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The Rt. Hon. Rachel Reeves, M.P.,  
Chancellor of the Exchequer,  
HM Treasury, 1 Horse Guards Road,  
London. SW1A 2HQ

4<sup>th</sup> September, 2024

Dear Chancellor,

I am writing to share the policy priorities for the business services sector ahead of the upcoming Budget.

We appreciated the positive engagement with Labour Treasury colleagues in their roles as Shadow Ministers and welcome the opportunity to continue this work. This included discussions on unlocking private sector investment, driving efficiency and productivity across public services, and delivering growth throughout the economy.

The BSA brings together large and small businesses, professional services firms, charities, and social enterprises delivering service and infrastructure projects across the private and public sectors. The work of BSA members improves the lives of tens of millions every day across every region of the country; from building and maintaining our roads, energy supply, and digital ecosystem, to feeding school children and keeping our hospitals clean and safe. A membership list is attached for reference, alongside a summary of the BSA.

The business services sector is key driver of growth, employment, innovation and productivity. It employs millions of people throughout every region of the country and is a significant contributor to our national economy. Our recent report, produced in partnership with the Department of Business and Trade, '*The Business Services Sector in the United Kingdom*', showed that even by the narrowest definition of 'business services' the sector accounted for at least 2.83m jobs throughout the UK in 2022, generated over £222.04bn in total turnover in 2021, and produced over £124.53bn in gross added value in 2021. The report is also attached for reference.

Our members' work lies at the heart of many of the Government's priorities, including supporting the five missions. For example, BSA members have an active role to play in kickstarting economic growth as key providers of service and infrastructure projects across the public and private sectors. Our submission therefore focuses on those projects and policies which will deliver growth and bolster business confidence. In particular, this submission calls for continued support of, and clarity on proposed government investment in, the UK's physical, social and digital infrastructure.

Ahead of the Budget statement, the BSA and its members place the highest possible importance on the principle of maintaining confidence in the UK economy, in what remains a fragile economic environment with recent domestic upheaval and disruption in various places around the world causing much turbulence and uncertainty. We strongly support the Government in all it plans to do to make the UK a stable economic environment where people have the confidence to invest.

I would welcome the opportunity to discuss these proposals in greater detail, including how the sector and our members can support the Government. My email address is [Mark.Fox@bsa-org.com](mailto:Mark.Fox@bsa-org.com) should this be something you or colleagues in your department would like to take forward.

Yours sincerely,

**Mark Fox**  
Chief Executive, BSA - The Business Services Association



## Delivering Growth and Driving Innovation

### Business Services Association Budget Submission

September 2024

#### Introduction

Market stability is a pre-condition to economic growth, long-term productivity, and competitiveness. We therefore welcome the Government's commitments to bolstering this stability and kickstarting the economy.

Such commitments are crucial to giving markets and business the confidence to invest in our economy. The only level of national debt that is truly sustainable is a level that enables government to run a credible economic policy and does not undermine market confidence in the UK economy. As the indebtedness of the Government grows, market confidence becomes more fragile. The collapse in confidence surrounding The Growth Plan 2022 demonstrates that what is perceived to be a sustainable level of public sector net debt is closely tied to the credibility of a government itself.

It is therefore important that the Government has credible taxation and spending plans in place, based on the reform of public services. Such reform will ensure that local government is adequately resourced; that the infrastructure necessary to sustain the economy is built and maintained; and that the country is able to attract investment that leads to job creation, wealth creation, and the virtuous cycle of a growing economy.

We also recognise the Government's commitment to driving efficiency throughout our public services and the difficult decisions being made in relation to departmental spending plans. As key providers of service and infrastructure projects across central, devolved and local government, BSA members stand ready to play their part in enabling the delivery world-leading public services. Further proposals relating to specific policy areas, such as justice and reducing reoffending, are set out in our Manifesto.<sup>1</sup>

Organisations throughout the business services sector are confident in its ability to accelerate growth throughout the economy and in all regions of the country. In fact, when asked to describe their confidence in both the sector and the UK economy as a whole, our recent survey respondents provided an average score of 7/10 for the sector and 6/10 for the wider economy.<sup>2</sup> This was true over both the next five and ten years.

This confidence, however, is underpinned by government commitment to both our national infrastructure and our wider economy. We recognise the need to balance different political and economic considerations at this time and spending going forward must therefore be targeted to ensure that it is sustainable in the future.

Investment in our digital, social and physical infrastructure can act as a catalyst for wider growth throughout our economy. By investing in infrastructure such as high-speed internet and digital connectivity, businesses can operate more efficiently and effectively, leading to increased productivity and growth. We therefore would welcome further details on the proposed investment in the UK's infrastructure as part of this Budget and ahead of the publication of the Industrial Strategy. Delivering this investment, and ensuring long-term growth, also necessitates investment in the skillsets of workers throughout the UK and we welcome the proposed reforms to existing skills policy

<sup>1</sup> BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](#)

<sup>2</sup> BSA (2024) [The-Business-Services-Sector-in-the-United-Kingdom-BSA-Report-Updated-June-2024.pdf \(bsa-org.com\)](#)



in this regard. The BSA has long called for further flexibilities to be introduced here, particularly with regards to the Apprenticeship Levy, and we look forward to working with colleagues in Skills England and the Department for Education on policies including the new Growth and Skills Levy.

In addition to this, recent reforms to public procurement present further opportunities to drive innovative solutions throughout our public services. This will involve overcoming some longstanding challenges in areas such as risk transfer, in-house commercial skillsets, and funding allocations.

The following sections include policy proposals for consideration ahead of the Budget, particularly for those areas where government and industry can work in partnership to drive efficiency and productivity across public services whilst also delivering growth throughout the economy.

### **Investment and Commitment to the UK's Infrastructure**

Our physical, digital and social infrastructure is vital for economic growth and prosperity. Research has demonstrated the clear benefits for the economy from investing in our infrastructure, both in terms of the infrastructure assets themselves but also in the employment of people engaged in the projects and the additional value these projects can generate for surrounding communities.<sup>3</sup>

In particular, large projects bring a scale and flow of work which, in turn, provides greater certainty for industry to invest in other ventures and in modernisation. Investment in large projects also supports jobs and local businesses through supply chains that cover all regions across the UK. For example, our recent report showed that 25 BSA members supported 37,773 SMEs and 481 VCSEs as direct suppliers.<sup>4</sup>

In addition to this, significant and sizeable projects committed to using modern methods of construction and digitalisation give industry more confidence to invest and a platform through which to embed digital ways of working. This then helps to accelerate the modernisation of the industry, drives further productivity gains, and supports smaller organisations operating within larger contractors' supply chains.

We therefore encourage the Government to consider the positive impact that commitment to large-scale infrastructure projects has in boosting business and market confidence. The construction and infrastructure industry is of strategic importance to the UK economy and has a particular role to play as we look to kickstart economic growth. In short, the investment in both people and place that government can support with these large-scale projects is vital to our long-term prosperity.

#### *Attracting Investment*

In addition to directly investing in our economy, it is also crucial that government unlocks further investment from the private sector. Encouraging investment and innovation through tax incentives and improved access to finance is an important way in which government can achieve its Manifesto commitments including the five missions. By providing support for research and development, startups, and growth sectors such as business services, government and industry can foster a culture of innovation and entrepreneurship, leading to new products, services, and business models that drive economic growth.

In addition to this support, we would caution against any further increase to the burden of taxation on business as they look to mitigate the range of economic pressures they are currently facing. These pressures, including labour shortages and longstanding inflationary pressures, are set out in our latest Economic Tracker Report for Q1Q2 2024.<sup>5</sup>

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<sup>3</sup> Journal of Infrastructure Policy and Development (2020), ([PDF](#)) [The impact of infrastructure investment on economic growth in the United Kingdom \(researchgate.net\)](#)

<sup>4</sup> BSA (2024) [The-Business-Services-Sector-in-the-United-Kingdom-BSA-Report-Updated-June-2024.pdf \(bsa-org.com\)](#)

<sup>5</sup> BSA (2024) [Economic-Tracker-Q1-Q2-Report-2024-1.pdf \(bsa-org.com\)](#)



Green investment is also important in driving growth in the business services sector. By investing in sustainable technologies and practices, businesses can reduce their carbon footprint and contribute to a greener economy. This not only benefits the environment but also attracts environmentally conscious consumers and investors. Further proposals on the opportunity presented by the transition to a green economy are included later in this submission.

A more proactive approach to attracting foreign investment is also crucial. By promoting the UK as a great place to invest and do business through international relations channels, government and industry can attract foreign investors and partners who can bring expertise, capital, and market opportunities to the economy.

It is also key that the Department of Business and Trade is given sufficient tools and resources to spearhead this more proactive approach in order to achieve the maximal benefit for UK businesses looking to either expand overseas or attract foreign investment to grow their domestic operations.

Finally, grants for industries and sectors to help them digitize and automate their operations can also drive growth and efficiency in the sector. By supporting businesses in adopting new technologies and processes, government and industry can help them stay competitive in the global market.

Overall, by focusing on areas of the economy that address productivity challenges and offer innovative solutions, such as the business services sector, the UK government and industry can drive targeted investment, leading to sustainable growth and success both domestically and overseas.

#### *Investment in Digital Infrastructure*

The key to the success of the UK's digital transformation lies in investment in the country's digital infrastructure. This includes the roll-out of high-speed broadband, the development of 5G networks, and the adoption of cloud computing. These developments will enable businesses to access the latest technologies and services, and will help to reduce the cost of doing business.

BSA members have collaborated with local governments to bring reliable and fast internet access to towns and villages that were previously underserved.<sup>6</sup> This has allowed businesses in these areas to access the latest technologies and services, opening up new opportunities for growth and innovation. BSA members have also been involved in the development of 5G networks in major cities across the UK.<sup>7</sup> They have helped to deploy 5G infrastructure, enabling faster and more reliable connectivity. This has benefited businesses, charities, and public bodies by providing them with the necessary network capabilities to support digital services and technologies. Strategic planning and sufficient funding will be key to ensuring that national 5G coverage, and the associated benefits this will involve, is achievable by 2030.

In addition to this, government should also support the adoption of new technologies, such as Cloud Computing, machine learning, and the Internet of Things.<sup>8</sup> These technologies will enable businesses to automate processes, improve customer service, and gain insights into customer behaviour. This will help businesses to remain competitive in a rapidly changing market.

Cloud computing, for example, has become an essential tool for businesses in various industries. BSA members have worked with organisations to adopt cloud computing solutions, allowing them to store and access data remotely, collaborate more efficiently, and scale their operations as needed.<sup>9</sup> This has reduced the cost of doing business by eliminating the need for expensive on-premises infrastructure and improving operational efficiency. Support for these technologies will therefore be key to promoting growth, efficiency, and productivity gains throughout the economy.

<sup>6</sup> BSA (2018) *Annual Review 2017* <https://www.bsa-org.com/wp-content/uploads/2017/11/BSA-2017-ANNUAL-REVIEW.pdf>

<sup>7</sup> W5MG (2021) [Connected-Ambulance-Trial.pdf \(wm5g.org.uk\)](#)

<sup>8</sup> BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](#)

<sup>9</sup> Sopra Steria (2019) [Cloud First Strategy: how Sopra Steria is supporting Veolia's digital transformation](#)



## Digital Transformation and Encouraging Innovation

Digital transformation is set to have a significant impact on the business services sector in the coming years. This along with ongoing investment in our digital ecosystem, this will also include the deployment of AI and the adoption of other nascent technologies such as cloud computing. The UK has a strong tech ecosystem with a focus on innovation in areas like AI, blockchain, and cybersecurity.

It is therefore critical that government continues to engage with and support industry as digital solutions are further embedded throughout our economy. We would welcome measures in this Budget that would support these aims including further details on the Manifesto commitment of a renewed push to fulfil the ambition of full gigabit and national 5G coverage by 2030.

### *Supporting the development and deployment of AI*

In addition to the wider impact of digital transformation, AI and automation in particular are likely to play a significantly increased role throughout the business services sector over the coming years. Businesses and VCSEs are increasingly integrating AI and Automation into their service offer to clients across the public and private sector. The commitment to include a focus on AI development as part of the industrial strategy is welcome and we look forward to supporting this process.

The UK should be a leader in the development and deployment of AI and automation technologies. This will involve investing in research and development, as well as providing incentives for businesses to invest in these technologies. This will ensure that the UK is at the forefront of the development of AI and automation technologies, and will enable businesses to take advantage of the opportunities presented by these technologies.

The BSA Manifesto set out a number of policies to ensure that the UK is well-placed to take advantage of the opportunities presented by AI and automation.<sup>10</sup> This will involve investing in research and development, providing incentives for businesses to invest in these technologies, providing training and support to businesses, and investing in the necessary infrastructure and data. Industry and government must continue to explore how best to harness the key drivers of rapid technological change, such as increased automation and deployment of AI, whilst remaining mindful of the challenges these may create.

It is also important that advances in digital transformation are accompanied by sufficient policy and guidance around digital ethics. This means not only improving the general literacy of key stakeholders and leaders with regards to automated or algorithmic decision-making, but also ensuring that AI and other new technologies are subject to appropriate safeguards and regulations.

### *Improving Access to Data*

As the trend towards digitalisation continues, data-driven decision making (DDDM) is set to have a significant impact on the business services sector and the wider economy. Recent government announcements on removing planning barriers to new datacentres and creating a National Data Library are welcome and we would welcome further details on the latter in this Budget.

DDDM is an increasingly central part of BSA members' operations as many begin to integrate Internet of Things (IoT) sensors into buildings in order to monitor conditions in real-time.<sup>11</sup> This data is then analysed using advanced analytics tools to identify potential maintenance needs or safety risks. By leveraging digital technologies, clients across the public and private sectors have been able to address maintenance issues proactively, enhance safety measures, and optimise resource allocation.

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<sup>10</sup> BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](#)

<sup>11</sup> Digiteum (2022) [The Role of IoT Facility Management | Digiteum](#)



The public sector and business services providers will need to take a series of actions to ensure that they are well-placed to take advantage of the opportunities that DDDM presents.<sup>12</sup> For example, by investing in the necessary infrastructure and training staff in the use of data-driven decision making tools, organisations will be able to make informed decisions and take advantage of the opportunities presented by DDDM. This will enable them to identify new opportunities, reduce costs, improve customer experience, and develop innovative services.

The key to capitalising on the opportunity that DDDM presents is to ensure that businesses have access to the necessary data and technology to enable them to make data-driven decisions. In addition to the investment outlined above, this will involve considerable efforts to ensure that the data being used is both up-to-date and accurate. Engaging with stakeholders including clients, suppliers, regulators, and investors will be crucial to ensure that all parties are using the same metrics when assessing various criteria.

It is also vital that suppliers work with their clients to ensure that the data they are receiving is as accurate as possible to avoid unforeseen challenges when undertaking a new project. For example, despite the positive steps that have been taken in recent years, the quality of data in and around public procurement remains inconsistent and often outdated.

Whilst the National Data Library and the new central platform discussed in the section on procurement reform below is a welcome step towards tackling this, government currently remains disjointed in its approach to requesting data from its suppliers. This creates inefficiency as suppliers are asked to provide duplicate datasets. Further commitments to improving the availability of accurate data will help to reduce this inefficiency and we would welcome discussions with Cabinet Office and the Department for Science Innovation and Technology on how best to support this.

### *Cyber Security*

Cyberattacks remain a very real threat to organisations across the UK and, as highlighted by the high volume of attacks in the wake of Russia's invasion, can significantly impact on businesses and public services.<sup>13</sup>

Hostile cyber actors are expected to become more intrusive and innovative in their methods. The faster and better the antidote that is put in place to protect assets, the more complicated and sophisticated cyber-attacks become. Of course, it is important we keep developing new and better security measures. Alongside this, we should also develop systems that provide early warning of attacks thereby helping to compartmentalise and limit damage.

