

LSB Small Business Legal Needs Survey 2017 FINAL

SECTION A. BUSINESS CHARACTERISTICS

[S2] {single} Which one of the following BEST applies to you?

<1>I'm employed by an organisation

<2>I'm self-employed

<3>I am not working

[S3] {single}What level of management responsibility do you hold in your current position?

<1>Owner/ Proprietor

<2>Partner

<3>Chairman

<4>Chief Executive

<5>Managing Director

<6>Non-Executive Director

<7>Other board-level manager/ director

<8>Other senior manager or director below board level

<9>Middle manager

<10>Junior manager/ team leader/ supervisor

<11>Executive/ clerical/ other worker with no managerial responsibilities

<12>Other

<13>None of these

[S4] {open-inrange} 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.

[A2 if S4_num >1] Are you the most senior person in day-to-day control of your business?

<1> Yes

<2> No

[A3 if A2==2] Do you have a good knowledge of the day-to-day operations of your business across all areas of its activity? By day-to-day operations we require you to have knowledge of legal issues your organisation may have encountered as well as some knowledge of employment issues and finance.

<1> Yes

<2> No

Thank you for agreeing to participate in this survey. It has been commissioned by the Legal Services Board – the independent body responsible for the regulation of lawyers in England and Wales – to investigate use of the broad range of professional services that assist businesses deal with everyday problems concerning finance, sales/purchasing, staff, business premises, regulation, etc.. The survey will help inform future change in the professional services market, aimed at promoting access to services and more competitive services.

If the business you work for is part of a group of businesses, or you work with more than one business, please provide answers only in relation to one business, which should be the business that you have the most involvement with and knowledge of.

We have tested the survey and found that, on average it takes around 15 minutes to complete.

This time may vary depending on factors such as your internet connection speed and the answers you give.

In order to begin the survey please click below.

[A4] Is your business a company, a partnership or are you a sole proprietor (also known as a sole trader)?

<1> Sole proprietor/sole trader

<2> Private limited company (Ltd)

<3> Public limited company (PLC)

<4> Limited partnership (LLP)

<5> Partnership

<6> Other [A4_other]{open}

[A5]{open-inrange} How many years has the business been trading? If your business has been trading for less than a year please type in zero.

[A6 if A5_num==0]{open-inrange} How many months has the business been trading?

[A7]{single} And in which specific sector does your business or organisation primarily operate?

- <1>Agriculture, forestry and fishing
- <2>Manufacturing
- <3>Construction
- <4>Mining and extraction
- <5>Energy and water supply
- <6>Primary and secondary schools
- <7>Further and higher education
- <8>NHS
- <9>Other private healthcare
- <10>Voluntary and not-for-profit sectors
- <11>Hotels, catering and leisure
- <12>IT industry
- <13>Transport and communications (including media)
- <14>Consultancy services
- <15>Finance, insurance and real estate
- <16>Wholesale and retail trade
- <17>Other business services
- <18>Public administration – central government
- <19>Public administration – local government, including fire services
- <20>Armed forces
- <21>Quango

[A8 if S4_num>1] Are you or is anybody else within your business a qualified lawyer or trained in handling legal issues?

- <1> Yes
- <2> No

[A8b if S4_num ==1] Are you a qualified lawyer or have you had training in handling legal issues?

- <1> Yes
- <2> No

[A9 if A8==1 or A8b==1] {multiple}What areas of legal specialism do you have within the business?

<1> Contract

<2> Tax

<3> Crime

<4> Employment

<5> Personal injury

<6> Property

<7> Intellectual property

<8> Regulation/competition

<9> Business ownership

<10> Other [A9_other]{open}

<11 xor> Don't know

SECTION B. USE OF BUSINESS SUPPORT SERVICES

[B1_2015] {multiple order=randomize} Which of these independent professional services, if any, has your business made use of in the _last 12 months_? Please exclude any services that you deliver as part of your business.

1. <1>Accountant
2. <2>Tax adviser
3. <3>Financial adviser
4. <4>Solicitors' firm
5. <5>Barrister
6. <6>Licensed conveyancer
7. <7>Patent/trademark attorney
8. <new> Patent/trademark filing agent
9. <new> Invention promotion company
10. <new> Costs Lawyer ([ADD IN HOVER DEFINITION FOR TEXT TO RIGHT OVER 'COSTS LAWYER'] Costs Lawyers can help with any legal matter that has legal costs associated with it such as general advice on costs, bills of costs, points of disputes, costs management and costs budgeting)
11. <new> Notary
12. <new> Legal Executive
13. <new> Membership or trade body service (e.g. FSB)
14. <8>A legal helpline (e.g. Business Support Helpline)
15. <new> Online document provider
16. <10>Citizens Advice Bureau or similar independent advice charity
17. <11>Debt collection/recovery service
18. <12>HR/Employment service (includes outsourcing)
19. <new> A government advice website or service (e.g. .gov.uk, Insolvency Service, Companies House, Information Commissioners Office)
20. <new> ACAS (Advisory, Conciliation and Arbitration Service)
21. <new> An insurance service
22. <new> A Business Consultant/ consultancy service
23. <new> A business advisor in your bank.
24. <new> An outside investor e.g. Angel investors or venture Capitalists
25. <new> Company Secretary service for corporate governance issues.
26. <9>Another legal service [B1a_other] {open}
27. <13>Other business support service [B1b_other] {open}
28. <14 xor>None of these

[B2] 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?

<1> Yes

<2> No

<3> Don't know

[B3 if 12 in B1_2017 and S4_num>1] Do you have on-going contract with an HR/Employment service?

