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### *Use and Perception of Small Business Support Schemes: A Network Perspective*

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## Networking and business support results

### Survey overview

**Number of respondents:** 270  
**Expected number of respondents:** 300  
**Response rate:** 90.0%  
**Launch date:** 08 Aug 2007  
**Close date:** 30 Sep 2008

### Section 1: Your background

#### 1. Reference(from covering letter or email)

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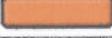
#### 2. Gender

Male:		78.7%	210
Female:		21.3%	57

#### 3. Your age (years)

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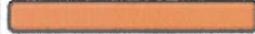
#### 4. Your qualifications

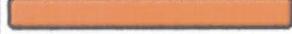
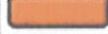
Less than 5 O levels / GCSE's or equivalent:		n/a	39
5 or more O levels / GCSE's or equivalent:		n/a	110
A level or equivalent:		n/a	105
University degree:		n/a	92
Professional qualification:		n/a	101
Other ( <i>please specify</i> ):		n/a	44

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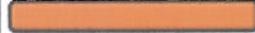
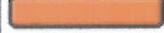
#### 5. About your business

Family owned:		13.9%	37
Sole trader:		11.2%	30
Private limited company:		55.4%	148
Self employed:		1.5%	4
Public limited company:		7.9%	21
Partnership:		6.0%	16

Other (please specify):		4.1%	11
- There are too many responses to display on this page and so all the responses to this question are available on a separate page.			
<b>5.a. Your role in the business</b>			
Owner /manager:		38.6%	98
Director:		42.1%	107
Partner:		7.5%	19
Other (please specify):		11.8%	30
- There are too many responses to display on this page and so all the responses to this question are available on a separate page.			

<b>6. Previous employment</b>			
None:		n/a	28
Small business owner:		n/a	38
Employee:		n/a	159
Involved in family firm:		n/a	21
Director:		n/a	57
Professional practice:		n/a	18
Other (please specify):		n/a	14
- There are too many responses to display on this page and so all the responses to this question are available on a separate page.			

<b>7. Have you previously owned a business?</b>			
Yes:		30.2%	80
No:		69.8%	185
<b>7.a. Do you currently own another business, in addition to this business ?</b>			
Yes:		23.8%	56
No:		76.2%	179

<b>8. Please indicate any of the following you are in contact with</b>			
Trade association:		n/a	129
Marketing group:		n/a	39
Buyers club:		n/a	13
Lobby group:		n/a	11
Business Federation:		n/a	80
Export club:		n/a	2
Other (please specify):		n/a	30
- There are too many responses to display on this page and so all the responses to this question are available on a separate page.			

<b>9. How important do you think networking is for the success of your business?</b>			
Not important at all:		17.4%	47

Quite important:		43.3%	117
Very important:		28.9%	78
Essential:		10.4%	28

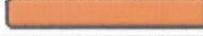
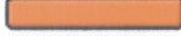
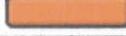
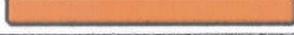
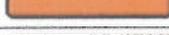
<b>10. Approximately how much time do you spend on networking each week on average?</b>			
Less than 1 hour:		50.4%	136
1-2 hours:		27.0%	73
3-5 hours:		13.7%	37
More than 5 hours:		8.9%	24
<b>10.a. Would you like to spend more time on business networking?</b>			
Yes:		46.7%	126
No:		53.3%	144

<b>11. Who helped you when you were starting up?</b>			
Family:		n/a	113
Friends:		n/a	63
Bank:		n/a	95
Accountant:		n/a	87
Solicitor:		n/a	32
Consultant:		n/a	18
Trade Association:		n/a	15
Other ( <i>please specify</i> ):		n/a	65
- There are too many responses to display on this page and so all the responses to this question are available on a separate page.			

