17%	41%	3%	4%	1%
_4 The Government understands business well enough to regulate	2024	21%	34%	17%	19%	1%	8%	<1%

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
_4 The Government understands business well enough to regulate	2022	12%	36%	18%	26%	2%	6%	1%
_4 The Government understands business well enough to regulate	2020	12%	28%	23%	30%	2%	3%	2%
_4 The Government understands business well enough to regulate	2018	17%	35%	16%	25%	2%	5%	1%
_5 The Government consults well with business before any new regulation, or change to an existing regulation, is introduced	2024	24%	35%	16%	15%	1%	8%	1%
_5 The Government consults well with business before any new regulation, or change to an existing regulation, is introduced	2022	16%	39%	15%	21%	2%	5%	1%
_5 The Government consults well with business before any new regulation, or change to an	2020	14%	31%	22%	24%	1%	7%	2%

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
existing regulation, is introduced								
_5 The Government consults well with business before any new regulation, or change to an existing regulation, is introduced	2018	16%	34%	17%	22%	1%	8%	2%
_6 Government informs businesses of regulatory changes clearly and with sufficient warning	2024	15%	33%	16%	27%	3%	5%	1%
_6 Government informs businesses of regulatory changes clearly and with sufficient warning	2022	12%	34%	15%	33%	2%	3%	1%
_6 Government informs businesses of regulatory changes clearly and with sufficient warning	2020	10%	27%	16%	41%	3%	3%	1%
_6 Government informs businesses of regulatory changes clearly and	2018	11%	29%	12%	40%	3%	5%	1%

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
with sufficient warning								
_7 Regulators have sufficient resources to adequately enforce non-compliance	2024	8%	21%	24%	28%	4%	14%	1%
_7 Regulators have sufficient resources to adequately enforce non-compliance	2022	6%	21%	20%	33%	4%	14%	1%
_7 Regulators have sufficient resources to adequately enforce non-compliance	2020	7%	19%	23%	35%	4%	10%	2%
_7 Regulators have sufficient resources to adequately enforce non-compliance	2018	8%	20%	17%	34%	3%	16%	2%
_8 The Government's approach to regulation facilitates innovative products and services being efficiently brought to market*	2024	9%	28%	30%	17%	1%	10%	5%

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
_8 The Government's approach to regulation facilitates innovative products and services being efficiently brought to market*	2022	5%	25%	30%	24%	1%	10%	5%
_8 The Government's approach to regulation facilitates innovative products and services being efficiently brought to market*	2020	6%	20%	35%	27%	2%	7%	4%
_8 The Government's approach to regulation facilitates innovative products and services being efficiently brought to market*	2018	7%	24%	23%	28%	2%	10%	7%
_9 The Government's approach to regulation facilitates efficient access to international trade opportunities	2024	8%	16%	27%	13%	1%	14%	21%

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
_9 The Government's approach to regulation facilitates efficient access to international trade opportunities	2022	4%	14%	28%	16%	1%	12%	25%
_9 The Government's approach to regulation facilitates efficient access to international trade opportunities	2020	5%	13%	30%	20%	1%	8%	22%
_9 The Government's approach to regulation facilitates efficient access to international trade opportunities	2018	5%	13%	21%	18%	1%	11%	30%
_10 Regulators work in a joined-up way and cooperate effectively with one another	2024	15%	32%	22%	16%	1%	12%	2%
_10 Regulators work in a joined-up way and cooperate effectively with one another	2022	12%	34%	20%	21%	1%	10%	2%

Base: All respondents 2024: 2,000 2022: 2,000 2020: 2,014 2018: 2,001	Year	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	N/A
_10 Regulators work in a joined-up way and cooperate effectively with one another	2020	11%	31%	24%	22%	1%	8%	3%
_10 Regulators work in a joined-up way and cooperate effectively with one another	-	-	-	-	-	-	-	-

*wording altered from 2020 onwards to “The Government's approach to regulation facilitates the implementation of new or significantly improved products, processes or business models”

C2: To what extent do you agree or disagree that the overall level of regulation in the UK is an obstacle to your business's success? Do you...?

Response Options	2024	2022	2020	2018	2016	2014	2012	2010	2009 (NAO)
Base: All respondents	2,000	2,000	2,014	2,001	2,000	2,203	2,294	2,000	1,000
Strongly agree	20%	17%	10%	15%	21%	15%	24%	32%	35%
Tend to agree	27%	28%	27%	25%	29%	35%	30%	27%	27%
Neither agree nor disagree	28%	28%	30%	32%	25%	10%	16%	8%	8%

Tend to disagree	15%	20%	24%	20%	19%	33%	23%	24%	24%
Strongly disagree	6%	5%	8%	7%	6%	5%	5%	7%	6%
Don't know	4%	2%	2%	2%	1%	1%	1%	2%	1%

C3: Why do you [INSERT RESPONSE OPTION FROM C2] that the overall level of regulation in the UK is an obstacle to your business's success?

