

1.		
Size of business from database		
0 employees.....	1	
Micro.....	2	
Small	3	
Medium	4	
Unclassified.....	5	
		DBSIZ
<hr/>		
2.		
Respondent's contact details (phone number, company name, respondent's name)		
.....	1	
		F8
<hr/>		
3.		
Phone number		
		PHONE
<hr/>		
4.		
Business name		
		CONAM
<hr/>		
5.		
<Title>		
		TITLE
<hr/>		
6.		
First name <NAME1 >		
		NAME1
<hr/>		
7.		
Surname <NAME2 >		
		NAME2
<hr/>		
8.		
Country		
on behalf of the Small Business Service.....	1	
on behalf of the Scottish Executive	2	
on behalf of the Welsh Assembly Government	3	
on behalf of the SBS (in Northern Ireland)	4	
		DBCOU
<hr/>		

9.

Hello, my name is \$I. I'm calling from BMG Research. We are an independent research company and we're doing some work for <dbcou>. I would like to ask your opinion about a range of issues concerning small businesses; it will take about 20-25 minutes, depending on your responses. The results of the survey will be fed back to government and will be used to inform government policy on small business. Is now a convenient time to talk? All responses will be treated in complete confidence. Possible issues: The data that is provided to Small Business Service will be anonymous. Whether or not they like the government's actions this is their chance to influence them - everyone's views will be taken into account. Survey will last about twenty minutes. IF asked : respondents are chosen at random from a commercial directory

Continue..... 01
Busy signal BS ==> /END
Definite appointment AP ==> /CB
General appointment GP ==> /CB
Left message..... LM ==> /CB
No answer NA ==> /END
General call back LT ==> /END
Refused personally RF ==> /END
Not allowed to speak to respondent GK ==> /END
Number unobtainable NU ==> /END
Quota full..... QF ==> /END
Quote full - recontact..... QR ==> /END
Not SME LG ==> /END
No longer in business DD ==> /END
Call back after the end of filed work..... VA ==> /END
Duplicate DU ==> /END
Unable to conduct the interview in English UE ==> /END

INTRO

10.

ALL RESPONSES WILL BE TREATED IN COMPLETE CONFIDENCE
BUT CALLS MAY BE RECORDED FOR TRAINING PURPOSES

REC

11.

For Wales only. If respondent prefers the interview to be carried out in Welsh, agree a convenient time to do it.

Would you prefer the interview to be carried out in Welsh?

Welsh..... WA
English EN

INTO1

12.

Ask all

Can I just check, are you the most senior person in day-to-day control of the business?

- Yes 1
- No 2
- Uncertain..... 3

IDEN1

13.

Ask all; you may prompt if uncertain at previous question to test whether appropriate respondent

What is your position or job title?

- Owner 1
- Partner 2
- Director, and also shareholder 3
- Director, but non shareholder 4
- Other, please specify 5
- Other, respondent not appropriate? 6

IDEN2

14.

Ask if not satisfied that the respondent is appropriate for the interview

We need to conduct the interview with individuals who are owners, partners or directors, or who have day-to-day control of the business. Can you please advise me if there is another person in the business who might fit this description any better?

- Yes 1
- No 2

IDEN3

15.

Ask all except SIC CODES 36639, 74879, 93059 AND 52489 (SIC CODES 36639, 74879, 93059 and 52489 continue to second half of Q15)

I have [*READ OUT SIC DESCRIPTION ON DATABASE*] as a general classification for your establishment. Does this sound about right?

- Yes 1
- No 2

If no or if SIC CODES 36639, 74879, 93059 OR 52489 (others go to Q16). Probe as necessary: Record verbatim. Code to 2 digit SIC

What is the main business activity at this establishment?

PROBE AS NECESSARY:

What is the main product or service of this establishment?

What exactly is made or done at this establishment?

What material or machinery does that involve using?

ACT

16.

Ask all respondents

A. Can I confirm, is your business... READ OUT DATABASE
DESCRIPTION OF LEGAL FORM?

- Yes 1 **Go to Q17**
No 2 **Continue**

If no

B. Is your business a company, a partnership or are you a sole proprietor? (INTERVIEWER NOTE: IF BUSINESS NAME CONTAINS 'LTD' OR 'LIMITED' THEY ARE ALMOST CERTAINLY A COMPANY. FOR OTHERS RECORD ALL INFORMATION VERBATIM TO ESTABLISH OWNERSHIP. N.B. "CHARITY" IS NOT A LEGAL STATUS)

- Proprietorship 1
Private Ltd Company (LTD) 2
Public Ltd Company (PLC) 3
Limited Partnership 4
Private Unlimited Company 5
Foreign Company 6
Partnership 7
Co-operative 8
Private Company Limited By Guarantee 9
Friendly Society 10
Incorporated by Act of Parliament 11
Other, please specify 12

LEGAL

17.

Ask all respondents, only prompt if necessary

a. And how many years has this firm been trading? This includes under all ownerships and all legal statuses

- Less Than One 1
One 2
Two 3
Three 4
Four 5
Five 6
6 - 10 years 7
11 - 20 years 8
More than 20 years 9

AGE

Ask all respondents

17b. Has there been a change of ownership of the business in the past three years?

- Yes1
- No2

OWNERSHP

18.

POST

Ask all respondents

Can I just confirm with you that the postcode of your present location is?

19.

COMPL

Automatic completion for Scotland

- Scotland1
- Highlands and Islands.....2

20.

COTRY

Ask all respondents

Is this in

- England1
- Scotland2
- Highlands and Islands.....3
- Wales.....4
- Northern Ireland5

21.

SITE

Ask all respondents

How many sites in the UK does your business operate from, including your head office?

Enter Number_____

22.

Ask all respondents

How many employees does your business currently employ?
Note: In the UK as a whole, if multi site. We want the total number of full and part time employees that is headcount. Owners and partners don't count. Include temporaries/casuals if directly employed, but not agency staff. Exclude any self employed. Directors of limited companies are almost certain to be employees. If uncertain, ask for estimate. If really uncertain, go to next question. If more than 250 employees close.

- Number 1 **Go to Q25**
- Don't know 2 **Go to Q23 or 24**
- More than 250 employees 3 **Thank and close**

EMP1

23.

Ask all except Scotland if uncertain at previous question, otherwise = autocoded

Well, can you please say instead which of these size bands the business falls into?

- None 1
- Micros (1-9 employees) 2
- Small (10-49 employees) 3
- Medium (50 - 250 employees) 4
- Unclassified 5

SIZE

24.

Ask Scotland only if uncertain at previous question, otherwise = autocoded

Well, can you please say instead which of these size bands the business falls into?

- None 1
- 1-9 employees 2
- 10-25 employees 3
- 26-49 employees 4
- 50-199 5
- 200 - 250 employees 6
- Unclassified 7

SIZESCOT

25.

Ask all respondents

How many people did the business employ 12 months ago (excluding owners and partners)? In the UK as a whole if multi site. We want the total number of full and part time employees that is headcount. Owners and partners don't count. Include temporaries/casuals if directly employed, but not agency staff.

Exclude any self-employed. Directors of limited companies are almost certain to be employees. If uncertain, ask for estimate.;

- Number 1 **Go to Q27**
-
- Uncertain..... 2

PEMPS

26.

Ask if don't know or uncertain at previous question

Well can you please tell me was it:

- More than currently 1
- The same..... 2
- Fewer..... 3
- Still don't know..... 4

PEMP2

27.

*Ask if give a number in Q25 that is less than the number in Q22, otherwise go to * before Q27b*

Can I confirm therefore that you employed fewer staff a year ago than you do now?

- Yes 1 **Go to * before Q28**
- No 2 **Continue**

If no:

Can you reconsider the number you just gave me. Did you employ the same number of staff a year ago, or was the number of staff employed actually higher than now?

- Same number 1
- More than currently 2
- Don't know 3

PEMP3

27b.

Ask if give a number in Q25 that is more than the number in Q22, otherwise go to * before Q28

Can I confirm therefore that you employed more staff a year ago than you do now?

- Yes 1 **Go to * before Q28**
 No 2 **Continue**

If no:

Can you reconsider the number you just gave me. Did you employ the same number of staff a year ago, or was the number of staff employed actually lower than now?

- Same number 1
 lower than currently 2
 Don't know 3

PEMP4

28.

*Ask in Scotland Only. Others go to Q30

Do you employ any temporary or seasonal workers at any time of the year?

- Yes 1
 No 2
 Don't know 3 X
 Unwilling to answer 4 X

TEMPSCOT1

29.

If yes at Q28. Others go to Q30. Multiple Response

During which months is demand for seasonal or temporary staff highest in your business?

- January 1
 February 2
 March 3
 April 4
 May 5
 June 6
 July 7
 August 8
 September 9
 October 10
 November 11
 December 12
 Varies too much to specify specific month(s) 13
 Don't know 14 X
 Unwilling to answer 15

TEMPSCOT2

30.

Ask all respondents

How many people do you expect the business to employ in twelve months time (excluding owners and partners)? In the UK as a whole, if multi site. We want the total number of full and part time employees that is headcount. Owners and partners don't count. Include temporaries/casuals if directly employed, but not agency staff. Exclude any self employed. Directors of limited companies are almost certain to be employees. If uncertain, ask for estimate.

- Number 1
- Uncertain..... 2

**Go to Q32
 Continue**

FEMPS

31.

Well can you please tell me whether you expect it to be:

- More than currently 1
- About the same 2
- Fewer..... 3
- Still don't know..... 4

FEMP2

32.

Ask all respondents

Have you recruited any new employees in the past 12 months?

- Yes 1
- No 2

RECRU

33.

Ask to all with no employees (0 at Q22 or code 1 at Q23/24 or if codes 2-4, 9 at Q16 and 1 at Q22) Others go to Q35.

*Open, but prompt with first 2 categories if necessary **ROTATE***

LIST

You said earlier that at the moment your business has no employees. Can I just ask what the main reason for this might be?

- Not enough work to require employees 1
- Prefer to work on my own 2
- Employment regulations 3
- Too expensive 4
- Use family..... 5
- Use casual staff when needed 6
- Something else (please specify) 7 O
- Don't know 8 X
- Unwilling to answer 9 X

NOEMPC

34.

Ask if 'Employment Regulations' (code 3 at Q33). Others go to Q35. Ask open, prompt with first 2 categories if necessary.

ROTATE LIST

Which employment regulations are an obstacle to you having employees?

- Minimum wage 1
- Employee protection rules 2
- Tax, PAYE, National Insurance 3
- Paperwork/administrative procedures 4
- Working time rules 5
- Health and Safety 6
- Something else (please specify) 7 O
- Don't know 8 X
- Unwilling to answer 9 X

EMPRC

35.

Ask all respondents

Does your business sell outside the UK ?

- Yes 1 **Go to * before Q37**
- No 2 **Continue**
- Uncertain 3 **Continue**

EXPO

36.

Ask if codes 2 or 3 at Q35. Others go to * Before Q37

Do you have plans to start exporting in the next 2 years?

- Yes 1
- No 2

Now go to *before Q38

WEXPO

37.

*Ask in Wales and Scotland only if code 1 in Q35. Others go to * Before Q38

Do you export to.....?

- The EU 1
- Non-EU/Other parts of Europe 2
- America 3
- Middle East 4
- Far East 5
- Rest of Asia 6
- Australia and New Zealand 7
- Africa 8

SWEXPC

38.

**English respondents – prompted. Others go to * before Q39*

Would you say that the customers of markets that you serve are:
Note to interviewer: If respondent is unclear, we want the usual location of customers who are their main source of income. For example, a company running Caribbean cruises, we want the usual home of the people who pay to go on the cruise.

