



National Audit Office

Business Perceptions Survey 2010

Technical Report by FDS International

r7774/ap



Conducted on behalf of the National Audit Office and the Local Better Regulation Office



a Munro group company

Disclaimer

This research findings report forms part of the deliverables for a project undertaken by FDS International who were commissioned on behalf of the National Audit Office and the Local Better Regulation Office.

The views in this report are the authors' own and do not necessarily reflect those of the NAO or the LBRO.

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Section 1: Methodology and Sample Profile

The aim of this survey was to measure the impact of Government initiatives that have been introduced to reduce the level of administrative burden experienced by businesses in complying with nationally enforced regulation.

Specifically, the survey was targeted to address two key research objectives:

- track business opinion against baseline findings from 2007, and measure change in business perception of the regulation burden from 2007, 2008 and 2009
- examine the impact of the Administrative Burdens Reduction Programme on businesses according to size and sector

In conjunction with the Local Better Regulation Office (LBRO), 2,000 interviews were conducted with UK businesses (England and Wales only for the LBRO sample) between 10 March and 26 April 2010. In most cases, this report presents the results of the 1,000 businesses interviewed on behalf of the NAO, with the exception of Sections 5 and 6, where results were based upon the NAO and the LBRO combined dataset.

In order to measure changes over time, the questionnaire needed to remain similar to the 2009 survey, however where appropriate questions were changed to better address the research objectives, or to reflect some of the feedback from previous waves. A full version of the questionnaire can be found in Appendix C.

The questionnaire was structured as follows:-

- Businesses' perception of the burden of regulation
- Aspects of regulation that businesses find burdensome
- Perception of changes to regulation
- Communications
- General views on regulation (with combined LBRO data)

Fieldwork

A sample of 16,729 business contacts were obtained by FDS International in order to achieve the 2,000 interviews required, giving a conversion rate of 8:1. All contacts were sent an advance letter prior to fieldwork, providing further information about the research and an opportunity to supply an alternative contact name or number if required. A copy of the letter can be found in Appendix D.

After a period of one week following the advance letter being sent, contacts were issued to the FDS International Telephone Centre for interviewing.

Sample

As in previous years, quotas were set by the industry sector and size of business to account for variations in response rate between different types of business, shown in Table A1.

Table A1: Sample profile					
	Total 2010	NAO 2010	2009	2008	2007
Total	2,000	1,000	2,037	2,000	2,000
Area of Law					
Employment Law	201	201	500	409	411
Tax Law	202	202	412	433	405
Health and Safety Law	214	214	425	641	480
Company Law	201	201	359	306	377
Planning Law	191	191	341	211	327
Sector					
Agriculture	156	77	185	127	122
Construction	162	96	182	130	159
Finance	131	63	100	102	101
Hotel / catering	177	70	134	94	111
Manufacturing	148	79	162	124	130
Property / business	428	229	495	394	402
Retail / distribution	371	189	359	329	321
Transport	131	60	136	111	112
Public administration / other	296	137	304	589	542
Business size					
Small (1-49 employees)	1,648	827	1,750	1,514	1,470
Medium (50-249 employees)	173	86	150	232	291
Large (250+ employees)	175	85	129	246	232
Length of time business has been in existence					
Less than a year	66	34	54	56	25
1-3 years	184	89	256	90	123
4-5 years	176	77	177	60	159
6-20 years	796	416	803	637	813
More than 20 years	764	384	747	1157	872

Sample weighting

Data was weighted by company size and sector due to the stratification of the sample. Weights were applied to reflect the profile of British-based companies, as larger businesses were over-sampled in order to achieve robust base sizes.

Table A2: Sample weighting

	Unweighted Total 2010	Weighted Total 2010	Unweighted NAO 2010	Weighted NAO 2010
Total	2,000	2,000	1,000	1,000
Area of Law				
Employment Law	201	197	201	197
Tax Law	202	227	202	227
Health and Safety Law	214	210	214	210
Company Law	201	191	201	191
Planning Law	191	175	191	175
Sector				
Agriculture	156	125	77	65
Construction	162	247	96	121
Finance	131	14	63	7
Hotel / catering	177	173	70	104
Manufacturing	148	245	79	126
Property / business	428	265	229	131
Retail / distribution	371	440	189	221
Transport	131	72	60	36
Public administration / other	296	383	137	188
Business size				
Small (1-49 employees)	1,648	1961	827	981
Medium (50-249 employees)	173	18	86	9
Large (250+ employees)	175	17	85	8
Length of time business has been in existence				
Less than a year	66	74	30	34
1-3 years	184	211	89	97
4-5 years	176	195	77	85
6-20 years	796	839	416	433
More than 20 years	764	679	384	351

Margin of error

The overall sample size of 2,000 was designed to reflect last year's sample size, however in many cases the sub group of 1,000 NAO businesses was used for analysis.

A base size of 1,000 means that as a worst case scenario, findings are accurate to within ± 3 percentage points at the 95% confidence level. By this we mean that if 50% of our sample of 1,000 agreed with a statement in the questionnaire, we can be 95% confident (ie in 19 times out of 20) that the response from all UK businesses would lie between 47% and 53%.

Measuring a margin of error at 50% is referred to as a 'worst case scenario', as the margin of error decreases the closer results approach 0% or 100% (ie, where greater agreement in the sample occurs). Table A3 demonstrates how the margin of error decreases as opinion converges.

Table A3 shows the margin of error calculations of an unweighted sample of respondents, to demonstrate how it can change by response and sub group size. As the Business Perceptions Survey involved weighting of data, an overall effective base size of 471 was used for significance testing within the report.

Table A3: Margin of error at the 95% confidence level (95% confidence, infinite population, random sample)			
Number of interviews in sub group	Margin of error at 50%	Margin of error at 70%/30%	Margin of error at 90%/10%
2,000	$\pm 2.2\%$	$\pm 2.0\%$	$\pm 1.3\%$
1,000	$\pm 3.1\%$	$\pm 2.8\%$	$\pm 1.9\%$
800	$\pm 3.5\%$	$\pm 3.2\%$	$\pm 2.1\%$
600	$\pm 4.0\%$	$\pm 3.7\%$	$\pm 2.4\%$
500	$\pm 4.4\%$	$\pm 4.0\%$	$\pm 2.6\%$
471*	$\pm 4.5\%$	$\pm 4.1\%$	$\pm 2.7\%$
400	$\pm 4.9\%$	$\pm 4.5\%$	$\pm 2.9\%$
300	$\pm 5.7\%$	$\pm 5.2\%$	$\pm 3.4\%$
200	$\pm 6.9\%$	$\pm 6.4\%$	$\pm 4.2\%$
150	$\pm 8.0\%$	$\pm 7.3\%$	$\pm 4.8\%$
100	$\pm 9.8\%$	$\pm 9.0\%$	$\pm 5.9\%$

**Effective sample size of 1,000 NAO respondents when weighted*

Significance testing

At some points in the report, results are described as significantly different. These are tested by standard statistical formulae, also at the 95% confidence level. Where significant, we can be 95% confident that the differences are real and did not occur by chance or sampling error. Results that are not significant are those that we are less than 95% confident that they did not appear naturally. These should be treated with more caution but need not be written off as random chance.