Measures to help prevent cyber-attacks, such as the Cyber Essentials scheme, have made a positive difference in recent years and are a useful resource for businesses of all sizes, especially SMEs who may not have in-house expertise in this area. If government is looking to build on this, further steps could be taken to make individuals and businesses more accountable, such as annual cyber risk assessments and/or checks for businesses.

For BSA Members delivering service and infrastructure projects for public sector bodies, cyber security is of the utmost importance. In the same way that the UK is acting to safeguard its 5G network from suppliers that can be influenced by foreign governments, government should also ensure that the software and IT equipment connecting to that network is equally secure through assessing cyber security requirements in public procurement.<sup>14</sup>

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<sup>12</sup> BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](https://www.bsa.org.uk/BSA-Manifesto-2023-1.pdf)

<sup>13</sup> National Cyber Security Centre (2023), *Heightened threat of state-aligned groups against western critical national infrastructure*. Online: <https://www.ncsc.gov.uk/news/heightened-threat-of-state-aligned-groups>

<sup>14</sup> National Cyber Security Centre (2020), *New plans to safeguard country's telecoms network and pave way for fast, reliable and secure connectivity*. Online: <https://www.gov.uk/government/news/new-plans-to-safeguard-countrys-telecoms-network-and-pave-way-for-fast-reliable-and-secure-connectivity>



Government should continue to provide support for small and micro-organisations to bolster their cyber resilience whilst also investing in effective systems and response plans to ensure that our critical national infrastructure is able to defend itself against and respond to large-scale attacks.

## Procurement Reform

£300bn of goods and services are purchased each year both to ensure the continued delivery of core public services and critical national infrastructure projects, as well as to implement new approaches and innovations which improve these services and projects. This amounts to around a third of public sector spending. Ensuring that this money is spent sensibly, fairly, and transparently is therefore key to increasing public sector productivity growth and efficiency.

Recent steps to increase the effectiveness of public service delivery have been positive but there is still much that can be done to improve upon this. The UK is currently undergoing a period of significant procurement reform, with the Procurement Act receiving Royal Assent in October 2023 and the new regime set to go live in October 2024.<sup>15</sup> This new regime is expected to bring about a number of changes to the way in which public procurement is conducted in the UK, with the aim of increasing efficiency, reducing costs, and improving the quality of services and goods procured.

In order to ensure that the new regime is successful, procurement professionals across both the public and private sector will need to be upskilled so as to best capitalise on the benefits of the new regime. In addition, the new regime is set to bring about a number of changes to the way in which contracts are awarded, disputes are handled, and procurement is conducted in the UK with its aim to “create simpler, more flexible and effective procurement.”<sup>16</sup>

There remain longstanding challenges for organisations who work with clients in the public sector. For example, the procurement process can often be slow and cumbersome, leading to delays that can disrupt the operations of business services organisations. Additionally, pipeline publications, which provide information about upcoming procurement opportunities, may not always be accurate or refreshed in a timely manner. This can make it difficult for providers to plan ahead and prepare for new opportunities.

There are also ongoing challenges surrounding risk aversion. In some instances procurement teams in the public sector are seen as being particularly risk averse, for example preferring to stick with tried and tested technologies rather than investing in new ones. This can limit the opportunities for organisations that offer innovative solutions and can also hinder the public sector's ability to benefit from technological advancements and the efficiencies these can bring.

Finally, uncertainty about future funding arrangements and contract terms can make it difficult for business services organisations to plan for the future and make long-term investments. This lack of clarity can also lead to hesitancy and indecision in the procurement process, further slowing it down and causing inefficiencies.

### *Upskilling procurement officials, embracing innovation, and appropriate funding levels*

With the introduction of the new regime, the proposed new Contract Management Playbook, and revisions to the existing Playbook suite, there will be several changes in the procurement process throughout 2024 and beyond. In order to ensure the success of the new regime, it is crucial for procurement officials in both the public and private sectors to undergo upskilling. This upskilling process will equip them with the necessary skills and knowledge to capitalise on the benefits offered by the new regime.

<sup>15</sup> Gov.uk (2023) [Small businesses to benefit from one of the largest shake ups to procurement regulations in UK history - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/small-businesses-to-benefit-from-one-of-the-largest-shake-ups-to-procurement-regulations-in-uk-history)

<sup>16</sup> Gov.uk (2023) [The Procurement Act 2023 - a short guide for senior leaders.pdf \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/123456/the-procurement-act-2023-a-short-guide-for-senior-leaders.pdf)



One important area that procurement officials will need training in is contract management, not least as the new Contract Management Playbook is currently being prepared. Training in contract management will enable officials to understand and navigate these changes, ensuring that contracts are well-managed and adhere to the new regulations and requirements. This includes skills in drafting contracts, negotiating terms, and monitoring contract performance.

Supplier relationship management is another crucial aspect that procurement officials will need to be trained in. Under the new regime, there may be a shift in the supplier landscape, with new suppliers coming into play or existing suppliers needing to adapt to the new regulations. Training in supplier relationship management will enable officials to build and maintain effective relationships with suppliers, ensuring that they can secure the best value for money and maintain a reliable supply chain. This includes skills in supplier evaluation, performance monitoring, and dispute resolution.

The utilisation of the new central digital platform will also be a key component of the new regime. Procurement colleagues will need to be trained in the use of this platform to leverage its full potential. This may involve training in areas such as navigating the platform, accessing and analysing data, and utilising its features for efficient procurement processes. Training in the use of the digital platform will enable officials to streamline their procurement activities, improve transparency, and enhance overall efficiency in the procurement process.

Finally, ensuring that public sector commercial teams are adequately funded is essential not only for successful procurement processes, as it allows for the implementation of best practices and the adoption of innovative solutions, but also for ensuring the best possible public services for UK citizens. Increased funding can also help streamline the procurement process and reduce delays. It is also important for government contracts to have fair margins and risk-sharing provisions that are proportionate to the size and complexity of the project. This can help prevent cost overruns, delays, and potential disputes.

In addition to these points, Chapter Two of the BSA Manifesto includes extensive suggestions for policymakers on ways in which to improve the procurement process.<sup>17</sup>

## The Transition to Net Zero

We welcome the opportunity to partner with government in the delivery of the Green Prosperity Plan and the Mission to achieve clean power by 2030. The transition to Net Zero will have a significant impact on our sector and the wider economy with the need to reduce emissions, increase energy efficiency, and develop new business models to support the transition.

The business services sector is well placed to playing a leading role in our transition to a greener and more sustainable economy. Through greening their own operations and supporting clients and partners across the public and private sectors in their transition journeys, the sector can enable the UK to become a world leader in offering innovative green solutions.

For example, business services organisations have been, and will continue to be, actively involved in developing energy and utilities strategies for private and public sector clients.<sup>18</sup> By analysing their energy consumption patterns and identifying areas for improvement, BSA members have already helped numerous clients reduce their carbon footprint and increase energy efficiency. This has not only resulted in cost savings for the clients but has also contributed to the overall goal of achieving Net Zero emissions.

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<sup>17</sup> BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](#)

<sup>18</sup> BSA (2024) [Net Zero - BSA \(bsa-org.com\)](#)



In addition to this, many organisations have been working with SMEs in their supply chains to help them transition towards Net Zero.<sup>19</sup> By providing guidance, resources, and support, BSA members have helped these SMEs reduce their emissions and adopt more sustainable practices. This collaboration has not only benefited the SMEs by making their operations more environmentally friendly but has also contributed to the overall goal of achieving Net Zero emissions.

As with the other proposals in this submission, combining private sector initiatives with public policy action and targeted investment from both industry and government will enable both the sector and the wider economy to reap the full benefits this opportunity presents.

### *Green investment and incentives*

The BSA 2023 Manifesto sets out a number of policies to support the transition to Net Zero, including the development of renewable energy sources, investing in grid capacity, and the implementation of energy efficiency measures.<sup>20</sup> These policies will have a direct impact on the business services sector, as businesses will need to reduce their emissions, invest in renewable energy sources, and develop new business models to support the transition.

Other suggestions include reforms to the indexation of gas to electricity prices, amending existing distribution cost burdens to create much closer parity to supply rates, and further tax incentives such as removing the VAT on Air Source Heat Pumps when installed in commercial settings.

There is also the opportunity for government to lead by example as one of the largest occupiers of commercial buildings in the UK by investing in its own property portfolio. Ensuring that government departments have sufficient resources to invest in energy efficiency across the commercial property estate, scaled up across the UK, would result in a huge reduction in carbon emissions.

An excellent example of how higher decarbonisation targets could accelerate the energy transition can be found in the NHS where new investment is needed in an aging infrastructure. This sector has been pioneering a low carbon approach over the past decade, with the development of a more ambitious Energy Performance Contract.

There is also considerable opportunity to be found in retrofitting the commercial estate. As it stands, refurbishments relating to commercial buildings, including materials and installation of retrofits including solar panels and heat pumps are subject to VAT. This is in contrast to domestic settings where those installing heat pumps or solar panels in their homes between 1 April 2023 and 31 March 2027 will pay no VAT. Removing VAT for green property refurbishments would not only encourage more businesses to invest in decarbonisation but would support this growth opportunity for the businesses services sector.

Finally, the business services sector recognises that the rollout of Electric Vehicles (EVs) is contingent on the availability of smart charging infrastructure and bolstered grid capacity. To support the transition to EVs, business services organisations are actively involved in the development of smart charging infrastructure, including charging stations and grid upgrades. Further government investment, combined with a clear and achievable EV strategy, is crucial for enabling the widespread adoption of EVs and reducing carbon emissions from transportation.

Put together, all of these projects would also create jobs across the UK, from low to high-skilled, often in STEM areas, and would be well-suited to apprenticeships. Combining this with reforms to skills policy such as the proposed Growth and Skills Levy would encourage more people into the green collar jobs of the future. Moreover, some of the UK's biggest energy users are in the nation's more deprived areas so such action would support wider regional growth plans.

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<sup>19</sup> BSA (2024) [Net Zero - BSA \(bsa-org.com\)](https://www.bsa-org.com)

<sup>20</sup> BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](https://www.bsa-org.com)



## Supporting local economies and Community Wealth Building

The business services industry supports and works in all sectors of the economy and in local economies across the UK. It can help other companies compete more effectively, build up local SMEs, and help employ and train local workforces. Business services providers are also expert at scaling and replicating the innovation and change now required. All stakeholders which retain such capacity and capability need to draw together in common endeavour to accelerate this work.

The Government rightly emphasises the importance of devolving powers and responsibilities from Whitehall. It is important to remember also that the voices of local communities themselves, as well as their local and devolved government representatives, should be at the heart of the decision-making process going forward.

### *Community Wealth Building*

The importance of ‘Community Wealth Building’ - strengthening organisations and people in local communities - has been recognised for some time.<sup>21</sup> The aim of the Community Wealth Building agenda is to enable communities themselves to enjoy the benefits of economic growth, and a central part of that is about giving them more control.

These communities are best able to determine their strengths and weaknesses, the limiting factors to inclusive growth in their area, and how these can best be addressed. That is why the devolution and localisation of powers, including commissioning, is so important. Devolution can also be used to help break down the barriers which have existed between economic and social infrastructure.

The goals of wider service integration and improvement should not be seen as an alternative to economic growth but as contributing to it. Services such as employment support, skills provision, and health and social care provision not only improve people’s quality of life but help provide a healthier, more skilled and more productive workforce. The aim should be to produce a virtuous circle of local service delivery which will help generate inclusive growth. This, in turn, then generates the income that funds the service provision.

Devolution and localisation will inevitably mean priorities in each area should and do respond to local need but there will also be common themes between areas. Many devolved authorities have worked together on issues like good employment charters and principles for public procurement, to make sure that, where such common themes exist, it is easier for UK-wide companies to respond to requirements in different areas.

The evidence from areas which have pioneered successful projects achieving a lasting long-term legacy in inclusive growth and social value is that they were open and honest about the outcomes required and looked for partners who were innovative and proactive in offering ways to achieve those outcomes.<sup>22</sup> Some such outcomes require adequate time for these activities to be undertaken. Therefore, contract size and length may be an important factor to consider for those authorities looking to maximise social value in this area. The public sector can also help by setting out a clear pipeline of work so service and infrastructure providers can plan ahead and invest fully in communities.

Above all, it is vital that all such provisions are driven by the needs and wishes of the community concerned, and use the best means available to achieve the desired outcome. An open and strategic commissioning process is key to achieving this. Partnerships based on good relationships and on goals which are both clear and clearly aligned are often the ones which achieve the greatest lasting legacy.

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<sup>21</sup> CLES (2021), *Community Wealth Building: A History*. Online: <https://cles.org.uk/wp-content/uploads/2021/08/CWB-a-history-FINAL2.pdf>

<sup>22</sup> BSA (2023), *Leaving a Lasting Legacy in Communities*. Online: <https://www.bsa-org.com/regions/>



### *Backing the local workforce*

The BSA has organised seminars around country on these issues.<sup>23</sup> One topic we have discussed is stemming the outflow of skilled workers from areas which have been hit hardest in recent years. The new world of work now provides opportunities to address this, with some employers focusing less on offices in major cities. Many employees, however, will still wish to work, live and socialise with and in proximity to their peer groups, especially those working in similar fields.

Partly this is about linking local skills development with local job availability, but it is also about encouraging skilled people not to move away for other reasons. This means an attractive civic realm, local amenities, affordable housing, and groups of like-minded people. Encouraging employers to locate in and/or recruit from localised hubs with others in the same sector is one way to help achieve this. It also helps with cross-fertilisation of ideas and skills within that sector. At the heart of this, employers, providers, and local government must all work together in partnership to develop skills plans that best support communities across the local economy.

It is important to ensure that groups which have to date been disadvantaged in the labour market, including disabled people, care leavers, ex-offenders and the homeless, can take full advantage of the new world of work. Many BSA members help to provide tailored employment support for those who need it most including learners, job seekers and those who are unable to work or increase their hours due to disability, a health condition or illness, or caring responsibilities.

Government could make full use of the established employment support sector to address the large scale of economic inactivity. Initiatives should particularly address the ‘hidden unemployed’, who may face wider barriers to entering and remaining in employment, including disabilities or long-term health conditions.

Joining up the provision of health, work and skills support would facilitate learning, work and progression pathways for young people looking to start their career, alongside providing lifelong learning opportunities and career change pathways for older workers. This will be essential to achieving the government’s target of an 80% employment rate.<sup>24</sup>

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<sup>23</sup> [NW-Community-Wealth-Building-Seminar-Write-Up.pdf \(bsa-org.com\)](#)  
[Event write-up Archives - BSA \(bsa-org.com\)](#)  
<https://www.bsa-org.com/publication-type/event-write-up/>

<sup>24</sup> DWP (2024), “*Get Britain Working*” speech, 23<sup>rd</sup> July 2024. Online: [Getting Britain Working - GOV.UK \(www.gov.uk\)](#)



## Business Services Association

### Who We Are:

The Business Services Association (BSA) is a policy and research organisation. We are here to represent all those who are interested in delivering efficient, flexible, and cost-effective service and infrastructure projects across the private and public sectors. We are based in the United Kingdom and hold meetings and events throughout the country.

Our members are key providers of service and infrastructure projects to the private and public sectors. Members include large and small businesses, charities, and social enterprises. The work of BSA members improves the lives of tens of millions every day across every region of the country; from building and maintaining our roads, energy supply, and digital ecosystem, to feeding school children and keeping our hospitals clean and safe.

### What We Do:

We provide a forum for service providers to come together to discuss issues of common interest. We also have a wide-ranging policy programme which can be broken down into three interconnected core themes: inform, advocate, and engage.