Response Options	2024	2022	2020
Base: All who selected agree or strongly agree	975	949	798
Too much time spent on compliance	32%	28%	35%
Costs of compliance are too high	15%	13%	21%
Excessive volume of regulation in general	19%	21%	16%
Volume of regulation disproportionate for small businesses	10%	11%	11%
Lack of communication from government / regulators	7%	9%	9%
Regulations lack clarity	8%	7%	7%
Regulations are too complex	5%	10%	6%
Lack of consistency across regulators	3%	6%	5%
Advice from regulators/ government is unclear	1%	2%	5%
Regulations don't always reflect industry best practice	15%	12%	5%
Regulations frequently change	6%	13%	5%
Lack of support for small businesses	5%	1%	5%
Regulations don't always apply / not relevant	11%	7%	4%
Regulations have slowed down business development / innovation	11%	6%	4%
Uncertainty surrounding Brexit (agree)	-	-	3%
Impact of exit from the EU (negative)	4%	5%	-

Response Options	2024	2022	2020
Slows down processes	5%	5%	3%
Regulations are restrictive / too rigid	3%	4%	3%
Not all companies abide by legislation / not a level playing field	5%	3%	2%
Accepts as necessary in some circumstances	2%	1%	-
Other (negative)	-	11%	18%
Other	6%	-	<1%
Don't know	6%	8%	7%

Response Options	2024	2022	2020
Base: All who neither agreed nor disagreed	549	554	567
Does not impact business on a day-to-day basis	22%	27%	24%
Accepts as necessary in some circumstances	37%	30%	18%
Other (neutral)	12%	8%	17%
Regulations are there for a reason / there to protect us / clients	2%	4%	9%
Too much time spent on compliance	4%	1%	3%
We have processes in place to manage regulation	1%	1%	2%
Regulations are easy to implement / understand	<1%	<1%	2%
Regulations don't always apply / not relevant	2%	1%	2%
Compliance gives us an edge over competitors	<1%	<1%	2%
Lack of communication from government / regulators	2%	2%	2%
Regulations don't always reflect industry best practice	2%	3%	2%
Costs of compliance are too high	2%	1%	2%
Industry standard - retains professionalism	<1%	2%	2%
Regulations frequently change	2%	2%	1%
Regulations are too complex	<1%	<1%	1%
Regulations have slowed down business development / innovation	<1%	<1%	1%
Slows down processes	<1%	<1%	1%
Not all companies abide by legislation / not a level playing field	<1%	1%	1%
Excessive volume of regulation in general	1%	<1%	1%
Uncertainty surrounding Brexit (agree)	-	-	1%
Regulations lack clarity	1%	2%	-
Regulations are restrictive / too rigid	1%	2%	-

Response Options	2024	2022	2020
Impact of exit from the EU (neutral)	1%	2%	-
Impact of exit from the EU (negative)	1%	-	-
Volume of regulation disproportionate for small businesses	<1%	1%	-
Advice from regulators/ government is unclear	<1%	1%	-
Lack of consistency across regulators	<1%	1%	1%
Other (negative)	-	-	1%
Don't know	20%	18%	17%

Response Options	2024	2022	2020
Base: All who disagreed or strongly disagreed	400	465	624
Does not impact business on a day-to-day basis	34%	43%	38%
Regulations are there for a reason / there to protect us / clients	18%	21%	28%
We have processes in place to manage regulation	7%	9%	10%
Industry standard - retains professionalism	2%	6%	6%
Regulations are easy to implement / understand	5%	7%	5%
Information / support available to businesses	1%	2%	4%
Compliance gives us an edge over competitors	2%	2%	3%
Uncertainty surrounding Brexit (disagree)	-	-	1%
Accepts as necessary in some circumstances	3%	1%	-
Impact of exit from the EU (positive)	1%	1%	-
Other (positive)	12%	3%	14%
Other	-	-	2%
Don't know	27%	19%	14%

C7: Given the new regulatory arrangements after EU Exit, to the best of your knowledge, how challenging have you found these compared to previous arrangements?

Response Options	2024
Base: All respondents	2,000
A lot more challenging	17%
Somewhat more challenging	24%
No more or less challenging	15%
Somewhat less challenging	1%
A lot less challenging	1%
The changes have not impacted us	38%
Don't know	5%
Refused	<1%

C8: Why did you find it challenging?

Response Options	2024
Base: All who found EU exit compliance challenging	883
It created operational problems for the business (including staffing issues)	44%
It added considerable financial cost to the business	33%
It is excessively time consuming	25%
Difficult to find out about and keep up to date with changes to the regulation / guidance	17%
It has a negative impact on my business model (e.g. reduced level of business activity)	13%
I find complying with it stressful or challenging	10%
Increased paperwork	9%

Response Options	2024
Unclear what the rules are for my sector / new arrangements still being implemented	8%
Not sufficiently detailed / difficult to understand what actions the business should take	8%
Too prescriptive / doesn't allow the business to act with sufficient flexibility	5%
Other	2%
Don't know	1%
Refused	<1%

C9: Why did you not find complying with regulations or regulatory changes as a result of the UK leaving the EU to be challenging?

Response Options	2024
Base: All who did not find EU exit compliance challenging	34
Changes to regulations were minimal	25%
Business doesn't trade internationally	25%
Regulations are less complex/restrictive than what it was when we were part of the EU	16%
No impact on our business (unspecified)	5%
The regulation / guidance was sufficiently detailed; it was easy to understand what actions the business should take	1%
Just got on with it	1%
Not directly impacted by complying with regulation, but impacted by other aspects of UK exit from EU	1%
Other	10%
Don't know	19%
Refused	1%

C10: Do you anticipate any additional changes in the regulations you have to comply with because of EU Exit?

Response Options	2024
Base: All businesses	2,000
Yes	16%
No	71%
Don't know	13%

Regulators

D2. To what extent do you agree or disagree with the following statements regarding regulators?