Response rate

Table A4 shows the breakdown of response rates for the telephone fieldwork, both for the Total sample and also the NAO sub group.

Table A4: Outcomes for all sample provided		
	Total 2010	NAO 2010
Completed interviews	2,000 12%	1,000 15%
Refused	6,257 37%	2,445 37%
Out of quota	1,377 8%	1,135 17%
Number unobtainable	1,343 8%	595 9%
Not available during interviewing period	611 4%	233 4%
Active at close	606 4%	142 2%
Close at QF (knowledge of legal area)	264 2%	106 2%
Dialler issue	252 2%	- -
Close at QD (area of law practiced)	247 1%	67 1%
Ineligible for remaining active quotas/ other ineligible reason	99 1%	28 0%
Other	3,673 22%	854 13%
Total	16,729	6,605

Section 2: Survey Results

This appendix provides the results of the National Audit Office / FDS International 2010 Administrative Burdens survey. It shows topline results based on 1,000 interviews conducted by telephone across businesses in Great Britain on behalf of the NAO (with the exception of Q22 onwards, which also includes LBRO data).

Fieldwork was conducted between 10 March and 26 April 2010, and further details on the methodology used for the survey can be found in Appendix A of this report.

Where percentages in the charts or tables in this report do not add up to 100 per cent, it is due to a number of factors including the rounding of numbers, or the opportunity to give multiple responses to a question.

Standard Industrial Classification				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Agriculture	6	6	4	4
Construction	12	10	9	9
Finance	1	2	2	2
Hotel / Catering	10	7	6	6
Manufacturing	12	6	7	7
Property / Business	13	29	21	21
Public Administration / other	29	17	30	30
Retail / Distribution	12	19	17	17
Transport	4	4	4	4

Q1 As far as you know, roughly how many staff are employed by the organisation your work for, excluding owners, partners and directors? Please include anyone who works for the organisation, even if they work in a different location or plant to you.				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
None	29	31	n/a	n/a
1-4	45	36	51	50
5-9	15	12	22	21
10-19	6	9	11	13
20-49	3	7	11	11
50-99	*	2	1	2
100-249	*	1	2	1
250-499	*	*	1	1
500+	*	*	*	*
1,000+	*	*	*	*
Don't know	*	*	*	*

Q2 Thinking about the next 12 months, does your business expect to take on staff, reduce staff or stay the same?				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Take on staff	16	16	n/a	n/a
Stay the same	73	73	n/a	n/a
Reduce staff	7	9	n/a	n/a
Don't know	3	2	n/a	n/a

Q3 Roughly how long has your company been in existence?				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Less than a year	3	3	4	2
1-3 years	10	14	6	7
4-5 years	8	10	4	10
6-20 years	43	41	37	44
More than 20 years	35	32	50	37
Q4 Does your business have a formal written business plan? IF YES: How long ago was this plan written or last revised?				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Yes	29	35	n/a	n/a
Revised within the last two years	16	22	n/a	n/a
Revised 2 -5 years ago	7	7	n/a	n/a
Revised over 5 years ago	4	4	n/a	n/a
Do not know when written / revised	2	1	n/a	n/a
No	69	64	n/a	n/a
Don't know	2	1	n/a	n/a
Q5 Of the following six factors which may affect your business, which would you say, currently presents the greatest challenge?				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Attracting and retaining customers	42	42	n/a	n/a
Complying with regulation	15	19	n/a	n/a
Level of tax	23	16	n/a	n/a
Access to finance	13	13	n/a	n/a
Staff recruitment and retention	3	5	n/a	n/a
Staff redundancies	1	1	n/a	n/a
Don't know	3	4	n/a	n/a

Section 1 – Business Perceptions of the Burden of Regulation

Q6	How many staff, if any, does your business specifically employ to deal with complying with Planning/Tax/Health and Safety/Employment/Company Law regulation?							
		2010 (%)		2009 (%)		2008 (%)		2007 (%)
None		49		48		n/a		n/a
1		16		15		n/a		n/a
2-4		4		4		n/a		n/a
5-9		1		1		n/a		n/a
10+		*		*		n/a		n/a
Don't know		*		*		n/a		n/a
No other staff		29		31		n/a		n/a
Q7	Do you agree or disagree with the following statements about the Government's approach to regulating in this area?							
		%	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know or n/a
Generally, it is clear what the purpose of regulation is	2010	10	48	7	18	14	4	
	2009	11	43	9	19	16	2	
	2008	13	44	6	20	14	3	
	2007	12	43	7	20	15	3	
It is straightforward to understand what you are required to do to comply with regulations	2010	13	34	8	24	18	5	
	2009	11	33	7	25	22	1	
	2008	12	33	6	25	22	2	
	2007	9	28	7	28	25	3	
It is easy to comply with regulations	2010	10	28	9	28	20	6	
	2009	9	29	9	30	22	1	
	2008	8	30	7	28	25	2	
	2007	6	27	10	29	26	2	
Most regulation is fair and proportionate	2010	6	39	7	25	16	7	
	2009	7	38	11	23	19	2	
	2008	7	39	10	23	19	3	
	2007	5	34	10	25	21	4	
The Government understands business well enough to regulate	2010	4	24	8	25	33	4	
	2009	4	22	9	26	38	2	
	2008	4	23	8	25	38	2	
	2007	3	18	8	29	39	3	
The Government consults well with business before any new regulation, or change to an existing regulation, is introduced	2010	5	18	6	28	32	12	
	2009	4	16	11	28	36	6	
	2008	4	17	6	25	39	9	
	2007	3	13	8	29	39	7	
Different parts of government take a joined-up approach to regulation	2010	5	24	8	23	17	22	
	2009	5	23	16	23	22	12	
	2008	5	24	11	23	22	15	
	2007	5	20	13	22	24	15	