### How We Do It:

#### Inform

We ensure that our members are kept up to date with government policy and wider market trends, whilst also keeping government informed on the issues affecting the sector. This includes producing daily, weekly, and monthly political and media monitoring reports for members; conducting our monthly Economic Tracker survey and sharing the insights with relevant stakeholders across central, devolved, and local government; and arranging briefing sessions and meetings with officials on pertinent policy areas.

#### Advocate

We champion the good work the sector does by collating case studies and producing reports that highlight the sector's contributions to the UK economy. It also involves working collaboratively and constructively with policy makers on key policy areas for the sector such as procurement reform.

#### Engage

We arrange regular engagement opportunities to promote positive relationships between the sector and key stakeholders. This ranges from holding roundtables with government ministers and prominent members of the opposition, to arranging large summits that bring together over 100 members and stakeholders to discuss a specific theme. Recent examples include summits on Digital Skills and the transition to Net Zero.

### Why We Do It:

Our sector lies at the very heart of the UK economy. Service and infrastructure providers are key innovators and growth facilitators, spearheading our transition to a green and digital economy, and operating throughout both the public and private sectors. The sector also invests in providing high quality administrative services, facilities management, infrastructure, and IT so other businesses can do what they do best.

It is therefore crucial that the sector's voice is heard and its good work recognised.



## List of BSA Members, September 2024

3C3 Ltd	IBM
4Merit	Ingeus
AECOM	ISS UK
Amey Plc	Kier Group Plc
Angus Knight Group	KPMG
Ankura	Lumby CMS
Aramark	Mace
Arcadis LLP	Maximus UK Ltd
Arcus FM	Medallia
AtkinsRéalis	Mitie
Atlas FM	MTC
Atos	NatWest
AutogenAI	NCG
Baachu	Netcompany UK Ltd
Balfour Beatty Plc	Oxfordshire Business Consultancy Ltd
Barclays Corporate	P3
Bellrock	Pinsent Masons LLP
Bevan Brittan LLP	Public Digital
Birkin Group	Reed in Partnership
Browne Jacobson LLP	Robertson FM
BT Group Plc	Salisbury Group
Business 2 Business	Seetec Group Ltd
Capita Plc	Serco Group Plc
Catch 22	Sharpe Pritchard LLP
CGI	Sodexo Ltd
CH & Co Group	Sopra Steria Ltd
City FM	Space Solutions
Clyde & Co LLP	Spend Network
CMS Cameron McKenna Nabarro Olswang	Strictly Education
Compass Group Plc	The Grichan Whitestone Partnership
Connections Consulting	The Growth Company
Costain	The Network Group
Deloitte	The Palladium Group
DWF LLP	The Shaw Trust
Elior UK Ltd	The Sustainability Group
Equans	Turley
Eric Wright FM	Twin UK
FedCap	Veolia
Form1 Partners	VINCI Facilities
Forvis Mazars LLP	VPS Group
Fujitsu UK	Wand Consulting
G3 Systems Ltd	Wates Group
G4S Plc	WSP
Glaston Consulting	
Global Secure Accreditation	
GoodPeople	
HP	



# The Business Services Sector in the United Kingdom

Report requested by the Department for Business  
and Trade

Produced by the Business Services Association

Updated June 2024



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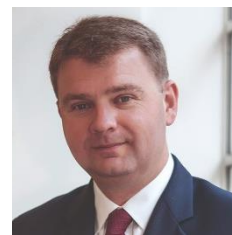
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## Foreword and Introduction

### Foreword by Mark Fox, BSA Chief Executive

The business services sector is key driver of growth, employment, innovation and productivity. It employs millions of people throughout every region of the country and is a significant contributor to our national economy.

For example, 22 organisations surveyed for this report paid over £2bn in rates, duties, levies and taxes to the Government in their last financial year. As a reference point, this is significantly more than the £1.4bn allocated to the Levelling Up Fund for 2024-25.

Capturing the economic output of a sector as varied as business services is not without challenge. By the narrowest definition of 'business services' we can say that the sector:

- accounted for at least 2.83m jobs throughout every region of the UK in 2022;
- generated over £222.04bn in total turnover in 2021; and,
- produced over £124.53bn in gross added value in 2021.

Respectively, these figures equate to 8.61% of all jobs, 5.41% of total turnover for non-financial UK business, and 9.3% of non-financial UK business gross value added across the whole economy. The sector operates throughout the country and has seen considerable growth across all twelve regions in recent years.

Whilst impressive in their own right, these statistics do not provide the full picture as to the sector's scope, scale, and significance. As this report shows, the sector is far more complex than this narrow definition which excludes significant industries that are a fundamental part of the business services sector.

When our analysis is expanded to include the wider range of economic activities that should rightly be referred to as 'business services' the sector's contribution to the UK economy can be considered in full.

It is also important to note that the value the sector delivers through its projects and services is not restricted purely to traditional economic metrics. It also generates a significant amount of additional value including through delivering social value initiatives such as employing apprentices and supporting ex-offenders.

The sector also supports thousands of SMEs and VCSEs by partnering with them in their delivery of services for clients across the public and private sectors. For example, 22 of the organisations surveyed for this report supported 37,773 SMEs and 481 VCSEs as direct suppliers.

In summary, by expanding our approach beyond the initial limited definition, this report showcases the important work being undertaken by colleagues across the wider business services sector throughout the country every single day.

Mark Fox,  
Chief Executive  
BSA - The Business Services Association



## Introduction

In late December 2023, the Business Services Association (BSA) was approached by colleagues from the Department for Business and Trade (DBT) to discuss a new report on the business services sector. The project would look at the sector's size, characteristics, and priorities in relation to growth and investment. This report therefore provides an overview of the key characteristics and contributions of the business services sector to the UK economy.

As this report will demonstrate, the sector covers a variety of economic activities; ranging from delivering food services to providing IT and digital solutions. This variety in turn means that the sector's direct contributions are often not clearly captured in the main data sets that are compiled by the Office for National Statistics. For example, many of the Standard Industrial Classification (SIC) codes that are used in these surveys do not provide the level of specificity required to distinguish between very different types of economic activity; thereby making unequivocally accurate assessments of the contributions of nuanced and complex sectors, such as business services, challenging.

That being said, we are able to isolate some core business services activities within these data sets and provide analysis of these. We can also analyse a wider grouping of activities which together capture the full breadth of business services activities; albeit in addition to some other industries. The full methodology below explains our approach and we believe that through analysing these two groupings we can better understand the business services sector's contribution to the UK economy.

In order to compliment this analysis, the BSA also produced a bespoke survey to circulate amongst its members. This was also shared with other trade associations whose members fall under the broad banner of business services. In particular, we would like to thank the Association of Translation Companies (ATC) for sharing the survey with their members.

The results from this survey can now be combined with other data sets, such as the Annual Business Survey (ABS), to produce an overview of the sector's key characteristics and estimated contribution to key economic indicators such as employment and approximate gross value added at basic prices (aGVA). Beyond this, we can also look at the sector's priorities for growth and investment, including where policymakers can support these priorities.

The report is divided into two Chapters. The first of these provides an overview of the sector including its contribution to the economy, an analysis of regional activity, and the additional value business services organisations generate through their delivery of services and projects throughout the public and private sectors. The second Chapter looks at the challenges and opportunities facing the sector and sets out a series of proposals for both government and industry.

The report was updated in June to capture insights from additional datasets. These had implications for the figures relating to aGVA, turnover, and spend on goods, services, materials and employment.

We are very grateful to DBT colleagues for the opportunity to produce this report. We would like to thank Helen Baden, Sophie-Lou Arcese Le Nir, Terri Clarke and Tony Gerrard not only for their support during this process, but also for their continued engagement and invaluable efforts to champion the good work and value of this crucial sector.

For any questions about this report, or the BSA's wider work, please contact [piers.neill@bsa-org.com](mailto:piers.neill@bsa-org.com)



## Background - The BSA

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#### **Inform**

We ensure that our members are kept up to date with government policy and wider market trends, whilst also keeping government informed on the issues affecting the sector. This includes producing daily, weekly, and monthly political and media monitoring reports for members; conducting our monthly Economic Tracker survey and sharing the insights with relevant stakeholders across central, devolved, and local government; and arranging briefing sessions and meetings with officials on pertinent policy areas.

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It is therefore crucial that the sector's voice is heard and its good work recognised.



## Methodology

### *BSA Survey and defining business services activities*

Following discussions with colleagues from the Department for Business and Trade (DBT), a total of 50 SIC codes were agreed as ‘business services’ activities. This covers a wide range of activities including: food services; IT services; translation and interpretation; employment placement; cleaning and maintenance; and security services. A full list is included as Annex 2 below.

The BSA therefore prepared a survey focussing on these SIC codes which was circulated to its members as well as other trade bodies (via DBT colleagues). This includes a mix of reporting questions on areas such as turnover and full time employment figures, as well as more subjective questions including ones to assess organisations’ confidence in the UK economy.

The question set is available for reference on request. A shorter version of the survey was also circulated to those BSA members who work closely with the sector but are not themselves direct providers of business services such as law firms. The questions for this survey can also be provided on request. In certain areas, respondents were encouraged to provide best available estimates. The figures used in this report therefore reflect the closest approximations available within the given time constraints.

In addition to this survey, the BSA agreed to conduct wider desk research looking at the sector’s contribution to the UK economy. As discussed with DBT colleagues, one of the business services sector’s great strengths lies in the breadth of activities that organisations are involved in. The BSA survey has shown that business services organisations work across multiple areas of economic activity as defined by the SIC codes (see Annexes 4 and 5). As a consequence of this, however, separating the activity of business services organisations from wider categorisations presented a series of challenges.

Some organisations, when approached to take part in the survey, were unable to complete it as they could not distinguish between different types of activity within their operations. For example, some construction firms who also provide repair and maintenance services were not able to provide meaningful breakdowns that would allow us to capture what proportion of their revenue or employment figures related solely to the activities agreed as constituting business services.

### *Analysing ONS Datasets*

The primary datasets used for this report were the Office for National Statistics (ONS) ‘Annual Business Survey’ and the ‘Output Per Job’ datasets from March 2023 and October 2023 respectively.<sup>25</sup> The first of these covers the period up to 2021 and the second to the end of 2022. The Output per Job data has since been superseded by an updated version in March 2024. This new version, however, does not include the breakdown by Division which, as set out below, is key to the analysis carried out in this report. It was also published after the research period for this report.

When looking at the datasets, the picture becomes more complicated. Several of the ONS surveys, such as the business confidence series, condense different areas of economic activity into broad Divisions as set out by the 2007 SIC codes. This makes it challenging to disaggregate between what might more typically be considered as ‘business services’ and other sectors. It is worth noting that the ONS is currently analysing responses to its consultation on the next steps for updating the UK SIC.<sup>26</sup>

A good example of this is the combination of ‘activities of head office’ and ‘management consultancy’ as one Division (Division 70). Whilst the latter clearly falls under the banner of the professional

<sup>25</sup> ONS (2023) *Non-financial business economy, UK and regional (Annual Business Survey): 2021 results* [Non-financial business economy, UK and regional \(Annual Business Survey\) - Office for National Statistics \(ons.gov.uk\)](#) and, ONS (2023) *Output per Job, UK* [Output per job, UK - Office for National Statistics \(ons.gov.uk\)](#)

<sup>26</sup> ONS (2023) *Consultation on the UK’s adoption of industrial classification of economic activity* [Consultation on the UK’s adoption of industrial classification of economic activity - Office for National Statistics - Citizen Space](#)



business services sector, the former is the primary SIC code used by many of the largest organisations in the business services sector (70100). It was also the joint highest SIC code used by our survey respondents when describing their organisation's activities (see Annex 4).

The three organisations who identified 70100 as their primary SIC code also reported activity across an average of over 10 additional SIC codes almost all of which were codes identified by the Department of Business and Trade as business services activity (see Annex 2). This is particularly significant given the contribution of the combined Division of 'activities of head office and management consultancy activity' to the analysis of ONS data below. These three organisations alone generated approximately £6.24bn in turnover during the survey's reporting period.

We would therefore argue that it is reasonable to assume that a considerable proportion of the figures that relate to this Division are relevant for analysis of the business services sector's contribution to the UK economy. To ignore these areas would be to dramatically understate the contribution of the business services sector to the UK economy.

#### *'Business services and associated activities' and 'Section N (excluding travel agencies)'*

As a result of this, in addition to the results from the BSA survey this report will consider the data from the ONS using two categorisations; one broader and one more specific. Where this report references 'business services and associated activities' this relates to the following Divisions as defined within the ABS:

- 56 - Food and beverage service activities.
- 62 - Computer programming, consultancy and related activities.
- 70 - Activities of head offices and management consultancy activities.
- 71 - Architectural and engineering activities including technical testing and analysis.
- 77 - Rental and leasing activities;
- 78 - Employment activities.
- 80 - Security and investigation activities.
- 81 - Services to buildings and landscapes activities.
- 82 - Office administrative, office support and other business support activities.

These Divisions form the closest comparable approximation to the 50 SIC codes agreed as defining the business services sector. They are, however, not completely reflective of the sector's output. In total, business services activities are captured in 21 out of the 25 Groups within the 9 Divisions, or 84%. The economic activity of the following classes, which do not include business services activity, are also captured by this wider grouping:

- 56.1 - Restaurants and mobile food services
- 56.3 - Beverage serving activities
- 70.2 - Management consultancy activities
- 71.2 - Technical testing and analysis

Efforts to fully disaggregate within these categories would require the use of numerous assumptions and calculations that are beyond the scope of this present report. Where specific analysis could be conducted that excluded these classes the data is not available at a region level making therefore preventing us from analysing regional trends. A full breakdown of the Divisions, Classes, Sub-classes, and relevant business services SIC code is included in Annex 3.

Within the ONS datasets, however, we are able to isolate Divisions whose activities do fall solely under the banner of business services.

These are as follows:

- 77 - Rental and leasing activities.
- 78 - Employment activities.



- 80 - Security and investigation activities.
- 81 - Services to buildings and landscapes activities.
- 82 - Office administrative, office support and other business support activities.

These Divisions all fall under the wider classification of Section N which also includes the activities of travel agents. Given the fact that travel agents are not considered to be part of the business services sector, and the fact that their activity can be easily separated within Section N to avoid it affecting other calculations, the data relating to this core subset of business services activities is presented throughout this report under the collective title 'Section N (excluding travel agencies)'.

It should also be noted that in some areas the ONS data is incomplete. This is denoted in the tables provided in the Annexes at the end of this report as [c]. In addition to this, all figures and percentages are presented to two decimal places and employment figures to the nearest whole number.

By analysing these various datasets and combining them with feedback received through other BSA information gathering exercises, such as the monthly Economic Tracker survey, this report demonstrates the incredible value of the business services sector to the UK economy not just through its own activity but as an enabling and catalytic influence on other areas of the economy.



## Key findings

### Growth, Turnover, and aGVA

- ❖ Over 15% of total turnover for UK non-financial business in 2021 can be attributed to the business services sector and associated activities (£635.58bn).
- ❖ Restricting analysis just to Divisions in Section N (and removing travel agencies) the sector can still be shown to have generated at least £222.04bn in total turnover in 2021.
- ❖ As a percentage of total turnover, 'business services and associated activities' increased from 11.35% of non-financial business' total in 2012 to 15.48% in 2021.
- ❖ Isolating the Divisions in Section N (and excluding travel agencies) the increase is from 4.04% to 5.41%.
- ❖ The business services sector and associated activities accounted for £342.54bn in approximate gross value added at basic prices (aGVA) in 2021, representing an increase of 68.98% since 2012 and accounting for over 25% of the total for non-financial business.
- ❖ For Section N (excluding travel agencies) the figure is £124.53bn, reflecting an increase of 66.77% when compared with 2012 and 9.25% of the total.

### Taxation

- ❖ The 22 organisations who were able to provide information on their tax contribution reported a total of £2.03bn in paid rates, duties, levies and taxes paid to the Government for this reporting period.
- ❖ For reference, this is significantly more than the £1.4bn allocated to the Levelling Up Fund for 2024-25.