- Mostly within the local town or county..... 1
- Mostly within the region 2
- Mostly within the UK..... 3
- *Mostly within the European Union 4
- *Mostly outside the European Union 5
- Don't know 6

*** Do not read out if code 2 in Q35**

Now go to Q42

EMARK

39.

**In Northern Ireland ask: Others go to * before Q40*

Would you say that the customers or markets that you serve are:
Note to interviewer: If respondent is unclear, we want the usual location of customers who are their main source of income. For example, a company running Caribbean cruises, we want the usual home of the people who pay to go on the cruise.

- Mostly within the local town or county..... 1
- Mostly within Northern Ireland 2
- Mostly in the Republic of Ireland 3
- Mostly within the UK..... 4
- *Mostly within the European Union 5
- *Mostly outside the European Union 6
- Don't know 7

*** Do not read out if code 2 in Q35**

Now go to Q42

NMARK

40.

**In Wales ask: Others go to * before Q41*

Would you say that the customers or markets you serve are:
Note to interviewer: If respondent is unclear, we want the usual location of customers who are their main source of income. For example, a company running Caribbean cruises, we want the usual home of the people who pay to go on the cruise.

- Mostly within the local town or county..... 1
- Mostly within Wales..... 2
- Mostly within the UK..... 3
- *Mostly within the European Union 4
- *Mostly outside the European Union 5
- Don't know 6

*** Do not read out if code 2 in Q35**

Now go to Q42

WMARK

41.

**In Scotland ask:*

Would you say the customers or markets you serve are: Note to interviewer: If respondent is unclear, we want the usual location of customers who are their main source of income. For example, a company running Caribbean cruises, we want the usual home of the people who pay to go on the cruise.

- Mostly within the local town or county..... 1
- Mostly within Scotland..... 2
- Mostly within the UK..... 3
- *Mostly within the European Union 4
- *Mostly outside the European Union 5
- Don't know 6

*** Do not read out if code 2 in Q35**

SMARK

42. DELETED 16/11/05

Ask All. Read Out

Approximately what percentage of your annual sales goes to each of the following markets?

	None	1-25%	26-50%	51-75%	75-100%	Don't know
Overseas markets*	1	2	3	4	5	6
Other UK businesses	1	2	3	4	5	6
UK-based Public Sector organisations e.g. Local or Central government	1	2	3	4	5	6
Direct to UK public/consumers	1	2	3	4	5	6
Other Please specify	1	2	3	4	5	6

* Do not read out if code 2 in Q35

PERCMARK

43.

Ask all. Read out

Approximately what proportion of your turnover is income generated from grants and donations?

- Proportion 1
- Don't know 2
- Unwilling to answer 3

If don't know, prompt with the following bands

- None 1
- Between 1% and 10% 2
- Between 10% and 20% 3
- Between 20% and 30% 4
- Between 30% and 40% 5
- Between 40% and 50% 6
- Between 50% and 75% 7
- Between 75% and 99% 8
- 100% 9
- Don't know 10
- Refused 11

PERCGRANT

44.

Ask all.

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 3
- Unwilling to answer 4

SURPLUS1

45.

Ask all. Use wording in parentheses for those coding 2-4 in Q44

Do you pay more than 50% of your trading profit or surplus (when you generate one) to owners/shareholders?

- Yes 1
- No 2
- Have never generated a trading profit or surplus 3
- Don't Know 4
- Unwilling to answer 5

Go to * before Q47

SURPLUS2

45b.

*If coded 2, 3, 4 or 5 in Q45. Others go to * before Q47*

Do you think of your business as a social enterprise, by which I mean a business that has mainly social or environmental aims?

- Yes 1
- No 2

SEBUS

46.

*If coded 2, 3 or 4 in Q45. Others go to * before Q47*

How well do you think your business fits the following definition of a social enterprise. A business with primarily social/environmental objectives, whose surpluses are principally reinvested for that purpose in the business or community rather than mainly being paid to shareholders and owners?

- Yes, it is a very good fit 1
- Yes, it is quite a good fit 2
- No, it is not a good fit 3
- Don't know 4

SEFIT

47.

**Ask those that have been trading for less than four years (codes 1-4 at Q17a). Others go to Q48*

You said earlier that your business had been trading for only <AGE> years. May I just ask were you involved with the decision to start up the business at that time? Interviewer note : may need to probe here to ascertain that respondent can answer questions about the start up

- Yes 1
- No 2
- Uncertain..... 3

START

48.

Ask of all respondents who have taken over ownership of the business in the past three years (code 1 at Q17b) and that were not involved in its' start up (code 2-3 at Q47).

You said earlier that the business had changed ownership in the past three years, can I just clarify that it was you who took over the business? May need to probe here to ascertain that respondent can answer questions about the take over

- Yes 1 **Continue**
- No 2 **Go to Q60**
- Uncertain..... 3 **Go to Q60**
-

STARD

49.

*Ask if code 1 at Q47 or code 1 at Q48 (others go to Q60)
 Prompt if full or part time and if relates to current or previous
 business*

What were you doing before you decided to start up/start running the business ?

- Working full-time as an employee in this business 1
- Working full-time as an employee in another business .. 2
- Working part-time as an employee in this business 3
- Working part-time as an employee in another business . 4
- Self employed 5
- In education/training 6
- Unemployed, on benefit 7
- Unemployed, not on benefit..... 8
- Retired 9
- Something else, please specify..... 10 O
- Unwilling to answer 11

STARBC

50.

*Ask if code 1 at Q47 or code 1 at Q48
 Do not prompt - record verbatim and categorise*

Why did you decide to start the business/take over the business?

- Independence, own boss, etc..... 01
- Financial reasons, make money, etc 02
- Difficulty finding any employment, redundancy 03
- Difficulty finding suitable employment, or a job they liked 04
- To develop an idea 05
- To develop a hobby or skill 06
- Continue family tradition 07
- Social enterprise, benefit of community, not just make money 08
- Exploiting a gap in the market 09
- Career progression 10
- To prevent firm closing down 11
- Some other reason, please specify 12 O
- Don't know 13 X
- Unwilling to answer 14 X

STAREC

51.

Ask if code 1 at Q47 or code 1 at Q48

Do you currently operate your business from a business or personal bank account (or both)?

- Personal Account 1
- Business Account 2
- Both..... 3
- Neither 4
- Unwilling to answer 5 X

STARBAC

52.

Ask if code 1 at Q47 or code 1 at Q48

Thinking back to when you started your business, did you operate from a personal bank account or did you open a business account?

- Personal Account 1
- Business Account 2
- Both..... 3
- Neither 4
- Unwilling to answer 5 X

STARBACB

53.

Ask if code 1 at Q47 or code 1 at Q48

Do not prompt, multiple response

When starting up the business/in taking control of the business, from where did you seek advice or information?

- Informal advice only (friends, family, etc.)..... 1
- Advice from local or government support agency..... 2
- Accountant..... 3
- Bank 4
- Legal advice (solicitors/lawyers)..... 5
- Nowhere 6 X
- Somewhere else, please specify 7 O
- Unwilling to answer 8 X

STARAC

54.

If codes 1-5, or 7 at Q53. Others go to Q56

Did you experience any problems in trying to seek this information or advice?

- Yes 1 **Continue**
- No 2 **Go to Q56**
- Don't Know 3 **Go to Q56**
- Unwilling to answer 4 X

STARPROB

55.

If yes (code 1 at Q54). Others go to Q56. Do not prompt. Multiple response

What problems did you have?

- Didn't know where to go to seek advice..... 1
- The organisations/people I approached were unhelpful ..2
- The information/advice given was unhelpful 3
- I was given the wrong information/advice..... 4
- The cost of obtaining info./advice was too high..... 5
- Other- specify 6
- Can't recall..... 7

STARPROB2

56.

Ask if code 1 at Q47 or code 1 at Q48

Do not prompt, record verbatim and categorise

Can you tell me, what were the main obstacles to starting your business/taking over the business?

- The economy..... 01
- Obtaining finance 02
- Cash flow..... 03
- Taxation, VAT, PAYE, National Insurance, business rates04
- Recruiting staff 05
- Keeping staff 06
- Transport issues 07
- Lack of broadband access..... 08
- Regulations 09
- Keeping up with new technology 10
- Availability/cost of suitable premises..... 11
- Competition in the market..... 12
- Shortage of managerial skills/expertise 13
- Shortage of Skills generally 14
- Lack of financial understanding 15
- Crime..... 16
- Fear of financial failure 17
- Other 18
- No obstacles..... 19
- No opinion 20 X
- Unwilling to answer 21 X

STAROC

57.

Ask if code 1 at Q47 or code 1 at Q48. Read out. Multiple response.

What were the biggest challenges you faced when starting up?
 Was it...

- Developing a business idea 01
- Writing a business plan 02
- Setting up and register legal structure 03
- Choosing business name 04
- Arranging finance 05
- Setting up company administration and record keeping systems 06
- Making Tax arrangements 07
- Making National Insurance arrangements 08
- Making VAT arrangements 09
- Arranging premises 10
- Recruiting employees 11
- Setting up systems for managing staff 12
- Marketing your business 13
- Setting up IT 14
- Organising exports 15
- Understanding specific sector regulations/licences etc . 16
- Other, please specify 17 O
- Don't know 18 X
- Unwilling to answer 19 X

STARCHAL

58.

Ask if code 1 at Q47 or code 1 at Q48. Do not prompt. Record verbatim and then code. Single response

What was the most time consuming task when starting up?

- Developing a business idea 01
- Writing a business plan 02
- Setting up and register legal structure 03
- Choosing business name 04
- Arranging finance 05
- Setting up company administration and record keeping systems 06
- Making Tax arrangements 07
- Making National Insurance arrangements 08
- Making VAT arrangements 09
- Arranging premises 10
- Recruiting employees 11
- Setting up systems for managing staff 12
- Marketing your business 13
- Setting up IT 14
- Organising exports 15
- Understanding specific sector regulations/licences etc . 16
- Other, please specify 17 O
- Don't know/can't recall 18 X **Go to Q60**
- Unwilling to answer 19 X **Go to Q60**

STARTASK

59.

Ask if coded 1-17 at Q58. Others go to Q60

How long did that task take you? We'd like to know the length of time over which you were performing the task in days, weeks or months? (PROMPT FOR AN APPROXIMATION IN DAYS/WEEKS/MONTHS)

- Days 1
- Weeks 2
- Months 3
- Can't recall..... 4
- Unwilling to answer 5

STARHR

60.

Ask all respondents

Over the next two to three years, do you aim to grow your business?

- Yes 1
- No 2

GROW1

61.

*Ask those looking to grow their business (code 1 at Q60) Others go to Q64. Read Out. **ROTATE LIST***

In what ways are you looking to grow the business?

- Move into new markets 1
- Introduce new products/services 2
- Increase turnover/sales with existing product/market mix 3
- Something else, please specify..... 4 O
- Don't know 5 X

GROW2

62.

Ask those looking to grow their business (code 1 at Q60)

*Read Out **ROTATE LIST***

Do you expect that this will require you to do any of the following?

- Take on (more) staff 1
- Expand premises/add more sites 2
- Invest in more capital equipment 3
- Seek external funding, borrowing 4
- Something else, please specify..... 5
- Don't know 6 X

GROW3

63.

Ask those looking to grow their business (code 1 at Q60).

Do you expect to fund your business growth using internal finances or from external finance providers?

- Internal finance 1
- External finance 2
- Both 3
- Don't Know 4

GROW4

Now go to Q65

64.

Ask those not looking to grow their business (code 2 at Q60)

Record verbatim and categorise .Do not prompt

Why are you not looking to grow the business?