Base: All businesses 2024: 2,000 2022: 2,000 2020: 2,014		Strongly Disagree	Disagr ee	Neithe r Agree nor Disagr ee	Agree	Stron gly Agree	Don't know	N/A
Regulators provide advice and guidance that helps my business to comply	2024	4%	20%	22%	38%	3%	6%	7%
Regulators provide advice and guidance that helps my business to comply	2022	5%	17%	20%	46%	3%	5%	4%
Regulators provide advice and guidance that helps my business to comply	2020	4%	14%	18%	49%	4%	4%	8%
Guidance published by regulators is easy to locate	2024	7%	26%	19%	34%	2%	6%	6%
Guidance published by regulators is easy to locate	2022	7%	25%	15%	44%	3%	4%	3%

Base: All businesses 2024: 2,000 2022: 2,000 2020: 2,014		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't know	N/A
Guidance published by regulators is easy to locate	2020	5%	24%	15%	42%	6%	3%	6%
The process to appeal against a decision made by regulators is easy and transparent	2024	9%	23%	22%	14%	1%	16%	15%
The process to appeal against a decision made by regulators is easy and transparent	2022	6%	18%	26%	14%	1%	19%	16%
The process to appeal against a decision made by regulators is easy and transparent	2020	6%	17%	28%	18%	2%	15%	14%
I have confidence that I can rely on the advice and guidance regulators provide	2024	7%	20%	19%	38%	3%	6%	7%
I have confidence that I can rely on the advice and guidance regulators provide	2022	6%	20%	18%	44%	4%	5%	4%
I have confidence that I can rely on the advice and guidance regulators provide	2020	5%	14%	18%	48%	6%	3%	6%
Regulators are easily accessible	2024	9%	29%	20%	24%	3%	8%	8%
Regulators are easily accessible	2022	8%	30%	19%	31%	1%	8%	4%
Regulators are easily accessible	2020	6%	22%	21%	37%	3%	5%	6%

Base: All businesses 2024: 2,000 2022: 2,000 2020: 2,014		Strongly Disagree	Disagr ee	Neithe r Agree nor Disagr ee	Agree	Stron gly Agree	Don't know	N/A
Regulators provide timely responses	2024	7%	28%	22%	22%	2%	11%	9%
Regulators provide timely responses	2022	7%	25%	22%	28%	1%	10%	7%
Regulators provide timely responses	2020	6%	21%	25%	30%	3%	7%	10%
Regulators understand my business well enough to provide advice that is tailored to my circumstances	2024	13%	33%	18%	19%	1%	7%	8%
Regulators understand my business well enough to provide advice that is tailored to my circumstances	2022	13%	31%	19%	25%	2%	6%	4%
Regulators understand my business well enough to provide advice that is tailored to my circumstances	2020	10%	28%	19%	27%	4%	5%	7%
Regulators cooperate effectively with one another	2024	7%	27%	25%	14%	1%	17%	8%
Regulators cooperate effectively with one another	2022	6%	25%	24%	20%	1%	18%	5%
Regulators cooperate effectively with one another	2020	5%	21%	29%	20%	1%	13%	11%
Regulators actively support the introduction of new or significantly improved products, processes or business models	2024	8%	22%	28%	20%	2%	12%	10%

D5. Has your organisation ever challenged a decision made by a regulator?

Response Options	2024
Base: All businesses	2,000
Yes	19%
No	75%
Don't know	6%

D6. Thinking about your experience of challenging the decision how easy or difficult did you find the process?

Response Options	2024
Base: Businesses that had appealed a decision	392
Very easy	3%
Fairly easy	13%
Neither easy nor difficult	14%
Fairly difficult	36%
Very difficult	32%
Don't know / can't remember	2%
Refused	<1%

Communications

E1a: What job roles tend to deal with regulatory compliance in your company?

Response Options	2024
Base: All businesses	2,000
Director or Manager	46%
Owner / Managing Director / CEO	40%
Finance Director / Finance Manager	8%
Operations Director / Operations Manager	7%
Health and Safety Director / Manager	5%
Admin / other staff	5%
Compliance Officer / Compliance Manager	4%
Head of HR / HR Manager	4%
All staff	3%
Accounting / finance officer	3%
Other	9%
Don't know	4%

E1: Which, if any, of the following do you use to help the business in complying with regulation?

Response Options	2024	2022	2020	2018	2016
Base: All respondents	2,000	2,000	2,104	2,001	2,000
Inspectors or Regulatory Officers	38%	30%	41%	29%	31%
Any official Government or Regulator websites	61%	65%	71%	53%	65%
Other non-government / non-regulator websites	47%	-	-	-	-
Any external business advisers or consultants (e.g. accountants, lawyers, specialist consultants, etc.)	70%	68%	76%	64%	71%

Response Options	2024	2022	2020	2018	2016
Any Trade Associations / Business Organisations	51%	54%	55%	46%	53%
Friends, family and other personal contacts (including business peers)	48%	49%	56%	41%	54%
Online / internet search (unspecified)	1%	1%	2%	0%	1%
Other	1%	2%	2%	1%	1%
None of these	5%	6%	4%	7%	5%
Don't know	3%	1%	0%	3%	0%

E2a: Based on your experience of using official Government or Regulator websites, to what extent do you agree or disagree with the following statements?

Base: Businesses that used official government or regulator websites 2024: 1,300	Year	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
_1 I was able to find the information I need	2024	9%	53%	15%	15%	6%	1%
_2 I was able to use the information I found	2024	12%	61%	10%	9%	5%	1%
_3 The information I found helped me do what I needed to do next	2024	12%	60%	12%	10%	4%	2%

E4: And, in the last year, approximately how much have you spent using external business advisers or consultants to help with complying with regulations?

