

Research Specification: 2017 Analysis of the Small Business Legal Needs Survey

Purpose

The Legal Services Board (LSB) is seeking to update its knowledge of the legal needs of small businesses (those with fewer than 50 employees). The purpose of this project is to undertake analysis of and produce a report on the findings of a survey of small businesses experience of legal issues conducted earlier this year. This should include robust comparisons with the LSB's previous 2013 and 2015 small business surveys to assess levels of change over the past four years. This research tender is for the analysis of and reporting on the survey data, which has already been collected.

Background

The LSB has been set up to reform and modernise the legal services market in the interests of consumers, enhancing quality, ensuring value for money and improving access to justice across England and Wales. The LSB seeks to achieve this through pursuing its regulatory objectives¹ and providing regulatory oversight for the nine approved frontline regulators². All approved regulators share the regulatory objectives.

The LSB undertakes triennial assessments to evaluate whether these regulatory objectives are being delivered, and more specifically whether the outcomes associated with these regulatory objectives can be seen. Understanding whether access to particular services from legal providers changes, and if so how it changes, is an important part of the LSB's overall evaluation strategy.

Surveys of legal needs track how an individual or business responds when faced with a problem that can be resolved using legal processes – a key part of measuring access to justice. Figure 1 below shows the breakdown of what small businesses do when faced with a legal problem using the 2013 and the 2015 survey of small business legal needs in England and Wales.³ This covers small businesses who had a legal need over the preceding twelve months⁴ relating to one or more of nine different types of legal problem. Rates of incidence vary substantially by the size of business, as shown in Figure 2 below.

¹ http://www.opsi.gov.uk/acts/acts2007/ukpga_20070029_en_2#pt1

² The Law Society, General Council of the Bar, Council for Licensed Conveyancers, The Institute of Legal Executives, The Chartered Institute of Patent Attorneys, The Institute of Trade Mark Attorneys, Association of Law Costs Draftsmen, Master of the Faculties, Association of Certified and Chartered Accountants, Institute of Chartered Accountants of Scotland.

³ The legal needs of small businesses: An analysis of small businesses' experience of legal problems, capacity and attitudes, Small Business Research Centre, Kingston University 2017
<https://research.legalservicesboard.org.uk/wp-content/media/PUBLISH-The-legal-needs-of-small-businesses-19-October-2015.pdf>

⁴ Copies of the 2013 and 2015 datasets More details and the published data set can be found here - <https://research.legalservicesboard.org.uk/news/data-sources/>

Figure 1. Small Businesses responses to any type of legal need

	2013 (%)	2015 (%)
Entirely on its own	53.0	52.0
With help from an independent adviser/representative/support service	16.1	15.3
With help from outside business friends/colleagues	11.2	9.8
No action	8.3	8.6
An independent adviser/representative/support service sorted out the problem	8.1	8.1
With help from family members~	n/a	5.6
Family members sorted out the problem~	n/a	1.4
Don't know	5.0	4.0
N	3,450	2,999
Note: Multi response. Two new response categories (indicated ~) were added to the question in 2015 - with help from family members; family members sorted out the problem.		
Base: Businesses reporting on their most recent problem in the past year. Not statistically significant.		

Figure 2. Legal need incidence by business size (2015)

Type of problem***	Size of firm			ALL (%)
	1 worker (%)	2-9 (%)	10-49 (%)	
Any Legal Problem	22.9	43.7	68.5	29.0
Trading	15.1	28.5	42.1	19.0
Tax	6.1	14.8	23.6	6.0
Employee	2.7	13.6	42.9	6.5
Premises	2.7	10.5	16.6	4.9
Debt/finance	1.9	4.3	5.3	2.5
Intellectual property	2.1	4.6	8.9	2.9
Regulation	3.8	9.1	16.6	5.4
Structure	2.2	7.2	13.0	3.6
Other	1.2	2.7	5.8	1.7
N	7,961	2,151	416	10,528
Base: All sample.				
*** Percentages significantly different at 99% for all cross-tabulations in the table				

This project will help the LSB to continue to monitor changes in the market that have arisen as result of changes to regulation and changes driven by other factors. Therefore a key part of the project for the LSB will be ensuring sufficient consistency with the 2013 and 2015

analysis⁵ to enable reliable and accurate assessments of change – or lack of change - over time, and the potential reasons for this.

Aims and Objectives

An analysis of the 2017 survey data is required. This should be a rerun of the analysis of the 2013 and 2015 surveys of small businesses.

YouGov conducted a survey of owners or managers of small businesses from their online panel. The survey was conducted during March and April 2017. The final survey data set was produced at the end of May 2017. Figure 3 below provides a breakdown of the respondents by size of business.⁶ **Annex A** provides the list of data labels for the data sets that will be used for this project.

Figure 3. 2017 survey data breakdown by size of business

<i>Size of business</i>	<i>Frequency</i>	<i>Percent</i>
Sole traders	4,549	43%
two to nine	4,160	39%
ten to 49	1,870	18%
Total	10,579	100%

Using this data set, the analysis should definitively answer the question of what changes there have been in the way small businesses respond to legal needs over the time period concerned, using the data from each of the three surveys, and seek to analyse what has driven those changes.

Issues and scope

An analysis of the SPSS data file containing the anonymised results of the survey of small businesses is required. As a minimum this analysis should provide:

- An approach to weighting the survey data that is robust and consistent, which may mean reweighting 2013 and 2015 data sets to ensure consistency in comparisons across the three surveys. These data sets are both available to review online.⁷
- A general description of respondent characteristics, compared to the findings of the 2013 and 2015 survey results, and wider statistics on small businesses in England and Wales.

⁵ The legal needs of small businesses: An analysis of small businesses' experience of legal problems, capacity and attitudes, Small Business Research Centre, Kingston University 2017
<https://research.legalservicesboard.org.uk/wp-content/media/PUBLISH-The-legal-needs-of-small-businesses-19-October-2015.pdf>

⁶ Note these figures will include business that are PLCs. These will need to be removed from the sample to be consistent with the approach in 2013 and 2015.

⁷ Data sets are here: <https://research.legalservicesboard.org.uk/news/data-sources/>

- A general description of the incidence of legal problems amongst respondents, looking at different problem types and business characteristics, compared to the findings of the 2013 and 2015 surveys.
- Analysis of the use of different support services, by respondent characteristics, and levels of legal capability, compared to the findings of the 2013 and 2015 surveys.
- Analysis of different responses to these legal problems by respondent characteristics, and attitudes, compared to the findings of the 2013 and 2015 surveys.
- Analysis of how the pattern of response to legal problems has changed, how change varies by business sector and size of business (sole trader, micro, and small businesses), and what the scale of the change has been, and what has driven that change.
- A separate analysis of those respondents who participated in each of the three surveys – effectively forming a panel element to the survey respondents. In the 2017 raw survey data 1,118 respondents also responded to both the 2013 and 2015 surveys. A further 1,313 respondents also responded to the 2015 survey, and 507 also responded to the 2013 survey.
- Drawing conclusions from the analysis about trends over time and the drivers for these changes.

An indicative report plan is set out in **Annex B**.

While there will be the opportunity for the analysts to ask YouGov questions about the survey meta data this will be limited to one or two engagements.

A key factor for us is the delivery of a robust analysis ready for publication in October. This is to link with other parts of our research programme, support the development of the LSB's three year strategy, and ensure the result inform wider policy work of the approved regulators in implementing recommendations made by the Competition and Markets Authority.

Tender Evaluation Criteria

All projects commissioned by the LSB are subject to our standard terms of contract. Tenders will be evaluated on best value for money and will be assessed on the basis of:

1. Overall cost. Please break down your costs as follows:
 - a. The cost of undertaking the analysis of the data set and producing appropriate tables to address each of the areas listed above (without producing a report)
 - b. The additional cost of producing a report to address each of the points above, having carried out the analysis.

We may seek to commission the analysis only, so clear breakdowns are essential.

2. The extent to which tenders are clearly written and meet the specified objectives, present a sound methodology, ensure robust comparability with the 2013 and 2015 surveys, identifying any potential problems, and proposing suitable solutions.
3. Address outputs and ensure these are in line with requirements and the required timing of the project.
4. Proposed team composition, expertise and management and the organisation's diversity policy.

5. How diversity issues would be addressed in the research activity.

Deliverables

Output

The final output will be a factual report setting out the analysis findings, and analysis of changes against each problem type, business sector, and other factors. A summary set of data tables should be produced in Excel as well as a full data set in SPSS which includes additional variables. This should be clearly labelled so as to allow others to undertake further analysis in due course.