<1> Yes

<2> No

<3> Don't know

[B4] {grid-check} In which areas did a service you have mentioned help your business in the _past 12 months_? Please select at least one response for each column.

-[GRID - Responses selected at B1_2015)

<1> Trading (including commercial contracts)

<2> Tax

<3> Crime

<4> Employment (excluding work related injury/illness)

<5> Work related injury/illness

<6> Business premises

<7> Finance/insurance

<8> Debt

<9> Intellectual property

<10> Government regulation/competition

<11> Environmental/nuisance

<12> Business set-up/legal-status/ownership

<13> Other

[B5]{grid} How was this service MAINLY delivered to your business?

-[GRID - Responses selected at B1_2015)

<1> In-person meetings

<2> Telephone conversations

<3> Correspondence by post

<4> Through someone else

<5> Texting

<6> Email

<7> Internet (excluding email)

[B8 if A8==1 or A8b==1] 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?

<1 (if S4_num>1)> Talk to lawyer in the business #(not if S4 equals 1]

<2 (if S4_num>1)> Talk to another colleague in the business #(not if S4 equals 1]

<3> Talk to a lawyer outside the business

<4> Talk to someone else outside the business

<5> Look for information/resources on the Internet

<6> Other [B8_other] {open}

SECTION C. PROBLEM EXPERIENCE

The following questions are about different types of problems that your business might have faced over the past 12 months.

A problem is an issue that diverted or distracted you or anybody else within your business, in a significant way, from everyday work activities or responsibilities.

We are only interested in problems that started within the last 12 months, or problems that started longer than 12 months ago, but are still on-going. Please do not include problems which ended longer than 12 months ago.

Also, please only include problems faced by the business, not problems that you may have faced in your personal capacity.

Trading:

[C19a] {multiple} In the last 12 months, has your business faced any significant problems concerning the following? Please indicate all that apply.

GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS

<1 /"GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS Not as described"> Not as described /not of satisfactory quality/fit for purpose

<2 /"GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS Late delivery"> Unacceptably late delivery

<3 /"GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS Unacceptably late or non-/partial-payment "> Unacceptably late or non-/partial-payment

<4 /"GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS Distance selling consumer rights"> Distance selling consumer rights (e.g. Internet, telephone, mail order)

<5 /"GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS Other contract problems or disputes "> Other contract problems or disputes

<new> /"GOODS OR SERVICES PROVIDED TO YOUR CUSTOMERS Other contract problems or disputes "> customer insolvent

GOODS OR SERVICES PURCHASED BY YOUR BUSINESS>

<6 /"GOODS OR SERVICES PURCHASED BY YOUR BUSINESS Not as described"> Not as described /not of satisfactory quality/fit for purpose

<7 /"GOODS OR SERVICES PURCHASED BY YOUR BUSINESS Late delivery"> Unacceptably late delivery

<8 /"GOODS OR SERVICES PURCHASED BY YOUR BUSINESS Unacceptably late or non-/partial-payment"> Unacceptably late or non-/partial-payment

<9 /"GOODS OR SERVICES PURCHASED BY YOUR BUSINESS Other contract problems or disputes"> Other contract problems or disputes

<10 /"GOODS OR SERVICES PURCHASED BY YOUR BUSINESS Supplier insolvent"> Supplier insolvent

FRAUDULENT/WRONGFUL TRADING

<11 /"FRAUDULENT TRADING"> Fraudulent or wrongful trading (concerning insolvency)

PUBLIC TENDER

<12 /"PUBLIC TENDER"> Unfair operation of a public tender

INTERNATIONAL TRADING

<13 /"legal regulatory issues relating to international trading"> Legal/regulatory issues relating to international trading <
>

<98 xor fixed> Don't know

<99 xor fixed> None of these

Trading:

[C19b if C19a.has_any([1,2,3,4,new, 5,6,7,8,9,10,11,12,13])] {grid-open} And how many individual significant problems of these types has your business experienced in the past year?

-[C19b_1 if 1 in C19a] Not as described /not of satisfactory quality/fit for purpose

-[C19b_2 if 2 in C19a] Unacceptably late delivery

-[C19b_3 if 3 in C19a] Unacceptably late or non-/partial-payment

-[C19b_4 if 4 in C19a] Distance selling consumer rights (e.g. Internet, telephone, mail order)

<new> -[C19b_new if new in C19a] Customer insolvent

-[C19b_5 if 5 in C19a] Other contract problems or disputes

-[C19b_6 if 6 in C19a] Not as described /not of satisfactory quality/fit for purpose

-[C19b_7 if 7 in C19a] Unacceptably late delivery

-[C19b_8 if 8 in C19a] Unacceptably late or non-/partial-payment

-[C19b_9 if 9 in C19a] Other contract problems or disputes

-[C19b_10 if 10 in C19a] Supplier insolvent

-[C19b_11 if 11 in C19a] Fraudulent or wrongful trading (concerning insolvency)

-[C19b_12 if 12 in C19a] Unfair operation of a public tender

-[C19b_13 if 13 in C19a] Legal/regulatory issues relating to international trading

<1> Number

Tax:

[C20a] {multiple} In the last 12 months has your business faced any significant problems concerning the following? Please indicate all that apply.

- <1> Liability for tax / amount of tax owed
- <2> Errors in your business tax return
- <3> Failure to maintain appropriate records (for tax purposes)
- <4> Failure to register/report changes when required (e.g. VAT registration, registration as a sole trader)
- <5> International taxation
- <98 xor fixed> Don't know
- <99 xor fixed> None of these

Tax:

[C20b]{grid-ope} And how many individual significant problems of these types has your business experienced in the past year?