Response Options	2024	2022	2020	2018	2016
Base: All using external business agents	1,514	1,491	1,614	1,357	1,530
Nothing	6%	7%	8%	3%	2%
Under £500	4%	6%	6%	7%	8%
£500 - £999	6%	7%	10%	9%	9%
£1,000 - £4,999	28%	39%	33%	31%	36%
£5,000 - £9,999	16%	13%	15%	13%	17%
£10,000 - £19,999	11%	9%	9%	7%	11%
£20,000 - £49,999	7%	3%	6%	5%	5%
£50,000 or more	3%	2%	3%	2%	3%
Don't know	18%	10%	10%	22%	9%

Response Options	2024	2022	2020	2018	2016
Prefer not to say	1%	2%	-	-	-

E5: Why does your business use external business advisers or consultants to help with complying with regulations? Is it because...?

Response Options	2024	2022	2020	2018	2016
Base: All using external business agents	1,514	1,491	1,619	1,357	1,530
You lack time or internal resource	67%	64%	67%	58%	76%
The advice from regulators is insufficient	39%	37%	35%	30%	42%
There is a lack of clarity about the legal requirements	51%	55%	54%	39%	58%
You want assurance (i.e. that you are compliant)	84%	87%	88%	70%	80%
You want independent advice	76%	76%	80%	62%	82%
You are worried about penalties for non-compliance	70%	72%	73%	59%	76%
They have more knowledge or are more specialist	88%	87%	91%	80%	92%
It is easier / more efficient	2%	-	-	-	-
It is a legal requirement to do so	1%	1%	2%	1%	2%
Cost issues	1%	1%	1%	0%	1%
To demonstrate/prove compliance	1%	1%	-	-	-
Any other reason	1%	-	2%	3%	2%
Don't know	1%	2%	1%	2%	2%

Future burden of regulation

F1: In the next 12 months, do you think that the burdens resulting from regulation will decrease, stay the same, or increase?

Response Options	2024	2022	2020	2018	2016	2014	2012	2010	2009 (NAO)
Base: All respondents	2,000	2,000	2,014	2,001	2,000	2,203	2,294	2,000	1,000
Decrease a lot	<1%	2%	2%	1%	1%	2%	8%	3%	4%
Decrease a little	2%	6%	5%	2%	2%	5%			
Stay the same	37%	41%	40%	35%	39%	44%	47%	34%	37%
Increase a little	29%	28%	26%	29%	31%	26%	38%	46%	53%
Increase a lot	23%	17%	19%	24%	21%	16%			
Don't know	8%	6%	8%	9%	6%	7%	7%	17%	6%

Questionnaire

Business Perceptions Survey

J13217

Y5 Business Perceptions Survey 2024

QUESTIONNAIRE

Telephone

Industry Sector	Micro (1-4 employee s)	Micro (5-9 employee s)	Small (10-49 employee s)	Med (50-249 employee s)	Large (250+ employee s)	Total
Agriculture /Mining /Energy (A B D E)	80	35	50	20	15	200
Manufacturing (C)	30	25	70	45	30	200
Construction (F)	60	45	70	20	5	200
Retail /Distribution (G)	85	60	100	30	25	300
Transport and Storage (H)	50	35	60	30	25	200
Hotel/Catering (I)	40	40	90	20	10	200
Finance (K)	45	30	50	30	45	200
Property /Management /Business Services (J L M)	110	50	90	25	25	300
Public administration /Other (N P Q R S)	50	30	70	30	20	200
Total	550	350	650	250	200	2,000

Country	England	NI	SC	Wales	Total
Respondents	1,700	50	150	100	2,000

S Screener

ASK TELEPHONIST

S1 Good morning / afternoon. My name is NAME and I'm calling from IFF Research, an independent market research company on behalf of the Department for Business and Trade (DBT).

May I speak to the person in your company who is responsible for legal and compliance issues?

IF MORE THAN 50 EMPLOYEES (IF SIZE=4-5): This might be a senior member of the Legal or Compliance department.

IF LESS THAN 50 EMPLOYEES (IF SIZE=1-3): This might be the owner, managing director or company secretary.

ADD IF NECESSARY: We are looking to speak to the person who is able to speak knowledgeably on behalf of the company about the rules and regulations that affect all UK businesses.

ONCE THROUGH TO THE CORRECT PERSON:

DBT is carrying out an independent evaluation of the effect of regulation on businesses such as yours. Participating in this survey gives you the opportunity to provide feedback on your experience of complying with regulation. It is a priority for DBT to reduce regulatory burdens and improve the way regulation is delivered, in order to provide a regulatory environment that supports growth whilst maintaining protections.

The interview should take no more than 25 minutes. Are you willing to take part in the survey?

INTERVIEWER NOTE: IF AT ANY TIME DURING THE INTERVIEW THE RESPONDENT WISHES TO MAKE FURTHER POINTS, WHICH THEY FEEL HAVE NOT BEEN COVERED IN THE SURVEY, PLEASE TELL THEM THEY CAN EMAIL THEIR COMMENTS AT THE END OF THE SURVEY TO: businessperceptionssurvey@iffresearch.co.uk

Response	Option number	Action
Transferred	1	CONTINUE
Hard appointment	2	MAKE APPOINTMENT
Soft Appointment	3	
Head Office deals with these issues TELEPHONE_____	18	COLLECT NUMBER AND TRANSFER TO HEAD OFFICE
Refusal	4	CLOSE
Refusal – company policy	5	
Refusal – Taken part in recent survey	6	
Nobody at site able to answer questions	7	
Not available in deadline	8	
Engaged	9	
Fax Line	10	
No reply / Answer phone	11	
Residential Number	12	
Dead line	13	
Company closed	14	
Sole trader	15	
Needs reassurances	16	SHOW REASSURANCES ON SCREEN
Email introductory letter	17	TAKE NAME AND EMAIL ADDRESS

REASSURANCES TO USE IF NECESSARY

The interview will take around 25 minutes to complete.