- I am happy with the size we are..... 1
- I want to remain independent 2
- It is too complicated to take on staff 3
- I want to reduce the number of hours worked 4
- I am looking to retire or close down the business..... 5
- Regulations deter me..... 6
- Haven't thought about it 7
- It would cost too much/would need to get into debt 8
- Too risky 9
- Don't have the resources to grow eg. space, people 10
- Market wouldn't support growth eg. industry declining 11
- Fear of financial failure 12
- I want to remain below the VAT threshold 13
- Cost of insurance 14
- Other, please specify 15
- Don't know 16

GROW5

65.

Ask all respondents: amend introduction according to whether 'business start ups' was asked (code 1 at Q47 or code 1 at Q48.) Record verbatim and categorise. Do not prompt.

I'd like to ask you now some questions about any obstacles or difficulties that your business might face in achieving your business objectives. What would you say are the main obstacles to the success of your business in general? If 'business start ups' was asked: I asked you earlier about the difficulties of starting up a business, and I'd like to ask you now some questions about any obstacles or difficulties that your business might face at the present time in achieving your business objectives. What would you say are now the main obstacles to the success of your business in general ?

The economy.....	01
Obtaining finance.....	02
Cash flow.....	03
Taxation (VAT, PAYE, National Insurance, business rates)04	
Recruiting staff.....	05
Keeping staff.....	06
Transport issues.....	07
Lack of broadband access.....	08
Regulations.....	09
Keeping up with new technology.....	10
Availability/cost of suitable premises.....	11
Competition in the market.....	12
Shortage of managerial skills/expertise.....	13
Shortage of Skills generally.....	14
Lack of financial understanding.....	15
Crime.....	16
Other.....	17
No obstacles.....	18
No opinion.....	19 X
Unwilling to answer.....	20 X

OBS1

66.

Ask all respondents **ROTATE LIST**

I am going to read you a list of other issues and I would like you to tell me which, if any, represent obstacles to the success of your business

The economy.....	01
Obtaining finance.....	02
Cash flow.....	03
Taxation (VAT, PAYE, National Insurance, business rates)04	
Recruiting staff.....	05
Keeping staff.....	06
Transport issues.....	07
Lack of broadband access.....	08
Regulations.....	09
Keeping up with new technology.....	10
Availability/cost of suitable premises.....	11
Competition in the market.....	12
Shortage of managerial skills/expertise.....	13
Shortage of Skills generally.....	14
Lack of financial understanding.....	15
Crime.....	16
Other.....	17
No obstacles.....	18
No opinion.....	19 X
Unwilling to answer.....	20 X

OBS2

67.

Ask all respondents. *Read out those mentioned in Q65 and Q66*
ROTATE LIST

So, overall, which is the biggest obstacle to the success of your business?

- The economy..... 01
- Obtaining finance 02
- Cash flow..... 03
- Taxation (VAT, PAYE, National Insurance, business rates)04
- Recruiting staff 05
- Keeping staff 06
- Transport issues 07
- Lack of broadband access..... 08
- Regulations 09
- Keeping up with new technology 10
- Availability/cost of suitable premises..... 11
- Competition in the market..... 12
- Shortage of managerial skills/expertise 13
- Shortage of Skills generally 14
- Lack of financial understanding 15
- Crime..... 16
- Other 17
- No obstacles..... 18
- No opinion 19 X
- Unwilling to answer 20 X

OBS3

68.

Ask all respondents who mention competition (code 12 at Q56 and/or Q65-67). Others go to Q70.

You mentioned that competition is an obstacle to the success of your business. Do you consider this competition to be fair or unfair?

- Fair competition..... 01 **Go to Q70**
- Unfair competition..... 02 **Continue**
- Both..... 03 **Continue**
- Don't Know 04 **Go to Q70**

COMP1

69.

Ask if unfair competition mentioned at Q68 (codes 2 or3)
 Record verbatim

What type of unfair competition affects your business?

COMP2

70.

Ask all respondents

Do you feel your business is threatened by competition from overseas?

- Yes, a lot 01
- Yes, a bit 02
- No 03
- Don't know 04
- Unwilling to answer 05 X

COMP3

71.

*Ask all respondents who mention cash flow (code 3 at Q56 and/or Q65-67). Others go to * before Q76. Read Out. **ROTATE LIST**. Multiple response*

You mentioned earlier that cashflow is an obstacle to the success of your business. Which, if any, of the following do you consider to be causes of this cash flow difficulty? Could you please say yes or no to each?

CASH1

72.

And which is the main cause of this cash flow difficulty? (OF THOSE MENTIONED AT Q71) (SINGLE CODE)

- Late payment from other businesses to whom you sell 01
- Early payment required by your suppliers 02
- Difficult/expensive to get credit from your suppliers 03
- Late payment from individual customers to whom you sell 04
- Individual customers expect you to offer credit..... 05
- Income tends to fluctuate while outgoings are steady.. 06
- Outgoings tend to fluctuate but income is steady..... 07
- High levels of working capital required by business 08
- High levels of investment required by business..... 09
- Timing of tax payments 10
- Other – please specify 11
- Uncertain/DK..... 12 X

CASH2

73.

Ask all respondents who mention cash flow (code 3 at Q56 and/or Q65-67). Single response.

Would you say that this cash flow difficulty is ...READ OUT?

- A more or less permanent state of affairs
for your business 01
- Fairly frequent, but not permanent 02
- Occasional 03
- Quite rare and unusual for your business..... 04
- Uncertain/DK..... 05

CASH3

74.

Ask all respondents who mention cash flow (code 3 at Q56 and/or Q65-67). Read Out. **ROTATE LIST**

Which, if any, of the following do you think are the main effects of this cash flow difficulty? Could you please say yes or no to each?

75.

And which is the main effect? (OF THOSE MENTIONED AT Q74) (SINGLE CODE)

- Profit margin lower/costs higher 01
- Inadequate funds for working capital 02
- Inadequate funds for investment 03
- Higher than necessary borrowings/overdraft, etc. 04
- You turn down some work because it is likely
to entail cash flow problems 05
- Difficulties in meeting tax obligations 06
- Late payment of suppliers 07
- Other - specify 08
- Uncertain..... 09

CASH4

76.

**Ask all who mention tax (code 4 at Q56 and/or Q65-67) Others go to * before Q82. Multiple response. Do not prompt. Record verbatim and classify answer*

If tax mentioned as a present obstacle to the business: ...I'd like to ask you a little more about taxation as a problem for your business Which specific taxes are an obstacle to the success of your business? If tax mentioned as an obstacle to starting up the business: ...You mentioned earlier that tax issues had been a problem for your business Which specific taxes were an obstacle to the success of your business?

VAT	1	
PAYE/National Insurance	2	
Corporation tax.....	3	
Income tax	4	
Climate Change Levy	5	
Business rates	6	
The cumulative effect	7	
Can't think of any specific taxes	8	X
Other, please specify (fuel duties, landfill tax or construction industry scheme)		9
Don't know	10	
Unwilling to answer	11	

TAX1

77.

*Ask all who mention tax (code 4 at Q56 and/or Q65-67) Read Out **ROTATE LIST***

Which of these caused you the main problem? (CATI INSERT ALL THOSE MENTIONED IN Q76)

VAT	1	
PAYE/National Insurance	2	
Corporation tax.....	3	
Income tax	4	
Climate Change Levy	5	
Business rates	6	
The cumulative effect	7	
Can't think of any specific taxes	8	
Other, please specify (fuel duties, landfill tax or construction industry scheme)		9

TAX2

78.

Ask all who mention tax (code 4 at Q56 and/or Q65-67) Multiple response Read out **ROTATE LIST**

Which of the following aspects of taxation are the main obstacles to the success of your business? Could you please say yes or no to each?

79.

And which of these is the main obstacle? (OF THOSE MENTIONED AT Q78) (SINGLE CODE)

Difficult to understand regime.....	1	
Keeping up with changes in detailed rules/regulations ...	2	
Payment arrangements.....	3	
Administrative/record-keeping burden	4	
The level of tax payments required.....	5	
Penalties for late payment.....	6	
Other	7	O
Don't know	8	X
Unwilling to answer	9	X

TAX3

80.

Ask all who mention tax (code 4 at Q56 and/or Q65-67) Read Out – multiple response **ROTATE LIST**

In which of the following ways do you consider taxation to impact negatively on your business? Could you please say yes or no to each?

81.

And which is the main way in which taxation impacts negatively on your business? (OF THOSE MENTIONED AT Q80) (SINGLE CODE)

Takes up too much managerial time/attention.....	01
Amount of time involved in keeping records.....	02
Impact on cash flow of paying tax	03
Tax takes money out of the business that could be used for investment.....	04
Penalties for late payment are excessive	05
Competition from businesses that avoid/evade tax.....	06
Other	07
Uncertain.....	08
Unwilling to answer	09

TAX4

82.

**Ask all who mention regulations (code 9 at Q56 and/or Q65-67)
 Others go to Q84. Do not prompt, record verbatim and classify -
 multiple response*

Which regulations do you consider to be an obstacle to the success of the business?

Minimum wage regulations	01
Health and safety regulations	02
Environmental regulations	03
Pensions	04
Regulations relating to anti-discrimination legislation ..	05
Planning/building/development	06
Tax-related	07
Employment protection	08
Providing information/record-keeping	09
Trading Standards.....	10
Working time.....	11
No specific regulations/all regulations	12
Sector specific regulations.....	13
Other (please specify.....	14 O
Don't know	15 X
None	16 X
Unwilling to answer	17 X

REGS1

83.

*Ask all who mention regulations (code 9 at Q56 and/or Q65-67)
 Read Out. Multiple response. **ROTATE LIST***

In what ways do you consider (name first regulation mentioned at Q82) to be an obstacle to the success of your business?
 REPEAT FOR SECOND REGULATION MENTIONED AT Q82, (**CODE ALL THAT APPLY**)

Uncertainty about whether or how regulations apply to your business	01
Difficulty/cost in obtaining advice about relevance to your business	02
Difficulty/time/effort in deciding how to comply	03
Costs of making changes to ensure compliance	04
Paperwork/Administrative procedures	05
Competition from businesses who don't comply	06
Other	07 X
Uncertain.....	08 X
Unwilling to answer	09

REGS2

84.

Ask all respondents.

How much time in a typical week would you say your business spends on paperwork relating to complying with government regulations and taxes (hours)? Note to interviewer - if more than one person involved, get the time for each and add up

REGS3

85. DELETED 9/11/05

Ask all with employees (Q22), others go to Q90

Do you currently provide a pension scheme for your employees?

- Yes1
- No2 **Go to Q90**
- Don't know3 **Go to Q90**
- Unwilling to answer4 **Go to**

PENS1

86. DELETED

If yes (code 1 in Q85), others go to Q90

What proportion of your employees participate in this pension scheme?

- None1 **Go to Q90**
- Less than a quarter2
- Between a quarter and a half.....3
- More than a half but not all4
- All employees5
- Don't know6 **Go to Q90**
- Unwilling to answer7 **Go to Q90**

PENS2

87. DELETED

If employees do participate (codes 2-4 in Q86), others go to Q90

Does your business contribute to the pension scheme?

- Yes1
- No2 **Go to Q90**
- Don't know3 **Go to Q90**
- Unwilling to answer4 **Go to Q90**

PENS3

88. DELETED

If employees do participate (codes 2-4 in Q86)

Do you consider operating this pension scheme to be an obstacle to the success of your business?

- | | | |
|---------------------------|---|-----------|
| Yes | 1 | |
| No | 2 | Go to Q90 |
| Don't know | 3 | Go to Q90 |
| Unwilling to answer | 4 | Go to Q90 |

PENS4

89. DELETED

If yes (code 1 in Q88), others go to Q90. Read out. Single code.

