



The Business Services Association  
130 Fleet Street,  
London.  
EC4A 2BH

## Business Services Survey 2024

### Background and Definitions

#### Background

The Business Services Association (BSA) has been commissioned by the Department for Business and Trade to produce a report on the business services sector in the UK.

This is a unique opportunity to reflect the importance of BSA members and the wider sector to the UK economy. It will also explore the key opportunities to grow the sector, both in the UK and overseas.

As part of this work, the BSA has produced the following survey. It is designed to capture the areas covered in the Office for National Statistics Annual Business Survey as well as other key questions that are of relevance for this report.

Information provided by respondents will only be collated on an anonymised basis. Please provide your responses to this survey by close of play Friday 9th February. If you have any questions regarding the survey then please contact [piers.neill@bsa-org.com](mailto:piers.neill@bsa-org.com).

#### Best available estimates

We recognise that some of the information requested as part of this survey may be difficult to provide definitive answers to. Respondents are therefore asked to provide their best available estimates to these questions.

#### Return Period

Respondents' return period should relate to a business year that ended between 6 April 2022 and 5 April 2023.

#### Definition of UK

The UK includes England, Scotland, Wales and Northern Ireland but excludes the Channel Islands and the Isle of Man.

#### Goods and Services

Where the questions relate to turnover and expenditure on goods, in so far as is possible please only use figures for goods where the contract also includes providing services related to those goods (i.e. providing ongoing maintenance services).

#### Defining Business Services

Some questions refer to the 'business services sector'. Where this specific phrase is used it is in reference to the following industries and associated SIC codes:

E: [bsa@bsa-org.com](mailto:bsa@bsa-org.com) W: [www.bsa-org.com](http://www.bsa-org.com) [@THEBSASSOC](https://twitter.com/THEBSASSOC)

The Business Services Association Limited is registered in England No. 2834529  
Registered office as above.



- 56290 Food services
- 62012 Business and domestic software development
- 62020 Information technology consultancy activities
- 62030 Computer facilities management activities
- 62090 Other information technology service activities
- 69202 Bookkeeping activities
- 70100 Activities of head offices
- 71121 Engineering design activities for industrial process and production
- 71122 Engineering related scientific and technical consulting activities
- 71129 Other engineering activities
- 74300 Translation and interpretation activities
- 77110 Renting and leasing of cars and light motor vehicles
- 77120 Renting and leasing of trucks and other heavy vehicles
- 77210 Renting and leasing of recreational and sports goods
- 77220 Renting of video tapes and disks
- 77291 Renting and leasing of media entertainment equipment
- 77299 Renting and leasing of other personal and household goods
- 77310 Renting and leasing of agricultural machinery and equipment
- 77320 Renting and leasing of construction and civil engineering machinery and equipment
- 77330 Renting and leasing of office machinery and equipment (including computers)
- 77341 Renting and leasing of passenger water transport equipment
- 77342 Renting and leasing of freight water transport equipment
- 77351 Renting and leasing of air passenger transport equipment
- 77352 Renting and leasing of freight air transport equipment
- 77390 Renting and leasing of other machinery, equipment and tangible goods n.e.c.
- 77400 Leasing of intellectual property and similar products, except copyright works
- 78109 Other activities of employment placement agencies
- 78200 Temporary employment agency activities
- 78300 Human Resources Provision and management of Human Resources functions
- 80100 Private security activities
- 80200 Security systems service activities
- 81100 Combined facilities support activities
- 81210 General cleaning of buildings
- 81221 Window cleaning services
- 81222 Specialised cleaning services
- 81223 Furnace and chimney cleaning services
- 81229 Other building and industrial cleaning activities
- 81291 Disinfecting and exterminating services
- 81299 Other cleaning services
- 81300 Landscape service activities
- 82110 Combined office administrative service activities
- 82190 Photocopying, document preparation and other specialised office support activities
- 82200 Activities of call centres
- 82301 Activities of exhibition and fair organisers
- 82302 Activities of conference organisers
- 82911 Activities of collection agencies
- 82912 Activities of credit bureaus
- 82920 Packaging activities
- 82990 Other business support service activities n.e.c.
- 84110 General public administration activities