Please note that all data will be reported in aggregate form and your answers will not be reported to our client in any way that would allow you to be identified.

If you would like further information on how IFF 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: www.iffresearch.com/GDPR/

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- **MRS: Market Research Society on 0800 975 9596**
- **IFF Research: XXXX or via email at [XXXX](#)**
- **DBT: XXXX**

ASK ALL

S3 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?

Response	Option number	Action
Yes – agree to continue	1	
Refuse to continue	2	THANK AND CLOSE

READ OUT

Before we begin, I want to confirm a few details about you and your organisation. This information will be used for screening and analysis purposes only – neither you nor your organisation will be identified in the results.

ASK ALL

S4 Would you classify your company as MAINLY...?

READ OUT. SINGLE CODE.

Response	Option number	Action
A private sector company seeking to make a profit	1	CONTINUE
A charity or voluntary sector organisation or a social enterprise	2	THANK AND CLOSE
A local-government financed body	3	
A central government financed body	4	
DO NOT READ OUT: None of the above	5	

S5. DELETED

A Classification

ASK ALL

- A1 **How many people, excluding the owner, are employed by your organisation? Please include anyone who works for the organisation, even if they work in a different location or plant to you.**

PROMPT WITH BANDS IF NECESSARY. SINGLE CODE.

INTERVIEWER NOTE: THIS DOES NOT NEED TO BE RESTRICTED TO THE UK

Response	Option number	Action
None	1	THANK AND CLOSE
1-4	2	CONTINUE
5-9	3	
10-19	4	
20-49	5	
50-99	6	
100-249	7	
250-499	8	
500-999	9	
1,000+	10	

ASK ALL

- A2 **I have [SECTOR FROM SAMPLE] as a general description of your company's principal activity. Bearing in mind this is a general description only, does this sound correct?**

Response	Option number
Yes	1
No	2
Don't know	3

IF DISAGREE WITH SAMPLE SECTOR (A2=2/3)

A3 What is the main business activity of your company?

INTERVIEWER PROBE FOR THE FOLLOWING - START WITH FIRST PROBE AND ONLY USE THE OTHERS IF NECESSARY TO GET CLEAR INFORMATION

What is the main product or service of this establishment?

What exactly is made or done at this establishment?

WRITE IN. TO BE CODED TO 4 DIGIT SIC 2007.

ASK ALL

A4 Roughly how long has your company been in existence?

PROMPT WITH BAND IF NECESSARY. SINGLE CODE.

Response	Option number
Less than a year	1
1-3 years	2
4-5 years	3
6-20 years	4
More than 20 years	5
DO NOT READ OUT: Don't know	6

ASK ALL

A5 In the past 12 months did your business export any products or services outside of the UK?

AS NECESSARY: **By this I mean any goods or services sold by you to an individual or organisations based outside of the UK?**

MULTICODE CODES 1&2

Response	Option number
Yes – to countries in the European Union	1
Yes – to countries outside of the European Union	2
No (only sell within the UK)	3
Don't know	4

ASK ALL

- A6 I am going to read out some statements and I would like you to tell me for each statement whether it applies to your business. So, compared to this time last year have you...?

Please just answer yes or no to each one.

READ OUT. SINGLE CODE PER STATEMENT.

Response	Option number		
	YES	NO	DK
_1 Increased your staff headcount	1	2	3
_2 (IF A5=1-2) Increased the amount you export to other countries	1	2	3
_3 Implemented a new or significantly improved product, process or business model	1	2	3
_4 Started working in new business markets	1	2	3
_5 Increased your sales turnover	1	2	3
_6 Increased your capital investment	1	2	3
_7 (IF A6_1=2): Reduced your staff headcount	1	2	3
_8 (IF A6_5=2): Seen a decrease in your sales turnover	1	2	3

ASK ALL

- A7 I am going to read out some challenges which may affect your business. Please indicate which of these, if any, present a challenge to your business:

READ OUT. SINGLE CODE.

DS – ROTATE STATEMENTS

Response		Option Number		
		Yes	No	DK
_1	Access to finance	1	2	3
_2	Complying with regulation (excluding tax administration)	1	2	3
_3	Administration around tax	1	2	3
_4	Level of tax	1	2	3
_5	Staff recruitment and/or retention	1	2	3
_6	Staff redundancies	1	2	3
_7	Attracting and retaining customers	1	2	3

_8	Regulation preventing or hindering implementation of a new or significantly improved product, process or business model	1	2	3
_10	UK exit from the EU	1	2	3
_11	Supply chain issues	1	2	3
_12	Operational costs due to a rise in material costs and energy bills	1	2	3

A8 **DELETED**

ASK IF HAVE ANY CHALLENGE OTHER THAN TAX ADMINISTRATION (A7_1, A7_2, A7_4, A7_5, A7_6, A7_7, A7_8 = 1, A7_9=1, A7_10=1, A7_11=1)

A9 [if a7_3=1: Excluding tax administration,] which ONE would you say presents the **greatest** challenge to your business?

READ OUT. SINGLE CODE.

DS – ONLY SHOW ROWS SELECTED YES AT A7. ROTATE STATEMENTS

Response	Option number
Access to finance	1
Complying with regulation	2
Level of tax	3
Staff recruitment and/or retention	4
Staff redundancies	5
Attracting and retaining customers	6
Regulation preventing or hindering the implementation of a new or significantly improved product, process or business model	7
UK exit from the EU	9
Supply chain issues	10
Operational costs due to a rise in material costs and energy bills	11
DO NOT READ OUT: Something else (PLEASE SPECIFY)	12

A10 DELETED

A11 DELETED

B Business Perceptions of compliance with and burden of regulation

READ OUT TO ALL

I am now going to focus on your company's approach to regulation. By regulation, I mean all regulation your business has to comply with in order to operate in the UK. These might include company, environmental and employment laws amongst others, as well as regulations specific to your sector, but would not include laws around taxes.