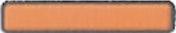
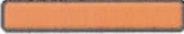
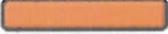
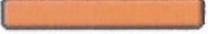
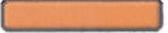
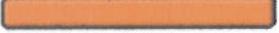
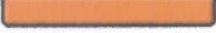
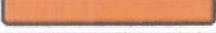
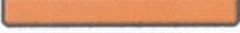
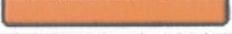
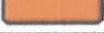
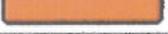
<b>12. Who do you usually go to for help in running your business?</b>			
Family:		n/a	63
Friends:		n/a	60
Bank:		n/a	67
Accountant:		n/a	141
Solicitor:		n/a	55
Consultant:		n/a	41
Trade Association:		n/a	48
Other ( <i>please specify</i> ):		n/a	60
- There are too many responses to display on this page and so all the responses to this question are available on a separate page.			

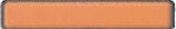
## Section 2: Business help and support

**13. In general, how satisfied have you been with each source of help that you have used over the last 12 months?**

<b>13.a. Family &amp; Friends -- Level of satisfaction</b>			
Very unhappy:		2.5%	5
Moderately unhappy:		4.0%	8
Moderately happy:		45.7%	91
Very happy:		47.7%	95
<b>13.b. Business Associates -- Level of satisfaction</b>			
Very unhappy:		0.5%	1
Moderately unhappy:		7.3%	16
Moderately happy:		58.0%	127
Very happy:		34.2%	75
<b>13.c. Bank Manager -- Level of satisfaction</b>			
Very unhappy:		6.1%	13
Moderately unhappy:		30.0%	64
Moderately happy:		43.2%	92
Very happy:		20.7%	44
<b>13.d. Accountant -- Level of satisfaction</b>			
Very unhappy:		2.2%	5
Moderately unhappy:		8.6%	20
Moderately happy:		48.7%	113
Very happy:		40.5%	94
<b>13.e. Solicitor -- Level of satisfaction</b>			
Very unhappy:		2.4%	4
Moderately unhappy:		16.1%	27
Moderately happy:		54.8%	92
Very happy:		26.8%	45
<b>13.f. Customers -- Level of satisfaction</b>			
Very unhappy:		0.9%	2
Moderately unhappy:		7.0%	15
Moderately happy:		53.5%	115
Very happy:		38.6%	83
<b>13.g. Suppliers -- Level of satisfaction</b>			
Very unhappy:		2.4%	5
Moderately unhappy:		11.8%	25
Moderately happy:		61.8%	131
Very happy:		24.1%	51
<b>13.h. Business Link -- Level of satisfaction</b>			
Very unhappy:		14.8%	23
Moderately unhappy:		28.4%	44
Moderately happy:		49.0%	76

Very happy:		7.7%	12
<b>13.i. Small Business Service -- Level of satisfaction</b>			
Very unhappy:		24.5%	24
Moderately unhappy:		27.6%	27
Moderately happy:		39.8%	39
Very happy:		8.2%	8
<b>13.j. Trade /Professional Association -- Level of satisfaction</b>			
Very unhappy:		10.7%	16
Moderately unhappy:		24.7%	37
Moderately happy:		46.0%	69
Very happy:		18.7%	28
<b>13.k. Citizens Advise Bureau -- Level of satisfaction</b>			
Very unhappy:		34.8%	24
Moderately unhappy:		33.3%	23
Moderately happy:		27.5%	19
Very happy:		4.3%	3
<b>13.l. Venture Capital Trust -- Level of satisfaction</b>			
Very unhappy:		32.7%	18
Moderately unhappy:		43.6%	24
Moderately happy:		20.0%	11
Very happy:		3.6%	2
<b>13.m. Regional Development Organisation -- Level of satisfaction</b>			
Very unhappy:		28.0%	21
Moderately unhappy:		40.0%	30
Moderately happy:		21.3%	16
Very happy:		10.7%	8
<b>13.n. Business consultant -- Level of satisfaction</b>			
Very unhappy:		20.2%	19
Moderately unhappy:		24.5%	23
Moderately happy:		43.6%	41
Very happy:		11.7%	11
<b>13.o. Business Angel -- Level of satisfaction</b>			
Very unhappy:		34.0%	17
Moderately unhappy:		40.0%	20
Moderately happy:		20.0%	10
Very happy:		6.0%	3
<b>13.p. Federation of Small Businesses -- Level of satisfaction</b>			
Very unhappy:		25.9%	22
Moderately unhappy:		31.8%	27