- [C20b_1 if 1 in C20a] Liability for tax / amount of tax owed
- [C20b_2 if 2 in C20a] Errors in your business tax return
- [C20b_3 if 3 in C20a] Failure to maintain appropriate records (for tax purposes)
- [C20b_4 if 4 in C20a] Failure to register/report changes when required (e.g. VAT registration, registration as a sole trader)
- [C20b_5 if 5 in C20a] International taxation
- <1> Number

Employees:

[C21a] {multiple} In the last 12 months has your business faced any significant problems concerning the following? Please indicate all that apply.

- <1> Staff misconduct (including unauthorised absence and disciplinary procedures)
- <2> Dismissal (or threat of dismissal) of staff
- <3> Making staff redundant
- <4> Content or exercise of parental rights (including maternity) leave/pay or flexible working requests
- <5> Payment of wages/pension
- <6> Working conditions
- <7> Employee injury at work
- <8> Other employment contract issues (including changes to contract terms)
- <9> Adjustments to jobs/workplace for disabled workers

<10> Complaints/grievances made by employees/job applicants (including allegations of discrimination and harassment)

<11> Employment of non-EU nationals

<98 xor fixed> Don't know

<99 xor fixed> None of these

Employees:

[C21b if C21a.has_any([1,2,3,4,5,6,7,8,9,10,11])]{grid-open} And how many individual significant problems of these types has your business experienced in the past year?

-[C21b_1 if 1 in C21a] Staff misconduct (including unauthorised absence and disciplinary procedures)

-[C21b_2 if 2 in C21a] Dismissal (or threat of dismissal) of staff

-[C21b_3 if 3 in C21a] Making staff redundant

-[C21b_4 if 4 in C21a] Content or exercise of parental rights (including maternity) leave/pay or flexible working requests

-[C21b_5 if 5 in C21a] Payment of wages/pension

-[C21b_6 if 6 in C21a] Working conditions

-[C21b_7 if 7 in C21a] Employee injury at work

-[C21b_8 if 8 in C21a] Other employment contract issues (including changes to contract terms)

-[C21b_9 if 9 in C21a] Adjustments to jobs/workplace for disabled workers

-[C21b_10 if 10 in C21a] Complaints/grievances made by employees/job applicants (including allegations of discrimination and harassment)

-[C21b_11 if 11 in C21a] Employment of non-EU nationals

<1> Number

Business Premises:

[C22a] {multiple} In the last 12 months has your business faced any significant problems concerning the following? Please indicate all that apply.

RENTED/LEASED BUSINESS PREMISES

<1 /"Rented- Rent arrears"> Rent arrears

<2 /"Rented- Eviction"> Eviction/threat of eviction

<3 /"Rented- Repairs"> Repairs/maintenance or provision of services by landlord

<4 /"Rented- Terms of rental agreement"> Terms of rental agreement/lease

<5 /"Rented- Boundaries"> Boundaries/rights of way

<6 /"Rented- Recovery of rental deposit"> Recovery of rental deposit

OWNED BUSINESS PREMISES

<7 /"Owned- Mortgage arrears"> Mortgage arrears

<8 /"Owned- Repossession"> Repossession/threat of repossession

<9 /"Owned- Repairs"> Repairs/maintenance of communal areas

<10 /"Owned- Boundaries"> Boundaries/rights of way

<11 /"Owned- Planning permission"> Planning permission

<12 /"Owned- Conveyancing"> Conveyancing

<13 /"Owned-Squatters"> Squatters <
>

<98 xor fixed> Don't know

<99 xor fixed> None of these

<100 xor fixed> Not applicable – we/I don't have any premises

Business Premises:

[C22b] {grid-open ranges="1, 1000"} And how many individual significant problems of these types has your business experienced in the past year?

-[C22b_1 if 1 in C22a] Rent arrears

-[C22b_2 if 2 in C22a] Eviction/threat of eviction

-[C22b_3 if 3 in C22a] Repairs/maintenance or provision of services by landlord

-[C22b_4 if 4 in C22a] Terms of rental agreement/lease

-[C22b_5 if 5 in C22a] Boundaries/rights of way

-[C22b_6 if 6 in C22a] Recovery of rental deposit

-[C22b_7 if 7 in C22a] Mortgage arrears

-[C22b_8 if 8 in C22a] Repossession/threat of repossession

-[C22b_9 if 9 in C22a] Repairs/maintenance of communal areas

-[C22b_10 if 10 in C22a] Boundaries/rights of way

-[C22b_11 if 11 in C22a] Planning permission

-[C22b_12 if 12 in C22a] Conveyancing

-[C22b_13 if 13 in C22a] Squatters

<1> Number

[C23a] In the last 12 months has your business owed money to any creditors that it has been unable to pay?

<1> Yes

<2> No

<3> Don't know

[C23b if C23a==1] At any stage in the last 12 months has your business been officially declared insolvent?

<1> Yes

<2> No

Finance:

[C23c if C23a==1] {multiple} In the last 12 months has your business been threatened with or subject to any of the following?

<1> Bankruptcy

<2> Receivership

<3> Administration

<4> Winding up order

<5 if A4==1> Individual voluntary arrangement

<6 if A4 in [2,3]> Company voluntary arrangement

<7> Debt relief order

<8 if A4 in [4,5]>Partnership voluntary agreements

<98 xor fixed> Don't know

<99 xor fixed> None of these

Intellectual Property:

[C24a] {multiple} In the last 12 months has your business faced any significant problems concerning the following? Please indicate all that apply.

INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY

<1 /"Trademarks INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY"> Trademarks (e.g. brand name, business name, logo, slogan)

<2 /"Copyright INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY"> Copyright (e.g. text, software, sound recording, drawings)

<3 /"Design right/registered design INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY">
Design right/registered design

<4 /"Database rights INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY"> Database
rights

<5 /"Patents INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY"> Patents

<6 /"Disclosure of trade secrets INFRINGEMENT OF YOUR BUSINESS' INTELLECTUAL PROPERTY">
Disclosure of trade secrets

INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR BUSINESS

<7 /"Trademarks INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR BUSINESS"> Trademarks
(e.g. brand name, business name, logo, slogan)

<8 /"Copyright INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR BUSINESS"> Copyright (e.g.
text, software, sound recording, drawings)

<9 /"Design right/registered design INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR
BUSINESS"> Design right/registered design

<10 /"Database rights INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR BUSINESS"> Database
rights

<11 /"Patents INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR BUSINESS"> Patents

<12 /"Unlawful obtaining of trade secrets INFRINGEMENT OF INTELLECTUAL PROPERTY BY YOUR
BUSINESS"> Unlawful obtaining of trade secrets <
>

<98 xor fixed> Don't know

<99 xor fixed> None of these

{end page p_C24a}

Intellectual Property:

[C24b] {grid-open} And how many individual significant problems of these types has your business
experienced in the past year?

-[C24b_1 if 1 in C24a] Trademarks (e.g. brand name, business name, logo, slogan)

-[C24b_2 if 2 in C24a] Copyright (e.g. text, software, sound recording, drawings)

-[C24b_3 if 3 in C24a] Design right/registered design

-[C24b_4 if 4 in C24a] Database rights

-[C24b_5 if 5 in C24a] Patents

-[C24b_6 if 6 in C24a] Disclosure of trade secrets

-[C24b_7 if 7 in C24a] Trademarks (e.g. brand name, business name, logo, slogan)

-[C24b_8 if 8 in C24a] Copyright (e.g. text, software, sound recording, drawings)

- [C24b_9 if 9 in C24a] Design right/registered design
- [C24b_10 if 10 in C24a] Database rights
- [C24b_11 if 11 in C24a] Patents
- [C24b_12 if 12 in C24a] Unlawful obtaining of trade secrets
- <1> Number

Regulation:

[C25a] {multiple} In the last 12 months has your business faced any significant problems concerning the following? Please indicate all that apply.

- <1> Mandatory licenses/permits/accreditation
- <2> Product safety
- <3> Other health and safety
- <4> Data protection
- <5> Import/export regulation
- <6> Mandatory insurance
- <7> Filing/content of annual company accounts
- <8> Need for/outcome of audit
- <9> Other government regulation
- <10> Advertising standards
- <98 xor fixed> Don't know
- <99 xor fixed> None of these

Regulation:

[C25b] {grid-open} And how many individual significant problems of these types has your business experienced in the past year?

- [C25b_1 if 1 in C25a] Mandatory licenses/permits/accreditation
- [C25b_2 if 2 in C25a] Product safety
- [C25b_3 if 3 in C25a] Other health and safety
- [C25b_4 if 4 in C25a] Data protection
- [C25b_5 if 5 in C25a] Import/export regulation
- [C25b_6 if 6 in C25a] Mandatory insurance
- [C25b_7 if 7 in C25a] Filing/content of annual company accounts

- [C25b_8 if 8 in C25a] Need for/outcome of audit
- [C25b_9 if 9 in C25a] Other government regulation
- [C25b_10 if 10 in C25a] Advertising standards

<1> Number

Structure:

[C26a] {multiple order=randomize} In the last 12 months has your business faced any significant problems concerning the following? Indicate all that apply.

- <1> Technicalities of business start up
 - <2> Change of legal status
 - <3> Break-up of partnership
 - <4> Partnership/shareholder disputes
 - <5> Merger
 - <6> Take-over of another business
 - <7> Sale of business (in part/whole)
 - <8> Joint venture
 - <98 xor fixed> Don't know
 - <99 xor fixed> None of these
- {end page p_C26a}

Structure:

[C26b] {grid-open} And how many individual significant problems of these types has your business experienced in the past year?

- [C26b_1 if 1 in C26a] Technicalities of business start up
- [C26b_2 if 2 in C26a] Change of legal status
- [C26b_3 if 3 in C26a] Break-up of partnership
- [C26b_4 if 4 in C26a] Partnership/shareholder disputes
- [C26b_5 if 5 in C26a] Merger
- [C26b_6 if 6 in C26a] Take-over of another business
- [C26b_7 if 7 in C26a] Sale of business (in part/whole)
- [C26b_8 if 8 in C26a] Joint venture

<1> Number

Other:

[C27a] {multiple} In the last 12 months has your business faced any significant problems concerning the following? Indicate all that apply.

<1> Defamation

<2> Incorrect information held by a credit reporting agency leading to the refusal of credit

<3> Mismanagement of business money/investments by financial service

<new> Personal injury of a customer.

<new> A breach of commercial confidentiality.

<98 xor fixed> Don't know

<99 xor fixed> None of these

{end page p_C27a}

Other:

[C27b] {grid-open ranges="1, 1000"} And how many individual significant problems of these types has your business experienced in the past year?

-[C27b_1 if 1 in C27a] Defamation

-[C27b_2 if 2 in C27a] Incorrect information held by a credit reporting agency leading to the refusal of credit

-[C27b_3 if 3 in C27a] Mismanagement of business money/investments by financial service

<new> Personal injury of a customer.

<new> A breach of commercial confidentiality.