ASK ALL

B1 How important are the following factors in encouraging your business to comply with regulation?

AS NECESSARY: I am going to read out eight, and I want you to tell me how important each one is in encouraging your business to comply with regulation.

PROMPT AFTER EACH CODE IF NECESSARY: How important is this in encouraging your business to comply with regulation?

READ OUT. SINGLE CODE.

DS – RANDOMISE STATEMENTS

Option	Essential	Very important	Fairly important	Not very important	Not at all important	DO NOT READ OUT:	DO NOT READ
_1 Maintaining my reputation with customers	1	2	3	4	5	6	7
_2 Giving my business a competitive advantage	1	2	3	4	5	6	7
_3 Delivering social benefits by protecting staff, customers and the environment	1	2	3	4	5	6	7
_4 Avoiding sanctions due to non-compliance	1	2	3	4	5	6	7
_5 Saving my business money	1	2	3	4	5	6	7
_6 Complying with the law							
_7 Meeting insurance requirements	1	2	3	4	5	6	7
_8 Meeting supply chain requirements	1	2	3	4	5	6	7

ASK ALL

When answering the following questions, I would like you to respond with specific reference to complying with regulation, excluding tax administration.

- B2 On average, how many days in total do you or other staff spend per month dealing with all regulation? This does not include any time spent by external contractors.

PROMPT IF NECESSARY. SINGLE CODE.

Response	Option Number
No time at all	1
Less than half a day	2
Half a day to a day	3
1-2 days	4
3-4 days	5
5-10 days	6
11-20 days	7
21-50 days	8
More than 50 days	9
Don't know	10
Refused	11

ASK ALL

- B3 We'd now like you to think about whether the cost to your business of complying with regulation has changed. In addition to the staff time you have just described, please also consider any other direct costs such as external contractors, purchasing new equipment or IT systems etc.

So, thinking about the last 12 months, would you say the total cost of complying with regulation has...?

READ OUT. SINGLE CODE.

Response	Option number
Decreased a lot	1
Decreased a little	2
Stayed the same	3
Increased a little	4
Increased a lot	5

DO NOT READ OUT: **Don't know**

6

ASK ALL

B4 I will now read out a series of activities your company might undertake and I would like you tell me to what extent you agree or disagree that they are a burden when complying with regulation. By agreeing with a statement, you are indicating that the activity is a burden.

READ OUT. SINGLE CODE.

READ OUT AFTER EACH CODE IF NECESSARY: **To what extent do you agree or disagree that this is a burden for you?**

INTERVIEWER NOTE: REMIND RESPONDENTS THAT AGREE MEANS THE ACTIVITY IS A BURDEN. BY DISAGREEING RESPONDENTS ARE SAYING THE ACTIVITY IS NOT A BURDEN.

INTERVIEWER NOTE: FOR STATEMENT 3 – IF RESPONDENT DOESN'T THINK THIS IS SOMETHING THEY HAVE TO DO, ENCOURAGE TO SAY 'DISAGREE' RATHER THAN N/A

DS – RANDOMISE STATEMENTS

Option	Strongly Disagree that it is a burden	Disagree that it is a burden	Neither Agree nor Disagree	Agree it is a burden	Strongly Agree it is a burden	DO NOT READ OUT: Don't	DO NOT
_1 The length of time it takes to go through the whole process of complying	1	2	3	4	5	6	7
_2 Keeping up to date with information about which regulations your business has to comply with	1	2	3	4	5	6	7
_3 Completing paperwork, filling out forms and keeping records on facts and figures	1	2	3	4	5	6	7
_4 Having to provide the same information more than once	1	2	3	4	5	6	7
_5 Being ready for or dealing with inspections	1	2	3	4	5	6	7
_6 Obtaining licenses or permits	1	2	3	4	5	6	7
_7 Understanding the differences in regulation between England, Scotland, Wales and Northern	1	2	3	4	5	6	7
_8 Establishing whether a new product, process or business model are compliant with regulation.	1	2	3	4	5	6	7

C Government's approach to regulation

ASK ALL

The next questions are about the government's overall policy approach to regulation.

ASK ALL

C1a Firstly, which of the following regulatory areas are relevant to your business?

READ OUT. MULTI CODE.

Response	Option Number
Product safety standards (including labelling and instructions)	1
Competition and consumer protection laws	2
Employment law and rights	3
Health and safety	4
Data protection rules	5
Environmental rules	6
Licensing and permits	7
Planning rules and regulations	8
Any other areas: 1 (please specify)	9
Any other areas: 2 (please specify)	10
Any other areas: 3 (please specify)	11
DO NOT READ OUT: Don't know	12
DO NOT READ OUT: Refused	13

ASK ALL WHO STATED REGULATORY AREA (C1A=1-10)

C1b To what extent do you find the following regulatory area(s) challenging to comply with?

READ OUT. SINGLE CODE FOR EACH.

DS – ONLY SHOW OPTIONS SELECTED AT C1A. ROTATE OPTIONS.