Q8	Do you agree or disagree that the overall level of regulation in the UK is an obstacle to your business's success? Is that strongly (dis)agree or tend to (dis)agree?					
%	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know or n/a
2010	34	28	7	23	6	2
2009	35	27	8	24	6	1
2008	31	27	8	24	8	2
2007	32	26	9	24	6	2
Q9a	Government has to weigh-up the cost to business of complying with rules and regulations, against protecting people and the environment from harm. Overall, do you think that the Government has got the balance about right?					
		2010 (%)	2009 (%)	2008 (%)	2007 (%)	
Yes		36	42	n/a	n/a	
No		56	50	n/a	n/a	
Don't know		8	8	n/a	n/a	
Q9b	So do you think....? (all that answered 'no' to Q9a)					
		2010 (%)	2009 (%)	2008 (%)	2007 (%)	
...there is too much regulation		94	91	n/a	n/a	
...there is too little regulation		2	5	n/a	n/a	
Don't know		4	4	n/a	n/a	

Section 2 – Identifying which aspects of regulation businesses find burdensome

Q10 Still responding with specific reference to complying with Planning/Tax/Health and Safety/Employment/Company Law regulation...do you agree or disagree that the following activities are a burden when complying with regulation?							
	%	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know or n/a
The length of time it takes to go through the whole process of complying	2010	32	38	5	15	4	6
	2009	33	36	7	18	4	3
	2008	37	35	7	15	4	3
	2007	42	36	7	10	3	3
Finding information about which regulations apply to your business	2010	29	38	4	20	4	6
	2009	32	34	6	21	5	1
	2008	32	36	7	18	4	2
	2007	40	34	7	14	3	2
Finding guidance and advice explaining what you have to do to comply with given regulations	2010	23	40	6	21	5	5
	2009	28	36	6	22	5	2
	2008	27	39	6	21	5	2
	2007	34	37	7	16	4	3
Preparing and reporting facts and figures for government	2010	27	31	5	17	5	15
	2009	26	31	11	21	6	6
	2008	29	32	9	18	6	6
	2007	33	34	10	15	4	4
Completing paperwork, including filling out forms and keeping records	2010	30	35	6	18	6	5
	2009	31	34	7	21	5	2
	2008	37	33	6	17	6	2
	2007	39	35	7	14	4	2
Having to provide the same information more than once to Government	2010	41	28	4	14	4	9
	2009	37	27	8	18	5	5
	2008	37	28	8	17	6	4
	2007	44	27	8	13	5	3
Being ready for and complying with inspections	2010	17	33	9	22	5	14
	2009	19	30	12	26	7	6
	2008	23	34	11	22	6	4
	2007	25	36	11	20	4	5
Having to keep up to date with changes in existing regulation	2010	32	35	7	15	5	6
	2009	30	39	6	18	5	2
	2008	37	39	5	14	4	1
	2007	41	39	5	11	3	2
Having to keep up to date with the introduction of new regulations	2010	32	40	4	13	4	7
	2009	32	40	6	16	5	3
	2008	n/a	n/a	n/a	n/a	n/a	n/a
	2007	n/a	n/a	n/a	n/a	n/a	n/a
Updating policy/policies for your business when regulations change or are introduced	2010	26	39	7	16	4	8
	2009	36	37	8	22	4	3
	2008	n/a	n/a	n/a	n/a	n/a	n/a
	2007	n/a	n/a	n/a	n/a	n/a	n/a

Section 3 – Communications

Q12 How informed do you feel about Planning/Tax/Health and Safety/Employment/Company Law regulations which affect your business?				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Very informed	11	10	n/a	n/a
Fairly informed	52	51	n/a	n/a
Not very informed	21	26	n/a	n/a
Not at all informed	12	12	n/a	n/a
Don't know	4	1	n/a	n/a
Q13 Which, if any, of the following do you use to help the business in complying with Planning/Tax/Health and Safety/Employment/Company Law regulations?				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
External accountant	57	55	n/a	n/a
Trade Association(s)/Business Organisation(s)	41	46	52	n/a
Government departments' websites	39	43	40	n/a
External insurance company	37	37	n/a	n/a
The Businesslink website	34	33	29	n/a
External lawyer	24	27	n/a	n/a
Direct contact with staff in Government departments	22	26	29	n/a
External specialist consultant	22	23	n/a	n/a
Nothing in particular	-	*	n/a	n/a
Local council	40	n/a	n/a	n/a
Other	5	3	11	n/a
None of these/Don't know	7	7	10	n/a
Q14 Why does your business use an external agent to help with complying with [input area of law logged at QB, C, D or F] regulations? (all that answered 'external account' and/or 'external insurance company' and/or 'external lawyer' and/or 'external specialist consultant' to Q16).				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Need for assurance	28	n/a	n/a	n/a
Want independent advice	21	n/a	n/a	n/a
Not enough time/ lack of internal resource	21	n/a	n/a	n/a
Lack of clarity in legal requirement	17	n/a	n/a	n/a
Unable to get advice on how to comply	8	n/a	n/a	n/a
Agents have greater knowledge	8	n/a	n/a	n/a
Worried about penalties for non compliance	4	n/a	n/a	n/a
Easier/ more convenient	3	n/a	n/a	n/a
Can't rely on advice on how to comply	2	n/a	n/a	n/a
Inconsistency in advice on how to comply	2	n/a	n/a	n/a
Get broader understanding	2	n/a	n/a	n/a
Legal reasons	2	n/a	n/a	n/a
Other reasons	7	n/a	n/a	n/a
Don't know	4	n/a	n/a	n/a

Section 4 – Business perceptions of changes to regulation

Q17 For each of the following aspects of regulation would you say it has become less time consuming, more time consuming or has stayed about the same over the last twelve months?		Less time consuming	Stayed the same	More time consuming	Don't know
Finding information about which regulations apply to your business	2010	4	58	28	4
	2009	4	61	32	3
	2008	n/a	n/a	n/a	n/a
	2007	n/a	n/a	n/a	n/a
Finding guidance and advice explaining what you have to do to comply with a given regulation	2010	4	61	26	3
	2009	6	61	30	3
	2008	n/a	n/a	n/a	n/a
	2007	n/a	n/a	n/a	n/a
Preparing and reporting facts and figures for government	2010	3	54	29	4
	2009	3	65	26	6
	2008	n/a	n/a	n/a	n/a
	2007	n/a	n/a	n/a	n/a
Completing paperwork, including filling out forms and keeping records	2010	4	53	36	2
	2009	3	60	34	3
	2008	n/a	n/a	n/a	n/a
	2007	n/a	n/a	n/a	n/a
Having to provide the same information more than once to Government	2010	1	54	29	3
	2009	2	63	28	7
	2008	n/a	n/a	n/a	n/a
	2007	n/a	n/a	n/a	n/a
Being ready for and complying with inspections	2010	2	58	21	4
	2009	1	71	20	8
	2008	n/a	n/a	n/a	n/a
	2007	n/a	n/a	n/a	n/a
Having to keep up to date with changes in existing regulation	2010	3	54	34	2
	2009	2	59	36	3
	2008	n/a	n/a	n/a	n/a
	2007	n/a	n/a	n/a	n/a
Having to keep up to date with the introduction of new regulations	2010	2	51	38	2
	2009	2	57	39	3
	2008	n/a	n/a	n/a	n/a
	2007	n/a	n/a	n/a	n/a
Updating policy/policies for your business when regulations change or are introduced.	2010	1	53	35	2
	2009	2	62	32	4
	2008	n/a	n/a	n/a	n/a
	2007	n/a	n/a	n/a	n/a
Q18 And overall, has complying with regulation become less time consuming, more time consuming or stayed about the same over the last twelve months?					
	2010 (%)	2009 (%)	2008 (%)	2007 (%)	
Become less time consuming	1	1	1	n/a	
Stayed about the same	56	60	57	n/a	
Become more time consuming	40	37	40	n/a	
Don't know	3	1	1	n/a	