<1> Number

[C28 if (19 in Theme_select_one and len(C19a)>1) or (20 in Theme_select_one and len(C20a)>1) or (21 in Theme_select_one and len(C21a)>1) or (22 in Theme_select_one and len(C22a)>1) or (23 in Theme_select_one and len(C23c)>1) or (24 in Theme_select_one and len(C24a)>1) or (25 in Theme_select_one and len(C25a)>1) or (26 in Theme_select_one and len(C26a)>1) or (27 in Theme_select_one and len(C27a)>1)] Which of the following best describes the most recent issue that your business faced?

For the following questions please think of the issue that affected your business most recently. You told us that this was:

[C29] And again thinking of this problem would you say this problem is now over or still on-going?

<1> Now over

<2> Most likely now over

<3> Too early to say

<4> On-going

<5> Don't know

[C30] {multiple} Who is/was the problem with? (i.e. Who was the other side?)

<1> Individual members of the public

<2> Other businesses

<3> Government

<4> Employees

<5> Other [C30_open] {open}

{end page p_C29C30}

[C310] {multiple}Thinking about the time when this particular problem first started, would you say (please select all that apply):

<1> The other side had done something wrong, or were at fault

<2> The other side thought your business had done something wrong, or were at fault

<3 xor> Neither

<98 xor> Don't know

[C320] {multiple order=randomize}Which, if any, of these descriptions best indicates the character of the problem? Please select all that apply.

<1> Bad luck

<2> Moral

<3> Private business matter (i.e. not something to involve others with)

<4> Criminal

<5> Legal

<6> Bureaucratic

<7> Social

<99 xor fixed>None of the above

[C33] {rule 0 600 left="A problem that had only a small impact on the company (e.g. A non-critical late delivery by a supplier)" right="A problem that threatened the existence of the company (e.g. a strike by employees)"

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_.

[C35] {multiple} Which of these descriptions best indicate how your business went about sorting out the problem? Please select all that apply.

<1 xor> No action

<2 xor> Entirely on its own

<3> With help from outside business friends/colleagues

<4> With help from an independent adviser/representative/support service

<7> With help from family members

<5> Outside business friends/colleagues sorted out the problem (or are sorting it out)

<6> An independent adviser/representative/support service sorted out the problem (or are sorting it out)

<8>Family members sorted out the problem (or are sorting it out)

<98 xor fixed> Don't know

[C35b_2017 if C35.has_any([3,5,7,8])] {grid} You said that you had help from business friends/colleagues or help from family members, how would you describe their level of legal / professional knowledge in relation to the issue you faced?

-[C35b_1 if C35.has_any([3,5])] Business friends/ colleagues

-[C35b_2 if C35.has_any([8,7])] Family members

<1>Excellent knowledge

<2>Good knowledge

<3>Adequate knowledge

<4>A little knowledge

<5>No knowledge at all

<6>Don't know

#base all who had help from business friends/colleagues and/or the help of an adviser/representative/support service

[C36m if C35.has_any([3,4,5,6,7,8])] {multiple} You said that you had help from business friends/colleagues and/or the help of an adviser/representative/support service. Was the help that you got from any of the following?

<1>Accountant

<2>Tax adviser

<3>Financial adviser

<4>Solicitors' firm

<5>Barrister

<6>Licensed conveyancer

<7>Patent/trademark attorney

<new> Patent/trademark filing agent

<new> Invention promotion company

<new> Costs Lawyer ([ADD IN HOVER DEFINITION FOR TEXT TO RIGHT OVER 'COSTS LAWYER'] Costs Lawyers can help with any legal matter that has legal costs associated with it such as general advice on costs, bills of costs, points of disputes, costs management and costs budgeting)

<new> Notary

<new> Legal Executive

<new> Membership or trade body service (e.g. FSB)

<8>A legal helpline (e.g. Business Support Helpline)

<new> Online document provider

<10>Citizens Advice Bureau or similar independent advice charity

<11>Debt collection/recovery service

<12>HR/Employment service (includes outsourcing)

<new> ACAS (Advisory, Conciliation and Arbitration Service)

<new> An insurance service

<9 fixed>Another legal service [B1a_other] {open} (PLEASE SPECIFY)

<13 fixed>Other business support service [B1b_other] {open} (PLEASE SPECIFY)

<99 xor fixed> None of these

[C36_rank] {rank required=0} Please order the suppliers in the order that your business contacted them. With the first in the first slot and so on.

-[Only responses selected at C36m]]

<1>Accountant

<2>Tax adviser

<3>Financial adviser

<4>Solicitors' firm

<5>Barrister

<6>Licensed conveyancer

<7>Patent/trademark attorney

<new> Patent/trademark filing agent

<new> Invention promotion company

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<new> Notary

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<10>Citizens Advice Bureau or similar independent advice charity

<11>Debt collection/recovery service

<12>HR/Employment service (includes outsourcing)

<new> ACAS (Advisory, Conciliation and Arbitration Service)

<new> An insurance service

<9 fixed>Another legal service [B1a_other] {open} (PLEASE SPECIFY)

<13 fixed>Other business support service [B1b_other] {open} (PLEASE SPECIFY)

#base: all who got help from more than one provider (C36m>1)

#NEW QUESTION 2017

[C50_2017] {single} And which of the providers that you contacted was your MAIN provider?