The LSB will retain ownership of any report and underlying data which will be delivered in a publishable format.

The data tables should be made available by September, and any report should be completed by October 2017.

Project plan

Tenders should include a project plan and time schedule for the work that identifies the main tasks and key milestones that will be used to monitor progress. The plan should be accompanied by a resource profile, giving a breakdown of the resources in person days allocated to each task. This should also include a breakdown between analysis and report writing activity. We would also expect the tenders to include a clear analysis of the potential risks and how they propose to mitigate them during the project.

Duration

The research should commence in July 2017. Tenders should set out dates for completing key milestones. Data will be made available to the researchers at the project kick off meeting. A draft report should be made available for comment in September 2017, and the final report should be completed by October 2017.

Legal Services Board Contact Details

Tenders with any queries about the research specification should contact:

Rob Cross (020 7271 0091, robert.cross@legalservicesboard.org.uk) or Steve Brooker (020 7271 0074, steve.brooker@legalservicesboard.org.uk)

Tenders must be submitted by **5pm on Wednesday 21 June 2017** to Chidinma Alufuo (chidinma.alufuo@legalservicesboard.org.uk)

A non-collusive tendering certificate must be submitted alongside any bids for research contracts. You can download this from our website here:

<https://research.legalservicesboard.org.uk/about-lsb-research/research-specifications/>

Interviews with shortlisted consultants will take place in the week commencing 26 June 2017.

	Name	Type	Labels
1	RecordNo2013	Numeric	
2	RecordNo2015	Numeric	
3	RecrodNo2017	Numeric	
4	S2	Numeric	Which one of the following BEST applies to you?
5	S3	Numeric	What level of management responsibility do you hold in your current position?
6	S4	Numeric	How many people work within the business, including yourself? If you are self employed please think of your own business rather than a business you may be based at currently.
7	Size_rc	Numeric	Size_rc
8	E63	Numeric	Which of the following best describes when you joined the organisation you currently work for?
9	E53	Numeric	What do you expect your business's turnover to be in its current financial year?
10	E52	Numeric	In total, how many people are there involved in running the business e.g. the senior management team?
11	E54	Numeric	Do you expect the business will make a profit in its current financial year?
12	A4	Numeric	Is your business a company, a partnership or are you a sole proprietor (also known as a sole trader)?
13	A4_other	String	(labelmissing)
14	A5	Numeric	How many years has the business been trading? If your business has been trading for less than a year please type in zero.
15	A6	Numeric	How many months has the business been trading?
16	A7	Numeric	And in which specific sector does your business or organisation primarily operate?
17	A8	Numeric	Are you or is anybody else within your business a qualified lawyer or trained in handling legal issues?
18	A8b	Numeric	Are you a qualified lawyer or have you had training in handling legal issues?
19	A901	Numeric	Contract
20	A902	Numeric	Tax
21	A903	Numeric	Crime
22	A904	Numeric	Employment
23	A905	Numeric	Personal injury

24	A906	Numeric	Property
25	A907	Numeric	Intellectual property
26	A908	Numeric	Regulation/competition
27	A909	Numeric	Business ownership
28	A910	Numeric	Other
29	A911	Numeric	Don't know
30	A9_other	String	(labelmissing)
31	B1_201501	Numeric	Accountant
32	B1_201502	Numeric	Tax adviser
33	B1_201503	Numeric	Financial adviser
34	B1_201504	Numeric	Solicitors' firm
35	B1_201505	Numeric	Barrister
36	B1_201506	Numeric	Licensed conveyancer
37	B1_201507	Numeric	Patent/trademark attorney/agent
38	B1_201508	Numeric	Patent/trademark filing agent
39	B1_201509	Numeric	Invention promotion company
40	B1_201510	Numeric	Costs Lawyer
41	B1_201511	Numeric	Notary
42	B1_201512	Numeric	Legal Executive
43	B1_201513	Numeric	Membership or trade body service (e.g. FSB)
44	B1_201514	Numeric	A legal helpline (e.g. Business Support Helpline)
45	B1_201515	Numeric	Online document provider
46	B1_201516	Numeric	Citizens Advice Bureau or similar independent advice charity
47	B1_201517	Numeric	Debt collection/recovery service
48	B1_201518	Numeric	HR/Employment service (includes outsourcing)
49	B1_201519	Numeric	A government advice website or service (e.g. .gov.uk, Insolvency Service, Companies House, Information Commissioners Office)
50	B1_201520	Numeric	ACAS (Advisory, Conciliation and Arbitration Service)
51	B1_201521	Numeric	An insurance service

52	B1_201522	Numeric	A Business Consultant/ consultancy service
53	B1_201523	Numeric	A business advisor in your bank.
54	B1_201524	Numeric	An outside investor e.g. Angel investors or venture Capitalists
55	B1_201525	Numeric	Company Secretary service for corporate governance issues.
56	B1_201526	Numeric	Another legal service
57	B1_201527	Numeric	Other business support service
58	B1_201528	Numeric	None of these
59	B1a_other	String	(labelmissing)
60	B1b_other	String	(labelmissing)
61	B2	Numeric	Do you have an on-going contract with any organisation to provide you with legal services – in general, or of a particular type - as your business requires?
62	B3	Numeric	Do you have on-going contract with an HR/Employment service?
63	B4_B4_1_B4_grid01	Numeric	Trading (including commercial contracts)
64	B4_B4_1_B4_grid02	Numeric	Tax
65	B4_B4_1_B4_grid03	Numeric	Crime
66	B4_B4_1_B4_grid04	Numeric	Employment (excluding work related injury/illness)
67	B4_B4_1_B4_grid05	Numeric	Work related injury/illness
68	B4_B4_1_B4_grid06	Numeric	Business premises
69	B4_B4_1_B4_grid07	Numeric	Finance/insurance
70	B4_B4_1_B4_grid08	Numeric	Debt

71	B4_B4_1_B4_grid09	Numeric	Intellectual property
72	B4_B4_1_B4_grid10	Numeric	Government regulation/competition
73	B4_B4_1_B4_grid11	Numeric	Environmental/nuisance
74	B4_B4_1_B4_grid12	Numeric	Business set-up/legal-status/ownership
75	B4_B4_1_B4_grid13	Numeric	Other
76	B4_B4_1_B4_grid14	Numeric	None of these
77	B4_B4_2_B4_grid01	Numeric	Trading (including commercial contracts)
78	B4_B4_2_B4_grid02	Numeric	Tax
79	B4_B4_2_B4_grid03	Numeric	Crime
80	B4_B4_2_B4_grid04	Numeric	Employment (excluding work related injury/illness)
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190	B4_B4_17_B4_grid02	Numeric	Tax
191	B4_B4_17_B4_grid03	Numeric	Crime
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197	B4_B4_17_B4_grid09	Numeric	Intellectual property
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200	B4_B4_17_B4_grid12	Numeric	Business set-up/legal-status/ownership
201	B4_B4_17_B4_grid13	Numeric	Other
202	B4_B4_17_B4_grid14	Numeric	None of these
203	B4_B4_18_B4_grid01	Numeric	Trading (including commercial contracts)
204	B4_B4_18_B4_grid02	Numeric	Tax
205	B4_B4_18_B4_grid03	Numeric	Crime
206	B4_B4_18_B4_grid04	Numeric	Employment (excluding work related injury/illness)
207	B4_B4_18_B4_grid05	Numeric	Work related injury/illness
208	B4_B4_18_B4_grid06	Numeric	Business premises
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213	B4_B4_18_B4_grid11	Numeric	Environmental/nuisance
214	B4_B4_18_B4_grid12	Numeric	Business set-up/legal-status/ownership
215	B4_B4_18_B4_grid13	Numeric	Other
216	B4_B4_18_B4_grid14	Numeric	None of these
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220	B4_B4_19_B4_grid04	Numeric	Employment (excluding work related injury/illness)
221	B4_B4_19_B4_grid05	Numeric	Work related injury/illness
222	B4_B4_19_B4_grid06	Numeric	Business premises
223	B4_B4_19_B4_grid07	Numeric	Finance/insurance
224	B4_B4_19_B4_grid08	Numeric	Debt