Moderately happy:		31.8%	27
Very happy:		10.6%	9
<b>13.q. The Forum of Small Business -- Level of satisfaction</b>			
Very unhappy:		39.2%	20
Moderately unhappy:		35.3%	18
Moderately happy:		23.5%	12
Very happy:		2.0%	1
<b>13.r. British Chamber of Commerce -- Level of satisfaction</b>			
Very unhappy:		26.5%	22
Moderately unhappy:		28.9%	24
Moderately happy:		38.6%	32
Very happy:		6.0%	5
<b>13.s. CBI -- Level of satisfaction</b>			
Very unhappy:		35.2%	19
Moderately unhappy:		38.9%	21
Moderately happy:		20.4%	11
Very happy:		5.6%	3
<b>13.t. Skills and Learning Council -- Level of satisfaction</b>			
Very unhappy:		30.8%	20
Moderately unhappy:		27.7%	18
Moderately happy:		33.8%	22
Very happy:		7.7%	5
<b>13.u. Local University -- Level of satisfaction</b>			
Very unhappy:		27.3%	21
Moderately unhappy:		15.6%	12
Moderately happy:		45.5%	35
Very happy:		11.7%	9
<b>13.v. Local Education Authority -- Level of satisfaction</b>			
Very unhappy:		35.6%	21
Moderately unhappy:		23.7%	14
Moderately happy:		35.6%	21
Very happy:		5.1%	3
<b>13.w. Regional Venture Capital Funds -- Level of satisfaction</b>			
Very unhappy:		40.4%	19
Moderately unhappy:		38.3%	18
Moderately happy:		17.0%	8
Very happy:		4.3%	2
<b>13.x. Other -- Level of satisfaction</b>			
Very unhappy:		27.1%	13

Moderately unhappy:		29.2%	14
Moderately happy:		31.2%	15
Very happy:		12.5%	6

#### 14. How long have you been in contact with the following people from a business perspective?

##### 14.a. Family & Friends

Less than a year:		1.5%	3
Between 1 - 2 years:		5.4%	11
Between 2-5 years:		8.3%	17
More than 5 years:		84.8%	173

##### 14.b. Business Associates

Less than a year:		2.4%	5
Between 1 - 2 years:		5.7%	12
Between 2-5 years:		11.0%	23
More than 5 years:		81.0%	170

##### 14.c. Bank Manager

Less than a year:		7.8%	18
Between 1 - 2 years:		10.8%	25
Between 2-5 years:		18.2%	42
More than 5 years:		63.2%	146

##### 14.d. Accountant

Less than a year:		5.0%	12
Between 1 - 2 years:		8.4%	20
Between 2-5 years:		17.6%	42
More than 5 years:		69.0%	165

##### 14.e. Solicitor

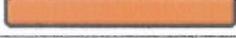
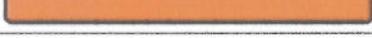
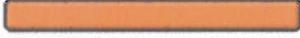
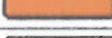
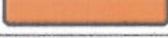
Less than a year:		5.4%	10
Between 1 - 2 years:		9.7%	18
Between 2-5 years:		18.4%	34
More than 5 years:		66.5%	123

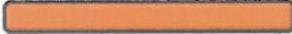
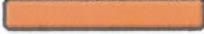
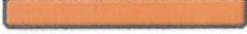
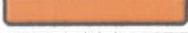
##### 14.f. Customers

Less than a year:		3.0%	7
Between 1 - 2 years:		6.0%	14
Between 2-5 years:		10.6%	25
More than 5 years:		80.4%	189

##### 14.g. Suppliers

Less than a year:		2.2%	5
Between 1 - 2 years:		5.4%	12
Between 2-5 years:		16.5%	37
More than 5 years:		75.9%	170