-[Show only responses selected at C36m]

<1>Accountant

<2>Tax adviser

<3>Financial adviser

<4>Solicitors' firm

<5>Barrister

<6>Licensed conveyancer

<7>Patent/trademark attorney

<new> Patent/trademark filing agent

<new> Invention promotion company

<new> Costs Lawyer ([ADD IN HOVER DEFINITION FOR TEXT TO RIGHT OVER 'COSTS LAWYER'] Costs Lawyers can help with any legal matter that has legal costs associated with it such as general advice on costs, bills of costs, points of disputes, costs management and costs budgeting)

<new> Notary

<new> Legal Executive

<new> Membership or trade body service (e.g. FSB)

<8>A legal helpline (e.g. Business Support Helpline)

<new> Online document provider

<10>Citizens Advice Bureau or similar independent advice charity

<11>Debt collection/recovery service

<12>HR/Employment service (includes outsourcing)

<new> ACAS (Advisory, Conciliation and Arbitration Service)

<new> An insurance service

<9 fixed>Another legal service [B1a_other] {open} (PLEASE SPECIFY)

<13 fixed>Other business support service [B1b_other] {open} (PLEASE SPECIFY)

#base: if C36m.has_any([1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22])[C49] { multiple order=randomize max=3} What was the most important factor in making your choice of MAIN provider? Please select up to three factors.

<1>They were family/friends believed to have relevant legal/managerial/business expertise

<2>They were recommended to me by friends or family

<3>They were recommended to me by my accountant

<4>They were recommended to me by my trade body

<5>Whether you have used them previously

<6>Convenience of where they are located

<7>Cost of advice
<8>Distance from where you live
<9>Gender of the adviser
<10>Quality mark
<11>Specialist in the area of law
<12>Speed of delivery
<13>Their reputation
<98 fixed xor>Don't know
<99 fixed>Other [Q49_other] {open}

#base: if C36m.has_any([1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22])#base all who had help from business friends/colleagues and/or the help of an adviser/representative/support service

#NEW QUESTION 2017

[C51] {single} 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.)

- Yes I did
- No I didn't
- No, I wanted to shop around, but didn't know how to
- Don't know/ can't remember

#NEW QUESTION 2017

#If NO I DIDN'T at C51 (code 2)

[C52a] {multiple order=randomize} Please indicate which of the following factors, if any, were relevant in the reason for not shopping around?

- Being happy to go with people we had used before
- Being happy to go with someone I knew,
- A friend recommended someone
- Using the provider recommended by my trade body
- Not having a choice because of how the service was funded
- Being happy to go with the first provider I came across,
- Not having the time,
- Thinking it would be too difficult
- Other
- Don't know/ can't remember

#NEW QUESTION 2017

#If YES I DID at C51 (code 1)

[C52b] {multiple order=randomize} Thinking about the service as a whole, how easy or difficult was it to make comparisons between different providers?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult
- Don't know

#NEW QUESTION 2017

[C53] {grid roworder=randomize} How easy or difficult was it to find information you wanted about your MAIN provider? Please think about each of the following types of information.

ROWS

1. Cost of service
2. Information about the quality of services
3. Information about regulation of services
4. 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)
5. Information about expertise or experience for the problem/issue
6. Information about how quickly services could be accessed
7. Information about how long it would take
8. Did not require any information

COLUMNS

1. Very easy
2. Quite easy
3. Not easy or difficult
4. Quite difficult
5. Very Difficult
6. I did not try to find this information
7. Don't know

#NEW QUESTION 2017

[C54] Did you/ your business check whether your MAIN provider was regulated?

“By “regulated” we mean providers that are authorised and must comply with requirements set out by a specific regulating body, including requirements concerning complaints handling (e.g. solicitors are regulated by the Solicitors Regulation Authority).”

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

#NEW QUESTION 2017

#If No at C54 (code 2)

[C55] {multiple} Why did you/ your business not check whether your MAIN provider was regulated?
Please select all that apply

1. Did not know how to find that information
2. Did not know what regulation meant
3. Did not think regulation was important
4. I just assumed they would be regulated
5. Other, please specify
6. Don't know

#NEW QUESTION 2017

[C56] {single} For the services you received from your MAIN provider, did you have to directly pay for all or part of the help you received?

1. Yes - paid for all of it
2. Yes - paid for part of it
3. No win no fee agreement
4. No - it was free
5. No - it was covered by insurance
6. No – it was covered by a business subscription
7. No it was covered by a legal services subscription
8. Don't know
9. Don't know/ can't remember

#NEW QUESTION2017

#IF 1 OR 2 at C56

[C57] {single} How did you/ your business first find out the price of the service?

- Price was advertised on the providers website
- The price was available in an advertisement
- I had a discussion with the provider to determine the cost of the case
- Other (please specify)

#NEW QUESTION2017

IF 1 OR 2 at C56

[C58] {multiple order=randomize}How did you/ your organisation fund the payment of your legal services?

- <1> From personal savings
- <2> From business savings/reserves
- <3> From the business turnover

- <4> Took out a loan
- <5> Borrowed the money from family/friends
- <6> A charge was put on my property
- <7> It was paid for by family or friends
- <8> Other, please specify [C58_other] {open prompt=""}
- <98> Don't know

#NEW QUESTION 2017

[C59] Below are a series of statements about how the payment terms were presented, please indicate whether any of them applies to your experience?

Please select all that apply

- 1 I/ we were quoted a fixed price for the work which is what I paid for
- 2 I/ we were quoted a fixed price which was different to what I actually paid for
- 3 I/ we were given an estimate of what the advice might cost
- 4 I/ we were given a ratecard/pricing structure
- 5 I/ we were given an hourly rate but not given an estimate of the hours required
- 6 I/ we were given an hourly rate and was told roughly how many hours would be required
- 7 I/ we were not told what the price would be [SA]
- 8 I/ we were given a breakdown of costs, (including disbursements and VAT)
- 9 None of the above

[C37 if C36m.has_any([1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16]) and Ranked!=0] {multiple} You said that you used \$C37_ToSHow last, when your business got this help, how was the service mainly delivered?