225	B4_B4_19_B4_grid09	Numeric	Intellectual property
226	B4_B4_19_B4_grid10	Numeric	Government regulation/competition
227	B4_B4_19_B4_grid11	Numeric	Environmental/nuisance
228	B4_B4_19_B4_grid12	Numeric	Business set-up/legal-status/ownership
229	B4_B4_19_B4_grid13	Numeric	Other
230	B4_B4_19_B4_grid14	Numeric	None of these
231	B4_B4_20_B4_grid01	Numeric	Trading (including commercial contracts)
232	B4_B4_20_B4_grid02	Numeric	Tax
233	B4_B4_20_B4_grid03	Numeric	Crime
234	B4_B4_20_B4_grid04	Numeric	Employment (excluding work related injury/illness)
235	B4_B4_20_B4_grid05	Numeric	Work related injury/illness
236	B4_B4_20_B4_grid06	Numeric	Business premises
237	B4_B4_20_B4_grid07	Numeric	Finance/insurance
238	B4_B4_20_B4_grid08	Numeric	Debt

239	B4_B4_20_B4_grid09	Numeric	Intellectual property
240	B4_B4_20_B4_grid10	Numeric	Government regulation/competition
241	B4_B4_20_B4_grid11	Numeric	Environmental/nuisance
242	B4_B4_20_B4_grid12	Numeric	Business set-up/legal-status/ownership
243	B4_B4_20_B4_grid13	Numeric	Other
244	B4_B4_20_B4_grid14	Numeric	None of these<
245	B4_B4_8_B4_grid01	Numeric	Trading (including commercial contracts)
246	B4_B4_8_B4_grid02	Numeric	Tax
247	B4_B4_8_B4_grid03	Numeric	Crime
248	B4_B4_8_B4_grid04	Numeric	Employment (excluding work related injury/illness)
249	B4_B4_8_B4_grid05	Numeric	Work related injury/illness
250	B4_B4_8_B4_grid06	Numeric	Business premises
251	B4_B4_8_B4_grid07	Numeric	Finance/insurance
252	B4_B4_8_B4_grid08	Numeric	Debt

253	B4_B4_8_B4_grid09	Numeric	Intellectual property
254	B4_B4_8_B4_grid10	Numeric	Government regulation/competition
255	B4_B4_8_B4_grid11	Numeric	Environmental/nuisance
256	B4_B4_8_B4_grid12	Numeric	Business set-up/legal-status/ownership
257	B4_B4_8_B4_grid13	Numeric	Other
258	B4_B4_8_B4_grid14	Numeric	None of these
259	B4_B4_21_B4_grid01	Numeric	Trading (including commercial contracts)
260	B4_B4_21_B4_grid02	Numeric	Tax
261	B4_B4_21_B4_grid03	Numeric	Crime
262	B4_B4_21_B4_grid04	Numeric	Employment (excluding work related injury/illness)
263	B4_B4_21_B4_grid05	Numeric	Work related injury/illness
264	B4_B4_21_B4_grid06	Numeric	Business premises
265	B4_B4_21_B4_grid07	Numeric	Finance/insurance
266	B4_B4_21_B4_grid08	Numeric	Debt

267	B4_B4_21_B4_grid09	Numeric	Intellectual property
268	B4_B4_21_B4_grid10	Numeric	Government regulation/competition
269	B4_B4_21_B4_grid11	Numeric	Environmental/nuisance
270	B4_B4_21_B4_grid12	Numeric	Business set-up/legal-status/ownership
271	B4_B4_21_B4_grid13	Numeric	Other
272	B4_B4_21_B4_grid14	Numeric	None of these
273	B4_B4_10_B4_grid01	Numeric	Trading (including commercial contracts)
274	B4_B4_10_B4_grid02	Numeric	Tax
275	B4_B4_10_B4_grid03	Numeric	Crime
276	B4_B4_10_B4_grid04	Numeric	Employment (excluding work related injury/illness)
277	B4_B4_10_B4_grid05	Numeric	Work related injury/illness
278	B4_B4_10_B4_grid06	Numeric	Business premises
279	B4_B4_10_B4_grid07	Numeric	Finance/insurance
280	B4_B4_10_B4_grid08	Numeric	Debt

281	B4_B4_10_B4_grid09	Numeric	Intellectual property
282	B4_B4_10_B4_grid10	Numeric	Government regulation/competition
283	B4_B4_10_B4_grid11	Numeric	Environmental/nuisance
284	B4_B4_10_B4_grid12	Numeric	Business set-up/legal-status/ownership
285	B4_B4_10_B4_grid13	Numeric	Other
286	B4_B4_10_B4_grid14	Numeric	None of these
287	B4_B4_11_B4_grid01	Numeric	Trading (including commercial contracts)
288	B4_B4_11_B4_grid02	Numeric	Tax
289	B4_B4_11_B4_grid03	Numeric	Crime
290	B4_B4_11_B4_grid04	Numeric	Employment (excluding work related injury/illness)
291	B4_B4_11_B4_grid05	Numeric	Work related injury/illness
292	B4_B4_11_B4_grid06	Numeric	Business premises
293	B4_B4_11_B4_grid07	Numeric	Finance/insurance
294	B4_B4_11_B4_grid08	Numeric	Debt

295	B4_B4_11_B4_grid09	Numeric	Intellectual property
296	B4_B4_11_B4_grid10	Numeric	Government regulation/competition
297	B4_B4_11_B4_grid11	Numeric	Environmental/nuisance
298	B4_B4_11_B4_grid12	Numeric	Business set-up/legal-status/ownership
299	B4_B4_11_B4_grid13	Numeric	Other
300	B4_B4_11_B4_grid14	Numeric	None of these
301	B4_B4_12_B4_grid01	Numeric	Trading (including commercial contracts)
302	B4_B4_12_B4_grid02	Numeric	Tax
303	B4_B4_12_B4_grid03	Numeric	Crime
304	B4_B4_12_B4_grid04	Numeric	Employment (excluding work related injury/illness)
305	B4_B4_12_B4_grid05	Numeric	Work related injury/illness
306	B4_B4_12_B4_grid06	Numeric	Business premises
307	B4_B4_12_B4_grid07	Numeric	Finance/insurance
308	B4_B4_12_B4_grid08	Numeric	Debt

309	B4_B4_12_B4_grid09	Numeric	Intellectual property
310	B4_B4_12_B4_grid10	Numeric	Government regulation/competition
311	B4_B4_12_B4_grid11	Numeric	Environmental/nuisance
312	B4_B4_12_B4_grid12	Numeric	Business set-up/legal-status/ownership
313	B4_B4_12_B4_grid13	Numeric	Other
314	B4_B4_12_B4_grid14	Numeric	None of these
315	B4_B4_22_B4_grid01	Numeric	Trading (including commercial contracts)
316	B4_B4_22_B4_grid02	Numeric	Tax
317	B4_B4_22_B4_grid03	Numeric	Crime
318	B4_B4_22_B4_grid04	Numeric	Employment (excluding work related injury/illness)
319	B4_B4_22_B4_grid05	Numeric	Work related injury/illness
320	B4_B4_22_B4_grid06	Numeric	Business premises
321	B4_B4_22_B4_grid07	Numeric	Finance/insurance
322	B4_B4_22_B4_grid08	Numeric	Debt

323	B4_B4_22_B4_grid09	Numeric	Intellectual property
324	B4_B4_22_B4_grid10	Numeric	Government regulation/competition
325	B4_B4_22_B4_grid11	Numeric	Environmental/nuisance
326	B4_B4_22_B4_grid12	Numeric	Business set-up/legal-status/ownership
327	B4_B4_22_B4_grid13	Numeric	Other
328	B4_B4_22_B4_grid14	Numeric	None of these
329	B4_B4_23_B4_grid01	Numeric	Trading (including commercial contracts)
330	B4_B4_23_B4_grid02	Numeric	Tax
331	B4_B4_23_B4_grid03	Numeric	Crime
332	B4_B4_23_B4_grid04	Numeric	Employment (excluding work related injury/illness)
333	B4_B4_23_B4_grid05	Numeric	Work related injury/illness
334	B4_B4_23_B4_grid06	Numeric	Business premises
335	B4_B4_23_B4_grid07	Numeric	Finance/insurance
336	B4_B4_23_B4_grid08	Numeric	Debt