Q19 In the course of your business operations, has complying with regulation become easier, more difficult or stayed about the same over the last twelve months?				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Become easier	1	3	2	n/a
Stayed about the same	66	65	66	n/a
Become more difficult	29	30	30	n/a
Don't know	4	1	2	n/a
Q20 In the next twelve months, do you think that the burdens on business resulting from regulation will decrease, stay the same or increase?				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Decrease	3	4	2	3
Stay the same	34	37	22	16
Increase	46	53	72	76
Don't know	17	6	4	5
Q21 Why do you say that? (all those that said increase at Q20)				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Too many regulations/ keep introducing new ones/ never decreases	36	n/a	n/a	n/a
Government may change/ general election looming	12	n/a	n/a	n/a
Based on past experiences/ what's happened in the last few years	7	n/a	n/a	n/a
Regulations change too frequently/ difficult to keep up	7	n/a	n/a	n/a
Too much paperwork/ too many forms to fill in/ have to keep records	6	n/a	n/a	n/a
Too time consuming not enough time to deal with regulations	5	n/a	n/a	n/a
Means a lot more effort from us/ have to do a lot more	5	n/a	n/a	n/a
Government try to be over controlling/ have created a state where people no longer feel responsible for themselves	5	n/a	n/a	n/a
Regulations complicated/ unclear/ confusing	4	n/a	n/a	n/a
Financial/ cost issues/ expensive complying with regulations	4	n/a	n/a	n/a
Other answers	31	n/a	n/a	n/a
Don't know	4	n/a	n/a	n/a

Section 5 - General views of regulation

This section shows topline findings from the combined NAO and LBRO surveys, giving a base of 2,000.

Q22 I am going to read out three aspects of regulation and ask you to rank them in order of importance to you. They are:-				
i. Having flexibility in how you choose to comply with regulation				
ii. It being simple to comply with regulation				
iii. Having certainty that you are compliant				
Q22a: Ranked first	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Having flexibility in how you choose to comply with regulation	31	n/a	n/a	n/a
It being simple to comply with regulation	30	n/a	n/a	n/a
Having certainty that you are compliant	37	n/a	n/a	n/a
Don't know	2	n/a	n/a	n/a
Q22b: Ranked second	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Having flexibility in how you choose to comply with regulation	30	n/a	n/a	n/a
It being simple to comply with regulation	39	n/a	n/a	n/a
Having certainty that you are compliant	28	n/a	n/a	n/a
Don't know	3	n/a	n/a	n/a
Q23 Not including regulations that apply to all businesses, such as tax and employment, how easy or difficult are the regulations relevant to your specific business sector to comply with? Are they ...				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Very easy	6	n/a	n/a	n/a
Fairly easy	53	n/a	n/a	n/a
Fairly difficult	27	n/a	n/a	n/a
Very difficult	8	n/a	n/a	n/a
Don't know	6	n/a	n/a	n/a
Q24 Why do you say that? (all who consider regulations easy to deal with at Q23)				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Easy/ straightforward/ easy to enforce regulations	30	n/a	n/a	n/a
Not many rules/ regulations to comply with/ not many apply to us	24	n/a	n/a	n/a
Do it anyway/ already follow regulations/ been doing it a long time	12	n/a	n/a	n/a
Good clear information/ communication/ advice	9	n/a	n/a	n/a
No complaints/ problems	6	n/a	n/a	n/a
It's common sense/ obvious	3	n/a	n/a	n/a
Available online/ on computer/ CD	3	n/a	n/a	n/a
Help/ support available	3	n/a	n/a	n/a
We cope/ manage/ able to keep up with it	3	n/a	n/a	n/a
Allows us to run company well/ efficiently	2	n/a	n/a	n/a
Not many changes made/ regulations stay the same	2	n/a	n/a	n/a
Other	14	n/a	n/a	n/a
Don't know	10	n/a	n/a	n/a

Q24 Why do you say that? (all who consider regulations difficult to deal with at Q23)				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Too many regulations/ keep introducing new regulations/ too excessive	22	n/a	n/a	n/a
Regulations complicated/ unclear/ confusing/ too much jargon used	15	n/a	n/a	n/a
Regulations impractical/ challenging/ difficult to comply with	13	n/a	n/a	n/a
Regulations change too frequently/ difficult to keep up with changes	11	n/a	n/a	n/a
Slow/ time consuming	11	n/a	n/a	n/a
Poor/ lack of information/ not informed of changes/ future changes/ need more information	10	n/a	n/a	n/a
Financial/ cost issues/ expensive complying with regulations	9	n/a	n/a	n/a
Too much paperwork/ problems with paperwork	6	n/a	n/a	n/a
Too much bureaucracy/ red tape	5			
Health & safety regulations/ too strict on health & safety	4			
Have to employ/ someone to deal with it for me	4	n/a	n/a	n/a
Hotel/ catering/ food industry regulations	3	n/a	n/a	n/a
Employment difficulties/ makes it more difficult to employ people	3	n/a	n/a	n/a
Other (<20 mentions each)	24	n/a	n/a	n/a
Don't know	4	n/a	n/a	n/a
Q25a Have you ever made contact with any body or organisation to make a suggestion on how the regulatory regime could be improved in any way? This could be about any area of law - nationally or locally enforced.				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
Yes	10	n/a	n/a	n/a
No	90	n/a	n/a	n/a
Q25b Who did you contact to make your suggestion? (all who had made a suggestion at Q25a)				
	2010 (%)	2009 (%)	2008 (%)	2007 (%)
A trade or business association	28	n/a	n/a	n/a
Your local council	20	n/a	n/a	n/a
A member of parliament	12	n/a	n/a	n/a
HMRC	9	n/a	n/a	n/a
Other government departments e.g DEFRA/ DTI	4	n/a	n/a	n/a
Companies house	4	n/a	n/a	n/a
HSE/ Health and safety	4	n/a	n/a	n/a
A local councillor	3	n/a	n/a	n/a
Other (<5 mentions each)	30	n/a	n/a	n/a

Section 3: The Questionnaire



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C1	C2	C3	C4	C5	C6	C7
7	7	4				1

NAO/ LBRO – Admin burdens survey 2010 7774

SURVEY

NAO SURVEY 1
LBRO SURVEY 2

Good morning/afternoon, I'm calling from FDS, the independent research organisation and we are carrying out a survey on behalf of the National Audit Office (NAO) and the Local Better Regulation Office (LBRO). A letter from us should have been received by you asking for your help with this important study.

