



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

## Business Services Survey 2024

### Question Set 1

#### 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. You can find out more about the BSA and our work [here](#). A list of current BSA members is also available [here](#).

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
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- 77330 Renting and leasing of office machinery and equipment (including computers)
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- 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



## Section 1 - Outline and Employees

### Question 1.1

What is your organisation's Standard Industrial Classification (SIC) code?

#### Input Box

### Question 1.2

Which of the following industries does your organisation operate in within the UK?

*Please select as many as are relevant. If your answer to Question 1.1 is also included on this list then please select it.*

#### Multi-tick list including:

- 56290 Food services
- 62012 Business and domestic software development
- 62020 Information technology consultancy activities
- 62030 Computer facilities management activities
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- 84110 General public administration activities

### Question 1.3

If your organisation operates in any other industries not included in your answer to Question 1.1 or 1.2 then please include them below.

*Please provide the relevant SIC code(s) where possible.*

### **Input Box**

### Question 1.4

Where is your organisation headquartered?

*If your organisation is a subsidiary of a parent organisation then please use the parent organisation's headquarters*

### **7 Options**

- UK
- Europe
- Middle East
- Africa
- North America
- South America
- Asia Pacific

### Question 1.5

Where is your UK headquarters?

### **12 Options**

- London
- South East
- East of England
- South West



- West Midlands
- East Midlands
- North West
- North East
- Yorkshire and Humber
- Wales
- Scotland
- Northern Ireland

#### Question 1.6

What is your organisation's full-time equivalent (FTE) employment in the United Kingdom?

*An employee is anyone aged 16 years or over that your business pays from its payroll(s), in return for carrying out a full-time or part-time job or being on a training scheme.*

*Exclude:*

- *Directors and working owners not paid via PAYE.*
- *Agency workers paid directly from the agency payroll.*
- *Voluntary employees.*
- *Former employees only receiving a pension*

*Include:*

- *All employees paid directly from this business's payroll(s) including directors and working owners paid via PAYE.*
- *Those temporarily absent but still being paid, e.g. on maternity leave.*
- *Employees at sites where the planned activity is for less than one year.*
- *Employees at sites manned for less than 20 hours per week.*

#### Input Box

#### Question 1.7

Approximately what percentage of your answer to Question 1.6 relates to those operating within the industries set out in your answer to Question 1.2?

#### Input Box

#### Question 1.8

Please indicate what approximate percentage of your UK workforce primarily operates in each of the following regions:

*If you only operate in one region please put 100 in the relevant box below.*

#### 12 options with input boxes

- London
- South East
- East of England
- South West
- West Midlands



- East Midlands
- North West
- North East
- Yorkshire and Humber
- Wales
- Scotland
- Northern Ireland

#### Question 1.9

Is your organisation a member of the Business Services Association?

*The current membership list can be found [here](#).*

#### **2 Options**

- Yes
- No

#### Question 1.10

Have you been sent this survey by another trade association?

*If yes please include their name.*

#### **Input Box**



## Section 2 - Income and Expenditure

### Reporting Period

A reminder that respondents' reporting period should relate to a business year that ended between 6 April 2022 and 5 April 2023.

#### Question 2.1

What was your organisation's total turnover for this reporting period in GBP?

**Input Box**

#### Question 2.2

Approximately what percentage of your answer to Question 2.1 relates to activity in the industries from your answer to Question 1.2?

**Input Box**

#### Question 2.3

What was your organisation's expenditure on employment costs for this reporting period in GBP?

*This includes total compensation in cash or in-kind payable to all employees paid before deductions (less any amounts reimbursed from government sources).*

**Input Box**

#### Question 2.4

Approximately what percentage of your answer to Question 2.3 relates to activity in the industries from your answer to Question 1.2?

**Input Box**

#### Question 2.5

What was your organisation's expenditure on materials, goods, services, and energy for this reporting period?

*Please provide the net full delivered cost of purchases during this return period.*

**Input Box**

#### Question 2.6

Approximately what percentage of your answer to Question 2.5 relates to activity in the industries from your answer to Question 1.2?