337	B4_B4_23_B4_grid09	Numeric	Intellectual property
338	B4_B4_23_B4_grid10	Numeric	Government regulation/competition
339	B4_B4_23_B4_grid11	Numeric	Environmental/nuisance
340	B4_B4_23_B4_grid12	Numeric	Business set-up/legal-status/ownership
341	B4_B4_23_B4_grid13	Numeric	Other
342	B4_B4_23_B4_grid14	Numeric	None of these
343	B4_B4_24_B4_grid01	Numeric	Trading (including commercial contracts)
344	B4_B4_24_B4_grid02	Numeric	Tax
345	B4_B4_24_B4_grid03	Numeric	Crime
346	B4_B4_24_B4_grid04	Numeric	Employment (excluding work related injury/illness)
347	B4_B4_24_B4_grid05	Numeric	Work related injury/illness
348	B4_B4_24_B4_grid06	Numeric	Business premises
349	B4_B4_24_B4_grid07	Numeric	Finance/insurance
350	B4_B4_24_B4_grid08	Numeric	Debt

351	B4_B4_24_B4_grid09	Numeric	Intellectual property
352	B4_B4_24_B4_grid10	Numeric	Government regulation/competition
353	B4_B4_24_B4_grid11	Numeric	Environmental/nuisance
354	B4_B4_24_B4_grid12	Numeric	Business set-up/legal-status/ownership
355	B4_B4_24_B4_grid13	Numeric	Other
356	B4_B4_24_B4_grid14	Numeric	None of these
357	B4_B4_25_B4_grid01	Numeric	Trading (including commercial contracts)
358	B4_B4_25_B4_grid02	Numeric	Tax
359	B4_B4_25_B4_grid03	Numeric	Crime
360	B4_B4_25_B4_grid04	Numeric	Employment (excluding work related injury/illness)
361	B4_B4_25_B4_grid05	Numeric	Work related injury/illness
362	B4_B4_25_B4_grid06	Numeric	Business premises
363	B4_B4_25_B4_grid07	Numeric	Finance/insurance
364	B4_B4_25_B4_grid08	Numeric	Debt

365	B4_B4_25_B4_grid09	Numeric	Intellectual property
366	B4_B4_25_B4_grid10	Numeric	Government regulation/competition
367	B4_B4_25_B4_grid11	Numeric	Environmental/nuisance
368	B4_B4_25_B4_grid12	Numeric	Business set-up/legal-status/ownership
369	B4_B4_25_B4_grid13	Numeric	Other
370	B4_B4_25_B4_grid14	Numeric	None of these
371	B4_B4_26_B4_grid01	Numeric	Trading (including commercial contracts)
372	B4_B4_26_B4_grid02	Numeric	Tax
373	B4_B4_26_B4_grid03	Numeric	Crime
374	B4_B4_26_B4_grid04	Numeric	Employment (excluding work related injury/illness)
375	B4_B4_26_B4_grid05	Numeric	Work related injury/illness
376	B4_B4_26_B4_grid06	Numeric	Business premises
377	B4_B4_26_B4_grid07	Numeric	Finance/insurance
378	B4_B4_26_B4_grid08	Numeric	Debt

379	B4_B4_26_B4_grid09	Numeric	Intellectual property
380	B4_B4_26_B4_grid10	Numeric	Government regulation/competition
381	B4_B4_26_B4_grid11	Numeric	Environmental/nuisance
382	B4_B4_26_B4_grid12	Numeric	Business set-up/legal-status/ownership
383	B4_B4_26_B4_grid13	Numeric	Other
384	B4_B4_26_B4_grid14	Numeric	None of these
385	B4_B4_27_B4_grid01	Numeric	Trading (including commercial contracts)
386	B4_B4_27_B4_grid02	Numeric	Tax
387	B4_B4_27_B4_grid03	Numeric	Crime
388	B4_B4_27_B4_grid04	Numeric	Employment (excluding work related injury/illness)
389	B4_B4_27_B4_grid05	Numeric	Work related injury/illness
390	B4_B4_27_B4_grid06	Numeric	Business premises
391	B4_B4_27_B4_grid07	Numeric	Finance/insurance
392	B4_B4_27_B4_grid08	Numeric	Debt

393	B4_B4_27_B4_grid09	Numeric	Intellectual property
394	B4_B4_27_B4_grid10	Numeric	Government regulation/competition
395	B4_B4_27_B4_grid11	Numeric	Environmental/nuisance
396	B4_B4_27_B4_grid12	Numeric	Business set-up/legal-status/ownership
397	B4_B4_27_B4_grid13	Numeric	Other
398	B4_B4_27_B4_grid14	Numeric	None of these
399	B4_B4_28_B4_grid01	Numeric	Trading (including commercial contracts)
400	B4_B4_28_B4_grid02	Numeric	Tax
401	B4_B4_28_B4_grid03	Numeric	Crime
402	B4_B4_28_B4_grid04	Numeric	Employment (excluding work related injury/illness)
403	B4_B4_28_B4_grid05	Numeric	Work related injury/illness
404	B4_B4_28_B4_grid06	Numeric	Business premises
405	B4_B4_28_B4_grid07	Numeric	Finance/insurance
406	B4_B4_28_B4_grid08	Numeric	Debt

407	B4_B4_28_B4_grid09	Numeric	Intellectual property
408	B4_B4_28_B4_grid10	Numeric	Government regulation/competition
409	B4_B4_28_B4_grid11	Numeric	Environmental/nuisance
410	B4_B4_28_B4_grid12	Numeric	Business set-up/legal-status/ownership
411	B4_B4_28_B4_grid13	Numeric	Other
412	B4_B4_28_B4_grid14	Numeric	None of these
413	B4_B4_9_B4_grid01	Numeric	Trading (including commercial contracts)
414	B4_B4_9_B4_grid02	Numeric	Tax
415	B4_B4_9_B4_grid03	Numeric	Crime
416	B4_B4_9_B4_grid04	Numeric	Employment (excluding work related injury/illness)
417	B4_B4_9_B4_grid05	Numeric	Work related injury/illness
418	B4_B4_9_B4_grid06	Numeric	Business premises
419	B4_B4_9_B4_grid07	Numeric	Finance/insurance
420	B4_B4_9_B4_grid08	Numeric	Debt

421	B4_B4_9_B4_grid09	Numeric	Intellectual property
422	B4_B4_9_B4_grid10	Numeric	Government regulation/competition
423	B4_B4_9_B4_grid11	Numeric	Environmental/nuisance
424	B4_B4_9_B4_grid12	Numeric	Business set-up/legal-status/ownership
425	B4_B4_9_B4_grid13	Numeric	Other
426	B4_B4_9_B4_grid14	Numeric	None of these
427	B4_B4_13_B4_grid01	Numeric	Trading (including commercial contracts)
428	B4_B4_13_B4_grid02	Numeric	Tax
429	B4_B4_13_B4_grid03	Numeric	Crime
430	B4_B4_13_B4_grid04	Numeric	Employment (excluding work related injury/illness)
431	B4_B4_13_B4_grid05	Numeric	Work related injury/illness
432	B4_B4_13_B4_grid06	Numeric	Business premises
433	B4_B4_13_B4_grid07	Numeric	Finance/insurance
434	B4_B4_13_B4_grid08	Numeric	Debt

435	B4_B4_13_B4_grid09	Numeric	Intellectual property
436	B4_B4_13_B4_grid10	Numeric	Government regulation/competition
437	B4_B4_13_B4_grid11	Numeric	Environmental/nuisance
438	B4_B4_13_B4_grid12	Numeric	Business set-up/legal-status/ownership
439	B4_B4_13_B4_grid13	Numeric	Other
440	B4_B4_13_B4_grid14	Numeric	None of these
441	B5_B5_1_B5_grid	Numeric	Accountant : B5_grid
442	B5_B5_2_B5_grid	Numeric	Tax adviser : B5_grid
443	B5_B5_3_B5_grid	Numeric	Financial adviser : B5_grid
444	B5_B5_4_B5_grid	Numeric	Solicitors' firm : B5_grid
445	B5_B5_5_B5_grid	Numeric	Barrister : B5_grid
446	B5_B5_6_B5_grid	Numeric	Licensed conveyancer : B5_grid
447	B5_B5_7_B5_grid	Numeric	Patent/trademark attorney/agent : B5_grid
448	B5_B5_15_B5_grid	Numeric	Patent/trademark filing agent : B5_grid