<b>14.h. Business Link</b>			
Less than a year:		17.7%	23
Between 1 - 2 years:		18.5%	24
Between 2-5 years:		24.6%	32
More than 5 years:		39.2%	51
<b>14.i. Small Business Service</b>			
Less than a year:		33.8%	24
Between 1 - 2 years:		23.9%	17
Between 2-5 years:		15.5%	11
More than 5 years:		26.8%	19
<b>14.j. Trade /Professional Association</b>			
Less than a year:		14.3%	16
Between 1 - 2 years:		12.5%	14
Between 2-5 years:		11.6%	13
More than 5 years:		61.6%	69
<b>14.k. Citizens Advise Bureau</b>			
Less than a year:		50.0%	28
Between 1 - 2 years:		16.1%	9
Between 2-5 years:		16.1%	9
More than 5 years:		17.9%	10
<b>14.l. Venture Capital Trust</b>			
Less than a year:		60.4%	29
Between 1 - 2 years:		10.4%	5
Between 2-5 years:		10.4%	5
More than 5 years:		18.8%	9
<b>14.m. Regional Development Organisation</b>			
Less than a year:		45.3%	29
Between 1 - 2 years:		10.9%	7
Between 2-5 years:		18.8%	12
More than 5 years:		25.0%	16
<b>14.n. Business consultant</b>			
Less than a year:		27.8%	22
Between 1 - 2 years:		17.7%	14
Between 2-5 years:		21.5%	17
More than 5 years:		32.9%	26
<b>14.o. Business Angel</b>			
Less than a year:		60.4%	29
Between 1 - 2 years:		12.5%	6
Between 2-5 years:		10.4%	5

More than 5 years:		16.7%	8
<b>14.p. Federation of Small Businesses</b>			
Less than a year:		34.1%	28
Between 1 - 2 years:		14.6%	12
Between 2-5 years:		22.0%	18
More than 5 years:		29.3%	24
<b>14.q. The Forum of Small Business</b>			
Less than a year:		61.7%	29
Between 1 - 2 years:		17.0%	8
Between 2-5 years:		8.5%	4
More than 5 years:		12.8%	6
<b>14.r. British Chamber of Commerce</b>			
Less than a year:		31.2%	25
Between 1 - 2 years:		13.8%	11
Between 2-5 years:		16.2%	13
More than 5 years:		38.8%	31
<b>14.s. CBI</b>			
Less than a year:		49.0%	24
Between 1 - 2 years:		14.3%	7
Between 2-5 years:		16.3%	8
More than 5 years:		20.4%	10
<b>14.t. Skills and Learning Council</b>			
Less than a year:		49.1%	28
Between 1 - 2 years:		15.8%	9
Between 2-5 years:		19.3%	11
More than 5 years:		15.8%	9
<b>14.u. Local University</b>			
Less than a year:		33.8%	25
Between 1 - 2 years:		8.1%	6
Between 2-5 years:		21.6%	16
More than 5 years:		36.5%	27
<b>14.v. Local Education Authority</b>			
Less than a year:		40.7%	24
Between 1 - 2 years:		10.2%	6
Between 2-5 years:		18.6%	11
More than 5 years:		30.5%	18
<b>14.w. Regional Venture Capital Funds</b>			
Less than a year:		62.2%	28
Between 1 - 2 years:		15.6%	7

Between 2-5 years:		6.7%	3
More than 5 years:		15.6%	7
<b>14.x. Other</b>			
Less than a year:		52.2%	24
Between 1 - 2 years:		6.5%	3
Between 2-5 years:		6.5%	3
More than 5 years:		34.8%	16

**15. Please indicate the amount of business related contact you usually have with the following (whether by telephone, email or face to face)**

**15.a. Family & Friends -- Frequency of contact**

Daily Contact:		46.8%	96
Most weeks:		27.3%	56
Every month or so:		14.1%	29
Once or twice a year:		11.7%	24

**15.b. Business associates -- Frequency of contact**

Daily Contact:		42.7%	94
Most weeks:		32.3%	71
Every month or so:		18.2%	40
Once or twice a year:		6.8%	15