ESTABLISH CONTACT WITH NAMED SAMPLE OR REFERRAL IF RELEVANT

INTRODUCTION

ONCE CONTACT WITH RELEVANT COMPANY REPRESENTATIVE ACHIEVED:

As a totally independent organisation to Government, The National Audit Office (NAO) is carrying out an independent evaluation of Government's efforts to reduce the cost to business of complying with regulation. Participating in this survey gives you the opportunity to provide feedback on your experience of complying with regulation and to share your ideas for improvement. The interview should take no more than 15 minutes.

This survey is being run in conjunction with the Local Better Regulation Office (LBRO), a public body under the Department of Business, Innovation and Skills. Some of your answers may be used by both parties in their final analysis.

ADD IF NECESSARY: All the information you give us is completely confidential. The NAO and LBRO will not know who has taken part and all responses will be aggregated before presenting the findings.

ADD IF NECESSARY: All the information you give us is completely confidential. The LBRO and NAO will not know who has taken part and all responses will be aggregated before presenting the findings.

YES – continue
NO – terminate

MAIN-STAGE SURVEY SCREENING QUESTIONS

	Col	Route
QA. INDUSTRY – CODED FROM SAMPLE		
Agriculture	1	
Production	2	
Construction	3	
Accommodation and food	4	
Transport and storage	5	
Property/ business services/ professional	6	
Public admin/ education/ health	7	
Finance	8	
Retail	9	
Wholesale	10	
Motor	11	
Other	12	
QB. When answering most of the survey questions, we would like you to focus on the area of <i>[insert area of law1 from sample]</i> Law. SINGLE CODE ONLY		
If respondent says they do not know enough about selected law prompt: Part of the survey is also to understand <u>how much</u> businesses know about regulation so if you don't know too much about specific regulations you can still answer on <i><selected area of law></i>		
OK to Continue	1	Q1 EXCEPT IF HEALTH & SAFETY – THESE GO TO QE
Objections raised – cannot answer on this area of law	2	QC
Referred to another person	3	LOG DETAILS AND RE-CONTACT
IF CODE 1 AT QB – SCRIPT TO LOG LAW1 FROM SAMPLE EXCEPT IF LBRO SURVEY AND HEALTH & SAFETY		
ASK IF CODE 2 AT QB		
QC: In that case we would like you to focus on <i>[insert area of law2 from sample]</i> Law. SINGLE CODE ONLY		
OK to Continue	1	Q1 EXCEPT IF HEALTH & SAFETY – THESE GO TO QE
Objections raised – cannot answer on this area of law	2	QD
Referred to another person	3	LOG DETAILS & RE-CONTACT
IF CODE 1 AT QC – SCRIPT TO LOG LAW2 FROM SAMPLE EXCEPT IF LBRO SURVEY AND HEALTH & SAFETY		

<p>ASK IF CODE 2 AT QC</p> <p>QD: Which of the following areas of law would you be most able to complete the survey about? READ OUT a) – e) or f) – j) NOT USED AT QB OR QC. SINGLE CODE ONLY</p> <p style="text-align: right;">LIST FOR NAO SURVEY</p> <p style="text-align: right;">a) Company Law</p> <p style="text-align: right;">b) Employment Law</p> <p style="text-align: right;">c) Health and Safety Law</p> <p style="text-align: right;">d) Planning Law</p> <p style="text-align: right;">e) Tax Law</p> <p style="text-align: right;">LIST FOR LBRO SURVEY</p> <p style="text-align: right;">f) Food Safety</p> <p style="text-align: right;">g) Consumer Protection, for example in relation to fair trading, consumer credit and product safety</p> <p style="text-align: right;">h) Fire Safety</p> <p style="text-align: right;">i) Health and Safety</p> <p style="text-align: right;">j) Licensing of alcohol, taxis, gambling, entertainment or security personnel</p> <p style="text-align: right;">None of these</p>		<p>Q1</p> <p>Q1</p> <p>QE</p> <p>Q1</p> <p>Q1</p> <p>Q1</p> <p>Q1</p> <p>Q1</p> <p>QE</p> <p>Q1</p> <p>CLOSE</p>
<p>IF CODE 3 OR 9 (HEALTH AND SAFETY) AT QB, QC OR QD, ASK QE</p>		
<p>QE: With regards to Health and Safety regulations, are you inspected by the Health and Safety Executive, your local council or both?</p> <p style="text-align: right;">Health and Safety executive</p> <p style="text-align: right;">Local Council</p> <p style="text-align: right;">Both</p> <p style="text-align: right;">Don't know</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p>	
<p>IF LBRO SURVEY AND HSE, ASK QF</p> <p>IF NAO SURVEY, GO TO Q1 WITH HEALTH AND SAFETY SCRIPTED AS AREA OF LAW</p>		

ASK IF LBRO SURVEY AND HSE AT QE		
QF: Which of the following areas of law would you be most able to complete the survey about? READ OUT a) – e) or f) – j) NOT USED AT QB, QC OR QD. SINGLE CODE ONLY		
LIST FOR NAO SURVEY		
a) Company Law	1	Q1
b) Employment Law	2	Q1
c) Health and Safety Law	3	Q1
d) Planning Law	4	Q1
e) Tax Law	5	Q1
LIST FOR LBRO SURVEY		
f) Food Safety	6	Q1
g) Consumer Protection, for example in relation to fair trading, consumer credit and product safety	7	Q1
h) Fire Safety	8	Q1
i) Health and Safety	9	Q1
j) Licensing of alcohol, taxis, gambling, entertainment or security personnel	0	Q1
None of these		CLOSE
SCRIPT TO LOG LAW (CODE 1 – 10) FROM QF		