449	B5_B5_16_B5_grid	Numeric	Invention promotion company : B5_grid
450	B5_B5_17_B5_grid	Numeric	Costs Lawyer : B5_grid
451	B5_B5_18_B5_grid	Numeric	Notary : B5_grid
452	B5_B5_19_B5_grid	Numeric	Legal Executive : B5_grid
453	B5_B5_20_B5_grid	Numeric	Membership or trade body service : B5_grid
454	B5_B5_8_B5_grid	Numeric	A legal helpline : B5_grid
455	B5_B5_21_B5_grid	Numeric	Online document provider : B5_grid
456	B5_B5_10_B5_grid	Numeric	Citizens Advice Bureau or similar independent advice charity : B5_grid
457	B5_B5_11_B5_grid	Numeric	Debt collection/recovery service : B5_grid
458	B5_B5_12_B5_grid	Numeric	HR/Employment service : B5_grid
459	B5_B5_22_B5_grid	Numeric	A government advice website or service : B5_grid
460	B5_B5_23_B5_grid	Numeric	'ACAS (Advisory, Conciliation and Arbitration Service)' : B5_grid
461	B5_B5_24_B5_grid	Numeric	An insurance service : B5_grid
462	B5_B5_25_B5_grid	Numeric	A Business Consultant/ consultancy service : B5_grid

463	B5_B5_26_B5_grid	Numeric	A business advisor in your bank. : B5_grid
464	B5_B5_27_B5_grid	Numeric	An outside investor e.g. Angel investors or venture Capitalists : B5_grid
465	B5_B5_28_B5_grid	Numeric	Company Secretary service for corporate governance issues. : B5_grid
466	B5_B5_9_B5_grid	Numeric	\$B1a_other : B5_grid
467	B5_B5_13_B5_grid	Numeric	\$B1b_other : B5_grid
468	B8	Numeric	If your business encounters a legal issue as part of the business's normal activities (for example, around employee rights) which of the following is most likely to happen first?
469	B8_other	String	(labelmissing)
470	C19a01	Numeric	GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS Not as described
471	C19a02	Numeric	GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS Late delivery
472	C19a03	Numeric	GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS Unacceptably late or non-/partial-payment
473	C19a04	Numeric	GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS Distance selling consumer rights
474	C19a05	Numeric	GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS Other contract problems or disputes
475	C19a06	Numeric	GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS Other contract problems or disputes
476	C19a07	Numeric	GOODS OR SERVICES PURCHASED BY YOUR BUSINESS Not as described
477	C19a08	Numeric	GOODS OR SERVICES PURCHASED BY YOUR BUSINESS Late delivery
478	C19a09	Numeric	GOODS OR SERVICES PURCHASED BY YOUR BUSINESS Unacceptably late or non-/partial-payment
479	C19a10	Numeric	GOODS OR SERVICES PURCHASED BY YOUR BUSINESS Other contract problems or disputes
480	C19a11	Numeric	GOODS OR SERVICES PURCHASED BY YOUR BUSINESS Supplier insolvent
481	C19a12	Numeric	FRAUDULENT TRADING

482	C19a13	Numeric	PUBLIC TENDER
483	C19a14	Numeric	legal regulatory issues relating to international trading
484	C19a15	Numeric	**Don't know**
485	C19a16	Numeric	**None of these**
486	C19b_1_1	Numeric	Number
487	C19b_2_1	Numeric	Number
488	C19b_3_1	Numeric	Number
489	C19b_4_1	Numeric	Number
490	C19b_14_1	Numeric	Number
491	C19b_5_1	Numeric	Number
492	C19b_6_1	Numeric	Number
493	C19b_7_1	Numeric	Number
494	C19b_8_1	Numeric	Number
495	C19b_9_1	Numeric	Number
496	C19b_10_1	Numeric	Number
497	C19b_11_1	Numeric	Number
498	C19b_12_1	Numeric	Number
499	C19b_13_1	Numeric	Number
500	C20a1	Numeric	Liability for tax / amount of tax owed
501	C20a2	Numeric	Errors in your business tax return
502	C20a3	Numeric	Failure to maintain appropriate records (for tax purposes)
503	C20a4	Numeric	Failure to register/report changes when required (e.g. VAT registration, registration as a sole trader)
504	C20a5	Numeric	International taxation
505	C20a6	Numeric	**Don't know**
506	C20a7	Numeric	**None of these**
507	C20b_1_1	Numeric	Number
508	C20b_2_1	Numeric	Number
509	C20b_3_1	Numeric	Number

510	C20b_4_1	Numeric	Number
511	C20b_5_1	Numeric	Number
512	C21a01	Numeric	Staff misconduct (including unauthorised absence and disciplinary procedures)
513	C21a02	Numeric	Dismissal (or threat of dismissal) of staff
514	C21a03	Numeric	Making staff redundant
515	C21a04	Numeric	Content or exercise of parental rights (including maternity) leave/pay or flexible working requests
516	C21a05	Numeric	Payment of wages/pension
517	C21a06	Numeric	Working conditions
518	C21a07	Numeric	Employee injury at work
519	C21a08	Numeric	Other employment contract issues (including changes to contract terms)
520	C21a09	Numeric	Adjustments to jobs/workplace for disabled workers
521	C21a10	Numeric	Complaints/grievances made by employees/job applicants (including allegations of discrimination and harassment)
522	C21a11	Numeric	Employment of non-EU nationals
523	C21a12	Numeric	**Don't know**
524	C21a13	Numeric	**None of these**
525	C21b_1_1	Numeric	Number
526	C21b_2_1	Numeric	Number
527	C21b_3_1	Numeric	Number
528	C21b_4_1	Numeric	Number
529	C21b_5_1	Numeric	Number
530	C21b_6_1	Numeric	Number
531	C21b_7_1	Numeric	Number
532	C21b_8_1	Numeric	Number
533	C21b_9_1	Numeric	Number
534	C21b_10_1	Numeric	Number
535	C21b_11_1	Numeric	Number
536	C22a01	Numeric	Rented- Rent arrears

537	C22a02	Numeric	Rented- Eviction
538	C22a03	Numeric	Rented- Repairs
539	C22a04	Numeric	Rented- Terms of rental agreement
540	C22a05	Numeric	Rented- Boundaries
541	C22a06	Numeric	Rented- Recovery of rental deposit
542	C22a07	Numeric	Owned- Mortgage arrears
543	C22a08	Numeric	Owned- Repossession
544	C22a09	Numeric	Owned- Repairs
545	C22a10	Numeric	Owned- Boundaries
546	C22a11	Numeric	Owned- Planning permission
547	C22a12	Numeric	Owned- Conveyancing
548	C22a13	Numeric	Owned-Squatters
549	C22a14	Numeric	**Don't know**
550	C22a15	Numeric	**None of these**
551	C22a16	Numeric	**Not applicable – we/I don't have any premises**
552	C22b_1_1	Numeric	Number
553	C22b_2_1	Numeric	Number
554	C22b_3_1	Numeric	Number
555	C22b_4_1	Numeric	Number
556	C22b_5_1	Numeric	Number
557	C22b_6_1	Numeric	Number
558	C22b_7_1	Numeric	Number
559	C22b_8_1	Numeric	Number
560	C22b_9_1	Numeric	Number
561	C22b_10_1	Numeric	Number
562	C22b_11_1	Numeric	Number
563	C22b_12_1	Numeric	Number
564	C22b_13_1	Numeric	Number

565	C23a	Numeric	In the last 12 months has your business owed money to any creditors that it has been unable to pay?
566	C23b	Numeric	At any stage in the last 12 months has your business been officially declared insolvent?
567	C23c01	Numeric	Bankruptcy
568	C23c02	Numeric	Receivership
569	C23c03	Numeric	Administration
570	C23c04	Numeric	Winding up order
571	C23c05	Numeric	Individual voluntary arrangement
572	C23c06	Numeric	Company voluntary arrangement
573	C23c07	Numeric	Debt relief order
574	C23c08	Numeric	Partnership voluntary agreements
575	C23c09	Numeric	**Don't know**
576	C23c10	Numeric	**None of these**
577	C24a01	Numeric	Trademarks INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY
578	C24a02	Numeric	Copyright INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY
579	C24a03	Numeric	Design right/registered design INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY
580	C24a04	Numeric	Database rights INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY
581	C24a05	Numeric	Patents INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY
582	C24a06	Numeric	Disclosure of trade secrets INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY
583	C24a07	Numeric	Trademarks INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR BUSINESS
584	C24a08	Numeric	Copyright INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR BUSINESS
585	C24a09	Numeric	Design right/registered design INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR BUSINESS
586	C24a10	Numeric	Database rights INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR BUSINESS
587	C24a11	Numeric	Patents INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR BUSINESS
588	C24a12	Numeric	Unlawful obtaining of trade secrets INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR BUSINESS
589	C24a13	Numeric	**Don't know**