In terms of the ways in which operating this pension scheme is an obstacle to the success of your business is the key obstacle...?

- | | |
|--|---|
| The cost of employer contributions | 1 |
| The administrative burden..... | 2 |
| Both..... | 3 |
| Other, please specify | 4 |
| Don't know | 5 |
| Unwilling to answer | 6 |

PENS5

90.

Ask all

Now I'd like to ask you some questions about financing your business. Have you tried to obtain finance for your business in the past 12 months?

- | | | |
|---------------------------|---|------------|
| Yes, once only | 1 | |
| Yes, more than once..... | 2 | |
| No | 3 | Go to Q102 |
| Don't know | 4 | Go to Q102 |
| Unwilling to answer | 5 | Go to Q102 |

FINTR

91.

Ask if codes 1 or 2 at Q90. Others go to Q102. Prompt with first two if necessary. Record verbatim and categorise. **ROTATE LIST**

If once: I'd like to ask you about this... What did you try to obtain finance for? If more than once: I'd like to ask you about the most important of these occasions... What did you try to obtain finance for?

- Working capital, cashflow 01
- Buying land or buildings 02
- Improving buildings 03
- Acquiring capital equipment or vehicles 04
- Research & Development 05
- Acquiring intellectual property 06
- Protecting intellectual property 07
- Training/staff development 08
- Buying another business 09
- Marketing 10
- Other, please specify 11 O
- Don't know 12 X
- Unwilling to answer 13 X

FINWY

92.

Ask if codes 1 or 2 at Q90

Was the finance you sought related to a specific programme of expenditure involving new products, markets or technologies?

- Yes, 1
- No 2
- Don't know 3
- Unwilling to answer 4

FINNEW

93.

Ask if codes 1 or 2 at Q90 Do not prompt, if necessary offer first two as examples. Multiple response, record verbatim and categorise. **ROTATE LIST**

What type of finance did you seek? Please include all types of finance including where you failed to obtain it. (MULTIPLE RESPONSE)

- Equity investment from existing shareholders 01
- Equity investment from new shareholders 02
- Bank overdraft 03
- Bank loan 04
- Mortgage for property purchase or improvement 05
- Leasing or hire purchase 06
- Factoring 07
- Loan from family/business partner/directors 08
- Loan from a Community Development Finance Institution 09
- Credit card finance 10
- Grant 11
- Other, please specify 12 O
- Don't know 13 X
- Unwilling to answer 14 X

FINWHC

94.

* For Northern Ireland only if codes 1 or 2 at Q93. Others to go to Q95

Was the equity investment you sought in the form of?

- Preference share capital 01
- Ordinary share capital 02
- Don't know 03
- Unwilling to answer 04

NFINEQ

95.

For all countries. Ask if code 2 at Q93. Others that coded 1 or 2 at Q90 go to Q96. Read out. Multiple response

What type of new investor was the equity investment sought from?

- The owner/business partners/directors 01
- Friends or family 02
- A business angel 03
- A venture capital firm 04
- Government 05
- Other 06

FININV

96.

Ask if codes 1 or 2 at Q90 Single response. Prompt with first two categories if necessary.

Did you have any difficulties in obtaining this finance from the first source you approached?

- Yes, was unable to obtain any finance 1
- Yes, obtained some but not all of the finance required ... 2
- Yes, obtained all the finance required but with some problems 3
- No, had no difficulties in obtaining finance 4 **Go to Q101**
- Don't know 5 X **Go to Q101**
- Unwilling to answer 6 X **Go to Q101**

FINDIF

Ask if codes 1-3 at Q96. Others go to Q101. Prompt with responses given at Q93. Single response.

IF MORE THAN ONE RESPONSE GIVEN AT Q93

97.

And can I just check which type of finance were you thinking of just then? (CATI to bring up those mentioned at Q93)

FINTYPE

98.

Ask if codes 1-3 at Q96. Others go to Q101 Multiple response. Do not prompt. Record verbatim and categorise

What reasons were given for your application for finance being turned down/for receiving less finance than you sort/having problems raising all the finance?

- No security 1
- Insufficient security 2
- Poor personal credit history 3
- Poor business credit history 4
- No credit history/not in business long enough 5
- Applied for too much 6
- Applied for too little 7
- Too many outstanding loans/mortgages 8
- Inadequate business plan 9
- Business sector to risky 10
- No reason given 11
- Other, please specify 12 O
- Don't know 13 X
- Unwilling to answer 14 X

FINREA

99.

Ask if codes 1-3 at Q96. Others go to Q101

Did you eventually go on to obtain finance you needed for your business, for example, from another source?

- Yes 1
- No 2
- Unwilling to answer 3

FINOTH

100.

Ask if codes 1-3 at Q96. Others go to Q101 Multiple response. Do not prompt. Record verbatim and categorise

What has been the effect on your business of the difficulties raising finance?

- Threatens survival..... 1
- Can't grow as fast as would like 2
- Takes up management time 3
- Pushes up costs 4
- Affects investment 5
- Affects productivity 6
- Not much affect, got finance from elsewhere..... 7
- Used external finances/resources instead 8
- Other, please describe 9 O
- Don't know 10 X
- Unwilling to answer 11 X

FINHWC

101.

Ask if codes 1 or 2 at Q90. Do not prompt

How much finance did you seek?

- Less than £1,000 01
- £1,000 to £4,999 02
- £5,000 to £9,999 03
- £10,000 to £24,999 04
- £25,000 to £49,999 05
- £50,000 to £99,999 06
- £100,000 to £249,999 07
- £250,000 to £499,999 08
- £500,000 to £999,999 09
- £1 million to £2 million 10
- £2 million to £4 million 11
- More than £4 million..... 12
- Don't know 13 X
- Unwilling to answer 14 X

FINAMT

102.

*Ask all except codes 1 or 2 at Q93 who go to * before Q104*

Have you considered using equity finance, for example, sale of shares in the company, in order to finance long term investment and growth in your business? That is finance that provides the investor with an ownership interest in the firm, while providing the firm with cash or some other assets. (INTERVIEWER: IF YES, PROMPT: – did you use equity finance?)

- Yes considered and used this type of finance..... 1
- Yes considered, but did not use this type of finance 2
- No, have not considered 3
- Don't Know 4

CONEQTY

103.

*If codes 2 or 3 at Q102. Do not prompt. Multiple response
Others go to * before Q104*

Why did you not choose this type of finance?

- Business does not need that much capital investment ... 1
- Investors would not be interested in my business 2
- Thought business would be turned down 3
- Don't know how to raise equity finance/find an investor. 4
- Equity finance costs too much 5
- Terms and conditions are unacceptable 5
- Don't want to lose control 6
- Don't want investors involved in running the business ... 7
- Too much hassle to arrange an equity deal 8
- Other – Specify..... 9
- Don't Know 10

NEQUTYW

104.

**Ask all in England Only. Others go to * before Q105*

Are you aware of the Regional Venture Capital Fund Programme which provides equity finance to small businesses in your region?

- Yes 1
- No 2
- Don't know 3

ERVCFP

105.

**Ask all in Northern Ireland Only. Others go to * before Q106*

Are you aware of the following venture capital providers operating in Northern Ireland?

- Crescent Capital..... 1
- Enterprise Equity 2
- Viridian Growth Fund 3
- NITECH 4

NVCP

106.

** Ask random half of respondents in all countries. Single response.*

Do you have a problem with customers paying you later than you require them to in your normal terms of business?
(INTERVIEWER: PROMPT AS TO SIZE OF PROBLEM IF THEY HAVE A PROBLEM)

- Big problem 1
- Small problem 2
- No problem 3
- Not relevant, as don't provide them with credit 4 **Go to Q112**
- Don't know 5
- Unwilling to answer 6

LATE

107.

If codes 1-3, 5 & 6 at Q106 Others go to Q112

Do you agree written terms and conditions with your customers covering when they will pay you?

- Yes 1
- No 2

LEGTC

108.

If codes 1-3, 5 & 6 at Q106

Have you ever taken a customer to court for not paying their debts?

- Yes 1
- No 2
- Don't know 3
- Unwilling to answer 4

LEGCT

109.

If codes 1-3, 5 & 6 at Q106

Are you aware that there is legislation dealing with late payment?

- Yes 1
- No 2 **Go to Q111**
- Don't know 3 **Go to Q111**
- Unwilling to answer 4 **Go to Q111**

LALEG

110.

If code 1 at Q109 single response

Have you taken legal action against anyone under the late payment legislation in the last 12 months?

- Yes 1
- No, why not? 2 O
- Don't know 3 X
- Unwilling to answer 4 X

LEGRI

111.

Where have late payment problems (codes 1 or 2 at Q106)

Others go to Q112

Has the problem of late payment caused your business to experience cashflow problems?

- Yes, its an ongoing problem..... 1
- Yes, often 2
- Yes, on occasion 3
- No 4 O
- Don't know 5 X
- Unwilling to answer 6 X

LATECF

112.

Ask random half of respondents in England and all respondents in Wales, Scotland and Northern Ireland

I'd now like you to think about innovation within your business i.e. new products and processes. Have you introduced new or significantly improved products or services in the past twelve months?

- Yes 1
- No 2 **Go to Q114**
- Don't know 3 **Go to Q114**
- Unwilling to answer 4 **Go to Q114**

INV1A

113.

Are these new to your business, or completely new (ie. not introduced by anybody before you?)

- New to the business 1
- Completely new 2
- Don't know 3 X
- Unwilling to answer 4 X

INV1B

114.

Have you introduced new or significantly improved processes in the last twelve months?

- Yes 1
- No 2 **Go to *before Q116**
- Don't know 3 **Go to *before Q116**

INV2A

115.

Are these new to your business, or completely new (ie. not introduced by anybody before you?)

- New to the business 1
- Completely new 2
- Don't know 3
- Unwilling to answer 4

INV2B

116.

**Ask all respondents in Northern Ireland only. Others go to * before Q117*

Approximately what proportion of your total sales are generated by new products/services introduced within the past three years?

- Proportion 1
- Don't know 2
- Unwilling to answer 3

If don't know, prompt with the following bands

- Less than 10% 1
- Between 10% and 20% 2
- Between 20% and 30% 3
- Between 30% and 40% 4
- Between 40% and 50% 5
- Between 50% and 75% 6
- Between 75% and 99% 7
- 100% 8
- Don't know 9

INV3

117.

**For England only. Multiple response. Others go to * before Q119
Do not prompt, if necessary offer first one or two as examples.*

Now I would like to move on to discuss sources of advice for your business. In the last 12 months, where have you been for advice about how regulations may affect your business?

Accountant.....	01	
Bank	02	
Trade/Business Association.....	03	
Business Link	04	
Consultant	05	
Chamber of Commerce	06	
HMRC Customs and Excise	07	
Internet/Library/Press	08	
Customers/Suppliers/Other small businesses/Friends/Family/Mentor	09	
Solicitor	10	
Enterprise Agency	11	
HMRC – Inland Revenue functions	12	
Local Authority	13	
Other regulators (HSE/Environment Agency/etc)	14	
DTI/SBS/Other government.....	15	
Other	16	O
None	17	X Go to Q125
Don't know	18	X Go to Q125
Unwilling to answer	19	X Go to Q125

ADVCEC

118.