SECTION 1 - CLASSIFICATION

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

<p>Q1: As far as you know, roughly how many staff are employed by the organisation you work for, excluding owners, partners and directors? Please include anyone who works for the organisation, even if they work in a different location or plant to you. PROMPT WITH BANDS IF NECESSARY. SINGLE CODE ONLY</p>	<p>None 1</p> <p>1 - 4 2</p> <p>5 – 9 3</p> <p>10-19 4</p> <p>20 - 49 5</p> <p>50 - 99 6</p> <p>100 - 249 7</p> <p>250-499 8</p> <p>500-999 9</p> <p>1,000+ 10</p> <p>Don't know</p>	
<p>Q2: Thinking about the next 12 months, does your business expect to take on staff, reduce staff or stay the same? SINGLE CODE ONLY.</p>	<p>Take on staff 1</p> <p>Stay the same 2</p> <p>Reduce staff 3</p> <p>Don't know</p>	
<p>Q3: Roughly how long has your company been in existence? SINGLE CODE ONLY</p>	<p>Less than a year 1</p> <p>1 – 3 years 2</p> <p>4 - 5 years 3</p> <p>6 - 20 years 4</p> <p>More than 20 years 5</p> <p>Don't know</p>	

<p>NAO SURVEY ONLY</p> <p>Q4: Does your business have a formal written business plan? IF YES: How long ago was this business plan written or last revised? SINGLE CODE ONLY</p> <p style="text-align: right;">Yes:</p> <p style="text-align: right;">...within the last two years 1</p> <p style="text-align: right;">...2-5 years ago 2</p> <p style="text-align: right;">...over 5 years ago 3</p> <p style="text-align: right;">Do not know when written/revised 4</p> <p style="text-align: right;">No 5</p> <p style="text-align: right;">Don't know</p>		
<p>Q5: Of the following six challenges which may affect your business, which would you say, currently presents the <u>greatest</u> challenge? READ OUT. ROTATE CODES 1 -5 IN THE READ OUT. SINGLE CODE ONLY</p> <p style="text-align: right;">Access to finance 1</p> <p style="text-align: right;">Complying with regulation 2</p> <p style="text-align: right;">Level of tax 3</p> <p style="text-align: right;">Staff recruitment and retention 4</p> <p style="text-align: right;">Staff redundancies 5</p> <p style="text-align: right;">Attracting & retaining customers 6</p> <p style="text-align: right;">Don't know</p>		

SECTION 2 – BUSINESS’ PERCEPTIONS OF THE BURDEN OF REGULATION

Interviewer Note: If at any time during the interview the respondent wishes to make further points, which they feel have not been covered in the survey, please tell them that you will provide them with an email address at the end of the survey which they can email their comments to.

READ OUT

When answering the following questions, I would like you to respond with specific reference to complying with *[input area of law logged at QB, C, D or F]*

QUESTIONNAIRE VERSION 1 - Q5 DELETED		
ASK IF CODE 2-11 AT Q1		
Q6: How many staff, if any, does your business specifically employ to deal with complying with <i>[input area of law logged at QB, C, D or F]</i> ? SINGLE CODE ONLY		
None	1	
1	2	
2 – 4	3	
5 – 9	4	
10+	5	
Don't know		

<p>Q7: Do you agree or disagree with the following statements about the Government's / local government's (READ OUT AS APPROPRIATE DEPENDING ON WHETHER NAO OR LBRO SURVEY) approach to regulating in this area?</p> <p>ONLY PROMPT IF NECESSARY: Is that strongly (dis)agree or tend to (dis)agree?</p> <p>READ OUT a) – g). SINGLE CODE ONLY FOR EACH STATEMENT. ROTATE STATEMENTS</p> <p>SCALE [Strongly agree, tend to agree, neither agree nor disagree, tend to disagree, strongly disagree, don't know, not applicable]</p> <p>a) Generally, it is clear what the purpose of regulation is.</p> <p>b) It is straightforward to understand what you are required to do to comply with regulations.</p> <p>c) It is easy to comply with regulations.</p> <p>d) Most regulation is fair and proportionate.</p> <p>e) The Government understands/ local councils understand (DEPENDENT ON SURVEY) business well enough to regulate.</p> <p>f) The Government consults well with business before any new regulation, or change to an existing regulation, is introduced.</p> <p>g) Different parts of government/ different local councils (DEPENDENT ON SURVEY) take a joined-up approach to regulation.</p>		
<p>Q8: Do you agree or disagree that the overall level of regulation in the UK is an obstacle to your business's success? Is that strongly (dis)agree or tend to (dis)agree?</p> <p>SINGLE CODE ONLY</p> <p>Strongly agree 1</p> <p>Tend to agree 2</p> <p>Neither agree nor disagree 3</p> <p>Tend to disagree 4</p> <p>Strongly disagree 5</p> <p>Don't know</p>		
<p>QUESTIONNAIRE VERSION 1 - Q8b DELETED</p>		
<p>QUESTIONNAIRE VERSION 1 - Q8C DELETED</p>		

<p>ASK ALL</p> <p>Q9a: Government has to weigh-up the cost to business of complying with rules and regulations, against protecting people and the environment from harm. Overall, do you think that the Government has got the balance about right...? SINGLE CODE ONLY</p> <p style="text-align: right;">Yes 1 No 2 Don't know</p>		
<p>ASK IF NO AT Q9a</p> <p>Q9b: So do you think...</p> <p style="text-align: right;">There is too much regulation 1 There is too little regulation 2 Don't know</p>		

SECTION 3 – IDENTIFYING WHICH ASPECTS OF REGULATION BUSINESSES FIND BURDENSOME

<p>Q10: Still responding with specific reference to complying with <i>[input area of law logged at QB, C, D or F]</i>, do you agree or disagree that the following activities are a burden when complying with the regulation? By agreeing with a statement, you are indicating that the activity is a burden.</p> <p>ONLY PROMPT IF NECESSARY: Is that strongly (dis)agree or tend to (dis)agree?</p> <p>READ OUT a) – k). SINGLE CODE ONLY FOR EACH STATEMENT. ROTATE STATEMENTS (STATEMENTS G AND H ARE ROTATED AS A PAIR WITH G ALWAYS PRECEDING H)</p> <p>SCALE [Strongly agree, tend to agree, neither agree nor disagree, tend to disagree, strongly disagree, don't know, not applicable]</p> <p>a) The length of time it takes to go through the whole process of complying.</p> <p>b) Finding information about which regulations apply to your business.</p> <p>c) Finding guidance and advice explaining what you have to do to comply with a given regulation.</p> <p>d) NAO ... Preparing and reporting facts and figures for Government/ LBRO Dealing with local councils</p> <p>e) Completing paperwork, including filling out forms and keeping records.</p> <p>f) Having to provide the same information more than once FOR NAO ADD ...to Government.</p> <p>g) Being ready for and complying with inspections.</p> <p>h) Being ready for inspections from more than one Government agency</p> <p>i) Having to keep up to date with changes in existing regulation.</p> <p>j) Having to keep up to date with the introduction of new regulations.</p> <p>k) Updating policy/policies for your business when regulations change or are introduced</p>		
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<p>LBRO SURVEY ONLY</p> <p>Q11: Still in relation to <i>[input area of law logged at QB, C, D or F]</i>, in your view is the role of local council regulators to ... READ OUT</p> <p>Enforce rules and regulations only</p> <p>Enforce rules and regulations and provide advice</p> <p>Don't know</p>	<p>1</p> <p>2</p>	
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SECTION 4 – COMMUNICATIONS