**15.c. Bank Manager -- Frequency of contact**

Daily Contact:		1.3%	3
Most weeks:		13.2%	30
Every month or so:		36.8%	84
Once or twice a year:		48.7%	111

**15.d. Accountant -- Frequency of contact**

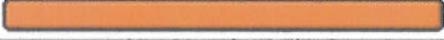
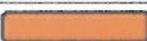
Daily Contact:		3.8%	9
Most weeks:		22.8%	54
Every month or so:		35.4%	84
Once or twice a year:		38.0%	90

**15.e. Solicitor -- Frequency of contact**

Daily Contact:		2.3%	4
Most weeks:		9.6%	17
Every month or so:		25.4%	45
Once or twice a year:		62.7%	111

**15.f. Customers -- Frequency of contact**

Daily Contact:		65.7%	155
Most weeks:		25.4%	60
Every month or so:		6.4%	15
Once or twice a year:		2.5%	6

<b>15.g. Suppliers -- Frequency of contact</b>			
Daily Contact:		43.1%	100
Most weeks:		41.8%	97
Every month or so:		11.2%	26
Once or twice a year:		3.9%	9
<b>15.h. Business Link -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		4.2%	5
Every month or so:		22.0%	26
Once or twice a year:		73.7%	87
<b>15.i. Small Business Service -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		5.0%	3
Every month or so:		15.0%	9
Once or twice a year:		80.0%	48
<b>15.j. Trade association -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		16.5%	17
Every month or so:		37.9%	39
Once or twice a year:		45.6%	47
<b>15.k. Citizens Advise Bureau -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		0.0%	0
Every month or so:		8.5%	4
Once or twice a year:		91.5%	43
<b>15.l. Venture Capital Trust -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		5.0%	2
Every month or so:		10.0%	4
Once or twice a year:		85.0%	34
<b>15.m. Regional Development Organisation -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		1.9%	1
Every month or so:		13.5%	7
Once or twice a year:		84.6%	44
<b>15.n. Business consultant -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		4.4%	3
Every month or so:		25.0%	17

Once or twice a year:		70.6%	48
<b>15.o. Business Angel -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		2.6%	1
Every month or so:		7.7%	3
Once or twice a year:		89.7%	35
<b>15.p. Federation of Small Businesses -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		0.0%	0
Every month or so:		10.3%	7
Once or twice a year:		89.7%	61
<b>15.q. The Forum of Small Business -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		0.0%	0
Every month or so:		5.0%	2
Once or twice a year:		95.0%	38
<b>15.r. British Chamber of Commerce -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		0.0%	0
Every month or so:		23.5%	16
Once or twice a year:		76.5%	52
<b>15.s. CBI -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		4.8%	2
Every month or so:		7.1%	3
Once or twice a year:		88.1%	37
<b>15.t. Skills and Learning Council -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		2.1%	1
Every month or so:		12.5%	6
Once or twice a year:		85.4%	41
<b>15.u. Local University -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		7.6%	5
Every month or so:		27.3%	18
Once or twice a year:		65.2%	43
<b>15.v. Local Education Authority -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		8.0%	4

Every month or so:		16.0%	8
Once or twice a year:		76.0%	38
<b>15.w. Regional Venture Capital Funds -- Frequency of contact</b>			
Daily Contact:		0.0%	0
Most weeks:		2.8%	1
Every month or so:		5.6%	2
Once or twice a year:		91.7%	33
<b>15.x. Other -- Frequency of contact</b>			
Daily Contact:		2.5%	1
Most weeks:		12.5%	5
Every month or so:		12.5%	5
Once or twice a year:		72.5%	29

**16. If you "HAVE" used Business Link, please complete this question and question 16 (otherwise please go to question 17).**

**16.a. General information -- Level of satisfaction**

Very unhappy:		11.3%	12
Moderately unhappy:		18.9%	20
Moderately happy:		50.9%	54
Very happy:		18.9%	20