### Employment

- ❖ Just through Section N (excluding travel agencies), we can say that there were at least 2.83m jobs across the sector in 2022. This represented 8.32% of the total number of annual jobs throughout the whole economy and 8.61% once finance and insurance are deducted.
- ❖ This reflects an increase from 1.53m jobs in 1997 which accounted for 5.49% of the jobs in the whole economy at that time. These Divisions' share of total UK jobs has therefore increased by over 50% during this reporting period.
- ❖ For the larger grouping of business services and associated activities, there were 6.94m jobs across these Divisions in 2022, accounting for 20.41% of the total (21.11% once finance and insurance are removed).
- ❖ Removing the Food and Beverage service activities Division from this larger group still leaves us with 4.96m jobs across the remaining Divisions or 14.59% of jobs throughout the whole economy (15.09% when excluding finance and insurance).



## Purchases of goods, services and employment costs

- ❖ As a percentage, business services and associated activities accounted for 10.85% of non-financial UK business purchases of goods, materials and services in 2021 (having increased from 6.99% in 2012). This compares with 27.79% of total employment cost for non-financial businesses in 2021 (up from 23.53% in 2012).
- ❖ Section N (excluding travel agencies) accounted for 3.61% of total purchases in 2021 (up from 2.39% in 2012) and 9.25% of total employment costs (up from 8.33%).

## Regional growth and opportunities

- ❖ The sector operates throughout the UK and has seen considerable growth across all twelve regions.
- ❖ London and the South East accounted for over 50% of the total turnover for the business services sector and associated activities in 2021, and 21 out of the 27 survey respondents had their UK headquarters in these regions.
- ❖ London saw the largest increase in total turnover for the business services and associated activities growing by 89.71% to £210.05bn. The East of England also grew by over 85% between 2012 and 2021 to £56bn.
- ❖ This growth was predominantly driven by the ‘activities of head office and management consultancy’ and ‘Office administrative, office support and other business support activities’ which grew by over 200% and 150% respectively in the region over this period.
- ❖ Even the slowest growing region (Wales) saw total turnover increase by over 25% in this period and every region except for Wales and the Scotland (a 34.95% increase) saw total turnover increase by over 50% during this period.

## International trade and opportunities

- ❖ Just under half of those surveyed (12/27) exported their services overseas generating a combined revenue of approximately £2.53bn in this reporting period. This is in spite of the fact that many respondents were unable to provide their export figures for this question.

## Additional Value

- ❖ Business services organisations also generate significant additional value through the delivery of their contracts. This includes providing long lasting social value in communities and driving innovation and productivity gains for their clients across the public and private sectors.
- ❖ 19 out of the 27 survey respondents worked with clients across both the private and public sectors with the other eight divided evenly between just private sector clients and just public sector clients.
- ❖ 25 out of the 27 organisations surveyed partnered with SMEs and VCSEs as part of their supply chains. Together they supported 37,773 SMEs as direct suppliers and 481 VCSEs.
- ❖ Whilst mapping the number of SMEs and VCSEs who were Tier 2 suppliers or below (that is to say the respondents’ suppliers’ suppliers, their suppliers and so forth) was not possible for most respondents, those who were able to do so identified a further 2,250 SMEs and 123 VCSEs that were supported by their work.



## Challenges

- ❖ The sector faces a range of challenges which are complex but by no means insurmountable. These includes current labour market capacity issues, the ongoing impact of economic uncertainty, and the increased prevalence of cyber-attacks.
- ❖ These challenges can, however, be overcome through a combination of private sector initiatives, reforms to government policy, and targeted investment from both government and industry.

## Opportunities

- ❖ The business services sector is undergoing a period of rapid transformation as nascent technologies are embedded into their work. In addition to this, reforms to public procurement processes and the role that business services organisations can play in driving our transition to Net Zero are excellent opportunities both for the sector as well as the wider UK economy.
- ❖ By embracing these opportunities the sector can drive growth, increase productivity, and spearhead our transition to a strong, innovative, and green economy.



## Chapter One: The Sector

### Introduction

This Chapter provides an overview of the business services sector and its contributions to the UK economy. This includes not only its contributions across key metrics such as total turnover and aGVA, but also the number of annual jobs, its contribution at a regional level, growth areas, impact on trade, taxation, and the additional value that organisations in the sector contribute through the delivery of their contracts. It combines analysis of the ONS' 'Annual Business Survey' and the 'Output Per Job' datasets from March 2023 and October 2023, along with the responses received through our bespoke survey.

The Chapter is divided into three Parts. The first of these looks at the sector's contribution across economic metrics such as total turnover, aGVA, number of annual jobs, and priorities for international trade. This includes analysis of growth areas and the sector's performance when compared with the wider UK economy.

The second Part of this Chapter provides a more detailed analysis of the sector's contribution at a regional level. This looks at the main growth areas for each of the twelve UK regions over the period 2012 - 2021.

Finally, Part III looks at the wider value that business services provide through the activities set out in Parts I and II. This includes the role it plays in supporting SMEs and VCSEs throughout the economy as well as specific areas of social value such as employing apprentices and supporting ex-offenders. It also considers the innovation and productivity gains that the sector is able to offer to its clients across the public and private sectors.



## Part I - Contribution to the UK Economy

### Overview

The business services sector’s great strengths lie in the wide range of economic activities that organisations within the sector operate in.

For example, the 27 organisations that completed our survey identified 75 different SIC codes that were relevant to their work. These are set out in full in Annexes 4 and 5. On average, respondents operated across more than five different areas of economic activity. As Figure 1 shows, the most commonly identified SIC codes with 8 counts each were 70100 (activities of head office and management consultancy activities) and 81100 (combined facilities support activities).



Figure 1 - SIC codes identified by BSA survey respondents more than once  
Source: BSA Survey 2024

Through analysis of the ONS’ Annual Business Survey, we can see that not only is the business services sector a significant contributor to the UK economy in key metrics such as total turnover and Gross



Value Added, but we can also see that this proportion has increased when compared to other non-financial business totals.

The sector's key trend lines are also broadly aligned with the wider non-financial business results, including the decline in 2020 across all key indicators which reflects the impact of the Covid-19 pandemic on both the sector and the wider economy.

### Total turnover

In 2021, the total turnover for non-financial businesses in the United Kingdom was over £4.1trn (trillion). Over 15% of this, amounting to £635.58bn, can be directly attributed to the business services sector and associated activities. This represents an increase of 68.21% when compared with the £377.86bn the sector and associated activities generated in 2012 as shown in Figure 2.

Even when the analysis is narrowed down to only include those activities classified under Section N (excluding travel agencies), the sector is still a substantial contributor to overall turnover. In 2021, the total turnover generated by these specific Divisions within the sector was £222.04bn (over a 65% increase compared to 2012's £134.45bn) and the 27 organisations who completed the BSA's survey collectively reported £13.73bn in total turnover for the last reporting period (approximately 87.8% of which related directly to business services activities).

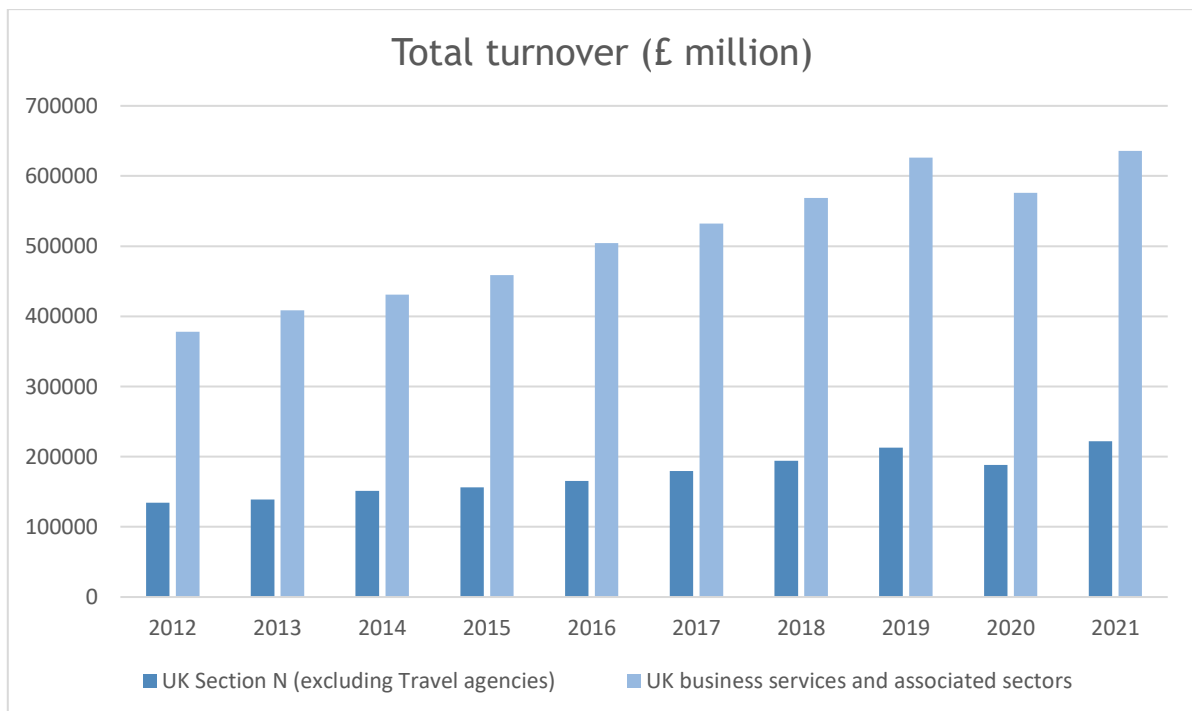
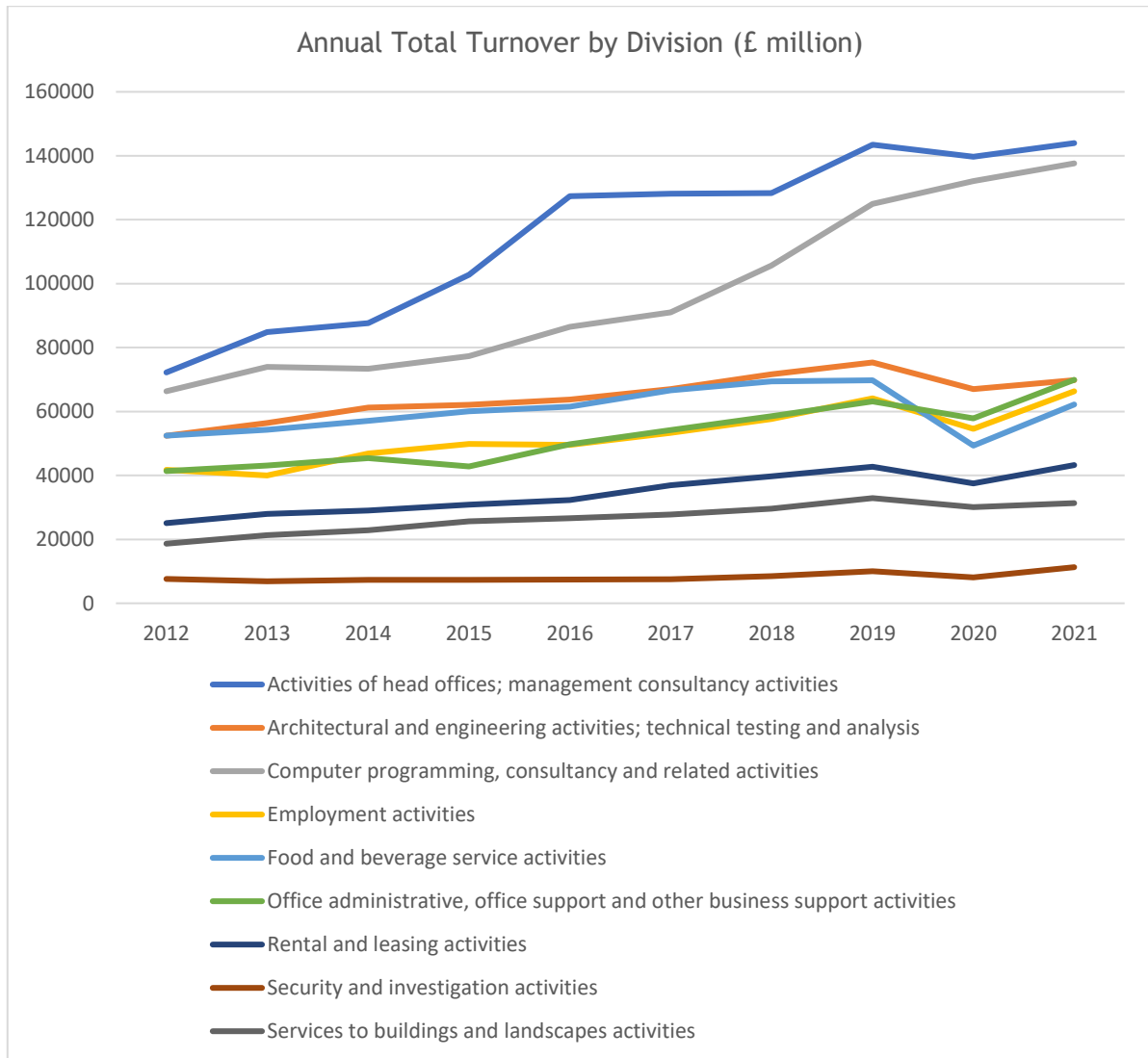


Figure 2 - Total turnover (£ million)  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

These figures, while only representing a portion of the sector's total contribution, underscore the importance of the business services sector to the UK's non-financial business landscape.

We can also analyse the Divisions within the sector to see where this growth has been driven. As Figure 3 below demonstrates, this growth has been most pronounced in the Divisions for 'activities of head offices and management consultancy activities' and 'computer programming, consultancy and related activities'.



*Figure 3 - Annual Total Turnover by Division (£ million)*  
 Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

In addition to examining the sector's contribution in absolute terms, it is also useful to consider its relative contribution to total turnover over the available reporting period as shown in Figure 4. This allows us to understand the sector's growing significance over this period.

In 2012, the business services sector and its associated activities accounted for 11.35% of the total turnover of non-financial businesses. By 2021, this percentage had increased to 15.48%. This growth of over 35% as a proportion of total UK turnover in the course of a decade is indicative of the sector's expanding role and its increasing importance to the UK's non-financial business economy.

Even when the analysis is restricted to those Divisions classified under Section N (excluding travel agencies), a similar trend of growth is evident. In 2012, these Divisions represented 4.01% of the total turnover of non-financial businesses. By 2021, their contribution had increased to 5.41%.

This growth of nearly 35% as a proportion of the total, while a smaller figure than the overall sector's growth, still highlights the increasing significance of these specific Divisions within the broader business services sector.