590	C24a14	Numeric	**None of these**
591	C24b_1_1	Numeric	Number
592	C24b_2_1	Numeric	Number
593	C24b_3_1	Numeric	Number
594	C24b_4_1	Numeric	Number
595	C24b_5_1	Numeric	Number
596	C24b_6_1	Numeric	Number
597	C24b_7_1	Numeric	Number
598	C24b_8_1	Numeric	Number
599	C24b_9_1	Numeric	Number
600	C24b_10_1	Numeric	Number
601	C24b_11_1	Numeric	Number
602	C24b_12_1	Numeric	Number
603	C25a01	Numeric	Mandatory licenses/permits/accreditation
604	C25a02	Numeric	Product safety
605	C25a03	Numeric	Other health and safety
606	C25a04	Numeric	Data protection
607	C25a05	Numeric	Import/export regulation
608	C25a06	Numeric	Mandatory insurance
609	C25a07	Numeric	Filing/content of annual company accounts
610	C25a08	Numeric	Need for/outcome of audit
611	C25a09	Numeric	Other government regulation
612	C25a10	Numeric	Advertising standards
613	C25a11	Numeric	**Don't know**
614	C25a12	Numeric	**None of these**
615	C25b_1_1	Numeric	Number
616	C25b_2_1	Numeric	Number
617	C25b_3_1	Numeric	Number
618	C25b_4_1	Numeric	Number

619	C25b_5_1	Numeric	Number
620	C25b_6_1	Numeric	Number
621	C25b_7_1	Numeric	Number
622	C25b_8_1	Numeric	Number
623	C25b_9_1	Numeric	Number
624	C25b_10_1	Numeric	Number
625	C26a01	Numeric	Technicalities of business start up
626	C26a02	Numeric	Change of legal status
627	C26a03	Numeric	Break-up of partnership
628	C26a04	Numeric	Partnership/shareholder disputes
629	C26a05	Numeric	Merger
630	C26a06	Numeric	Take-over of another business
631	C26a07	Numeric	Sale of business (in part/whole)
632	C26a08	Numeric	Joint venture
633	C26a09	Numeric	**Don't know**
634	C26a10	Numeric	**None of these**
635	C26b_1_1	Numeric	Number
636	C26b_2_1	Numeric	Number
637	C26b_3_1	Numeric	Number
638	C26b_4_1	Numeric	Number
639	C26b_5_1	Numeric	Number
640	C26b_6_1	Numeric	Number
641	C26b_7_1	Numeric	Number
642	C26b_8_1	Numeric	Number
643	C27a1	Numeric	Defamation
644	C27a2	Numeric	Incorrect information held by a credit reporting agency leading to the refusal of credit
645	C27a3	Numeric	Mismanagement of business money/investments by financial service
646	C27a4	Numeric	Personal injury of a customer.
647	C27a5	Numeric	A breach of commercial confidentiality

648	C27a6	Numeric	**Don't know**
649	C27a7	Numeric	**None of these**
650	C27b_1_1	Numeric	Number
651	C27b_2_1	Numeric	Number
652	C27b_3_1	Numeric	Number
653	C27b_4_1	Numeric	Number
654	C27b_5_1	Numeric	Number
655	Problems	Numeric	select one of the problems here for E49 and E50
656	C28	Numeric	Which of the following best describes the most recent issue that your business faced?
657	C29	Numeric	And again thinking of this problem would you say this problem is now over or still on-going?
658	C301	Numeric	Individual members of the public
659	C302	Numeric	Other businesses
660	C303	Numeric	Government
661	C304	Numeric	Employees
662	C305	Numeric	Other
663	C30_open	String	(labelmissing)
664	C3101	Numeric	The other side had done something wrong, or were at fault
665	C3102	Numeric	The other side thought your business had done something wrong, or were at fault
666	C3103	Numeric	Neither
667	C3104	Numeric	Don't know
668	C3201	Numeric	Bad luck
669	C3202	Numeric	Moral
670	C3203	Numeric	Private business matter (i.e. not something to involve others with)
671	C3204	Numeric	Criminal
672	C3205	Numeric	Legal
673	C3206	Numeric	Bureaucratic
674	C3207	Numeric	Social
675	C3208	Numeric	None of the above

676	C33	Numeric	Looking at this scale – where the top of the bar represents the most serious type of problem your business could possibly face, and the bottom of the bar represents the least serious – please mark on the scale where you would place _this problem_.
677	C351	Numeric	No action
678	C352	Numeric	Entirely on its own
679	C353	Numeric	With help from outside business friends/colleagues
680	C354	Numeric	With help from an independent adviser/representative/support service
681	C355	Numeric	With help from family members
682	C356	Numeric	Outside business friends/colleagues sorted out the problem (or are sorting it out)
683	C357	Numeric	An independent adviser/representative/support service sorted out the problem (or are sorting it out)
684	C358	Numeric	Family members sorted out the problem (or are sorting it out)
685	C359	Numeric	Don't know
686	C35b_2017_C35b_1_C35b_2017_grid	Numeric	Business friends/ colleagues : C35b_2017_grid
687	C35b_2017_C35b_2_C35b_2017_grid	Numeric	Family members : C35b_2017_grid
688	C36m01	Numeric	Accountant
689	C36m02	Numeric	Tax adviser
690	C36m03	Numeric	Financial adviser
691	C36m04	Numeric	Solicitors' firm
692	C36m05	Numeric	Barrister
693	C36m06	Numeric	Licensed conveyancer
694	C36m07	Numeric	Patent/trademark attorney
695	C36m08	Numeric	Patent/trademark filing agent
696	C36m09	Numeric	Invention promotion company
697	C36m10	Numeric	Costs Lawyer

698	C36m11	Numeric	Notary
699	C36m12	Numeric	Legal Executive
700	C36m13	Numeric	Membership or trade body service (e.g. FSB)
701	C36m14	Numeric	A legal helpline (e.g. Business Support Helpline)
702	C36m15	Numeric	Online document provider
703	C36m16	Numeric	Citizens Advice Bureau or similar independent advice charity
704	C36m17	Numeric	Debt collection/recovery service
705	C36m18	Numeric	HR/Employment service (includes outsourcing)
706	C36m19	Numeric	ACAS (Advisory, Conciliation and Arbitration Service)
707	C36m20	Numeric	An insurance service
708	C36m21	Numeric	Another legal service
709	C36m22	Numeric	Other business support service
710	C36m23	Numeric	None of these
711	C36m_9other	String	(labelmissing)
712	C36m_13other	String	(labelmissing)
713	C36_rank_C36_rank_1_C36_rank_grid	Numeric	Accountant : C36_rank_grid
714	C36_rank_C36_rank_2_C36_rank_grid	Numeric	Tax adviser : C36_rank_grid
715	C36_rank_C36_rank_3_C36_rank_grid	Numeric	Financial adviser : C36_rank_grid
716	C36_rank_C36_rank_4_C36_rank_grid	Numeric	Solicitors' firm : C36_rank_grid

717	C36_rank_C36_rank_5_C36_rank_grid	Numeric	Barrister : C36_rank_grid
718	C36_rank_C36_rank_6_C36_rank_grid	Numeric	Licensed conveyancer : C36_rank_grid
719	C36_rank_C36_rank_7_C36_rank_grid	Numeric	Patent/trademark attorney : C36_rank_grid
720	C36_rank_C36_rank_14_C36_rank_grid	Numeric	Patent/trademark filing agent : C36_rank_grid
721	C36_rank_C36_rank_15_C36_rank_grid	Numeric	Invention promotion company : C36_rank_grid
722	C36_rank_C36_rank_16_C36_rank_grid	Numeric	Costs Lawyer : C36_rank_grid
723	C36_rank_C36_rank_17_C36_rank_grid	Numeric	Notary : C36_rank_grid
724	C36_rank_C36_rank_18_C36_rank_grid	Numeric	Legal Executive : C36_rank_grid
725	C36_rank_C36_rank_19_C36_rank_grid	Numeric	Membership or trade body service (e.g. FSB) : C36_rank_grid