How satisfied are you with the advice that you received on regulations from....							
	<i>Very dissatisfied</i>	<i>Dissatis- fied</i>	<i>Neither satisfied nor dissatis- fied</i>	<i>Satisfie- d</i>	<i>Very satisfied</i>	<i>Don't know</i>	<i>Unwillin- g to answer</i>
<i>Accountant</i>							
<i>Bank</i>							
<i>Trade/Business Association</i>							
<i>Business Link</i>							
<i>Consultant</i>							
<i>Chamber of Commerce</i>							
<i>HMRC - Customs and Excise functions</i>							
<i>Internet/Library/Pr ess</i>							
<i>Customer/Supplier/ Other small business/Friend/Fa mily/Mentor</i>							
<i>Solicitor</i>							
<i>Enterprise Agency</i>							
<i>HMRC - Inland Revenue functions</i>							
<i>Local Authority</i>							
<i>Other regulators (HSE/Environment Agency/etc.)</i>							
<i>DTI/SBS/Other government</i>							
<i>Other</i>							

RAE

NOW GO TO Q125

119.

**For Scotland only. Others go to * before Q121 Multiple response. Do not prompt, if necessary offer first one or two as examples*

Now I would like to move on to discuss sources of advice for your business. In the last 12 months, where have you been for advice about how regulations may affect your business?

- Accountant..... 01
- Bank 02
- Trade/Business Association..... 03
- (Small) Business Gateway/Local Enterprise Company (LEC)04
- Consultant 05
- Chamber of Commerce 06
- HMRC - Customs and Excise functions..... 07
- Internet/Library/Press 08
- Customers/Suppliers/Other small businesses/Friends/Family/Mentor 09
- Solicitor 10
- Enterprise Trust 11
- HMRC - Inland Revenue functions..... 12
- Local Authority 13
- Other regulators (HSE/Environment Agency/etc) 14
- DTI/SBS/Other government..... 15
- Scottish Enterprise/Highlands and Islands Enterprise .. 16
- Scottish Development International 17
- Other 18 O
- None 19 X **Go to * before Q125**
- Don't know 20 X **Go to * before Q125**
- Unwilling to answer 21 X **Go to * before Q125**

ADVCS

120.

How satisfied are you with the advice that you received on regulations from....							
<input type="checkbox"/>	Very dissatisfied	Dissatis- fied	Neither satisfied nor dissatis- fied	Satisfie- d	Very satisfied	Don't know	Unwillin- g to answer
Accountant							
Bank							
Trade/Business Association							
(Small) Business Gateway/Local Enterprise Company (LEC)							
Consultant							
Chamber of Commerce							
HMRC - Customs and Excise functions							
Internet/Library/Press							
Customer/Supplier/Ot- her small business/Friend/Famil- y/Mentor							
Solicitor							
Enterprise Trust							
HMRC - Inland Revenue functions							
Local Authority							
Other regulators (HSE/Environment Agency/etc.)							
DTI/SBS/Other government							
Scottish Enterprise/Highlands and Islands Enterprise							
Scottish Development International							
Other							

RAS

Now go to * before Q125

121.

**For Wales only. Multiple response. Others go to * before Q123
 Do not prompt, if necessary offer first one or two as examples*

Now I would like to move on to discuss sources of advice for your business. In the last 12 months, where have you been for advice about how regulations may affect your business?

Accountant.....	01	
Bank	02	
Trade/Business Association.....	03	
Business Eye	04	
Consultant	05	
Chamber of Commerce	06	
HMRC - Customs and Excise functions.....	07	
Internet/Library/Press	08	
Customers/Suppliers/Other small businesses/Friends/Family/Mentor	09	
Solicitor	10	
Enterprise Agency	11	
HMRC - Inland Revenue functions.....	12	
Local Authority	13	
Other regulators (HSE/Environment Agency/etc)	14	
DTI/SBS/Other government.....	15	
Welsh Assembly Government/National Assembly for Wales/Welsh Office	16	
Welsh Trade International	17	
Welsh Development Agency (WDA).....	18	
Wales Tourist Board	19	
Education and Learning Wales (ELWa)	20	
Other	21	O
None	22	X Go to * before Q125
Don't know	23	X Go to * before Q125
Unwilling to answer	24	X Go to * before Q125

ADVCWC

122.

How satisfied are you with the advice that you received on regulations from....							
	Very dissatisfied	Dissatis- fied	Neither satisfied nor dissatis- fied	Satisfie- d	Very satisfied	Don't know	Unwillin- g to answer
Accountant							
Bank							
Trade/Business Association							
Business Eye							
Consultant							
Chamber of Commerce							
HMRC - Customs and Excise functions							
Internet/Library/Press							
Customer/Supplier/Oth- er small business/Friend/Family /Mentor							
Solicitor							
Enterprise Agency							
HMRC - Inland Revenue functions							
Local Authority							
Other regulators (HSE/Environment Agency/etc.)							
DTI/SBS/Other government							
Welsh Assembly Government/National Assembly for Wales/Welsh Office							
Welsh Trade International							
Welsh Development Agency (WDA)							
Wales Tourist Board							
Education and Learning Wales (ELWa)							
Other							

RAW

Now go to * before Q125

123.

**For Northern Ireland only. Multiple response. Others go to * before Q125. Do not prompt, if necessary offer first one or two as examples*

Now I would like to move on to discuss sources of advice for your business. In the last 12 months, where have you been for advice about how regulations may affect your business?

Accountant.....	01	
Bank	02	
Trade/Business Association.....	03	
Invest Northern Ireland	04	
Consultant	05	
Chamber of Commerce	06	
HMRC Customs and Excise	07	
Internet/Library/Press	08	
Customers/Suppliers/Other small businesses/Friends/Family/Mentor	09	
Solicitor	10	
Local Enterprise Agency	11	
HMRC – Inland Revenue functions	12	
Local Authority	13	
Other regulators (HSE/Environment Agency/etc)	14	
DTI/SBS/Other government.....	15	
Other	16	O
None	17	X Go to * before Q125
Don't know	18	X Go to * before Q125
Unwilling to answer	19	X Go to * before Q125

ADVCNC

124.

How satisfied are you with the advice that you received on regulations from....							
	Very dissatisfied	Dissatis- fied	Neither satisfied nor dissatis- fied	Satisfie d	Very satisfied	Don't know	Unwillin- g to answer
<i>Accountant</i>							
<i>Bank</i>							
<i>Trade/Business Association</i>							
<i>Invest Northern Ireland</i>							
<i>Consultant</i>							
<i>Chamber of Commerce</i>							
<i>HMRC - Customs and Excise functions</i>							
<i>Internet/Library/Press</i>							
<i>Customer/Supplier/Oth- er small business/Friend/Family /Mentor</i>							
<i>Solicitor</i>							
<i>Local Enterprise Agency</i>							
<i>HMRC – Inland Revenue functions</i>							
<i>Local Authority</i>							
<i>Other regulators (HSE/Environment Agency/etc.)</i>							
<i>DTI/SBS/Other government</i>							
<i>Other</i>							

RAN

125. A

**For England only. Others go to * before Q126*

Thinking more generally about all business matters, in the last twelve months, have you sought general advice and information for running your business?

- Yes 01 **Go to * before Q130**
- No 02 **Go to Q129**
- Don't know 03 **Go to Q129**

ADVC

126.

**For Wales only. Multiple response. Others go to * before Q127
 Do not prompt, if necessary offer first one or two as examples.*

ROTATE LIST

Thinking more generally about advice on all business matters, in the last twelve months, where have you got general advice and information for running your business from?

- Accountant..... 01
- Bank 02
- Trade/Business Association..... 03
- Business Eye 04
- Consultant 05
- Chamber of Commerce 06
- HMRC - Customs and Excise functions..... 07
- Internet/Library/Press 08
- Customers/Suppliers/Other small businesses/Friends/Family/Mentor 09
- Solicitor 10
- Enterprise Agency 11
- HMRC – Inland Revenue functions 12
- Local Authority 13
- Other regulators (HSE/Environment Agency/etc) 14
- DTI/SBS/Other government..... 15
- Welsh Assembly Government/National Assembly for Wales/Welsh Office 16
- Welsh Trade International 17
- Welsh Development Agency (WDA)..... 18
- Wales Tourist Board 19
- Education and Learning Wales (ELWa) 20
- Other 21 O
- None..... 22 X **Go to Q129**
- Don't know 23 X
- Unwilling to answer 24 X

WADVC

Unless code 22 now go to * before Q130

127.

For Northern Ireland only. Others go to * before Q128 Multiple response. Do not prompt, if necessary offer first one or two as examples. **ROTATE LIST*

Thinking more generally about advice on all business matters, in the last twelve months, where have you got general advice and information for running your business from?

Accountant.....	01		
Bank	02		
Trade/Business Association.....	03		
Invest Northern Ireland	04		
Consultant	05		
Chamber of Commerce	06		
HMRC - Customs and Excise functions.....	07		
Internet/Library/Press	08		
Customers/Suppliers/Other small businesses/Friends/Family/Mentor	09		
Solicitor	10		
Local Enterprise Agency	11		
HMRC – Inland Revenue functions	12		
Local Authority	13		
Other regulators (HSE/Environment Agency/etc)	14		
DTI/SBS/Other government.....	15		
Other	16	O	
None	17	X	go to Q129
Don't know	18	X	
Unwilling to answer	19	X	

NADVC

Unless code 17 now go to * before Q130

128.

**For Scotland only. Multiple response. Do not prompt, if necessary offer first one or two as examples. (multiple response)*

ROTATE LIST

Thinking more generally about advice on all business matters, in the last 12 months, where have you got general advice and information for running your business from?

Accountant.....	01	
Bank	02	
Trade/Business Association.....	03	
(Small) Business Gateway/Local Enterprise Company (LEC)	04	
Consultant	05	
Chamber of Commerce	06	
Internet/Library/Press	07	
Customers/Suppliers/Other small businesses/Friends/Family/Mentor	08	
HMRC - Customs and Excise functions.....	09	
Solicitor	10	
Enterprise Trust	11	
HMRC – Inland Revenue functions	12	
Local Authority	13	
Other regulators (HSE/Environment Agency/etc)	14	
DTI/SBS/Other government.....	15	
Scottish Enterprise/Highlands and Islands Enterprise ..	16	
Scottish Development International	17	
Other	18	O
None	19	X Continue
Don't know	20	X
Unwilling to answer	21	X

Unless code 19 now go to * before Q130

SADVC

129.

If not used any external advice. Q117/17 and Q125/2-3 (England), Q119/19 and Q128/19 (Scotland), Q121/22 and Q126/22 (Wales), Q123/17 and Q127/17 (Northern Ireland). Multiple response. Record verbatim and categorise. (multiple response)

Can I ask why you chose not to use any external sources of advice?

- Insufficient time..... 01
- It would have cost too much..... 02
- Don't need help at the moment..... 03
- Outsider couldn't help..... 04
- Like to be independent 05
- No one understands my business 06
- Couldn't find suitable advice 07
- Bad experience in the past 08
- Didn't know any advice was available..... 09
- Have in-house expertise..... 10
- Other 11
- No reason given..... 12

NOADVC

130.

**Ask all in England Others go to * before Q133*

Are you aware of a publicly funded service providing access to information and advice for businesses, including a national network of local operators?

- Yes 1
- No 2

Go to Q132

EBLAW

131.

If aware (code 1 at Q130). Do not prompt In England Only

Do you know what this is called?

- Business Link 01
- Business Link "xx" or "xx" Business Link..... 02 O
- Don't know 03 X
- Other, please specify 04 O

Go to Q144

Go to Q144

EBLNAM

132.

Ask in England only if the Business Link brand not mentioned (code 2 at Q130 or code 3 or 4 at Q131)

It's called Business Link. Have you heard of this?

- Yes 1
- No 2

EBLAC

Now go to Q144

133.

**Respondents in Scotland only excluding Highlands and Islands. Others go to * before Q139. If Business Gateway is not mentioned.*

Are you aware that there is an information and advice service for small business including a national contact centre and network of local operators?

- Yes 1
- No 2

SBGAW

134.