<p>Q12: How informed do you feel about <i>[input area of law logged at QB, C, D or F]</i> regulations which affect your business? SINGLE CODE ONLY. READ OUT</p> <p>Very informed 1 Fairly informed 2 Not very informed 3 Not at all informed 4 Don't know</p>		
<p>CANDIDATE FOR DROPPING FROM NAO SURVEY IF SURVEY TOO LONG</p> <p>Q13: Which, if any, of the following do you use to help the business in complying with <i>[input area of law logged at QB, C, D or F]</i> regulation? READ OUT. MULTICODE OK</p> <p>Local Council 1 The Businesslink website 2 Government departments' websites 3 Direct contact with staff in Government departments 4 External accountant 5 External insurance company 6 External lawyer 7 External specialist consultant 8 Trade Association(s)/Business Organisation(s) 9</p> <p>Other (WRITE IN) None of these Don't know</p>		

IF EXTERNAL ACCOUNTANT, EXTERNAL INSURANCE COMPANY, EXTERNAL LAWYER AND/ OR EXTERNAL SPECIALIST CONSULTANT, ASK Q14		
CANDIDATE FOR DROPPING FROM NAO SURVEY IF SURVEY TOO LONG Q14: Why does your business use an external agent to help with complying with <i>[input area of law logged at QB, C, D or F]</i> regulations? <div style="text-align: right;"> Not enough time/ lack of internal resource 1 Unable to get advice on how to comply from regulators 2 Can't rely on advice on how to comply from regulators 3 Inconsistency in advice on how to comply from regulators 4 Lack of clarity in legal requirement 5 Need for assurance 6 Want independent advice 7 Worried about penalties for non compliance 8 Other (TYPE IN) Don't know </div>		
LBRO SURVEY ONLY ASK Q15 & Q16		
Q15: Do you deal with more than one local council in relation to <i>[input area of law logged at QB, C, D or F]</i> ? <div style="text-align: right;"> Yes 1 No 2 Don't know </div>		
IF YES		
Q16: How consistent or inconsistent is the advice that you receive in relation to <i>[input area of law logged at QB, C, D or F]</i> from the various councils you have contact with about it? <div style="text-align: right;"> Very consistent 1 Fairly consistent 2 Fairly inconsistent 3 Very inconsistent 4 Don't know </div>		

SECTION 5 – perceptions of changes to regulation

NAO SURVEY ONLY ASK Q17 – Q18, LBRO GO TO Q19

Still responding with specific reference to complying with *[input area of law logged at QB, C, D or F]*

<p>Q17: For each of the following aspects of regulation would you say it has become less time consuming, more time consuming or has stayed about the same over the last twelve months?</p> <p>READ OUT STATEMENTS a) – i). SINGLE CODE ONLY FOR EACH</p> <p>SCALE [Less time consuming, more time consuming, stayed the same, don't know, not applicable]</p> <p>a) Finding information about which regulations apply to your business.</p> <p>b) Finding guidance and advice explaining what you have to do to comply with a given regulation.</p> <p>c) Preparing and reporting facts and figures for government.</p> <p>d) Completing paperwork, including filling out forms and keeping records.</p> <p>e) Having to provide the same information more than once to Government.</p> <p>f) Being ready for and complying with inspections.</p> <p>g) Having to keep up to date with changes in existing regulation.</p> <p>h) Having to keep up to date with the introduction of new regulations</p> <p>i) Updating policy/policies for your business when regulations change or are introduced</p>	
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<p>Q18: Overall, has complying with regulation become less time consuming, more time consuming or stayed about the same over the last twelve months? SINGLE CODE ONLY</p> <p style="text-align: right;"> Become less time consuming 1 Become more time consuming 2 Stayed about the same 3 Don't know </p>		
<p>BOTH SURVEYS</p> <p>Q19: In the course of your business operations, has complying with NAO regulation/ LBRO <i>[input area of law logged at QB, C, D or F]</i> become easier, more difficult or stayed about the same over the last twelve months? SINGLE CODE ONLY</p> <p style="text-align: right;"> Become easier Become more difficult 1 Stayed about the same 2 Don't know 3 </p>		
<p>NAO SURVEY ONLY ASK Q20 – Q21, LBRO GO TO Q22A</p> <p>Q20: In the next 12 months, do you think that the burdens resulting from national regulation will decrease, stay the same or increase? SINGLE CODE ONLY</p> <p style="text-align: right;"> Decrease 1 Stay the same 2 Increase 3 Don't know </p>		
<p>ASK IF INCREASE AT Q20</p> <p>Q21: Why do you say that? PROBE FULLY AND TYPE IN</p>		

SECTION 6 – GENERAL VIEWS OF REGULATION

Now I would like to ask you about your views of regulation in general. It doesn't matter whether it is national regulation like company and employment law or local regulation like food safety and consumer protection, I would like you to think about regulation in general

<p>Q22a: I am going to read out three aspects of regulation and ask you to rank them in order of importance to you. They are:-</p> <ul style="list-style-type: none"> i. Having flexibility in how you choose to comply with regulation ii. It being simple to comply with regulation iii. Having certainty that you are compliant <p>Which one is most important to you?</p>	<div>Flexibility</div> <div>Ease</div> <div>Certainty</div> <div>Don't know</div>	<div>1</div> <div>2</div> <div>3</div>	
<p>Q22b: And which is the second most important?</p>	<div>Flexibility</div> <div>Ease</div> <div>Certainty</div> <div>Don't know</div>	<div>1</div> <div>2</div> <div>3</div>	

<p>Q23: Not including regulations that apply to all businesses, such as tax and employment, how easy or difficult are the regulations relevant to your specific business sector to comply with? Are they READ OUT</p> <p>Very easy to comply with 1</p> <p>Fairly easy 2</p> <p>Fairly difficult 3</p> <p>Very difficult 4</p> <p>Don't know</p>		
<p>Q24: Why do you say that? OPEN-ENDED PROBE FULLY</p> <p>Don't know</p>		
<p>Q25a: Have you ever made contact with anybody or organisation to make a suggestion on how the regulatory regime could be improved in any way? This could be about any area of law – nationally or locally enforced.</p> <p>Yes 1</p> <p>No 2</p>		
<p>IF YES AT Q25a</p> <p>Q25b: Who did you contact to make your suggestion?</p> <p>Companies House 1</p> <p>HM Revenue and Customs 2</p> <p>Your Local Council 3</p> <p>A Local Councillor 4</p> <p>A Member of Parliament 5</p> <p>A trade or business association 6</p> <p>Another Government body (PLEASE SPECIFY) 7</p> <p>Any other body (PLEASE SPECIFY) 8</p> <p>Don't know</p>		