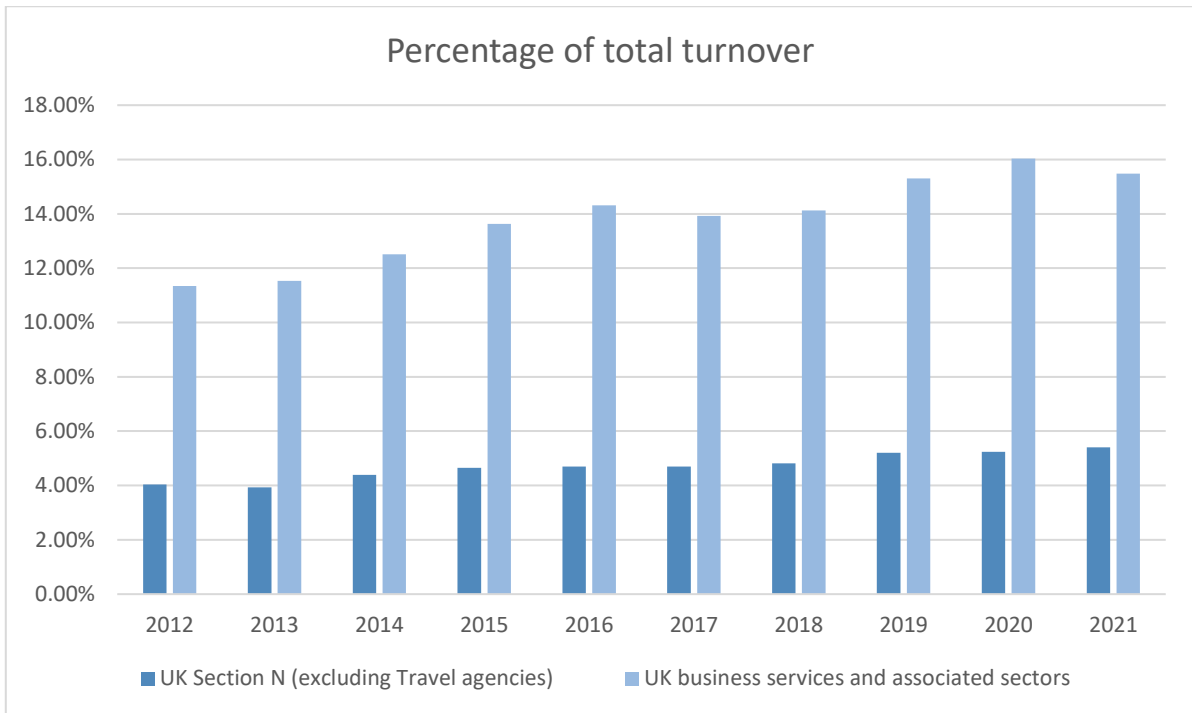


Figure 4 - Percentage Total turnover  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

In summary, the business services sector and associated activities have shown a strong performance over the past 10 years of available data, contributing significantly to the total turnover of non-financial businesses in the UK. The sector's increasing contribution over the past decade, both in absolute terms and as a percentage of total turnover, underscores its growing importance within the UK economy.



### Approximate gross value added at basic prices (aGVA)

The sector's contribution is even more marked when we consider approximate gross value added at basic prices (aGVA) as shown in Figure 5 below.

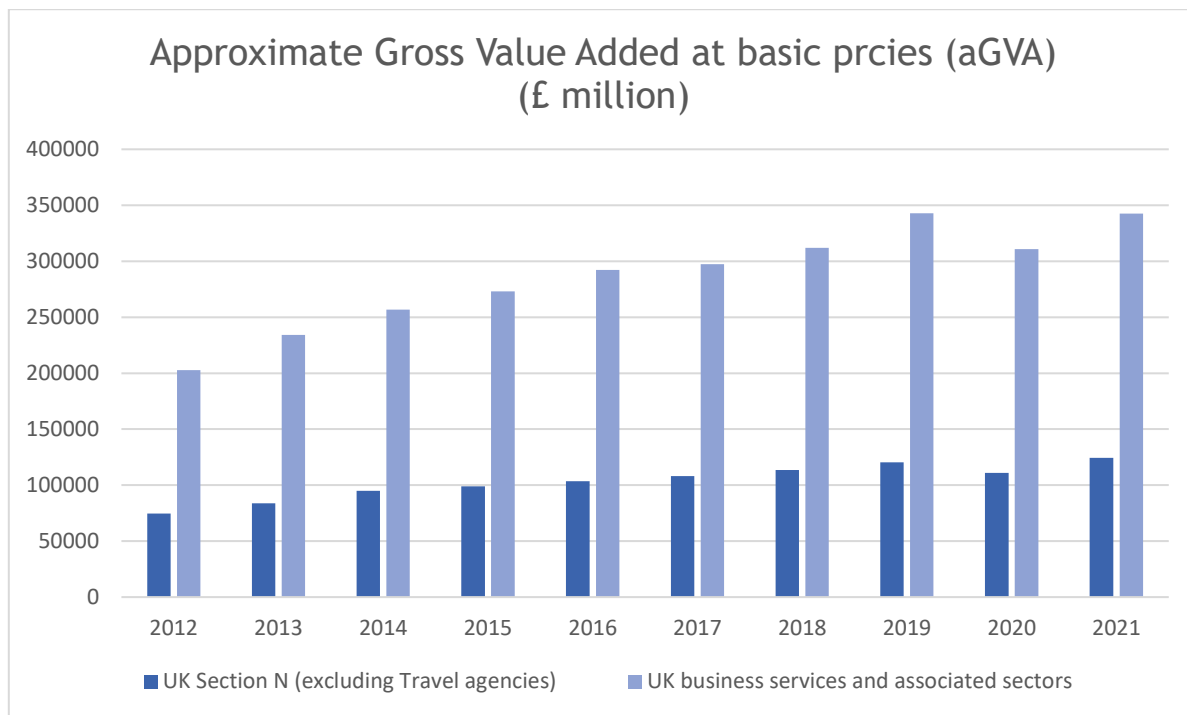


Figure 5 - Approximate Gross Value Added at basic prices (aGVA) (£ million)  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

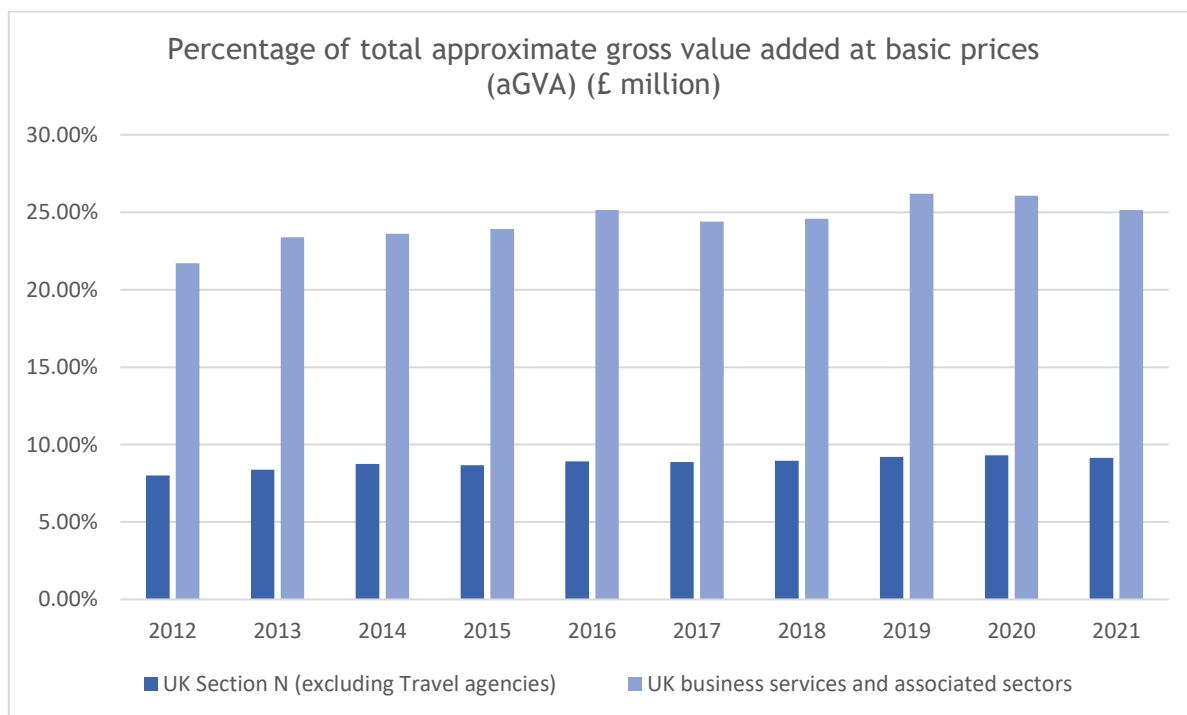


Figure 6 - Percentage of total approximate Gross Value Added at basic prices (aGVA) (£ million)  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

Here the business services sector and associated activities accounted for £342.54bn in aGVA whilst for Section N (excluding travel agencies) the figure is £124.53bn. Again, the sector has seen its



contribution increase significantly over the last ten years of available data as Figure 6 shows. For the business services sector and associated activities the increase was from 21.7% in 2012 to 25.1% in 2021. This represents a 15.8% increase as a proportion of the total.

For Section N (excluding travel agencies) the increase was a slightly less pronounced, but still significant, increase from 7.99% in 2012 to 9.14% in 2021. Again this reflects a 14.39% increase as a proportion of the UK total for non-financial business aGVA.

When looking at the breakdown in this growth by Division we can see that this was again predominantly driven by the activities of head office and management consultancy activities. As Figure 7 shows, aGVA here more than doubled from £31.92bn to £76.48bn in 2021.

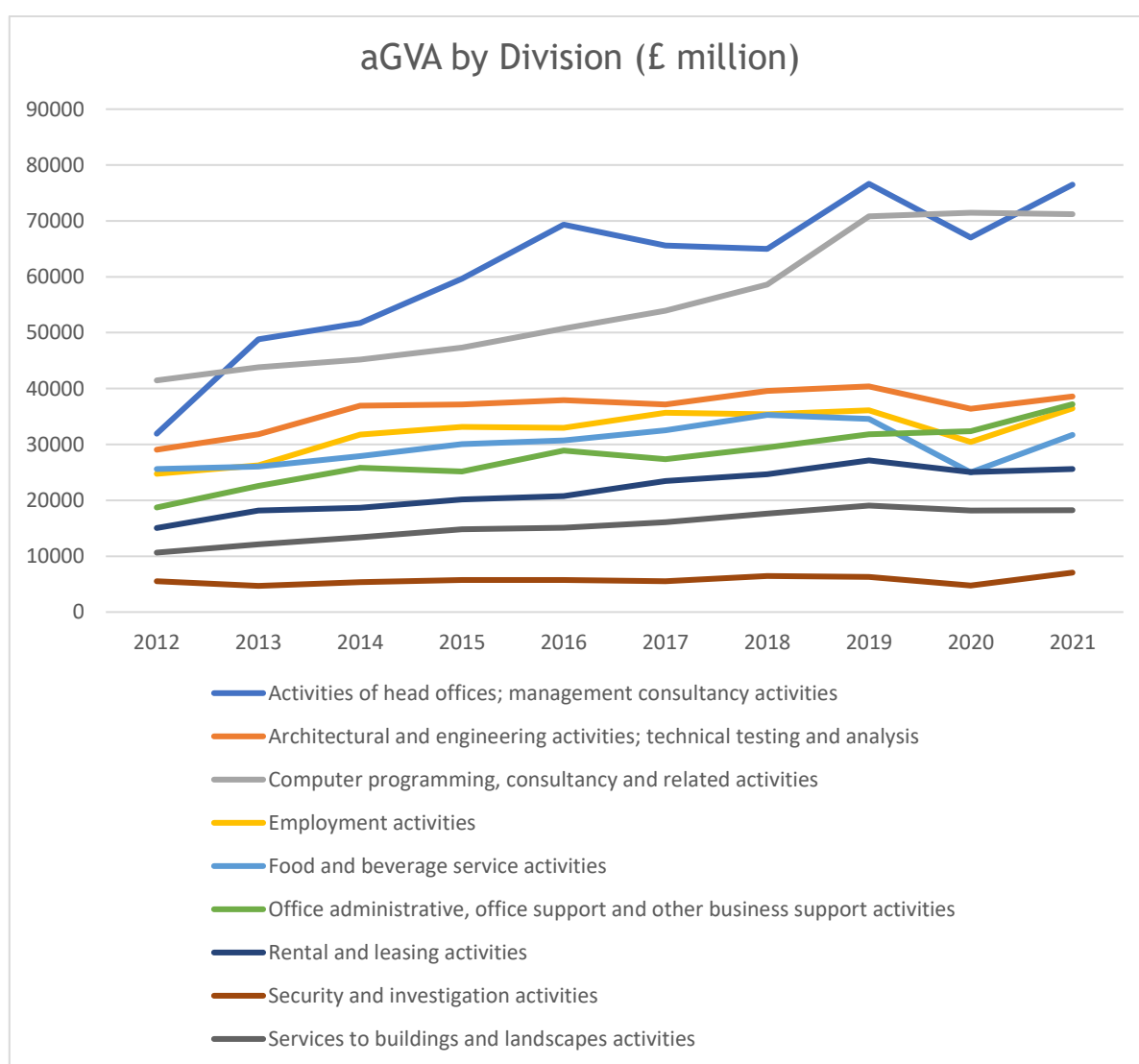


Figure 7 - aGVA by Division (£ million)  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

Other Divisions also saw their aGVA increase significantly during this period. Office administrative, office support and other business support activities nearly doubled from £18.72bn in 2012 to £37.19bn in 2021.

## Employment



The business services sector employs millions of people across every region of the UK. Precisely calculating the number of people directly employed by the sector is not without challenge for the reasons set out in the Methodology section of this report. In spite of this, we can again use ONS data to establish an absolute minimum figure by isolating those figures which only directly relate to the business services sector.

Just through Section N (excluding travel agencies), we can say that there were at least 2.83m jobs across the sector in 2022 as shown in Figure 8. This represented 8.32% of the total number of annual jobs throughout the whole economy and 8.61% once finance and insurance are deducted.

This reflects an increase from 1.53m jobs in 1997 which accounted for 5.49% of the jobs in the whole economy at that time. These Divisions' share of total UK jobs has therefore increased by over 50% during this reporting period.

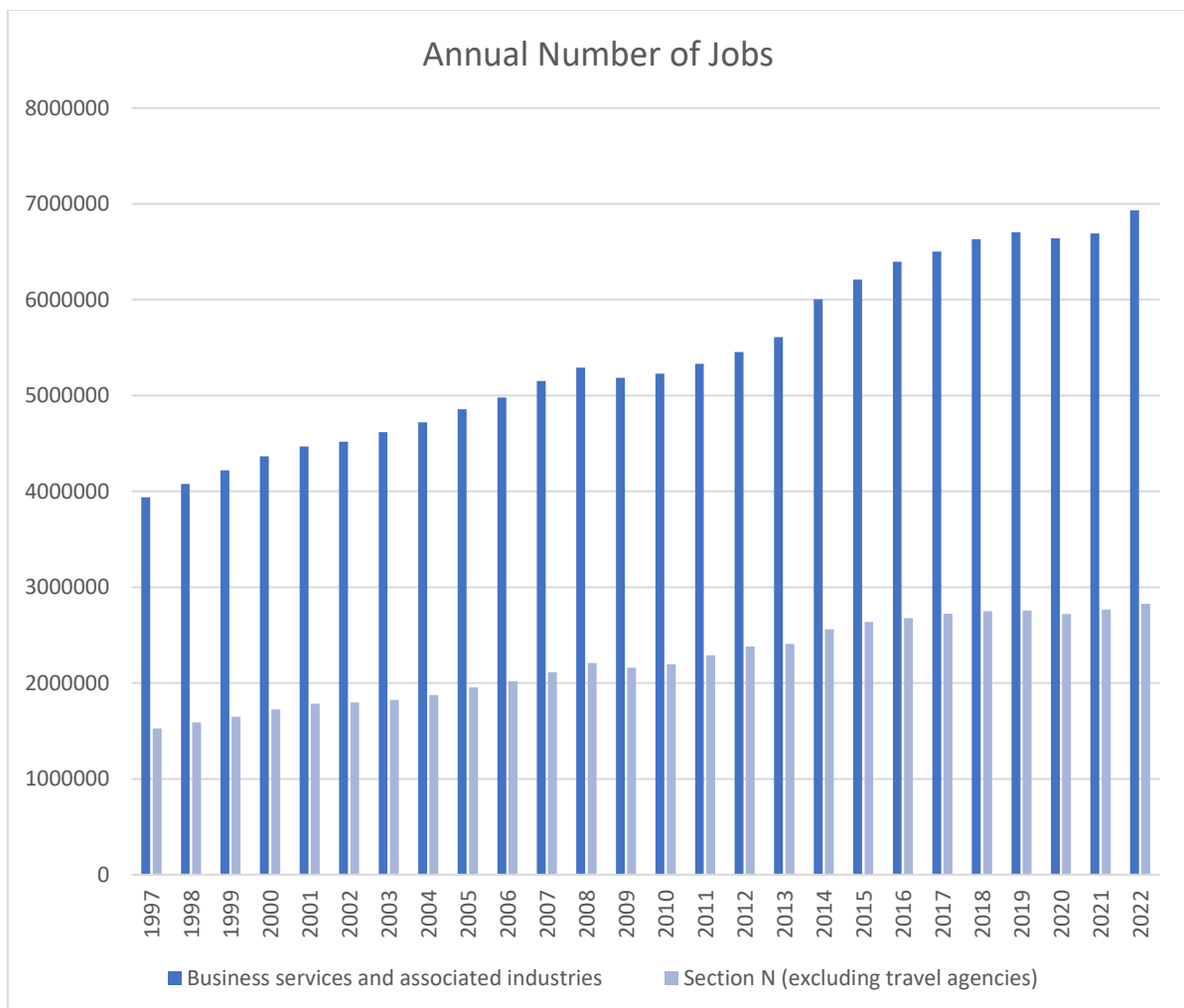


Figure 8 - Annual Number of Jobs  
Source: ONS Output per Jobs, UK - October 2023

If we consider the larger grouping of business services and associated activities, then the figures increase dramatically. There were 6.94m jobs across these Divisions in 2022, accounting for 20.41% of the total (21.11% once finance and insurance are removed).