Respondents in Scotland only excluding Highlands and Islands. If Business Gateway is not mentioned. The Small Business Gateway became the Business Gateway in July 2003. If respondents says Small Business Gateway, please code "yes" to this question.

The service that I had in mind is now called the Business Gateway. Have you heard of this?

- Yes 1
- No 2

Go to Q144

SBGAC

135.

Respondents in Scotland only excluding Highlands and Islands. Single response.

Can I just check, have you used Business Gateway? How often?

- Only once 1
- 2-4 times 2
- 5-10 times 3
- More than 10 times 4
- Never 5 **Go to Q144**
- Don't know 6 **Go to Q144**
- Unwilling to answer 7 **Go to Q144**

SBNUM

136.

Single response.

How satisfied are you with the service that you received from Business Gateway overall?

- Very satisfied 1
- Fairly satisfied 2
- Neither satisfied nor dissatisfied 3
- Fairly dissatisfied 4
- Very dissatisfied 5

SBGC

137.

Single response

When you contacted the Business Gateway for advice did they...?
 READ OUT AND CODE ALL THAT APPLY.

- Offer you advice themselves 1
- Refer you to someone within Business Gateway..... 2
- Refer you to someone outside Business Gateway..... 3
- Other - please specify 4
- Don't know 5
- Unwilling to answer 6

SBGREF

138.

Single response

Would you recommend Business Gateway to others? Read out
 and code one only.

- Yes, unreservedly 1
- Yes, I would recommend it if someone asked me about it 2
- I probably wouldn't recommend it 3
- I definitely wouldn't recommend it (please specify why) 4 O
- I have already recommended it..... 5
- Don't know 6
- Unwilling to answer 7

SBGRE

Now Go to Q144

139.

**Highlands and Islands of Scotland only. Others go to Q144*

Are you aware that support and advice for small businesses is
 available through your Local Enterprise Company or LEC?

- Yes 1
- No 2

Go to Q144

LEC

140.

Highlands and Islands of Scotland only. Single response.

Can I just check, have you used your Local Enterprise Companies
 for support and advice in the last 12 months? If yes how many
 times.

- Only once 1
- 2-4 times..... 2
- 5-10 times 3
- More than 10 times 4
- Never 5
- Don't know 6
- Unwilling to answer 7

Go to Q144

Go to Q144

Go to Q144

LEC2

141.

Highlands and Islands of Scotland. Single response. If user

How satisfied are you with the service that you received from your Local Enterprise Company overall?

- Very satisfied 1
- Fairly satisfied 2
- Neither satisfied nor dissatisfied 3
- Fairly dissatisfied 4
- Very dissatisfied 5

LEC3

142.

Single response

When you contacted your Local Enterprise Company for advice did they...? READ OUT AND CODE ALL THAT APPLY.

- Offer you advice themselves 1
- Refer you to someone within the Local Enterprise Company 2
- Refer you to someone outside the Local Enterprise Company 3
- Other - please specify 4
- Don't know 5
- Unwilling to answer 6

LEC4

143.

Single response

Would you recommend your Local Enterprise Company to others?

- Yes, unreservedly 1
- Yes, I would recommend it if someone asked me about it 2
- I probably wouldn't recommend it 3
- I definitely wouldn't recommend it (please specify why) 4 O
- I have already recommended it 5
- Don't know 6
- Unwilling to answer 7

LEC5

144.

Ask all.

To what extent do you think that private sector organizations provide business support that meets your needs? READ OUT AND CODE ONE ONLY

- As much as you need 1
- Mostly, but there are some gaps 2
- There are some big gaps in local provision 3
- Don't know 4
- Unwilling to answer 5

SCPRIV

145.

**Ask Scotland Only. Others go to * before Q146*

Do you think there is enough business support available in your local area for small firms?

- Yes 1
- No 2
- Don't know 3
- Unwilling to answer 4

SCSUP

146.

**Ask Welsh respondents only. Single response. If Business Eye is not mentioned. Others go to * before Q151*

Are you aware that there is an information and advice service for small business including a national contact centre and network of local operators called Business Eye?

- Yes 1
- No 2 **Go to Q149**
- Uncertain..... 3 **Go to Q149**

WBLAW

147.

Ask Welsh respondents only. Single response. If aware of Business Eye.

Have you used Business Eye? Interviewer note: If used Business Eye, probe to get number of times.

- Only once 1
- 2-4 times..... 2
- 5-10 times 3
- More than 10 times 4
- Never..... 5 X **Go to Q149**
- Don't know 6 X **Go to Q149**
- Unwilling to answer 7 X **Go to Q149**

WBLNU

148.

Respondents in Wales only. If used Business Eye. Single response.

Thinking about the service you received when you last contacted Business Eye, would you say that you were: Read out and code one only.

- Very satisfied 1
- Satisfied 2
- Neither satisfied nor dissatisfied 3
- Dissatisfied 4
- Very dissatisfied 5
- Don't recall 6

WBLOV

149.

The Welsh Development Agency Business Eye provides a signpost to a number of services. I am interested in whether you have heard of or used any of them. I'll read out a list of some of those services, and I'd like you to tell me whether you have heard of or used it.

	<i>Not heard of service</i>	<i>Have heard of service but not used</i>	<i>Have used service</i>
<i>SMART Cymru</i>			
<i>Funding via Finance Wales</i>			
<i>Regional Selective Assistance</i>			
<i>Assembly Investment Grant</i>			
<i>Business Debt Line</i>			

WAL

150.

I am interested in your level of satisfaction with the services that you have used. How satisfied were you with...

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>
<i>SMART Cymru</i>					
<i>Funding via Finance Wales</i>					
<i>Regional Selective Assistance</i>					
<i>Assembly Investment Grant</i>					
<i>Business Debt Line</i>					

WALS

151.

**Ask all respondents in England, Wales and Northern Ireland.
 Others go to * before Q153*

Have you heard of any of the following organisations that help young people learn about business?

- Young Enterprise 1
- Princes Trust 2
- Business Dynamics..... 3
- Business in the Community 4
- Shell LiveWIRE 5
- Academy of Enterprise..... 6
- Education Business Partnerships..... 7
- Other - specify 8
- None 9 **Go to Q155**
- Unwilling to answer 10 **Go to Q155**

EAHEAC

152.

And have you had any involvement in the past 12 months with <i>(ask for each heard of at Q151)</i>		
	Yes	No
<i>Young Enterprise</i>		
<i>Princes Trust</i>		
<i>Business Dynamics</i>		
<i>Business in the Community</i>		
<i>Shell LiveWIRE</i>		
<i>Academy of Enterprise</i>		
<i>Education Business Partnerships</i>		

YE PTR BD BIC SLW AE EBP

Now go to Q155

153.

**Ask all in Scotland, others go to Q155*

Have you heard of any of the following organisations that help young people learn about business?

Young Enterprise Scotland.....	1	
Princes Scottish Youth Business Trust	2	
Business dynamics	3	
Scottish Business in the Community	4	
Shell LiveWIRE	5	
Careers Scotland.....	6	
Education Business Partnerships.....	7	
Scottish Institute for Enterprise.....	8	
Other - specify	9	
None	10	Go to Q155
Unwilling to answer	11	Go to Q155

EAHESC

154.

And have you had any involvement in the past 12 months with <i>(ask for each heard of at Q153)</i>		
	Yes	No
<i>Young Enterprise Scotland</i>		
<i>Princes Scottish Youth Business Trust</i>		
<i>Business Dynamics</i>		
<i>Scottish Business in the Community</i>		
<i>Shell LiveWIRE</i>		
<i>Careers Scotland</i>		
<i>Education Business Partnerships</i>		
<i>Scottish Institute for Enterprise</i>		

155.

Ask all respondents. Prompted – multiple response **ROTATE LIST**

We'd now like to ask you about your contact with (FOR SCOTLAND ONLY ADD 'the Scottish Executive') Government departments or agencies, at a local, regional or national level This contact may have involve letters, e-mails, telephone calls or visits to or from a Government agency or department. It may also have involved visits to government department or agency websites to search for information. Have you had any contact in the way just described with Government departments or agencies in the last twelve months in the following areas.

VAT related	01	
Non VAT tax related	02	
Claiming grants or loans	03	
Companies House	04	
Patenting	05	
Business Advice	06	
Regulation enforcement	07	
Consultation or survey	08	
Employee related	09	
Planning permission	10	
Other – Specify	11	
None of these	12	Go to Q157
Don't know	13	Go to Q157
Unwilling to answer	14	Go to Q157

GOVSEC

156.

If coded 01-11 at Q155 ask, others go to Q157

How satisfied were you with the way the Government handled							
	<i>Very dissatisfied</i>	<i>Dissatisfied</i>	<i>Neither dissatisfied nor satisfied</i>	<i>Satisfied</i>	<i>Very satisfied</i>	<i>Don't know</i>	<i>Unwilling to answer</i>
<i>the VAT processes?</i>							
<i>the processes over other taxes?</i>							
<i>the process for claiming grants or loans?</i>							
<i>the processes with Companies House?</i>							
<i>the processes over Patenting?</i>							
<i>the processes over obtaining Business Advice?</i>							
<i>the Regulation enforcement processes?</i>							
<i>the processes concerned with your consultations or surveys?</i>							
<i>the processes concerning the employee related matters?</i>							
<i>the planning permission process?</i>							

GSAT

157.

Ask all respondents

How much do you feel the Government takes into account the concerns of small businesses?

- Very much 1
- Quite a lot..... 2
- A little 3
- Not at all 4
- Don't know 5
- Unwilling to answer 6

GVCON

Ask all respondents

158.

Thinking about the range of government services available for business that are delivered locally and nationally, to what extent do you agree or disagree with the following statements					
	<i>Strongly agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Don't know (do not read out)</i>
<i>I know which department or agency to go to for most business matters</i>					
<i>I find government services easily accessible</i>					
<i>There are too many government agencies offering similar services to businesses</i>					
<i>There is inconsistency in the quality of services delivered to business across government</i>					
<i>I would like government support to develop my business but struggle to find out what is available</i>					

GVSTATE

159.

Ask all:

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

- Have expressed an interest but not bid 1
- Have bid 2
- Neither expressed interest nor bid 3
- Don't know 4
- Unwilling to answer 5

PPINT

160.

Ask all:

In the past 12 months have you actually done any business for the public sector?

- Yes 1 **Continue**
- No 2 **Go to Q162**
- Don't know 3 **Go to Q162**
- Unwilling to answer 4 **Go to Q162**

PPBUS

161.

Where worked for public sector (code 1 in Q160)

What part of the public sector was your main customer? (READ OUT AND CODE ONE ONLY)

- Departments of State (but not Ministry of Defence), including Central Government, the Scottish Executive and National Assembly for Wales 1
- Ministry of Defence2
- Local authorities e.g. local council3
- Health Service, including Primary, secondary trusts etc. 4
- Overseas Government5
- Higher/further education institutions6
- Other –specify7
- Don't know8
- Unwilling to answer9

Now go to * before Q163

PPCUST

162.

*Ask all that do not work for public sector (codes 2-4 in Q160), others to go * before Q163*

Are you interested in carrying out work for the public sector, such as your local authority or Health Service?

- Yes1
- No2
- Don't know3
- Unwilling to answer4

PSINT

163.

**Ask all in Wales. Others go to Q164*

Are you aware of the Sell2Wales website (www.sell2wales.co.uk) used to advertise public sector tender opportunities?

- Yes1
- No2

PPSELLW

164.

Ask all respondents. Do not prompt. Record verbatim and classify. Multiple response

What do you feel are the main barriers to selling more to the public sector?