Option	Very challenging	Quite challenging	Not very challenging	Not at all challenging	DO NOT READ OUT: Don't know
Product safety standards (including labelling and instructions)	1	2	3	4	6
Competition and consumer protection laws	1	2	3	4	6
Employment law and rights	1	2	3	4	6
Health and safety	1	2	3	4	6
Data protection rules	1	2	3	4	6
Environmental rules	1	2	3	4	6
Licensing and permits	1	2	3	4	6
Planning rules and regulations	1	2	3	4	6
[OTHER AREA 1 FROM C1A]	1	2	3	4	6
[OTHER AREA 2 FROM C1A]	1	2	3	4	6
[OTHER AREA 3 FROM C1A]	1	2	3	4	6

ASK ALL

C1 To what extent do you agree or disagree with the following statements about the Government's approach to regulating?

READ OUT. SINGLE CODE.

DS – RANDOMISE STATEMENTS

Option	Strongly Disagree	Disagree	Neith er Agree nor Disagre e	Agree	Strongl y Agree	DO NOT READ OUT: Don't know	DO NOT READ OUT: N/A
_1 Generally it is clear what the purpose of regulation is	1	2	3	4	5	6	7
_2 It is easy to comply with	1	2	3	4	5	6	7
_3 Most regulation is fair and proportionate	1	2	3	4	5	6	7
_4 The Government understands business, technology and industry well enough to regulate.	1	2	3	4	5	6	7
_5 The Government consults well with business before any new regulation, or change to an existing regulation, is introduced.	1	2	3	4	5	6	7
_6 Government informs businesses of regulatory changes clearly and with sufficient warning	1	2	3	4	5	6	7
_7 Regulators have sufficient resources to adequately enforce non-compliance	1	2	3	4	5	6	7
_8 The Government's approach to regulation facilitates the implementation of new or significantly improved products, processes or business models	1	2	3	4	5	6	7
_9 The Government's approach to regulation facilitates efficient access to international trade opportunities	1	2	3	4	5	6	7
_10 Regulators work in a joined up way and cooperate effectively with one another.	1	2	3	4	5	6	7

ASK ALL

- C2 To what extent do you agree or disagree that the overall level of regulation in the UK is an obstacle to your business's success? Do you...?

READ OUT.

PROMPT IF NECESSARY: Is that strongly (dis)agree or tend to (dis)agree?

Response	Option Number
Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
DO NOT READ OUT: Don't know	6

ASK ALL EXCEPT DK AT C2 (C2=1-5)

- C3 Why do you [INSERT RESPONSE OPTION FROM C2] that the overall level of regulation in the UK is an obstacle to your business's success?

Response	Option Number
WRITE IN	X
Don't know	1

C4 DELETED

C5 DELETED

C6 DELETED

ASK ALL

- C7 **Given the new regulatory arrangements after EU Exit, to the best of your knowledge, how challenging have you found these compared to previous arrangements?**

READ OUT. SINGLE CODE.

Response	Option Number
A lot more challenging	1
Somewhat more challenging	2
No more or less challenging	3
Somewhat less challenging	4
A lot less challenging	5
The changes have not impacted us	6
DO NOT READ OUT: Don't know	7
DO NOT READ OUT: Refused	8

IF FOUND EU EXIT COMPLIANCE MORE CHALLENGING (C7=1-2)

- C8 **Why have you found it challenging?**

DO NOT READ OUT. MULTI CODE.

Response	Option Number
The regulation/guidance is not sufficiently detailed; it was difficult to understand what actions the business should take	1
The regulation/guidance is too prescriptive; it doesn't allow the business to act with sufficient flexibility	2
It is difficult to find out about and keep up to date with changes to the regulation/guidance	3
It created operational problems for the business (including staffing issues)	4
It added considerable financial cost to the business	5
It is excessively time consuming	6
It has a negative impact on my business model (e.g. reduced level of business activity)	7
I find complying with it stressful or challenging	8
It is still unclear what the rules are for my sector / new arrangements are still being implemented	9
Other (please specify)	10

Don't know	11
Refused	12

IF FOUND EU EXIT COMPLIANCE LESS CHALLENGING (C7=4-5)

C9 **Why have you found complying with the new regulatory arrangements after EU Exit to be less challenging?**

Response	Option Number	
<i>Write in</i>	<i>text</i>	
Don't know	1	
Refused	2	

ASK ALL

C10 **Do you anticipate any additional changes in the regulations you have to comply with because of EU Exit?**

DO NOT READ OUT. SINGLE CODE.

Response	Option Number
Yes	1
No	2
Don't know	3

D Regulators

ASK ALL

I'm now going to ask you some questions about the way regulators behave, for example the way they act towards you or the information they provide. Please think about both local and national regulators when answering these questions.

D1 **DELETED**

D1A **DELETED**

D1B **DELETED**

ASK ALL

D2 **Thinking about the regulators you've dealt with in the past 12 months, I'd like you to tell me to what extent you agree or disagree with each of the following statements.**

READ OUT. SINGLE CODE.

INTERVIEWER NOTE: IF RESPONDENT HAS NO EXPERIENCE OF THE MATTER, CODE AS N/A

DS – RANDOMISE STATEMENTS

Option	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	DO NOT READ OUT: Don't know	DO NOT READ OUT: N/A
_1 Regulators provide advice and guidance that helps my business to comply	1	2	3	4	5	6	7
_2 Guidance published by regulators is easy to locate	1	2	3	4	5	6	7
_3 The process to appeal against a decision made by regulators is easy and transparent	1	2	3	4	5	6	7
_4 I have confidence that I can rely on the advice and guidance regulators provide	1	2	3	4	5	6	7
_5 Regulators are easily accessible	1	2	3	4	5	6	7
_6 Regulators provide timely responses	1	2	3	4	5	6	7

Option	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	DO NOT READ OUT: Don't know	DO NOT READ OUT: N/A
_7 Regulators understand my business well enough to provide advice that is tailored to my circumstances	1	2	3	4	5	6	7
_8 Regulators cooperate effectively with one another	1	2	3	4	5	6	7
_9 Regulators actively support the introduction of new or significantly improved products, processes or business models	1	2	3	4	5	6	7

D3a **DELETED**

D3 **DELETED**

D4 **DELETED**

ASK ALL

D5 **Has your organisation ever challenged a decision made by a regulator?**

DO NOT READ OUT. SINGLE CODE.