**Input Box**

#### Question 2.7



What was your organisation's expenditure on rates, duties, levies and taxes paid to the government for this reporting period?

*Please only include those rates, duties, levies and taxes paid directly to government or statutory bodies/regulators. Do not include any paid as part of the purchase of goods, materials, or services.*

**Input Box**

#### Question 2.8

What was your organisation's total amount received in subsidies from UK government sources or the EU?

*Subsidies here are defined as amounts receivable from UK government bodies or the EU to reduce the price of products.*

**Input Box**





## Section 3 - Working with the Public and Private Sectors

### Question 3.1

Does your organisation provide goods or services wholly or in part to the private sector?

#### Three options

- Just to the private sector
- Just to the public sector
- To both the public and private sectors

### Question 3.2

Approximately, what percentage of total turnover per your answer to Question 2.1 is accounted for through work with each of the following:

#### Two input boxes

- Private sector contracts
- Public sector contracts

### Question 3.3

Approximately, what percentage of turnover per your answer to Question 1.2 is accounted for through work with each of the following:

#### Two input boxes

- Private sector contracts
- Public sector contracts

### Question 3.4

Approximately, what percentage of UK employees (per your answer to Question 1.6) are allocated to work with each of the following:

#### Three input boxes

- Private Sector Contracts only
- Public Sector Contracts only
- A combination of both public and private

### Question 3.5

Approximately, what percentage of UK employees (per your answer to Question 1.2) are allocated to work with each of the following:

#### Three input boxes

- Private Sector Contracts only
- Public Sector Contracts only
- A combination of both public and private



## Section 4 - Supply Chain

### Question 4.1

Does your organisation engage with SMEs and/or VCSEs via your supply chain?

*If no, please move on to Section 5*

#### Two Options

- Yes
- No

### Question 4.2

Approximately how many SMEs does your organisation engage as direct suppliers?

#### Input Box

### Question 4.3

Approximately how many SMEs does your organisation engage as Tier 2 suppliers as part of its work operating in the industries set out in Question 1.2, including through delivering contracts?

#### Input Box

### Question 4.4

Approximately how many SMEs does your organisation engage as Tier 3 suppliers and other tiers below this as part of its work operating in the industries set out in Question 1.2 including through delivering contracts?

#### Input Box

### Question 4.5

Approximately how many VCSEs does your organisation engage direct suppliers?

#### Input Box

### Question 4.6

Approximately how many VCSEs does your organisation engage as Tier 2 suppliers as part of its work operating in the industries set out in Question 1.2 including through delivering contracts?

#### Input Box

### Question 4.7

Approximately how many VCSEs does your organisation engage as Tier 3 suppliers and other tiers below this as part of its work operating in the industries set out in Question 1.2 including through delivering contracts?

#### Input Box



## Section 5 - International trade in goods and services

### Question 5.1

As part of its operations in the industries set out in Question 1.2, did your organisation provide/export goods or services to government/public sector organisations, individuals, enterprises, or other organisations based outside the UK in this reporting period?

#### Two Options

- Yes
- No

### Question 5.2

Which of the following regions would you consider to be your main market outside of the UK

Six options (single tick):

- Europe
- Middle East
- Africa
- North America
- South America
- Asia Pacific

### Question 5.3

What was your organisation's revenue on goods or services provided to government/public sector organisations, enterprises, or other organisations based outside the UK during this reporting period?

*This includes transaction in services with a subsidiary or parent of your organisation situated in another country.*

Input box

### Question 5.4

Approximately what percentage of your answer to Question 5.3 relates to activity in the industries from your answer to Question 1.2?

Input Box

### Question 5.5

Did your organisation purchase/import goods or services from individuals, enterprises, or other organisations based outside the UK in this reporting period?

*This includes transaction in goods with a subsidiary or parent of your organisation situated in another country.*

#### Two Options

- Yes



- No

Question 5.6

What was your organisation's expenditure on goods or services provided by individuals, enterprises, or other organisations based outside the UK during this reporting period?