This figure should, however, be approached with caution as a considerable number of those jobs are in the food and beverage service activities Division. This includes all restaurants, pubs, and bars (in



addition to those food services which can be described as business services) giving a total of 1.98m jobs.

Removing this Division still leaves us with 4.96m jobs across the remaining Divisions or 14.59% of jobs throughout the whole economy (15.09% when excluding finance and insurance).

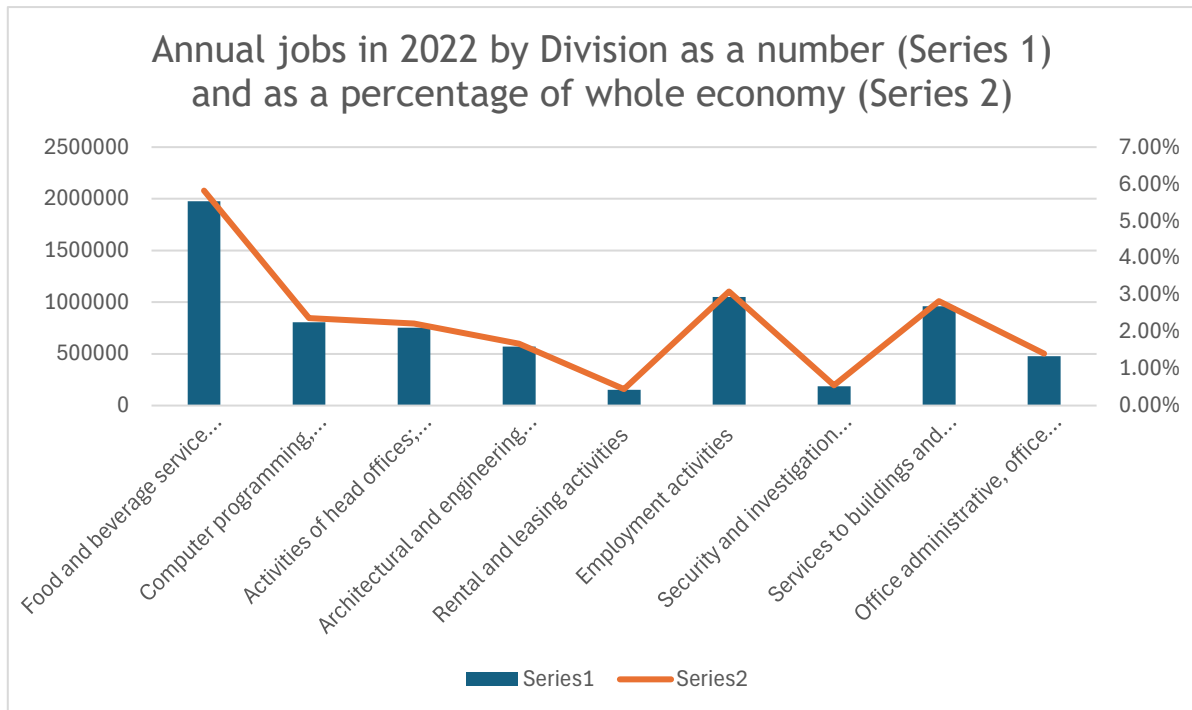


Figure 9 - Annual number of Jobs in 2022 by Division as a number (Series 1) and as a percentage of the whole economy (Series 2)  
Source: ONS Output per Jobs, UK - October 2023

From the remaining Divisions, we can see that employment activities and services to buildings and landscape activities are the two highest in terms of annual jobs with 1.05m and 960,543 jobs respectively.

These equate of 3.09% and 2.83% of the total number of jobs through the economy. Even the smallest Division (rental and leasing activities) still accounted for over 150,000 jobs in 2022.

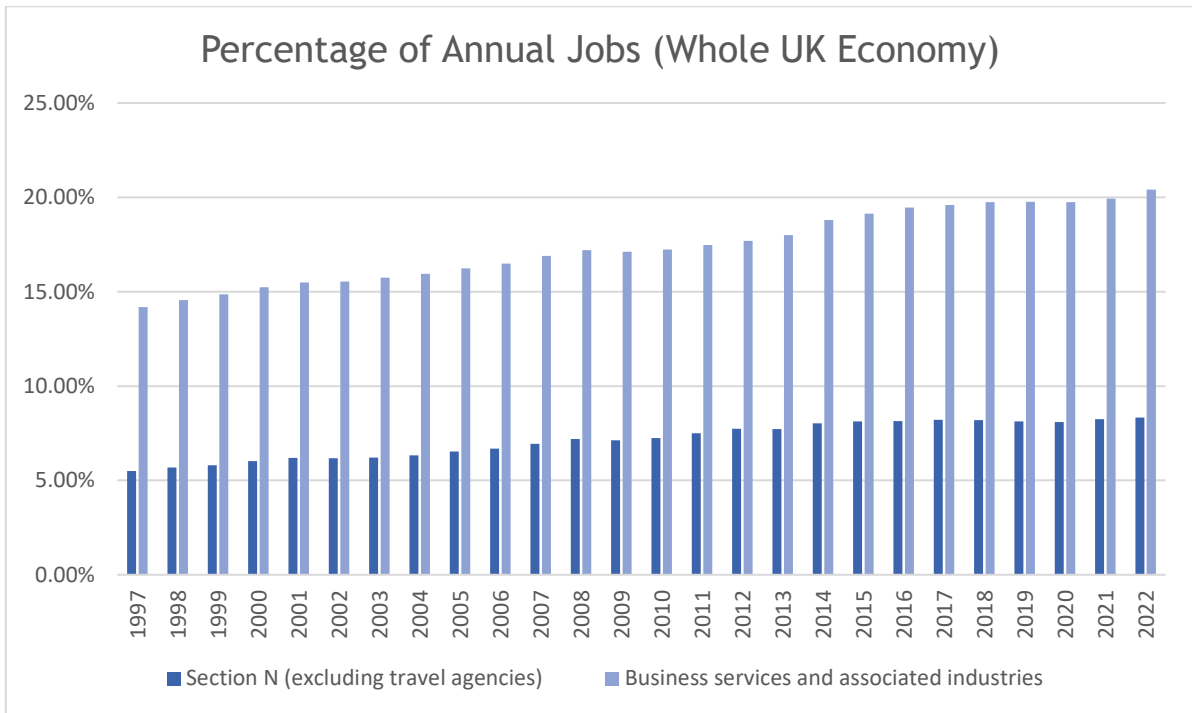


Figure 10 - Percentage of Annual Jobs in the whole UK economy 1997 - 2022  
Source: ONS Output per Jobs, UK - October 2023

### Spend on employment, goods, services, and materials

The sector spends significantly more on goods, services and materials than it does on employment. For example, in 2021 the total spend on goods, services and materials for Section N (excluding travel agencies) was £98.69bn compared with total employment costs of £69.59bn.

For business services and associated industries, £296.57bn was spent on goods, materials and services in 2021 (compared with £164.66bn in 2012) whilst £208.96bn was spent on employment costs (compared with £122.22bn in 2012).

Figures 11 and 12 on the following page set out the change of these costs of the last decade of available information.

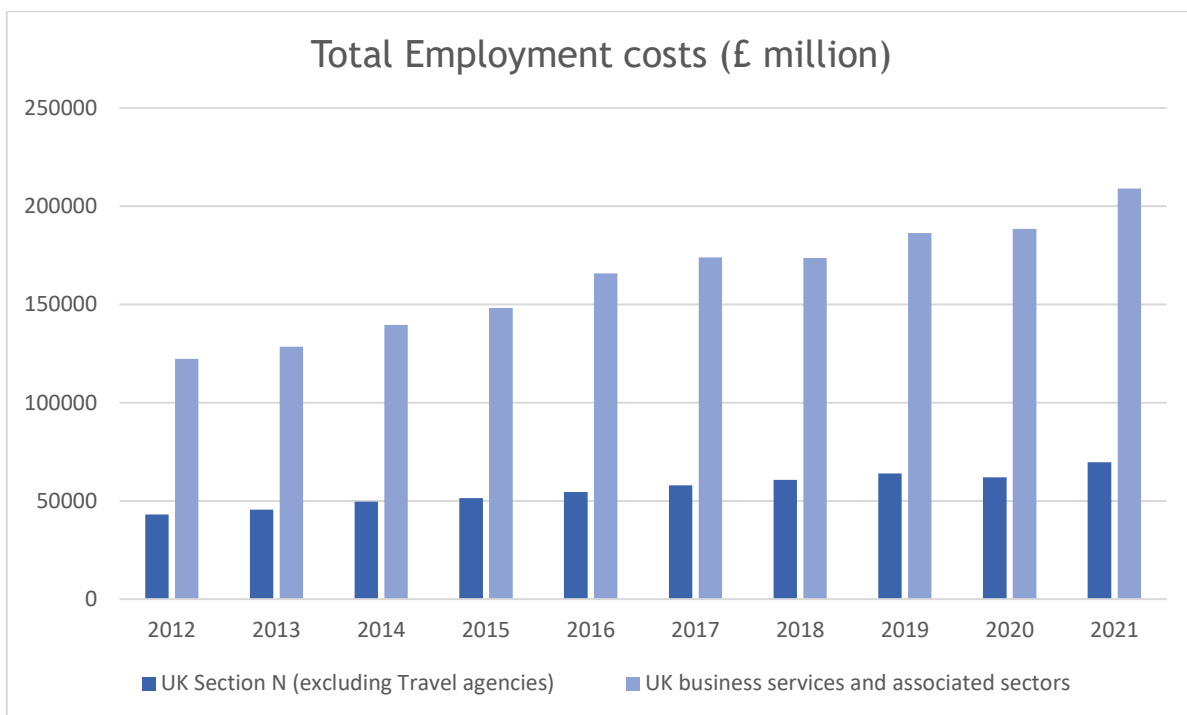


Figure 11 - Total employment costs (£ million)  
 Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

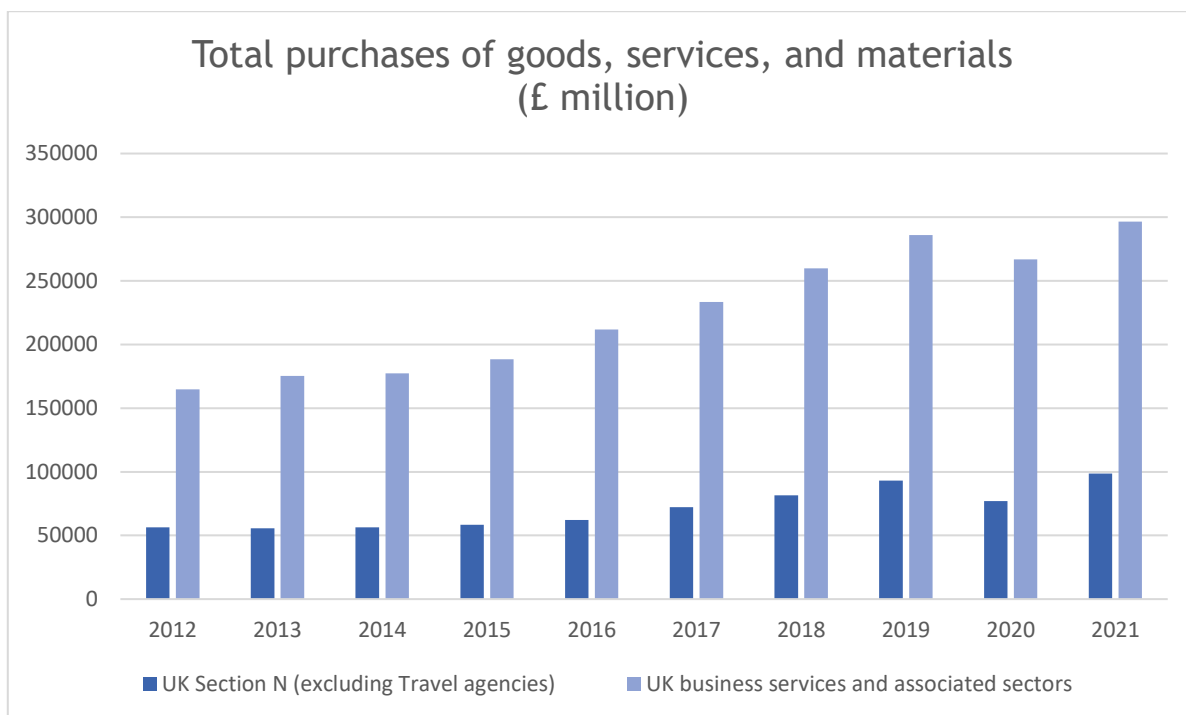


Figure 12 - Total purchases of goods, services, and materials (£ million)  
 Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