**16.b. Start up help -- Level of satisfaction**

Very unhappy:		25.8%	16
Moderately unhappy:		16.1%	10
Moderately happy:		48.4%	30
Very happy:		9.7%	6

**16.c. Financial advice -- Level of satisfaction**

Very unhappy:		25.8%	17
Moderately unhappy:		27.3%	18
Moderately happy:		37.9%	25
Very happy:		9.1%	6

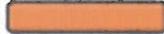
**16.d. Employment advice -- Level of satisfaction**

Very unhappy:		15.9%	10
Moderately unhappy:		25.4%	16
Moderately happy:		46.0%	29
Very happy:		12.7%	8

**16.e. Health & safety issues -- Level of satisfaction**

Very unhappy:		13.1%	8
Moderately unhappy:		23.0%	14
Moderately happy:		54.1%	33
Very happy:		9.8%	6

<b>16.f. Innovation -- Level of satisfaction</b>			
Very unhappy:		25.4%	15
Moderately unhappy:		33.9%	20
Moderately happy:		37.3%	22
Very happy:		3.4%	2
<b>16.g. Information technology -- Level of satisfaction</b>			
Very unhappy:		25.4%	16
Moderately unhappy:		27.0%	17
Moderately happy:		42.9%	27
Very happy:		4.8%	3
<b>16.h. Sales &amp; marketing -- Level of satisfaction</b>			
Very unhappy:		26.0%	19
Moderately unhappy:		30.1%	22
Moderately happy:		35.6%	26
Very happy:		8.2%	6
<b>16.i. Exports and imports -- Level of satisfaction</b>			
Very unhappy:		29.4%	15
Moderately unhappy:		21.6%	11
Moderately happy:		39.2%	20
Very happy:		9.8%	5
<b>16.j. Strategy -- Level of satisfaction</b>			
Very unhappy:		27.1%	16
Moderately unhappy:		35.6%	21
Moderately happy:		32.2%	19
Very happy:		5.1%	3
<b>16.k. Buying and selling businesses -- Level of satisfaction</b>			
Very unhappy:		29.5%	13
Moderately unhappy:		38.6%	17
Moderately happy:		27.3%	12
Very happy:		4.5%	2
<b>16.l. Business consultancy -- Level of satisfaction</b>			
Very unhappy:		28.3%	17
Moderately unhappy:		35.0%	21
Moderately happy:		28.3%	17
Very happy:		8.3%	5
<b>16.m. Loan guarantee scheme -- Level of satisfaction</b>			
Very unhappy:		36.6%	15
Moderately unhappy:		31.7%	13
Moderately happy:		24.4%	10

Very happy:		7.3%	3
<b>16.n. Other -- Level of satisfaction</b>			
Very unhappy:		33.3%	11
Moderately unhappy:		27.3%	9
Moderately happy:		27.3%	9
Very happy:		12.1%	4

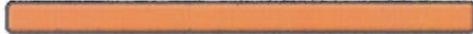
**17. Are there any services or types of services that you think Business Link should be providing? If so, please indicate below.**

- There are too many responses to display on this page and so all the responses to this question are available on a separate page.

**18. If you have "NOT" used Business Link please complete this section**

I have not heard of Business Link before:		34.1%	57
I have heard negative things about Business Link:		5.4%	9
I have heard positive things about Business Link:		12.0%	20
I have heard neither positive or negative things.:		48.5%	81

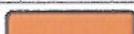
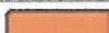
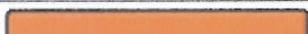
**18.a. Although you have not used Business Link, have you ever visited their Website?**

Yes:		21.1%	32
No:		78.9%	120

**18.b. Do you know who owns Business Link?**

Yes:		12.4%	19
No:		87.6%	134

**18.c. I have contacted Business Link but not used their services because they are (choose all that apply)**

Too costly:		0.0%	0
Too time consuming:		8.9%	4
Too far away:		0.0%	0
Too confusing:		22.2%	10
Too bureaucratic:		17.8%	8
Other (please specify):		51.1%	23

- There are too many responses to display on this page and so all the responses to this question are available on a separate page.