- Procurers perceptions of risk of dealing with SMEs 1
- Lack of information about opportunities.....2
- Lack of understanding of the procurement process.....3
- Effort involved in bidding or pre-qualifying.....4
- Feel excluded through framework contracts, approved suppliers list etc 5
- Difficulties engaging with prime contractors6
- Difficulties in selling an innovative product.....7
- Specifications exclude my business.....8
- Lack of consistency in the tendering process9
- Dissatisfied with post-tender debriefing process 10
- Other please specify 11 O
- Not applicable to my business..... 12
- Don't Know 13

PPBAR

165.

Ask random half of respondents in all countries. Prompted.

I'd like now to ask you a couple of questions about crime. How big a problem is crime in relation to your premises and the area around you...

- A very big problem..... 1
- A fairly big problem2
- Not a very big problem3
- Not a problem at all.....4
- Don't know5
- Unwilling to answer6

CRIM

166.

Has your business been a victim of crime in the last 12 months?
 Please include incidents in which you, or your members of staff, have been a victim of crime, whilst carrying out your business.

- Yes, several occasions 1
- Yes, once.....2
- No3 **Go to * before Q170**
- Don't know4 **Go to * before Q170**
- Refused.....5 **Go to * before Q170**

CRIMVIC

167.

Ask if codes 1 or 2 at Q166 Do not prompt. Multiple response

Did you report this incident/some or all of these incidents to the police?

- Yes – reported it/all of the incidents 01
- Yes – reported some of the incidents 02
- No – didn't report..... 03
- Don't know 04
- Refused 05

CRIMREP

168.

Ask if codes 1 or 2 at Q166 Do not prompt. Multiple response

What type of crime was this / were these ?

- burglary 01
- robbery 02
- violent crime 03
- theft by staff 04
- theft by others..... 05
- vehicle crime 06
- fraud 07
- arson 08
- anti-social behaviour 09
- criminal damage 10
- Cyber crime 11
- Other – specify 12
- Don't know 13 X
- Unwilling to answer 14 X

CRITPC

169.

Ask if codes 1 or 2 at Q166 Record verbatim and classify

How has this affected your business?

- Costs of replacements and repairs 01
- Cost of increased security 02
- Increased insurance premium 03
- Loss of income from closure 04
- Absence of staff 05
- Working behaviour affected by fear of crime 06
- Loss of custom through fear of crime 07
- Difficulty in recruitment 08
- Other, please specify 09
- No effect..... 10
- Uncertain..... 11
- Unwilling to answer 12

CRIAC

170.

**Ask in Wales, others go to * before Q174 Single response.*

We are interested in how small businesses are taking steps to improve their environmental impact through actions such as energy efficiency, water savings, waste recycling, etc. Do you think that promoting your business as "environmentally friendly" would have an effect on its growth over the next five years? Would this be a positive or negative effect?

- Positive effect 1
- Negative effect 2
- No effect..... 3

ENVEFFW

171.

**Ask in Wales, others go to * before Q174. Multiple response*

Have you taken or plan to take any action to reduce the cost to your business of energy, water or waste disposal?

- Implement Environmental Management System 1
- Invest in energy efficiency improvements to buildings or plant 2
- Reduce water/electricity consumption 3
- Start/improve recycling..... 4
- Reduce waste (effluent/VOC emissions/general waste) .. 5
- Other, please describe 6 O
- Not taken any action 7
- Changed supplier to reduce costs 8
- Don't know 9
- Unwilling to answer 10

TAKEAC

172.

**Ask in Wales, others go to * before Q174. Multiple response*

Are there any obstacles to taking (more) action to reduce the cost of energy, water or waste disposal?

- No time to investigate 1
- No time to implement 2
- Actions are not cost effective 3
- Would reduce quality/process efficiency 4
- Don't know what to do..... 5
- We are already efficient 6
- Other 7 O
- No obstacles..... 8 X

OBSTC

173.

**Ask in Wales, others go to * before Q174.*

Would you like the government to do anything to help you improve your environmental performance?

- Yes, please describe1 0
No2

GOVHE

174.

** Ask random half of respondents in all countries and that employ staff (i.e. exclude zero employees). Others go to * before Q176*

Over the past 12 months, has your business funded or arranged any training, including any informal on the job training, and development for staff employed at this location?

- Yes1
No2 **Go to * before Q176**
Don't know3 **Go to * before Q176**
Unwilling to answer4 **Go to * before Q176**

TRAIN

175.

If code 1 at Q174

And was any of this training and development designed to lead to a formal qualification, regardless of whether this has been achieved or not ?

- Yes, most 01
Yes, some 02
No 03
Don't know 04
Unwilling to answer 05

TRAINQUAL

176.

**Ask random half of respondents in all countries*

And in the last 12 months, what proportion of the managers in the business have had training or development to improve their leadership and management skills?

Enter Proportion_____

TRAINMAN

177.

**Ask those who mentioned 'Shortage of managerial skills/expertise' at Q65*

You mentioned earlier that shortage of managerial skills/expertise is the biggest obstacle to the success of your business. What skills would you say are lacking in your firm?

MANSKILLS

178.

Ask in Scotland Only. Others go to Q181

Have you ever had to seek external advice on marketing issues?

- Yes 01
No 02 **Go to Q180**
Don't Know 03 **Go to Q180**

MKTGSC1

179.

If yes code 1 at Q178. Others go to Q180

How helpful did you find this advice? (INTERVIEWER: PROMPT TO SEE WHETHER VERY OR QUITE HELPFUL/NOT VERY OR NOT AT ALL HELPFUL)

- Very helpful 01
Quite helpful 02
Neither helpful nor unhelpful..... 03
Not very helpful 04
Not at all helpful 05
Don't Know 06

MKTGSC2

180.

If have not sought marketing advice (code 2-3 at Q178)

If you did need to seek advice on marketing, would you know where to go for this?

- Yes 01
No 02
Don't Know 06

MKTGSC3

181. AMENDED 9/11/5

Ask all respondents - Prompted – multiple response **ROTATE LIST**

We are interested in how your business uses technology such as computers and the Internet, including managing your accounts, record keeping, research and communication.

Does your business use the Internet?

- Yes 01 **Continue**
- No 02 **Go to Q181C**
- Don't Know 03 **Go to Q181C**

ICTCNEW1

181b.

Ask where use the internet (code 1 in Q181). Read out. Multiple response

Do you use it for...?

- email 01
- Sales..... 02
- Purchasing 03
- Business website..... 04
- Other, please specify 05
- Don't know 06 X
- Unwilling to answer 07 X

Now go to Q182

ICTCNEW2

181c.

Ask where do not use the internet (code 2-3 in Q181). Read out. Multiple response

Does your business use computers (ICT) for anything else, for example, word processing, record keeping, accounts or design?

- Yes 01
- No 02
- Don't Know 03

ICTCNEW3

182.

**Ask in Scotland only. Others go to Q184*

Thinking in very general terms about your business, how well would you say your business is doing? Would you say that you are doing:

- Very well 1
- Quite well 2
- Adequately/OK 3
- Not very well 4
- Very badly, and/or concerned about our ability to survive 5
- Don't know 6
- Unwilling to answer 7

OBJS

183.

Ask Scottish respondents only. Single response. Others go to Q184

Would you encourage someone to start up in business?

- Yes, definitely 1
- Yes, probably 2
- Probably not 3
- Definitely not 4
- Don't know 5
- Unwilling to answer 6

ENVS2

184.

Ask all respondents

Can you please tell me the approximate turnover of your business in the past 12 months? Note : Remind respondent that all the information they give us is absolutely confidential; no third party will have access to this info. We can accept an estimate.

- Less than £60,000 1
- £61,000 - £99,000 2
- £100,000 - £249,999 3
- £250,000 - £499,999 4
- £500,000 - £999,999 5
- £1m – £1.49m 6
- £1.5m - £2.8m 7
- More than £2.8m 8
- Don't know 9
- Unwilling to answer 10

TURN

185.

Ask all respondents

Compared with the previous 12 months, has your turnover in the past 12 months increased, decreased or stayed roughly the same?

- Increased 1 **Continue**
- Decreased..... 2 **Continue**
- Stayed the same..... 3 **Go to Q187**
- Don't know 4 **Go to Q187**
- Unwilling to answer 5 **Go to Q187**

TURNP

186.

Ask codes 1 and 2 at Q185, others go to Q187

By approximately how much did your turnover increase/decrease in the past 12 months, compared with the previous 12 months?

- Proportion..... 1 **Go to Q187**
- Don't know 2 **Prompt with bands**
- Unwilling to answer 3 **Go to Q187**

- 5% or less 1
- Between 6% and 10% 2
- 11% to 20% 3
- 21% to 30% 4
- 31% to 40% 5
- 41% to 50% 6
- 51% to 60% 7
- 61% to 75% 8
- 76% to 99% 9
- Doubled or more..... 10

TURNP2

187.

Ask all respondents

In the next 12 months do you expect your turnover to increase, decrease, stay roughly the same?

- Increase 1 **Continue**
- Decrease 2 **Continue**
- Stay the same 3 **Go to Q189**
- Don't know 4 **Go to Q189**
- Unwilling to answer 5 **Go to Q189**

TURNF

188.

Ask codes 1 and 2 at Q187, others go to Q189

By approximately how much do you expect your turnover to increase/decrease in the next 12 months?

- Proportion 1 **Go to Q189**
- Don't know 2 **Prompt with bands**
- Unwilling to answer 3 **Go to Q189**

- 5% or less 1
- Between 6% and 10% 2
- 11% to 20% 3
- 21% to 30% 4
- 31% to 40% 5
- 41% to 50% 6
- 51% to 60% 7
- 61% to 75% 8
- 76% to 99% 9
- Doubled or more 10

TURNF2

189.

Ask all respondents

Is your business VAT registered?

- Yes 1
- No 2 **Go to Q191**
- Unwilling to answer 3 **Go to Q191**

VAT

190.

If yes at previous question (code 1 at Q189) Others go to Q191

How long after starting up your business did you register for VAT?

- Prior to start up 1
- At the time of start up/when VAT was introduced 2
- Within 6 months of start up 3
- 7 – 12 months 4
- After 1 year but no more than 2 years 5
- After 2 years but no more than 4 years 6
- After 4 years 7
- Don't know 8
- Unwilling to answer 9

VAT2

191.

Ask all

Is your home your main business or work premises?

- Yes 1 **Go to Q193**
- No 2 **Continue**
- Unwilling to answer 3 X **Continue**

HOME

192.

If code 2 in Q191, others to go Q194

Do you work at home, on average, at least one day of each week?

- Yes 1 **Continue**
- No 2 **Go to Q194**
- Unwilling to answer 3 X **Go to Q194**

HOME2

193.

If code 1 in Q191 or code 1 in Q192 ask, others go to Q194 – Do not prompt – multiple response

Why do you work from home?

- Cost 01
- Technology makes it possible..... 02
- Cost of IT 03
- Saves time travelling to and from business premises... 04
- Improved family/personal life balance (or work-life balance) 05
- Productivity – can get more done at home 06
- Can choose when to work..... 07
- Comfort – prefer to work in home environment 08
- Other, please specify 09 O
- Don't know 14 X
- Unwilling to answer 15 X

HOME3

194.

Ask all.

Is your business a family owned business? (A family business is majority owned by members of the same family)

- Yes 1
- No 2 **Go to Q196**

FAM

195.

If it is a family owned business (code 1 at Q194) Others go to Q196. Single response.

Which generation is in control of the business?

- 1st..... 1
- 1st and 2nd..... 2
- 2nd..... 3
- 2nd and 3rd 4
- 3rd 5
- 3rd and 4th..... 6
- 4th 7
- Other 8 O
- Don't know 9 X
- Unwilling to answer 10 X

FAM1

196.

Ask All. Single response

Thinking about the future of the business, do you intend to sell the business or keep it in the family when you retire?