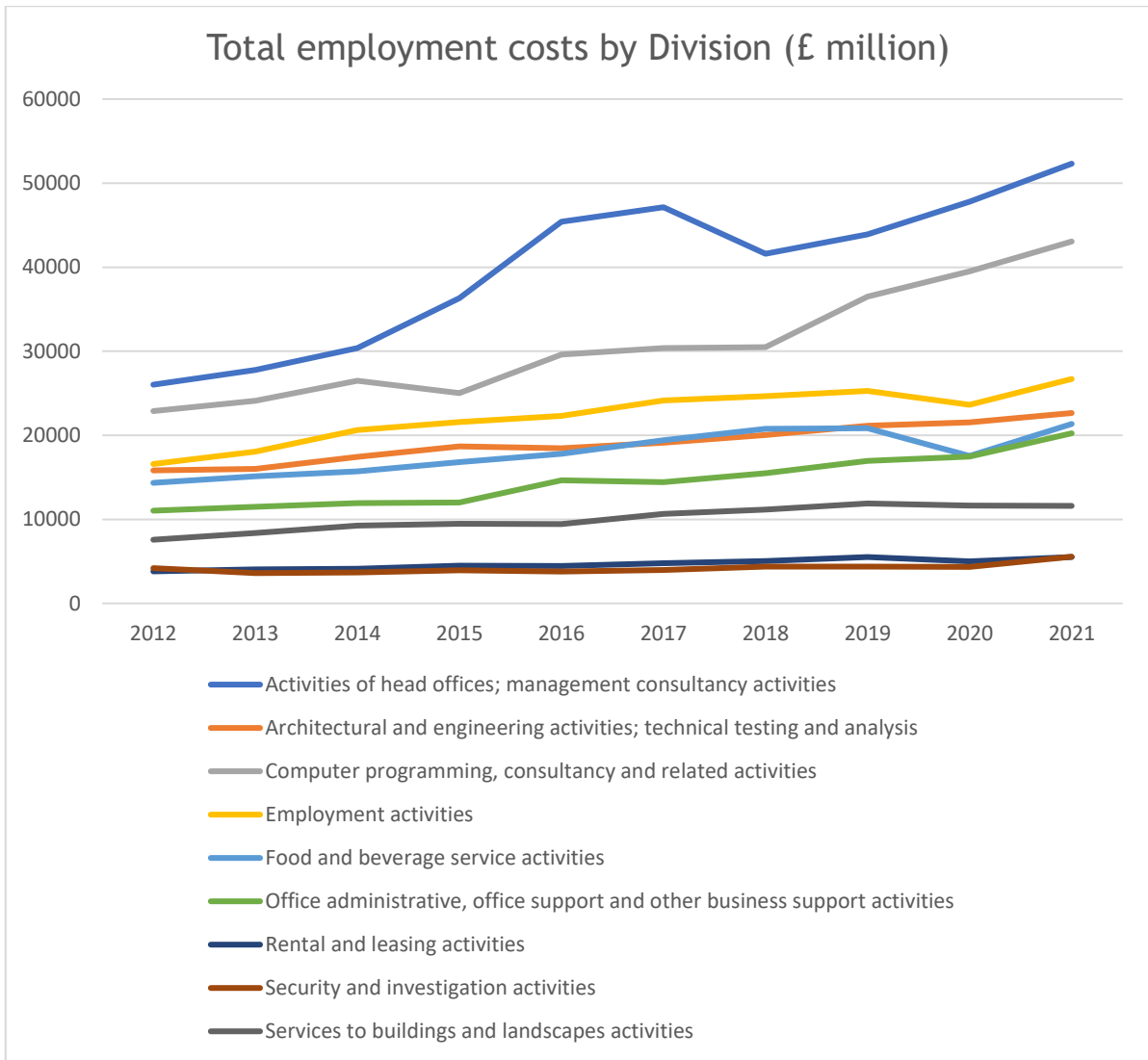


Figure 13 - Total employment costs by Division (£ million)  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

We can break these figures down by the various divisions to look at the key spending areas within the sector. For example, activities of head offices and management consultancy activities averaged the highest costs during this period both in terms of employment cost and purchases of goods, materials and services as shown in Figures 13 and 14 below.

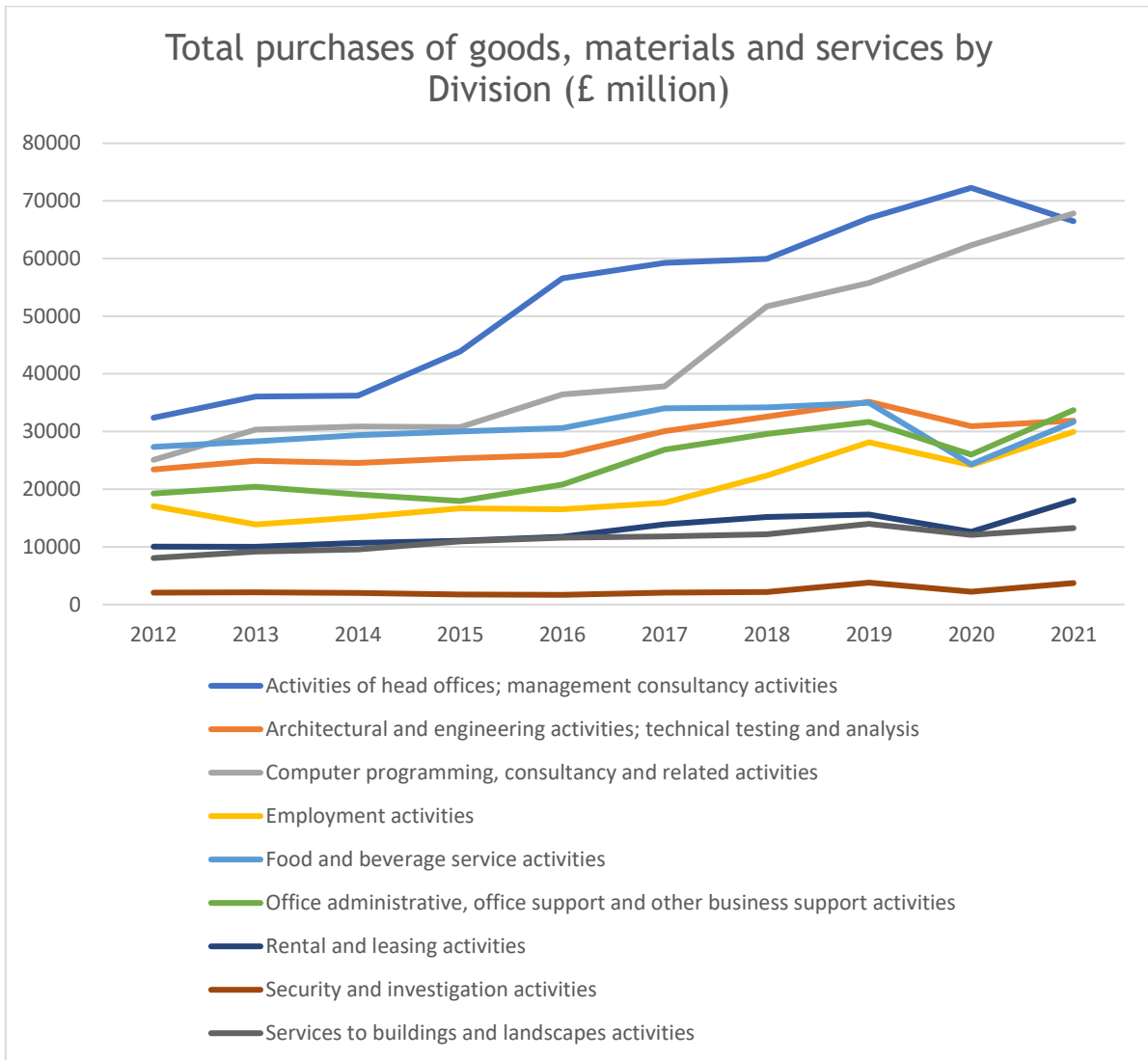


Figure 14 - Total purchases of goods, materials, and services by Division (£ million)  
 Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

This Division was, however, overtaken for amount spent on goods etc. by computer programming, consultancy and related activities in 2021.

The sector's share of the total spent in both these metrics across the whole non-financial economy also grew during this period. As a percentage, business services and associated activities accounted for 10.85% of non-financial UK business purchases of goods, materials and services in 2021 (having increased from 6.99% in 2012). This compares with 27.9% of total employment cost for non-financial businesses in 2021 (up from 23.53% in 2012).

Section N (excluding travel agencies) accounted for 3.61% of total purchases in 2021 (up from 2.39% in 2012) and 9.25% of total employment costs (up from 8.33%).

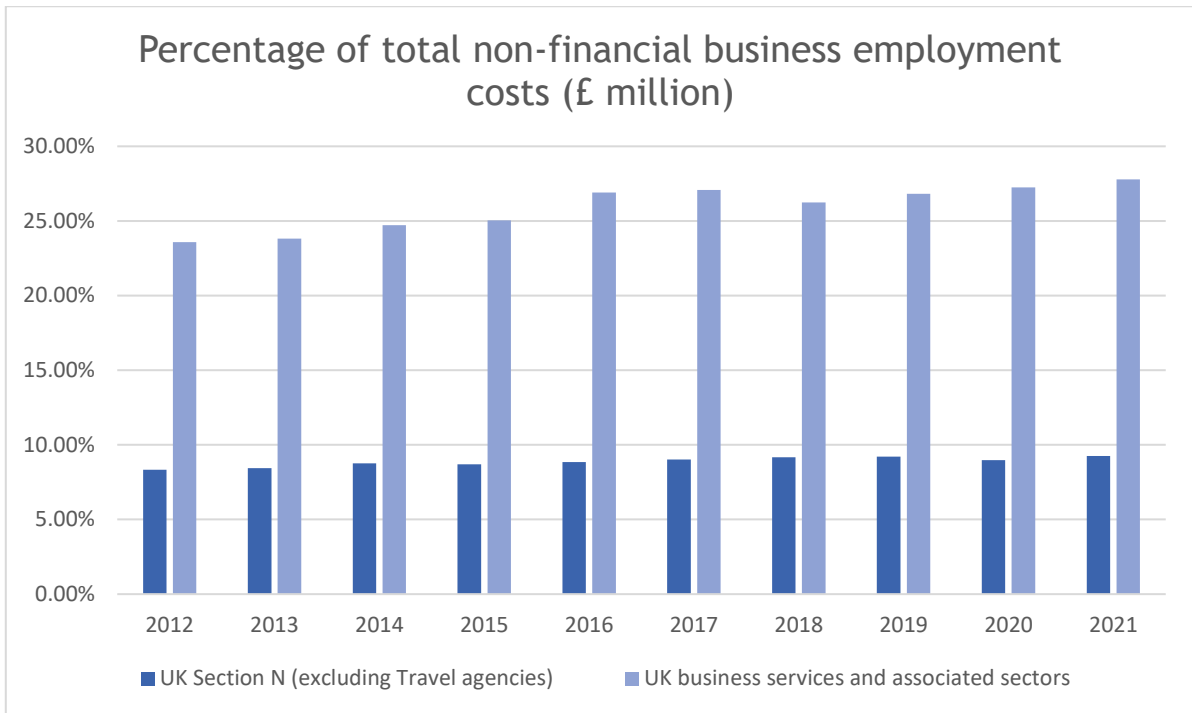


Figure 15 - Percentage of total non-financial business employment costs (£ million)  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

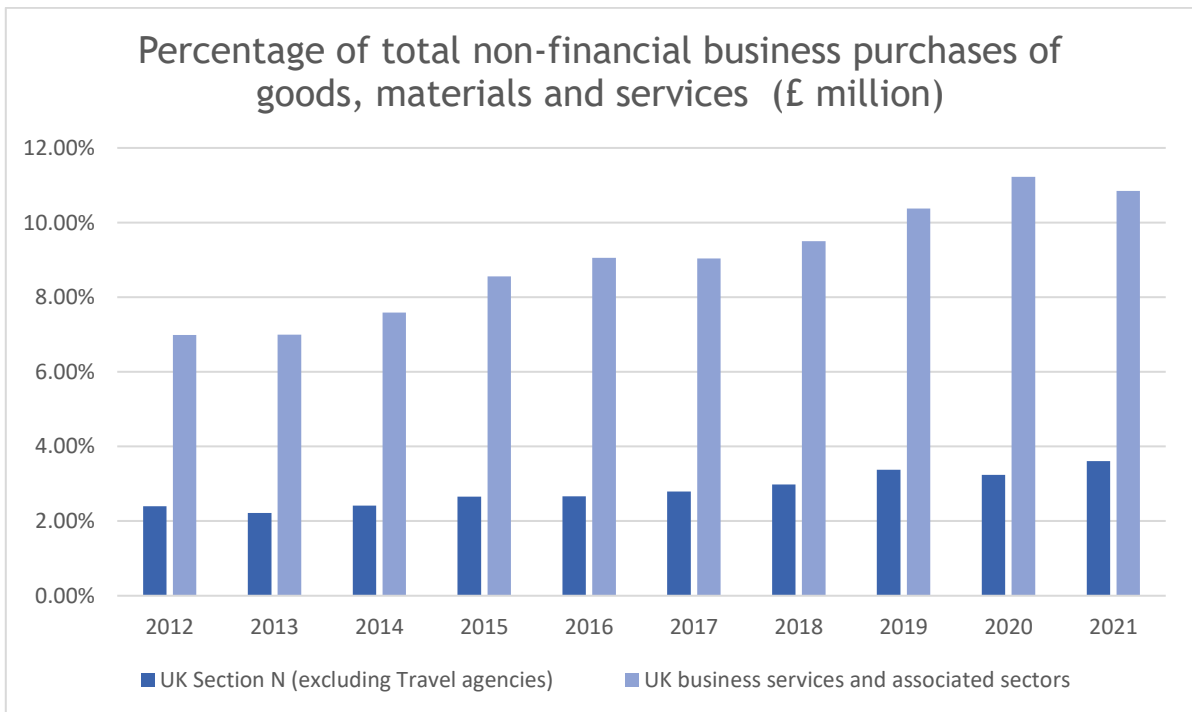


Figure 16 - Percentage of total non-financial business purchases of goods, materials and services (£ million)  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results



Measuring the sector’s direct contribution to UK taxes is challenging particularly as not all of those surveyed were able to provide the relevant information and the data is not readily available through the ONS datasets. That being said, the 22 organisations who did report on this contributed a total of £2.03bn in rates, duties, levies and taxes paid to the Government for this reporting period. This does not include any paid as part of the purchase of goods, materials, or services.

Three companies alone contributed £1.67bn. For context, this is more than the entire Levelling Up Fund for 2024-25 which had £1.4bn allocated to it in the 2021 Spending Review.<sup>27</sup>

## International Trade

The UK business services sector plays a significant role in international trade by providing a wide range of services to clients, including governments, around the world. The UK has a strong international reputation for high-quality, innovative, and reliable services and is one of the world’s leading exporters of services, with a strong presence in global markets.

The sector contributes to the UK’s export revenue by offering its expertise and solutions to international clients, helping them improve their operations and achieve their business goals. Additionally, UK business service providers help facilitate global trade by supporting companies in navigating complex international markets and regulations.

Just under half of those surveyed (12/27) exported their services overseas generating a combined revenue of approximately £2.53bn in this reporting period. This is in spite of the fact that many respondents were unable to provide their export figures for this question. As Figure 17 shows, the main market for those actively exporting was Europe, closely followed by North America. No respondent described South America as their main export market.

Region	Number of respondents’ main market outside of the UK (including those not currently exporting)	Number of respondents’ main market outside of the UK (current exporters only)
Africa	1	1
Asia Pacific	2	1
Europe	9	5
Middle East	1	1
North America	5	4
South America	0	0

Figure 17 - Respondents’ main market outside of the UK  
Source: BSA Survey 2024

Later in the survey, respondents were asked to identify which global regions they saw as the key opportunities to grow their organisations overseas in the next five years. They were allowed to select multiple regions and prompted to add any specific countries that are of interest.

<sup>27</sup> Gov.uk (2023) *Autumn Budget and Spending Review 2021: documents* [Autumn Budget and Spending Review 2021: documents - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/115222/autumn-budget-and-spending-review-2021-documents)



As set out in Figure 18, Europe was again the most commonly identified region by respondents with 16 selections and again North America was second with 11. Every region, however, was identified as a key opportunity for growth.

In terms of specific countries, Germany was the most popular answer with four respondents specifically naming it as a country of interest. This was closely followed by Canada, Japan, Saudi Arabia, and the USA each identified three times.

Region	Number of respondents identifying this as a key growth opportunity	Specific countries identified (count)
Africa	4	NA
Asia Pacific	9	Japan (3) Singapore (2) Australia (2) China Vietnam
Europe	16	Germany (4) France (2) Belgium (2) Ireland Spain Switzerland Netherlands
Middle East	6	Saudi Arabia (3)
North America	11	Canada (3) USA (3)
South America	6	Argentina Chile Colombia

Figure 18 - Respondents' key growth opportunities by Region and specific country  
Source: BSA Survey 2024



Respondents were also asked to identify which business services activities they viewed as the key opportunities to grow the sector overseas. As Figure 19 shows, Information technology services, IT consultancy, general public administration activities, and translation and interpretation activities were all identified five times. The emphasis on information technology was not just confined to the two SIC codes identified as digital services. Cyber Security and AI were also identified as separate areas where the sector could expand its overseas growth.