726	C36_rank_C36_rank_8_C36_rank_grid	Numeric	A legal helpline (e.g. Business Support Helpline) : C36_rank_grid
727	C36_rank_C36_rank_20_C36_rank_grid	Numeric	Online document provider : C36_rank_grid
728	C36_rank_C36_rank_10_C36_rank_grid	Numeric	Citizens Advice Bureau or similar independent advice charity : C36_rank_grid
729	C36_rank_C36_rank_11_C36_rank_grid	Numeric	Debt collection/recovery service : C36_rank_grid
730	C36_rank_C36_rank_12_C36_rank_grid	Numeric	HR/Employment service (includes outsourcing) : C36_rank_grid
731	C36_rank_C36_rank_21_C36_rank_grid	Numeric	'ACAS (Advisory, Conciliation and Arbitration Service)' : C36_rank_grid
732	C36_rank_C36_rank_22_C36_rank_grid	Numeric	An insurance service : C36_rank_grid
733	C36_rank_C36_rank_9_C36_rank_grid	Numeric	\$C36m_9other : C36_rank_grid
734	C36_rank_C36_rank_13_C36_rank_grid	Numeric	\$C36m_13other : C36_rank_grid
735	C50_2017	Numeric	And which of the providers that you contacted was your MAIN provider?
736	C49_201501	Numeric	They were family/friends believed to have relevant legal/managerial/business expertise

737	C49_201502	Numeric	They were recommended to me by friends or family
738	C49_201503	Numeric	They were recommended to me by my accountant
739	C49_201504	Numeric	They were recommended to me by my trade body
740	C49_201505	Numeric	Whether you have used them previously
741	C49_201506	Numeric	Convenience of where they are located
742	C49_201507	Numeric	Cost of advice
743	C49_201508	Numeric	Distance from where you live
744	C49_201509	Numeric	Gender of the adviser
745	C49_201510	Numeric	Quality mark
746	C49_201511	Numeric	Specialist in the area of law
747	C49_201512	Numeric	Speed of delivery
748	C49_201513	Numeric	Their reputation
749	C49_201514	Numeric	Don't know
750	C49_201515	Numeric	Other
751	Q49_other	String	(labelmissing)
752	C51	Numeric	Did you/ your business shop around for the MAIN provider you chose? (By shopping around we mean comparing services or prices from a number of different providers before selecting the provider you used.)
753	C52a01	Numeric	Being happy to go with people we had used before
754	C52a02	Numeric	Being happy to go with someone I knew
755	C52a03	Numeric	A friend recommended someone
756	C52a04	Numeric	Using the provider recommended by my trade body
757	C52a05	Numeric	Not having a choice because of how the service was funded
758	C52a06	Numeric	Being happy to go with the first provider I came across
759	C52a07	Numeric	Not having the time,
760	C52a08	Numeric	Thinking it would be too difficult
761	C52a09	Numeric	Other
762	C52a10	Numeric	Don't know/ can't remember

763	C52b	Numeric	Thinking about the service as a whole, how easy or difficult was it to make comparisons between different providers?
764	C53_C53_1_C53_grid	Numeric	Cost of service : C53_grid
765	C53_C53_2_C53_grid	Numeric	Information about the quality of services : C53_grid
766	C53_C53_3_C53_grid	Numeric	Information about regulation of services : C53_grid
767	C53_C53_4_C53_grid	Numeric	Information about professional indemnity insurance (Insurance that regulated lawyers must take out to compensate clients for damages or loss caused by any work related mistakes) : C53_grid
768	C53_C53_5_C53_grid	Numeric	Information about expertise or experience for the problem/issue : C53_grid
769	C53_C53_6_C53_grid	Numeric	Information about how quickly services could be accessed : C53_grid
770	C53_C53_7_C53_grid	Numeric	Information about how long it would take : C53_grid
771	C54	Numeric	<p>Did you/ your business check whether your MAIN provider was regulated?</p><p>“By “regulated” we mean providers that are authorised and must comply with requirements set out by a specific regulating body, including requirements concerning complaints han
772	C551	Numeric	Did not know how to find that information
773	C552	Numeric	Did not know what regulation meant
774	C553	Numeric	Did not think regulation was important
775	C554	Numeric	I just assumed they would be regulated
776	C555	Numeric	Other, please specify
777	C556	Numeric	Don't know
778	C55_other	String	(labelmissing)
779	C56	Numeric	For the services you received from your MAIN provider, did you have to directly pay for all or part of the help you received?

780	C57	Numeric	How did you/ your business first find out the price of the service?
781	C57_other	String	(labelmissing)
782	C581	Numeric	From personal savings
783	C582	Numeric	From business savings/reserves
784	C583	Numeric	From the business turnover
785	C584	Numeric	Took out a loan
786	C585	Numeric	Borrowed the money from family/friends
787	C586	Numeric	A charge was put on my property
788	C587	Numeric	It was paid for by family or friends
789	C588	Numeric	Other, please specify
790	C589	Numeric	Don't know
791	C58_other	String	(labelmissing)
792	C591	Numeric	I/ we were quoted a fixed price for the work which is what I paid for
793	C592	Numeric	I/ we were quoted a fixed price which was different to what I actually paid for
794	C593	Numeric	I/ we were given an estimate of what the advice might cost
795	C594	Numeric	I/ we were given a ratecard/pricing structure
796	C595	Numeric	I/ we were given an hourly rate but not given an estimate of the hours required
797	C596	Numeric	I/ we were given an hourly rate and was told roughly how many hours would be required
798	C597	Numeric	I/ we were not told what the price would be
799	C598	Numeric	I/ we were given a breakdown of costs, (including disbursements and VAT)
800	C599	Numeric	None of these
801	C371	Numeric	In-person meetings
802	C372	Numeric	Telephone conversations
803	C373	Numeric	Correspondence by post
804	C374	Numeric	Through someone else
805	C375	Numeric	Texting
806	C376	Numeric	Email
807	C377	Numeric	Internet (excluding email)

808	C60	Numeric	Thinking about your MAIN provider and the experience of using the service overall, how satisfied or dissatisfied, if at all, were you/ your business with the service?
809	C6101	Numeric	Delays to the amount of time the matter took
810	C6102	Numeric	Mistakes were made by them in dealing with the matter
811	C6103	Numeric	I was not kept up to date on progress
812	C6104	Numeric	Legal advice proved to be wrong
813	C6105	Numeric	The quality of service provided was poor or not up to scratch
814	C6106	Numeric	I was not treated very well by staff
815	C6107	Numeric	The person dealing with me did not seem to know what he or she was doing
816	C6108	Numeric	The person dealing with my matter was more junior than the person I was led to believe would be dealing with it
817	C6109	Numeric	Lost paperwork
818	C6110	Numeric	The final bill was higher than I expected
819	C6111	Numeric	Breach of confidentiality
820	C6112	Numeric	Failed to follow my instructions
821	C6113	Numeric	Poor value for money
822	C6114	Numeric	Other (Please Specify)
823	C6115	Numeric	Don't know/ can't remember
824	C61_other	String	(labelmissing)
825	C62	Numeric	Following your dissatisfaction with the service you experienced, what was your INITIAL response to being dissatisfied?
826	C62_6other	String	(labelmissing)
827	C62_9other	String	(labelmissing)
828	C6301	Numeric	Received an apology from the legal professional service provider against whom you made the complaint
829	C6302	Numeric	Provided a full explanation about why things went wrong
830	C6303	Numeric	Received back documents that they were holding on to
831	C6304	Numeric	The legal service professional service provider did further work to correct what had gone wrong
832	C6305	Numeric	Legal fees were reduced or refunded

833	C6306	Numeric	Awarded compensation
834	C6307	Numeric	The professional service provider did not respond
835	C6308	Numeric	Took your complaint to an independent complaints body such as an ombudsman
836	C6309	Numeric	Went to court
837	C6310	Numeric	None of the above
838	C6311	Numeric	Don't know/ can't remember
839	C38m01	Numeric	Accountant
840	C38m02	Numeric	Tax adviser
841	C38m03	Numeric	Financial adviser
842	C38m04	Numeric	Solicitors' firm
843	C38m05	Numeric	Barrister
844	C38m06	Numeric	Licensed conveyancer
845	C38m07	Numeric	Patent/trademark attorney
846	C38m08	Numeric	Patent/trademark filing agent
847	C38m09	Numeric	Invention promotion company
848	C38m10	Numeric	Costs Lawyer
849	C38m11	Numeric	Notary
850	C38m12	Numeric	Legal Executive
851	C38m13	Numeric	Membership or trade body service (e.g. FSB)
852	C38m14	Numeric	A legal helpline (e.g. Business Support Helpline)
853	C38m15	Numeric	Online document provider
854	C38m16	Numeric	Citizens Advice Bureau or similar independent advice charity
855	C38m17	Numeric	Debt collection/recovery service
856	C38m18	Numeric	HR/Employment service (includes outsourcing)
857	C38m19	Numeric	ACAS (Advisory, Conciliation and Arbitration Service)
858	C38m20	Numeric	An insurance service
859	C38m21	Numeric	Another legal service
860	C38m22	Numeric	Other business support service
861	C38m23	Numeric	None of these