- Sell the business..... 1
- Keep it in the family 2
- Close the business 3
- No plans at the moment..... 4
- Don't know 5 X
- Unwilling to answer 6 X

FAMST

197.

Ask all.

Do you anticipate a full transfer of the ownership, or closure, of your business in the next 5 years?

- Yes 1
- No 2

TRANS

198.

Ask all.

Some businesses draw up a written transfer plan which details how the business will be prepared for a change of ownership in the future. Can I ask which of the following applies to you?

- You have such a plan..... 1
- You are aware of such a plan but do not have one 2
- You are not aware of such a plan..... 3
- Don't Know 4

TRANS2

199.

Ask all.

I would now like to ask you some questions about insolvency with regard to business reputation. In your view, do the current provisions for dealing with insolvency protect the public effectively from reckless and dishonest individuals?

- Yes 1
- No 2
- Don't know 3

INSOLV

200.

Ask all.

Would you be willing to have business dealings with...?

	<i>Yes</i>	<i>No</i>	<i>Unsure</i>
<i>A discharged bankrupt</i>			
<i>An undischarged bankrupt</i>			

INSOLV2

201.

Ask if sole proprietorship (see Q16)

You said earlier that the business is a sole proprietorship. Can I just confirm that there are no other managers involved in running the business except yourself:

- There are no others involved 1 **Go to Q205**
- There are others involved..... 2

SOLEP

202.

Ask all except those who code 1 at Q201. Others go to Q205

How many partners/directors are there in day-to-day control of the business now, including yourself?

NODIR

203.

Ask question according to legal status of company

If Sole Proprietor (SP): So, I need to ask a couple of questions about you... Do you work full time or part time in running the business? If Multi Management (MMR): Of these <NODIR> partners/directors, can you say how many work full time in running the business, and how many do this on a part time basis? (if multi-management calculate part time from difference between number of full time and total number of staff, rather than asking how many part time)

Number of Full time..... 1
Number of Part time..... 2
Don't know 3

EQOPPC (FT PT)

204.

How many of these <NODIR> partners/directors are women?

WOMEN

Ask all.

205.

Is more than 50% of the business owned by women?

Yes 1
No 2
Don't know 3

WOMEN50

206. a

If sole proprietor code 1 at Q201, others go to Q209

Can you please tell me whether you regard yourself as belonging to an ethnic minority group?

Ethnic minority group 1 **Go to Q206c**
Not ethnic minority group..... 2 **continue**

SPEG1

206 b

Only for sole proprietor & code 2 at Q206a

So, could you please say whether you would describe yourself as 'White British' or from 'Another white background'?

White: British 1
Any other White background (pleases specify)..... 2 O

SPEG2

206. c

Ask if sole proprietorship (see Q16 and code 1 at Q206a), others (sole proprietorships) go to Q224. (Multi management go to Q209)

And which group do you consider you belong to? Read out and code one only.

- Mixed: White and Black Caribbean..... 01
- Mixed: White and Black African 02
- Mixed White and Asian..... 03
- Mixed Any other mixed background (please specify).... 04
- Asian or Asian British: Indian..... 05
- Asian or Asian British: Pakistani 06
- Asian or Asian British: Bangladeshi..... 07
- Asian or Asian British (Any other Asian background) (specify) 08
- Black or Black British: Caribbean..... 09
- Black or Black British: African 10
- Black or Black British: Any other Black background (specify) 11
- Chinese 12
- Any other ethnic group (specify) 13
- Don't know 14
- Unwilling to answer 15

Now go to * before Q222

SPEG3

207.

If multi management (i.e. all except sole proprietors)

Of these (NUMBER OF DIRECTORS FROM Q202) partners/directors, can you say how many are from ethnic minority groups?

ETHNI

208.

To which ethnic group(s) do the owners, partners or directors belong?

Mixed: White and Black Caribbean.....	01		
Mixed: White and Black African	02		
Mixed White and Asian.....	03		
Mixed Any other mixed background (please specify)....	04	O	
Asian or Asian British: Indian.....	05		
Asian or Asian British: Pakistani	06		
Asian or Asian British: Bangladeshi.....	07		
Asian or Asian British (Any other Asian background) (specify)	08		O
Black or Black British: Caribbean.....	09		
Black or Black British: African	10		
Black or Black British: Any other Black background (specify)	11		O
Chinese	12		
Any other ethnic group (specify)	13	O	
Don't know	14		
Unwilling to answer	15		
			ETHNI1C

209.

Number of Mixed: White and Black Caribbean

EG03

210.

Number of Mixed: White and Black African

EG04

211.

Number of Mixed White and Asian

EG05

212.

Number of Mixed Any other mixed background

EG06

213.

Number of Asian or Asian British: Indian

EG07

214.

Number of Asian or Asian British: Pakistani

EG08

215. Number of Asian or Asian British: Bangladeshi	EG09
216. Number of Asian or Asian British: Any other Asian background	EG10
217. Number of Black or Black British: Caribbean	EG11
218. Number of Black or Black British: African	EG12
219. Number of Black or Black British: Any other Black background	EG13
220. Number of chinese	EG14
221. Number of other ethnic group	EG15
222. *Scotland only Others go to Q226 If Sole Proprietor ask: Were you born outside Scotland? If Multi Management ask: Were any of the <NODIR> partners/directors born outside Scotland? => BORUK if COTRY = 1 OR COTRY = 4 OR COTRY = 5	
Yes	1
No	2
Don't know	4 => BORUK
Unwilling to answer	5 => BORUK
	BORNESC
223. Number born in scotland	SCOT
224. Number born outside Scotland, but in the UK	SCOTO

225.

Number born outside UK

SCOUK

Now got to Q229

226.

Outside Scotland, ask all

If Sole Proprietor ask: Were you born outside the UK? If Multi Management ask: Were any of the <NODIR> partners/directors born outside the UK?

Yes 1
No 2
Don't know 3 => ILL
Unwilling to answer 4 X => ILL

BORUKC

227.

Number born in the UK

INUK

228.

Number born outside the UK

OUTUK

229.

Ask all.

Can I ask do you currently hold any qualifications?

Yes 1
No 2
Unwilling to answer 3

ANYQUAL

230.

If code 1 at Q229. Others go to Q231

From the following list I am going to read out, can you tell me when we come to a qualification that you hold?

A POSTGRADUATE DEGREE OR DOCTORATE, NVQ/SVQ LEVEL 5 OR

EQUIVALENT	1
A DEGREE OR HIGHER DEGREE, HND, HNC, NVQ/SVQ LEVEL 4 OR EQUIVALENT	2
A LEVELS, SCE higher, NVQ/SVQ LEVEL 3 OR EQUIVALENT 3 GCSEs, O LEVELS, SCE Standard NVQ/SVQ LEVEL 2 OR EQUIVALENT	4
OTHER Please specify	5
Unwilling to answer	6

QUAL

231.

Ask all respondents

If Sole Proprietor, ask: Do you have any long-standing illness, disability or infirmity? If Multi Management Route: Do any of the <NODIR> have any long-standing illness, disability or infirmity? By 'long-standing' I mean anything that has troubled you/them over a period of time or that is likely to affect you/them over a period of time.

- Yes 1
- No 2
- Unwilling to answer 3

ILL

232.

*If any directors have long standing illness, disability or infirmity.
Enter '9' for unwilling to say*

Could I ask how many

ILLN

233.

Ask all. Lower priority for Wales

Please could you tell me you age?

Age in years 1
Refused 2 Prompt with bands below

If refused

Can I ask you which of the following bands your age falls into?

Under 25 1
Between 25 and 34 2
Between 35 and 44 3
Between 45 and 54 4
Between 55 and 64 5
Over 64 6

If give a band, read out two age bands relevant to response above:

Is that...?

Under 20 1
Between 20 and 24 2
Between 25 and 29 3
Between 30 and 34 4
Between 35 and 39 5
Between 40 and 44 6
Between 45 and 49 7
Between 50 and 54 8
Between 55 and 59 9
Between 60 and 64 10
Between 65 and 69 11
Over 70 12

AGERS

234.

This is for the respondent's comments. Use F6 for interviewer's comments

Thank you very much for your help, do you have any further comments?

Yes 1
No 2

FINALC

235.

**For England only. Others go to * before Q236*

The Small Business Service may want to carry out further research in the future. Would you be willing to help with that research?

Yes 1
No 2

FURTH

Now go to Q239

236.

**For Scotland only. Others go to * before Q237*

The Small Business Service and Scottish Executive may want to carry out further research in the future. Would you be willing to help with that research?

Yes 1
No 2

FINSC

Now go to Q239

237.

**For Wales only. Others go to * before Q238*

The Small Business service and Welsh Assembly may want to carry out further research in the future. Would you be willing to help with that research?

Yes 1
No 2

FINWA

Now go to Q239

238.

**For Northern Ireland only. Others go to Q239*

The Small Business Service and Invest Northern Ireland may want to carry out further research in the future. Would you be willing to help with that research?

Yes 1
No 2

FINNL

239.

Ask All

Would you like to receive an e-mail or letter to let you know when and where the results of this survey will be published

- Yes – e-mail 1
- Yes - letter 2
- No

EMAIL

240.

Finally could please confirm your postal address?
(CONFIRM ADDRESS ON DATABASE)

POSTADD

Ask if yes to further research or yes – e-mail at Q239

241.

And can I also ask for your e-mail address (This will only be for similar government research or for sending you a copy of the report)

Additional, if necessary: Similar meaning research sponsored by the government in order to achieve the aims of the Small Business Service

- Yes 1
- No /refused 2

EMAILADD

242.

Complete for all respondents without asking directly

Is the respondent a man or a woman?

- Man 1
- Woman 2

GEND

243.

Interviewer to categorise mood of the respondent

- Angry 1
- Depressed 2
- Positive 3
- Apathetic 4

MOOD

244.

Completed interview.....	99	= > /END
(INTRO) Continue	01 N	
(INTRO) Busy signal	BS N	
(INTRO) Appointment	AP N	
(INTRO) Voicemail	VM N	
(INTRO) No answer	NA N	
(INTRO) General call back	LT N	
(INTRO) Refused personally.....	RF N	
(INTRO) Not allowed to speak to respondent.....	GK N	
(INTRO) Number unobtainable	NU N	
(INTRO) Quota full	QF N	
(INTRO) Quota full - recontact	QR N	
(INTRO) Not SME	LG N	
(INTRO) No longer in business	DD N	
(INTRO) Call back after the end of field work	VA N	
(INTRO) Duplicate.....	DU N	
(INT01) Welsh.....	WA N	
(INT01) English	EN N	
(INT) Interrupt don't call back	02 N	
(INT) Unable to conduct interview in English	UE N	
(INTRO) General appointment.....	GP N	

173

INT

Interrupt call back.....	01	= > /CB
Interrupt don't call back.....	02	= > /END
(INTRO) Busy signal	BS N	
(INTRO) Appointment	AP N	
(INTRO) Left message	LM N	
(INTRO) No answer	NA N	
(INTRO) General call back	LT N	
(INTRO) Refused personally.....	RF N	
(INTRO) Not allowed to speak to respondent.....	GK N	
(INTRO) Number unobtainable	NU N	
(INTRO) Quota full	QF N	
(INTRO) Quota full - recontact	QR N	
(INTRO) Not SME	LG N	
(INTRO) No longer in business	DD N	
(INTRO) Call back after end of November	VA N	
(INT99) Completed interview.....	99 N	
(INT01) Welsh.....	WA N	
(INT01) English	EN N	
(INTRO) Duplicate.....	DU N	
(INT99) (INTRO) Voicemail.....	VM N	
(INTRO) Unable to conduct the interview in english.....	UE N	
(INTRO) General appointment.....	GP N	