### Section 3: About your business

**19. Please describe your main business activity in about 20 words**

- There are too many responses to display on this page and so all the responses to this question are available on a separate page.

**19.a. Sector**

Wholesale/retail:		28.4%	73
Manufacturing:		30.4%	78
Service:		41.2%	106

**19.b. Location**

North:		21.0%	54
South:		24.9%	64
East:		18.7%	48
West:		21.0%	54
London:		14.4%	37

**19.c. Business Environment**

City:		28.1%	74
Urban:		38.4%	101
Rural:		25.1%	66
Other:		8.4%	22

**19.d. Age of business (years).**

- There are too many responses to display on this page and so all the responses to this question are available on a separate page.

**20. How many people do you employ?**

- There are too many responses to display on this page and so all the responses to this question are available on a separate page.

**20.a. Is this more or less than 3 years ago?**

More:		36.5%	96
Less:		27.4%	72
The same:		36.1%	95

**20.b. Do you intend to employ more people in the next year?**

Yes:		33.3%	87
No:		39.1%	102
Not sure:		27.6%	72

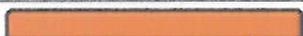
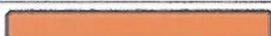
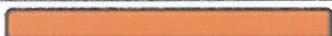
**21. Innovation****21.a. How important do you think innovation is for your business?**

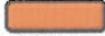
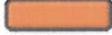
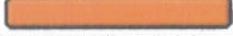
Irrelevant:		3.8%	10
Not important:		9.0%	24
Important:		53.4%	142
Vital:		33.8%	90

**21.b. Do you have a dedicated research & development department?**

Yes:		16.5%	44
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No:		83.5%	222
<b>21.b.i. How much money do you spend on research and development each year (% of turnover)?</b>			
Between 0-5%:		84.1%	196
More than 5%:		15.9%	37
<b>21.c. Do you think you should spend more on research and development?</b>			
Yes:		33.1%	85
No:		66.9%	172
<b>21.d. Approximately how many patents does your business have?</b>			
- There are too many responses to display on this page and so all the responses to this question are available on a separate page.			
<b>21.e. Approximately how many copyrights does your business have?</b>			
- There are too many responses to display on this page and so all the responses to this question are available on a separate page.			
<b>21.f. Approximately how many licenses does your business have?</b>			
- There are too many responses to display on this page and so all the responses to this question are available on a separate page.			

<b>22. International trade</b>			
<b>22.a. Does your firm currently have any trade outside the UK?</b>			
Yes:		50.4%	133
No:		49.6%	131
<b>22.b. Did your firm have any international trade 3 years ago?</b>			
Yes:		45.2%	119
No:		54.8%	144

<b>23. Turnover</b>			
<b>23.a. Latest accounts -- Turnover in £'000</b>			
less than £50k:		8.2%	21
50 -100:		7.5%	19
100 -250:		12.9%	33
250-500:		16.1%	41
£0.5-£1m:		12.9%	33
£1m+:		42.4%	108
<b>23.b. 3 years ago -- Turnover in £'000</b>			
less than £50k:		11.3%	28
50 -100:		5.2%	13
100 -250:		16.5%	41
250-500:		17.7%	44
£0.5-£1m:		11.3%	28
£1m+:		37.9%	94
<b>23.c. 1 years time (plan) -- Turnover in £'000</b>			

less than £50k:		6.8%	17
50 -100:		3.6%	9
100 -250:		15.7%	39
250-500:		12.9%	32
£0.5-£1m:		14.5%	36
£1m+:		46.6%	116

## Section 4: Your comments on this questionnaire

**24. Please enter below any comments you have on this survey**

**24.a. Comments about networking**

- There are too many responses to display on this page and so all the responses to this question are available on a separate page.

**24.b. Comments about business support schemes**

- There are too many responses to display on this page and so all the responses to this question are available on a separate page.

**24.c. Comments about this questionnaire**

- There are too many responses to display on this page and so all the responses to this question are available on a separate page.