862	C38m_9other	String	(labelmissing)
863	C38m_13other	String	(labelmissing)
864	C4001	Numeric	Your business was contacted by a lawyer or formal agent (e.g. debt collection agency) of the other side
865	C4002	Numeric	Conciliation, mediation or arbitration took place
866	C4003	Numeric	A regulator or ombudsman became involved
867	C4004	Numeric	The police became involved
868	C4005	Numeric	A formal appeals service became involved
869	C4006	Numeric	Tribunal proceedings commenced/a tribunal became involved
870	C4007	Numeric	Legal proceedings commenced/a court became involved
871	C4008	Numeric	There was a tribunal hearing
872	C4009	Numeric	There was a court hearing
873	C4010	Numeric	Online dispute resolution e.g. Ebay or something similar
874	C4011	Numeric	None of these
875	C41	Numeric	And did a lawyer appear on behalf of your business at any court hearing?
876	C42	Numeric	You said earlier that the problem is \$C29.lower. Which of these descriptions best describes how the problem concluded?
877	C43	Numeric	And, to what extent would you say the disagreement concluded in your business's favour?
878	C4401	Numeric	Loss of customer/contract
879	C4402	Numeric	Loss of income
880	C4403	Numeric	Additional costs (e.g. increased insurance costs)
881	C4404	Numeric	Inability to take on new work
882	C4405	Numeric	Inability to complete scheduled work
883	C4406	Numeric	Damage to property
884	C4407	Numeric	Damage to reputation
885	C4408	Numeric	Damage to relationship with another business
886	C4409	Numeric	Loss of employees (other than through dismissal/redundancy)
887	C4410	Numeric	Had to cease trading

888	C4411	Numeric	Change in ownership/structure of the business
889	C4412	Numeric	None of these
890	C45m	Numeric	What would you estimate the monetary value of any negative consequences of the problem to be? If you cannot put it in monetary terms, please say don't know.
891	C461	Numeric	Stress related illness
892	C462	Numeric	Other mental health issue
893	C463	Numeric	Physical ill health
894	C464	Numeric	None of the above
895	C47_year	Numeric	Year
896	C47_month	Numeric	And in which month in \$C47_year did the problem _start_? Please give your best estimate.**
897	C48_year	Numeric	Year
898	C48_month	Numeric	Month
899	C64	Numeric	Imagine that you/ your business were dissatisfied with the service you received from a provider and were unable to resolve your complaint with them. Would you want to be able to take your dispute to an independent ombudsman-type scheme?
900	C651	Numeric	Nothing
901	C652	Numeric	Nothing but I would have used an ombudsman scheme if able
902	C653	Numeric	Took further legal action
903	C654	Numeric	Use an ADR service
904	C655	Numeric	Other
905	C65_other	String	(labelmissing)
906	E51	Numeric	Is your business a family owned business (i.e. majority owned by members of the same family)?
907	E551	Numeric	Individual members of the public
908	E552	Numeric	Other businesses
909	E553	Numeric	Government
910	E554	Numeric	Charities
911	E555	Numeric	Other

912	E55_open	String	(labelmissing)
913	E56	Numeric	How many _customers_ do you expect your business to have in the current financial year?
914	E57	Numeric	How many _suppliers_ do you expect your business to have in the current financial year?
915	E58	Numeric	Which of the following best describes your employment status?
916	E60a	Numeric	ethnicity
917	E60b	Numeric	Previously you mentioned that you have \$E52_num people involved in running your organisation, how many of those people involved in running the business (i.e. the senior management team) are from a Black and Minority Ethnic group?
918	E61a	Numeric	Disability
919	E61b	Numeric	Previously you mentioned that you have \$E52_num people involved in running your organisation, how many of those people involved in running the business (i.e. the senior management team), if any, have a long-standing illness, disability or infirmity?
920	E63_new01	Numeric	East of England
921	E63_new02	Numeric	East Midlands
922	E63_new03	Numeric	South East
923	E63_new04	Numeric	London
924	E63_new05	Numeric	North West
925	E63_new06	Numeric	South West
926	E63_new07	Numeric	West Midlands
927	E63_new08	Numeric	Yorkshire and Humber
928	E63_new09	Numeric	North East
929	E63_new10	Numeric	Wales
930	E64_new	Numeric	In which of region is your main office?
931	E62_E62_4_E62_grid	Numeric	Law and regulation provide a fair environment for business to succeed. : E62_grid
932	E62_E62_7_E62_grid	Numeric	Lawyers provide a cost effective means to resolve legal issues : E62_grid
933	E62_E62_8_E62_grid	Numeric	'When doing business, I generally trust the people that I come into contact with (eg. suppliers, customers, employees etc)' : E62_grid

934	E62_E62_9_E62_grid	Numeric	I use a legal services provider to solve business problems as a last resort : E62_grid
935	E62_E62_10_E62_grid	Numeric	'When I need one, I find it easy to find a suitable legal services provider that I can afford' : E62_grid
936	E62_E62_11_E62_grid	Numeric	Not being able to find a suitable legal services provider when I need one has affected the growth of my business : E62_grid
937	E62_E62_12_E62_grid	Numeric	'I feel the need to take legal advice more often than I did two years ago (or when the business first started trading, if less than two years ago)' : E62_grid
938	E62_E62_13_E62_grid	Numeric	Legal services providers are transparent about their costs : E62_grid
939	Theme01	Numeric	Trading Goods and services (c19)
940	Theme02	Numeric	Tax issues (c20)
941	Theme03	Numeric	Employment/ Staff issues (c21)
942	Theme04	Numeric	Business premises/ rent and mortgage issues (c22)
943	Theme05	Numeric	business owed money to any creditors (c23)
944	Theme06	Numeric	business' intellectual property like trademarks, copy rights,...(c24)
945	Theme07	Numeric	health and safety (c25)
946	Theme08	Numeric	business partnership/ takeover,...(c26)
947	Theme09	Numeric	Defamation/ Incorrect information held by a credit reporting agency/ Mismanagement of business money,...(c27)
948	Theme10	Numeric	None of these
949	weight	Numeric	Weight

Small Business 2017 Analysis Plan

1. Introduction

Context

Aims and objectives

Methodology

Sample

2. Legal Capacity and Use of Legal Services

Introduction

The Sources of Legal Capacity

Legal Capacity and Size of Firm

Legal Capacity and Firm-Size Turning Points

Depth of Legal Capacity

How does legal capacity vary by owner-manager and firm characteristics?

(A Multivariate analysis)

3. Experience of Legal Problems

Introduction

Number and Types of Legal Problems

Origin and Character of Legal Problems

What types of firms have legal problems?

Multivariate Analysis

Legal Problems and Business Characteristics

Diversity of Ownership and Legal Problems

Firm Size and Legal Problems

Firm Age and Legal Problems

Family Businesses and Legal Problems

Financial Performance and Legal Problems

Customer Base and Legal Problems

Legal Status and Legal Problems

Business Sector and Legal Problems

Legal Capacity and Legal Problems

Threshold Points for Legal Problems

4. The Impact of Legal Problems

Introduction

Effect of Legal Problem on the Firm

Effect of Legal Problem on Personnel

Financial Effects of Legal Problems

Which Firms are Affected by Legal Problems

Duration of the Legal Problem

5. Addressing Legal Problems

Introduction

Actions to Sort Out Legal Problems

New Questions – shopping around etc.

Levels of Legal Expertise and Sources Used

Sources of Help Used and Type of Legal Problem

Reasons for Choice of Legal Provider

New Questions – satisfaction with choice etc.

Sources of Information on Legal Problems

Accessibility of Legal Advice and Support

Multivariate Analysis

Variations by problem types

6. The Outcome of Legal Problems

Introduction

Outcomes of Legal Problems

Variations by problem types

7. Attitudes to Risk, Law and Legal Services

Introduction

Attitudes to Law and Regulation

Attitudes to Cost of Lawyers

Attitudes to Trust

Are Lawyers Used as a Last Resort?

Are Legal Services Accessible?

Is the Need for Legal Services Increasing?

Attitudes by Size of Enterprise

8. Panel analysis 2013-2017

2013, 2015 & 2017

2015 & 2017

2013 & 2017

9. Implications and Conclusions