SECTION 7 – LBRO QUESTIONS

TO BE ASKED OF BUSINESSES IN ENGLAND & WALES (1890) – SCOTLAND & N IRELAND GO TO Q31

<p>Q27: I'd now like to ask you a few questions in relation to regulation enforced by local councils. About which of the following areas of law have you had contact with your local council or Fire Service in the last two years? READ OUT</p> <p style="text-align: right;">Food Safety 1</p> <p style="text-align: right;">Consumer Protection for example in relation to fair trading, consumer credit and product safety 2</p> <p style="text-align: right;">Fire Safety 3</p> <p style="text-align: right;">Health and Safety 4</p> <p style="text-align: right;">Licensing of alcohol, taxis, gambling, entertainment or security personnel 5</p> <p style="text-align: right;">None of these</p> <p>IF MENTION MORE THAN ONE, ORDER OF PRIORITY FOR SELECTION IS:-</p> <p style="text-align: right;">CONSUMER PROTECTION</p> <p style="text-align: right;">FOOD SAFETY</p> <p style="text-align: right;">LICENSING</p> <p style="text-align: right;">HEALTH & SAFETY</p> <p style="text-align: right;">FIRE SAFETY</p>		<p style="text-align: center;">Q30</p>
<p>Q28: Thinking about your most recent contact with your local council/ fire service (DEPENDENT ON AREA SELECTED FROM Q27) with regard to <i>(input area of law selected from Q27)</i>, do you agree or disagree with each of the following two statements about this contact? PROMPT WITH – Is that (dis)agree or strongly (dis)agree?</p> <p>a) I felt my business was treated fairly</p> <p style="text-align: right;">Strongly agree 1</p> <p style="text-align: right;">Agree 2</p> <p style="text-align: right;">Neither agree nor disagree 3</p> <p style="text-align: right;">Disagree 4</p> <p style="text-align: right;">Strongly disagree 5</p> <p style="text-align: right;">Not applicable</p>		

<p>b) I felt the contact was helpful</p> <p>Strongly agree 1 Agree 2 Neither agree nor disagree 3 Disagree 4 Strongly disagree 5</p> <p>Not applicable</p>		
<p>Q29: Still thinking about your most recent contact with your local council/ fire service (DEPENDENT ON AREA SELECTED FROM Q27) with regard to (<i>input area of law selected from Q27</i>), how satisfied or dissatisfied were you with the following aspect of service? PROMPT WITH – Is that very (dis)satisfied or fairly (dis)satisfied?</p> <p>a) The overall level of service b) That the information given was easy to understand c) That the officer was knowledgeable about your business' situation d) The courteousness and professionalism of the officer e) The speed and timeliness of the service f) That the officer explained what you needed to do to comply and what was a legal requirement, as opposed to guidance or best practise g) The final outcome</p> <p>Very satisfied 1 Fairly satisfied 2 Neither satisfied nor dissatisfied 3 Fairly dissatisfied 4 Very dissatisfied 5</p> <p>Don't know Not applicable</p>		

<p>ASK ALL</p> <p>Q30: In general terms, how confident are you that when local councils enforce the law, they each interpret it in the same way? READ OUT</p> <p>Very confident 1 Fairly confident 2 Not very confident 3 Not at all confident 4 Don't know</p>		
<p>Q31: Finally, which do you perceive as imposing the larger burden of regulation upon your business, nationally enforced regulation e.g. Company, Employment and Tax Law or locally enforced regulation e.g. Fire Safety, licensing, food safety and consumer protection?</p> <p>ROTATE NATIONALLY ENFORCED AND LOCALLY ENFORCED WITH EACH ALTERNATE INTERVIEW</p> <p>Nationally enforced 1 Locally enforced 2 DO NOT READ OUT Both the same 3 Don't know</p>		

Thank you very much for answering these questions. The NAO and LBRO appreciate you taking the time to participate in this survey. Do you have any comments you would like to pass back to either of them?

IF REQUIRED: If you would like any further information please contact Brian Westra or Andrew Powell on 020 7272 7766. If there are further points that you would like to make in relation to this survey, which have not been covered, please send your comments to [email address to be assigned] – your name and company will be kept confidential and only your comments will be passed on to the relevant party.

Section 4: The Letter



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Ref: 7774/SER

Contact Name
Company Name
Address 1
Address 2
Address 3
Post Code

February 2010

Dear Contact Name

Assessing the Administrative Burden of Regulation on Business

The National Audit Office (NAO) and the Local Better Regulation Office (LBRO) are working with FDS International, an independent opinion research company, to conduct a nationwide survey evaluating the Government's agenda for improving the regulatory environment in Britain.

The NAO is totally independent of government, and scrutinises spending by government departments and agencies on behalf of Parliament. It currently conducts an annual survey of businesses to gauge perceptions of regulation and measure any changes from year to year, and this is the fourth time that the survey has been undertaken.

For this year the NAO are conducting a joint survey with the LBRO, a public body accountable to the Department for Business, Innovation and Skills (BIS) through the Better Regulation Executive. The LBRO previously undertook a survey of its own in 2008 to measure businesses' satisfaction with local authority regulatory services among businesses, and to gauge how easy it is to comply with different areas of local regulation.

This year's survey is being conducted with a broad representative selection of Senior Managers of companies across the country and the survey will focus on [LAW].

We do hope that you can spare the time to take part in this very important survey. It is vital that we know what businesses think so we can analyse and track attitudes towards regulation. If your company is keen to participate but you do not think that you are the most appropriate person to speak to about [LAW], we would be very grateful if you could let us know the details of the best person to contact. You can either do this when we contact you or by emailing adminburden@fds.co.uk quoting the reference number at the top of this letter.

We will be contacting companies by telephone to request interviews from 3 March 2010. The interview will be conducted by telephone and will last around 15 minutes. We would like to stress that your views will remain strictly confidential to FDS, and that no individual names or companies will be passed to the NAO or LBRO. If you do not wish to participate in the study, you can inform the FDS interviewer when they telephone.

Thank you in advance for your help with this important study. If you have any queries about the research, please email us at adminburden@fds.co.uk or call Brian Westra or Andrew Powell on 020 7272 7766.

Yours sincerely

Brian Westra

Associate Director, FDS International



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