- <1> In-person meetings
- <2> Telephone conversations
- <3> Correspondence by post
- <4> Through someone else
- <5> Texting
- <6> Email
- <7> Internet (excluding email)

#NEW QUESTION 2017

[C60] 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?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know/ can't remember
7. Not applicable

#IF 4 or 5 in C60

[C61] {multiple order=randomize} What were the reasons for your dissatisfaction with the service you received?

- Delays to the amount of time the matter took
- Mistakes were made by them in dealing with the matter
- I was not kept up to date on progress
- Legal advice proved to be wrong
- The quality of service provided was poor or not up to scratch
- I was not treated very well by staff
- The person dealing with me did not seem to know what he or she was doing
- The person dealing with my matter was more junior than the person I was led to believe would be dealing with it
- Lost paperwork
- The final bill was higher than I expected
- Breach of confidentiality
- Failed to follow my instructions
- Poor value for money
- Other (Please Specify) _____
- Don't know/ can't remember

#IF 4 or 5 in C60

[C62] {single} Following your dissatisfaction with the service you experienced, what was your INITIAL response to being dissatisfied?

- o Raised my concerns with the service provider but did not make a formal complaint
- o Got advice from a third party about what I should do about it
- o I made a formal complaint to the professional service provider
- o Complained/ sought advice from The Citizens Advice Bureau
- o I complained to the Legal Ombudsman

- Complained to someone else (please specify) _____
- I intend to complain but have not yet
- I didn't do anything about it
- Other Response (Please specify)
- Don't know/ can't remember _____

#IF 3 in C62

#NEW QUESTION2017

[C63] {multiple order=randomize}After the complaint had been processed by the MAIN professional service provider; did any of the following happen?

- Received an apology from the legal professional service provider against whom you made the complaint
- Provided a full explanation about why things went wrong
- Received back documents that they were holding on to
- The legal service professional service provider did further work to correct what had gone wrong
- Legal fees were reduced or refunded
- Awarded compensation
- The professional service provider did not respond
- Took your complaint to an independent complaints body such as an ombudsman
- Went to court
- None of the above
- Don't know/ can't remember

[C38m] {multiple} And did your business _contact any of the following_ and to try to get help but found they weren't able to help you? Please select all that apply.

<1>Accountant

<2>Tax adviser

<3>Financial adviser

<4>Solicitors' firm

<5>Barrister

<6>Licensed conveyancer

<7>Patent/trademark attorney

<new> Patent/trademark filing agent

<new> Invention promotion company

<new> Costs Lawyer ([ADD IN HOVER DEFINITION FOR TEXT TO RIGHT OVER 'COSTS LAWYER'] Costs Lawyers can help with any legal matter that has legal costs associated with it such as general advice on costs, bills of costs, points of disputes, costs management and costs budgeting)

<new> Notary

- <new> Legal Executive
- <new> Membership or trade body service (e.g. FSB)
- <8>A legal helpline (e.g. Business Support Helpline)
- <new> Online document provider
- <10>Citizens Advice Bureau or similar independent advice charity
- <11>Debt collection/recovery service
- <12>HR/Employment service (includes outsourcing)
- <new> ACAS (Advisory, Conciliation and Arbitration Service)
- <new> An insurance service
- <9 fixed>Another legal service [B1a_other] {open} (PLEASE SPECIFY)
- <13 fixed>Other business support service [B1b_other] {open} (PLEASE SPECIFY)
- <99 xor fixed> None of these

[C40]{multiple} And did any of the following things happen as part of the problem or sorting the problem out?

- <1> Your business was contacted by a lawyer or formal agent (e.g. debt collection agency) of the other side
- <2> Conciliation, mediation or arbitration took place
- <3> A regulator or ombudsman became involved
- <4> The police became involved
- <5> A formal appeals service became involved
- <6> Tribunal proceedings commenced/a tribunal became involved
- <7> Legal proceedings commenced/a court became involved
- <8> There was a tribunal hearing
- <9> There was a court hearing
- <10> Online dispute resolution e.g. Ebay or something similar
- <99 xor fixed>None of these

[C41 if 9 in C40] And did a lawyer appear on behalf of your business at any court hearing?

- <1> Yes
- <2> No

[C42 if C29 in [1,2]] You said earlier that the problem is.... Which of these descriptions best describes how the problem concluded?

- <1> Decision of a court/tribunal
- <2> Decision of a formal appeals service
- <3> Decision/action of an independent third party (e.g. the police, a regulator)
- <4> Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
- <5> Agreement reached through somebody who was acting for your business (e.g. solicitor or accountant)
- <6> Agreement reached directly between your business and the other side
- <7> The other side acted independently to sort out problem
- <8> Your business acted independently of the other side to sort out problem
- <9> The problem sorted itself out without your business or the other side doing anything
- <10> Your business is just putting up with the problem.
- <11> Online dispute resolution e.g. Ebay or something similar
- <98 xor fixed> Don't know

[C43 if C29 in [1,2]] And, to what extent would you say the disagreement concluded in your business's favour?

- <1> Completely in your favour
- <2> Mostly in your favour
- <3> Mostly not in your favour
- <4> Not at all in your favour
- <5> Don't know

[C44] {multiple order=randomize} Did your business experience any of the following as a result of this problem?