Response	Option Number
Yes	1
No	2
Don't know	3

IF HAVE APPEALED A DECISION (D5=1)

D6 **Thinking about your experience of challenging the decision, how easy or difficult did you find the process?**

READ OUT. SINGLE CODE.

Response	Option Number
Very easy	1
Fairly easy	2
Neither easy nor difficult	3
Fairly difficult	4
Very difficult	5
DO NOT READ OUT: Don't know / can't remember	6
DO NOT READ OUT: Refused	7

E Communications

READ OUT

I'm now going to move on to think about regulation more widely.

ASK ALL

E1a Firstly, what job roles tend to deal with regulatory compliance in your company?

DO NOT READ OUT. MULTICODE.

Response	Option Number
Compliance Officer / Compliance Manager	1
Head of HR / HR Manager	2
Finance Director / Finance Manager	3
Operations Director / Operations Manager	4
Health and Safety Director/Manager	5
Owner / Managing Director / CEO	6
Director or Manager	7
Internal legal advisor	8
External legal advisor	9
Other (PLEASE SPECIFY)	10
DO NOT READ OUT: Don't know	11

ASK ALL

E1 Which, if any, of the following do you use to help the business in complying with regulation?

READ OUT. MULTICODE.

Response	Option Number
Inspectors or Regulatory Officers	1
Any official Government or Regulator websites	2
Other non-government / non-regulator websites	3
Any external business advisers or consultants (e.g. accountants, lawyers, specialist consultants, etc.)	4
Any Trade Associations / Business Organisations	5
Friends, family and other personal contacts (including business peers)	6
Other (PLEASE SPECIFY)	7
DO NOT READ OUT: None of these	8

DO NOT READ OUT: **Don't know**

9

IF USES OFFICIAL GOVERNMENT OR REGULATOR WEBSITES (E1=2)

E2a Based on your experience of using official Government or Regulator websites, to what extent do you agree or disagree with the following statements?

READ OUT. SINGLE CODE PER ROW.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	DO NOT READ OUT: Don't know	DO NOT READ OUT: Not applicable
1_ I was able to find the information I need	1	2	3	4	5	6	7
2_ I was able to use the information I found	1	2	3	4	5	6	7
3_ The information I found helped me do what I needed to do next	1	2	3	4	5	6	7

E2 **DELETED**

E3 **DELETED**

IF USE EXTERNAL BUSINESS AGENTS (E1=4)

E4 And, in the last year, approximately how much have you spent using external business advisers or consultants to help with complying with regulations?

PROMPT IF NECESSARY. SINGLE CODE.

Response	Option Number
Nothing	1
Under £500	2
£500 - £999	3
£1,000 - £4,999	4
£5,000 - £9,999	5
£10,000 - £19,999	6
£20,000 - £49,999	7
£50,000 or more	8
Don't know	9

Prefer not to say	10
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IF USE EXTERNAL BUSINESS AGENTS (E1=4)

E5 **Why does your business use external business advisers or consultants to help with complying with regulations? Is it because...?**

READ OUT. MULTICODE.

Response	Option Number
You lack time or internal resource	1
The advice from regulators is insufficient	2
There is a lack of clarity about the legal requirements	3
You want assurance (i.e. that you are compliant)	4
You want independent advice	5
You are worried about penalties for non-compliance	6
They have more knowledge or are more specialist	7
Any other reason (Please specify)	8
DO NOT READ OUT: Don't know	9

E6 **DELETED**

F Future burden of regulation

ASK ALL

- F1 In the next 12 months, do you think that the burdens resulting from regulation will decrease, stay the same, or increase?

READ OUT. SINGLE CODE.

Response	Option Number
Decrease a lot	1
Decrease a little	2
Stay the same	3
Increase a little	4
Increase a lot	5
DO NOT READ OUT: Don't know	6

F2 DELETED

F3 DELETED

F4 DELETED

G Closing questions

ASK ALL

Nearly done, thank you very much for your time. I just need to check a couple of things before you go.

- G1 Occasionally it is necessary to call people back to clarify information; may we please call you back if required?

REASSURE IF NECESSARY: Your details will only be used by IFF to call you back regarding this particular study.

Response	Option Number
Yes	1
No	2

ASK ALL

- G2 If DBT and their partners in this survey wish to carry out follow-up research within the next 2 years on related issues or any would it be ok for them or their appointed contractors to contact you?

Response	Option Number
Yes	1
No	2

IF CONSENT TO RECONTACT (G1=1 OR G2=1)

- G3 And is <TELEPHONE NUMBER> the best number to call you on?

Response	Option Number
Yes	1
No - write in number	2

ASK ALL

- G4 And finally, please could I take a note of your name and job title?

Response	Option Number
WRITE IN NAME	1
WRITE IN JOB TITLE	2
Refused	3

THANK AND CLOSE

I declare that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct.

Department for Business and Trade

The department for business and trade is an economic growth department. We ensure fair, competitive markets at home, secure access to new markets abroad and support businesses to invest, export and grow. Our priorities are the industrial strategy, make work pay, trade and the plan for small business.

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**Published by
Department for Business and Trade
21 October 2025**