*This includes transaction with a subsidiary or parent of your organisation situated in another country.*

**Input Box**

Question 5.7

Approximately what percentage of your answer to Question 5.6 relates to activity in the industries from your answer to Question 1.2?

**Input Box**



## Section 6 - Growth and Opportunities

Please answer as many of the following questions as possible

### Question 6.1

What do you view as the key barrier to growth for your organisation in relation to the activities set out in Question 1.2?

**Input Box**

### Question 6.2

What do you view as the key barrier to growth for the business services sector as a whole in the UK, as defined by the industries set out [here](#).

*If your answer is the same as 6.1 then please put 'Per 6.1'*

**Input Box**

### Question 6.3

In which of the following industries do you see the key opportunities to grow your organisation in the UK in the next five years?

*Please select as many as are relevant*

**Multi-tick list including:**

- 56290 Food services
- 62012 Business and domestic software development
- 62020 Information technology consultancy activities
- 62030 Computer facilities management activities
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  - 84110 General public administration activities
- Other: please describe

#### Question 6.4

Referencing the industries set out in Question 6.3, in which industries do you see the key opportunities to grow the business services sector as a whole in the UK in the next five years.

*If your answer is the same as Question 6.3 then please put "Per 6.3"*

#### **Input Box**

#### Question 6.5

In which of the following regions do you see the key opportunities to grow your organisation in the UK in the next five years in relation to the activities set out in Question 1.2?

*Please select as many as are relevant*

#### **Multi-tick list including:**

- London
- South East
- East of England
- South West
- West Midlands
- East Midlands



- North West
- North East
- Yorkshire and Humber
- Wales
- Scotland
- Northern Ireland

#### Question 6.6

How could government facilitate business services growth in the UK (e.g. through policy levers, funding etc.)?

#### Input Box

#### Question 6.7

In which of the following industries do you see the key opportunities to grow your organisation overseas in the next five years?

*Please select as many as are relevant*

#### Multi-tick list including:

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- 62012 Business and domestic software development
- 62020 Information technology consultancy activities
- 62030 Computer facilities management activities
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  - 82920 Packaging activities
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  - 84110 General public administration activities
- Other: please describe

#### Question 6.8

Referencing the industries set out in Question 6.7, in which industries do you see the key opportunities to grow the UK business sector as a whole overseas in the next five years (if different to your answer to Question 6.7)

*If your answer is the same as Question 6.7 then please put "Per 6.7"*

**Input Box**

#### Question 6.9

In which of the following regions do you see the key opportunities to grow your organisation overseas in the next five years in relation to the activities set out in Question 1.2?

*Please select as many as are relevant*

**Multi-tick list including:**

- Europe
- Middle East
- Africa
- North America
- South America
- Asia Pacific

Please indicate any specific countries that are of interest:

**Input Box**





#### Question 6.10

Where do you see the key opportunities to encourage overseas investment in the UK business services sector in the next five years?

**Input Box**

#### Question 6.11

How could government further facilitate foreign investment attraction in the business services sector?

**Input Box**

#### Question 6.12

How could government further facilitate foreign investment attraction in the business services sector?

**Input Box**

#### Question 6.13

On a scale of 1 - 10, how would you describe your confidence in the UK economy over the next five years?

- **Scale with options from 1 - 10**

#### Question 6.14

On a scale of 1 - 10, how would you describe your confidence in the UK economy over the next ten years?

- **Scale with options from 1 - 10**

#### Question 6.14

In reference to those industries set out in Question 1.2, on a scale of 1 - 10, how would you describe your confidence in the UK business services sector, as defined by the industries set out [here](#), over the next five years?

- **Scale with options from 1 - 10**

#### Question 6.15

In reference to those industries set out in Question 1.2, how would you describe your confidence in the UK business services sector, as defined by the industries set out [here](#), over the next ten years?

- **Scale with options from 1 - 10**



## Section 7 - Contact Details

Please confirm that you are happy to be contacted by the BSA should any clarification be required in relation to the answers provided in previous sections:

### Single tick box

- **Yes**

Please confirm your email address so we can contact you if necessary:

### Input box