- <1> Loss of customer/contract
- <2> Loss of income
- <3> Additional costs (e.g. increased insurance costs)
- <4> Inability to take on new work
- <5> Inability to complete scheduled work

- <6> Damage to property
- <7> Damage to reputation
- <8> Damage to relationship with another business
- <9> Loss of employees (other than through dismissal/redundancy)
- <10> Had to cease trading
- <11> Change in ownership/structure of the business
- <99 xor fixed> None of these

[C45m if C44.has_any([1,2,3,4,5,6,7,8,9,10,11])] {open-int}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.

[C46]{multiple} Did you personally or anybody else within your business experience any of the following as part of, or as a result of, this problem?

- <1> Stress related illness
- <2> Other mental health issue
- <3> Physical ill health
- <99 xor fixed> None of the above

#NEW QUESTION2017

[C64] Imagine that you/ your business was 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?

- Yes – I/we already can;
- Yes, but this option isn't currently available ;
- No;
- Don't know

#IF NEW QUESTION

[C65] {multiple} If you remained dissatisfied with the legal service provided what action did you/would you have taken:

- Nothing
- Nothing but I would have used an ombudsman scheme if able
- Took further legal action
- Use an ADR service
- Other (with box to fill in information)

****And lastly on the subject of this problem, could you tell me when did the problem start? Please give your best estimate.****

[C47_year]{dropdown required=0} Year

<2017>2017

<2016>2016

<2015>2015

<2014>2014

<2013>2013

<2012>2012

<2011>2011

[C47_month]{dropdown required=0} Month

<1>Jan

<2>Feb

<3>Mar

<4>April

<5>May

<6>June

<7>July

<8>Aug

<9>Sep

<10>Oct

<11>Nov

<12>Dec

And when did it _conclude_?

[C48_year if C29 in [1,2]]{dropdown required=0} Year

<2017>2017

<2016>2016

<2015>2015

<2014>2014

[C48_month if C29 in [1,2]]{dropdown required=0} Month

<1>Jan

<2>Feb

<3>Mar

<4>April

<5>May

<6>June

<7>July

<8>Aug

<9>Sep

<10>Oct

<11>Nov

<12>Dec

SECTION E. ADDITIONAL CHARACTERISTICS AND ATTITUDES

[E51 if A4!= 1] Is your business a family owned business (i.e. majority owned by members of the same family)?

<1> Yes

<2> No

[E52] {open-int 1 49 required=0} In total, how many people are there involved in running the business e.g. the senior management team?

[E63 if S4_num >1] Which of the following best describes when you joined the organisation you currently work for?

<1> Since January 2015

<2> Between December 2013 and December 2014

<3> Between December 2012 and November 2013

<4> Before December 2012

<5> Can't remember

[E53] What do you expect your business's turnover to be in its current financial year?

<1> First year of trading

<2> Less than £50k

<3> £50-100k

<4> £100-250k

<5> £250-500k

<6> £500-£1 million

<7> £1-£5 million

<8> £5-£10 million

<9> £10-£50 million

<10> £50-£100 million

<11> £100-£500 million

<12> £500 million or more

<98> Don't know

[E54] Do you expect the business will make a profit in its current financial year?

<1> Yes

<2> No

<3> Not sure

[E55] {multiple} Thinking about your business's clients, how would you describe them? Please select all that apply.

<1> Individual members of the public

<2> Other businesses

<3> Government

<4> Charities

<5> Other [E55_open]{open}

[E56] {open-int dk=1} How many _customers_ do you expect your business to have in the current financial year?

[E57] {open-int dk=1} How many _suppliers_ do you expect your business to have in the current financial year?

[E58 if S4_num>1 or E52_num>1] {single} Which of the following best describes your employment status?

<1>Employed full time (30 or more hours per week) including temporarily off work

<2>Employed part time (8 to 29 hours per week) including temporarily off work

<3>Employed part time (less than 8 hours a week) including temporarily off work

[E60a] {single} To which of these ethnic groups do you consider you belong?

<1> White British

<2> Any other white background

<3> White and Black Caribbean

<4> White and Black African

<5> White and Asian

<6> Any other mixed background

<7> Indian

<8> Pakistani

<9> Bangladeshi

<10> Any other Asian background

<11> Black Caribbean

<12> Black African

<13> Any other black background

<14> Chinese

<15> Other ethnic group

<16> Prefer not to say

[E60b] {open-int 0 49 dk=1} 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?

[E61a]{single} Do you have any long-standing illness, disability or infirmity? By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?

<1> Yes, limited a lot

<2> Yes, limited a little

<3> No

[E61b] {open-int 0 49 dk=1} 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?

#NEW QUESTION2017

[E63_new] {multiple} In which of the following regions is your business based? (Please select all that apply)

East of England

East Midlands

South East

London

North West

South West

West Midlands
Yorkshire and
Humber
North East
Wales

#NEW QUESTION 2017

If more than one selected at E63 # show selected at E63

[E64_new]{single} In which of region is your main office?

East of England
East Midlands
South East
London
North West
South West
West Midlands
Yorkshire and
Humber
North East
Wales

[E62] {grid} Could you indicate the extent to which you agree or disagree with the following statements?

-[E62_4] Law and regulation provide a fair environment for business to succeed.

-[E62_7] Lawyers provide a cost effective means to resolve legal issues

-[E62_8] When doing business, I generally trust the people that I come into contact with (eg. suppliers, customers, employees etc)

-[E62_9] I use a legal services provider to solve business problems as a last resort

-[E62_10] When I need one, I find it easy to find a suitable legal services provider that I can afford

-[E62_11] Not being able to find a suitable legal services provider when I need one has affected the growth of my business

-[E62_12] 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)

<new> [Legal services providers are transparent about their costs](#)

<1> Agree strongly

<2> Agree

<3> Neither agree nor disagree

<4> Disagree

<5> Disagree strongly

<6> Don't know