Other potential growth areas identified outside of the business services SIC codes included: climate resilience, decarbonisation, and energy transition; the defence sector; and capital project delivery expertise.

Finally, respondents were asked to identify how government could support and attract foreign investment to support the sector. This is covered in greater detail in Part I of Chapter Two in this report in the section on increasing targeted investment.

Activities identified as key opportunities to grow UK business services overseas in the next five years	Number of times identified by respondents
62090 Other information technology service activities	5
62020 Information technology consultancy activities	5
84110 General public administration activities	5
74300 Translation and Interpretation activities	5
82990 Other business support service activities n.e.c.	4
71122 Engineering related scientific and technical consulting activities	4
62012 Business and domestic software development	3
71121 Engineering design activities for industrial process and production	3
78300 Human Resources Provision and management of Human Resources functions	3
71129 Other engineering activities	3
78109 Other activities of employment placement agencies	3
81100 Combined facilities support activities	2
62030 Computer facilities management activities	2
82190 Photocopying, document preparation and other specialised office support activities	1
70100 Activities of head offices	1
82200 Activities of call centres	1
78200 Temporary employment agency activities	1
82912 Activities of credit bureaus	1

Figure 19 - Activities identified as key opportunities to grow UK business services overseas in the next five years  
Source: BSA Survey 2024



## Part II - Regional activity

### Overview and growth opportunities

The business services sector has a significant impact on communities across the UK, including those in less economically productive regions. This sector plays a crucial role in job creation, contributing to local economies and reducing unemployment rates. It also stimulates regional economic growth through investment and innovation.

Business services organisation also work closely with the public sector throughout the UK, driving innovation in the delivery of public services and thereby improving the lives of those in the local area. They can also play a role in community development, for example through sponsoring local events or providing training and development opportunities.

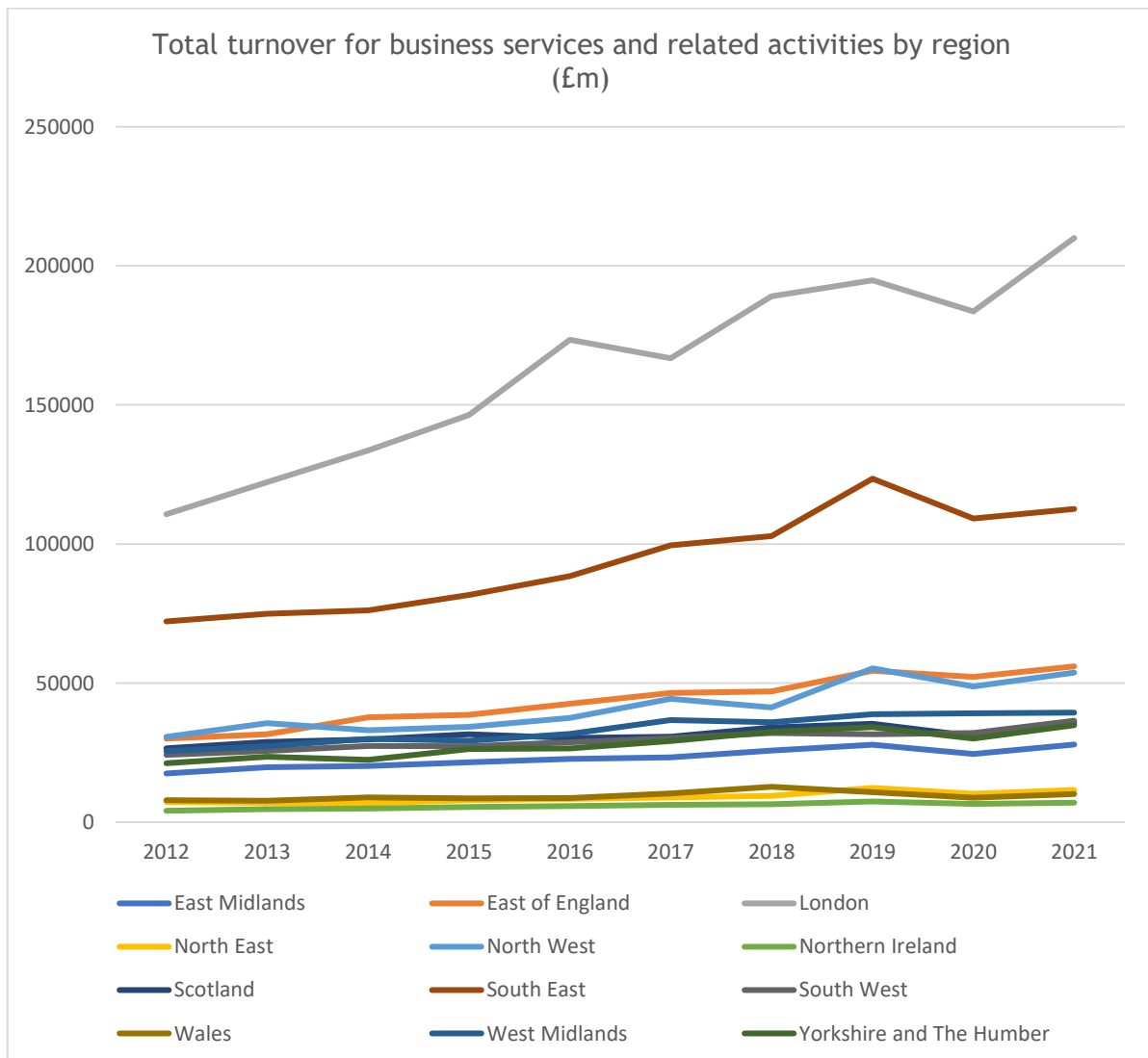


Figure 20 - Total turnover for business services and related activities by region (£m)  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

In Figure 20 above we can see that business services organisations operate across every region of the country and that these operations have grown significantly over the last 10 years of available data.



London and the South East accounted for over 50% of the total turnover for the sector in 2021, and 21 out of the 27 survey respondents had their UK headquarters in these regions. This partly reflects the significant increase in business services activity in both regions during this period as can be seen in Figure 20.

Survey respondents' activity is not solely focussed in these regions as the illustrations below demonstrate. It should, however, be noted that the figures for Northern Ireland are significantly lower in both the total turnover for the business services sector and associated activities as well as in the approximate percentage of company jobs for survey respondents.

Not all respondents were able to provide approximate regional breakdowns for each job but we are able to analyse the spread of over 140,000 out of the total 188,417 jobs from across the 27 respondents. As Figure 21 shows, of these 140,000+ jobs, just over 25,250 were in London, or 18.03% of the total. The South East (with 17,883 jobs) and North West (16,475) were the second and third highest regions respectively.

Region	Approximate headcount by Region	Approximate percentage of BSA survey respondents' company jobs by Region
East Midlands	8,028	5.73%
East of England	10,490	7.49%
London	25,263	18.03%
North East	5,959	4.25%
North West	16,475	11.76%
Northern Ireland	2,634	1.88%
Scotland	12,504	8.92%
South East	17,883	12.76%
South West	11,610	8.28%
Wales	10,499	7.49%
West Midlands	12,145	8.67%
Yorkshire and The Humber	6,697	4.78%

Figure 21 - Approximate headcount by Region as a number and as a percentage  
Source: BSA Survey 2024

In addition to this, the sector has seen significant growth across every region of the country. For example, the total turnover for the business services and associated activities in the East of England increased by over 85% between 2012 and 2021.

This growth was predominantly driven by the 'activities of head office and management consultancy' and 'Office administrative, office support and other business support activities' which grew by over 200% and 150% respectively over this period. Even the slowest growing region (Wales) saw total turnover increase by over 25% in this period.

Region	Total turnover for business services and associated activities in 2021	Percentage growth in turnover for business services and associated activities 2012 - 2021
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East Midlands	£27.91bn	59.44%
East of England	£56.01bn	86.40%
London	£210.03bn	89.71%
North East	£11.6bn*	59.69%*
North West	£53.75bn*	75.24%*
Northern Ireland	£7.04bn	71.54%
Scotland	£35.82bn	34.95%
South East	£112.64bn	56.08%
South West	£36.47bn	50.78%
Wales	£10.11bn	27.69%
West Midlands	£39.38bn	53.96%
Yorkshire and The Humber	£34.85bn	64.56%

Figure 22 - Total turnover for business services and associated activities in 2021 in £ and as a percentage of growth between 2012-2021 by Region

Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

\*Denotes incomplete ONS data for this period

Survey respondents were also asked to identify key opportunities for growth within the UK, both in terms of regions and specific areas of activity. Respondents were able to select multiple options and London was the most frequently selected with 22. Closely behind were the North West, the South East, and the West Midlands each with 18.

Region	Number of times identified
East Midlands	10
East of England	13
London	22
North East	11
North West	18
Northern Ireland	6
Scotland	10
South East	18
South West	9
Wales	12
West Midlands	18
Yorkshire and The Humber	11

Figure 23 - Regions identified as key growth opportunities within the UK  
Source: BSA Survey 2024

When asked to identify the areas of activity where they saw the key opportunities to grow the business services sector within the UK, the most identified answer was information technology consultancy activities (8) closely followed by other information technology services (7).

These two were also amongst the joint most identified opportunities to grow the sector overseas as set out in Part I of this Chapter. The full list of activities identified by respondents is included as Figure 24 below.

Other growth areas identified by respondents that were not included in the list of SIC codes for business services activities included: digitalising public services; supporting other sectors' digital transformation, for example by embedding AI and other digital solutions; helping other industries and the public sector to transition to Net Zero; supporting the UK Defence sector; and bolstering cyber resilience throughout both immediate supply chains and the wider economy.



### Analysis by Nation and Region

Using the data available from the ABS, we can also look at how the sector's activity has changed over the ten year period within a specific region. In the North West, for example, the total turnover from the various Divisions increased by more than 75% between 2012 and 2021 from £30.67bn to £53.75bn.

The following sections provide a brief overview of each of the twelve UK regions in turn. It should be noted that some of the ONS regional data is incomplete. This is particularly true for figures relating to computer programming in the North East and North West. Where the trend lines suddenly stop or fall to zero this is due to the absence of data rather than any market event.



Activities identified as key business services growth opportunities within the UK	Number of times identified
62020 Information technology consultancy activities	8
62090 Other information technology service activities	7
82990 Other business support service activities n.e.c.	6
81100 Combined facilities support activities	6
84110 General public administration activities	6
74300 Translation and Interpretation activities	5
71122 Engineering related scientific and technical consulting activities	5
71129 Other engineering activities	4
82200 Activities of call centres	3
Human Resources Provision and management of Human Resources functions	3
71121 Engineering design activities for industrial process and production	3
62012 Business and domestic software development	3
78109 Other activities of employment placement agencies	3
82110 Combined office administrative service activities	2
70100 Activities of head offices	2
62030 Computer facilities management activities	2
56290 Food services	2
81291 Disinfecting and exterminating services	1
82301 Activities of exhibition and fair organisers	1
81300 Landscape service activities	1
69202 Bookkeeping activities	1
81229 Other building and industrial cleaning activities	1
78200 Temporary employment agency activities	1
81299 Other cleaning services	1
80100 Private security activities	1
82190 Photocopying, document preparation and other specialised office support activities	1
80200 Security systems service activities	1
82302 Activities of conference organisers	1
81222 Specialised cleaning services	1
81210 General cleaning of buildings	1

Figure 24 - Activities identified as key business services growth opportunities within the UK  
Source: BSA Survey 2024

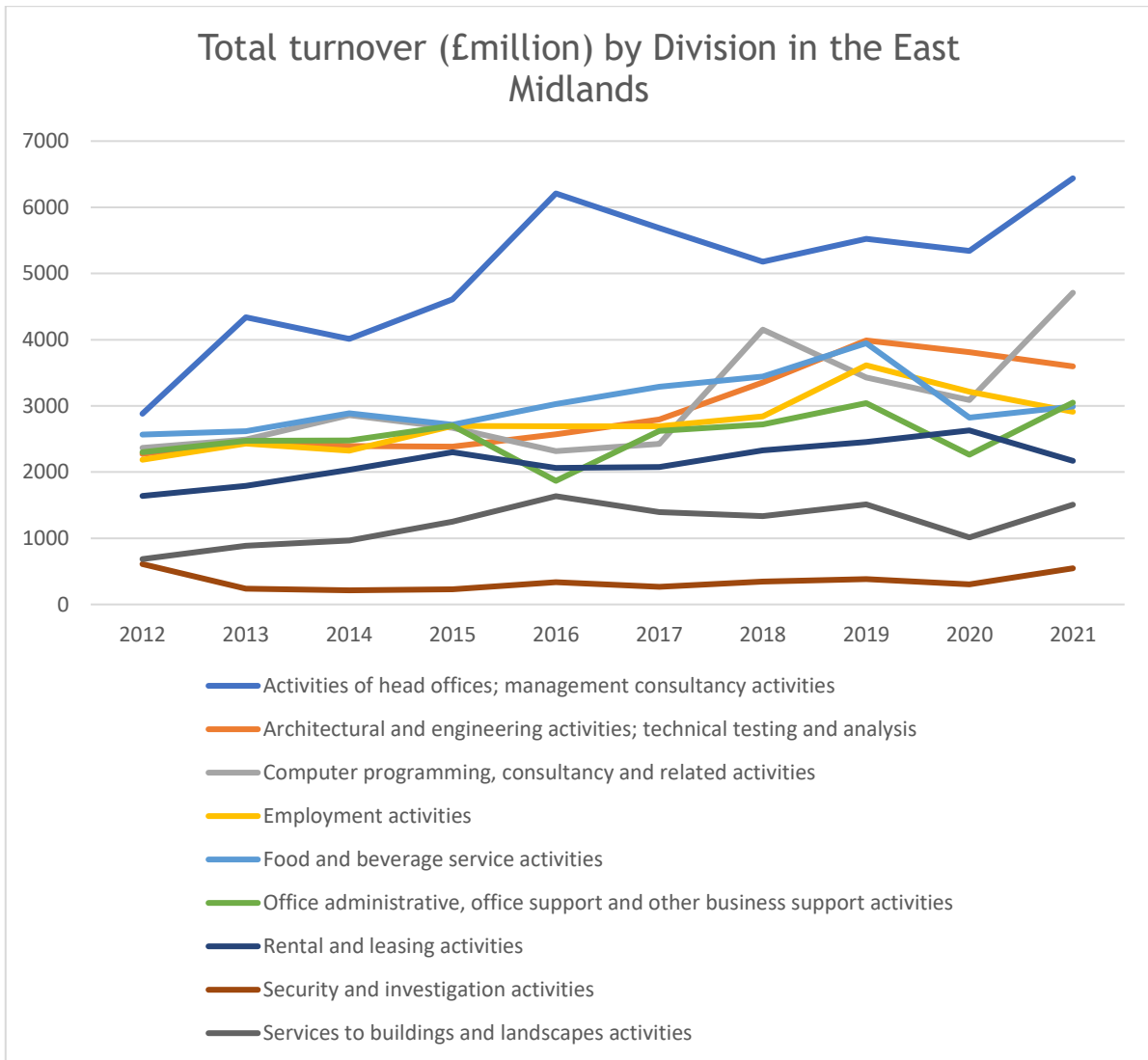


Figure 25 - Total turnover by Division in the East Midlands  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

In the East Midlands the total turnover for business services and associated activities increased by 59.44% to £27.91bn in 2021.

Every Division saw growth across this period apart from security and investigation activities which was unable to surpass its 2012 high point of £685m.

Turnovers for both the activities of head offices and services to buildings and landscapes saw turnover more than double during this period at rates of 129% (to £6.44bn) and 119.71% (to £1.51bn) respectively.



*East of England*

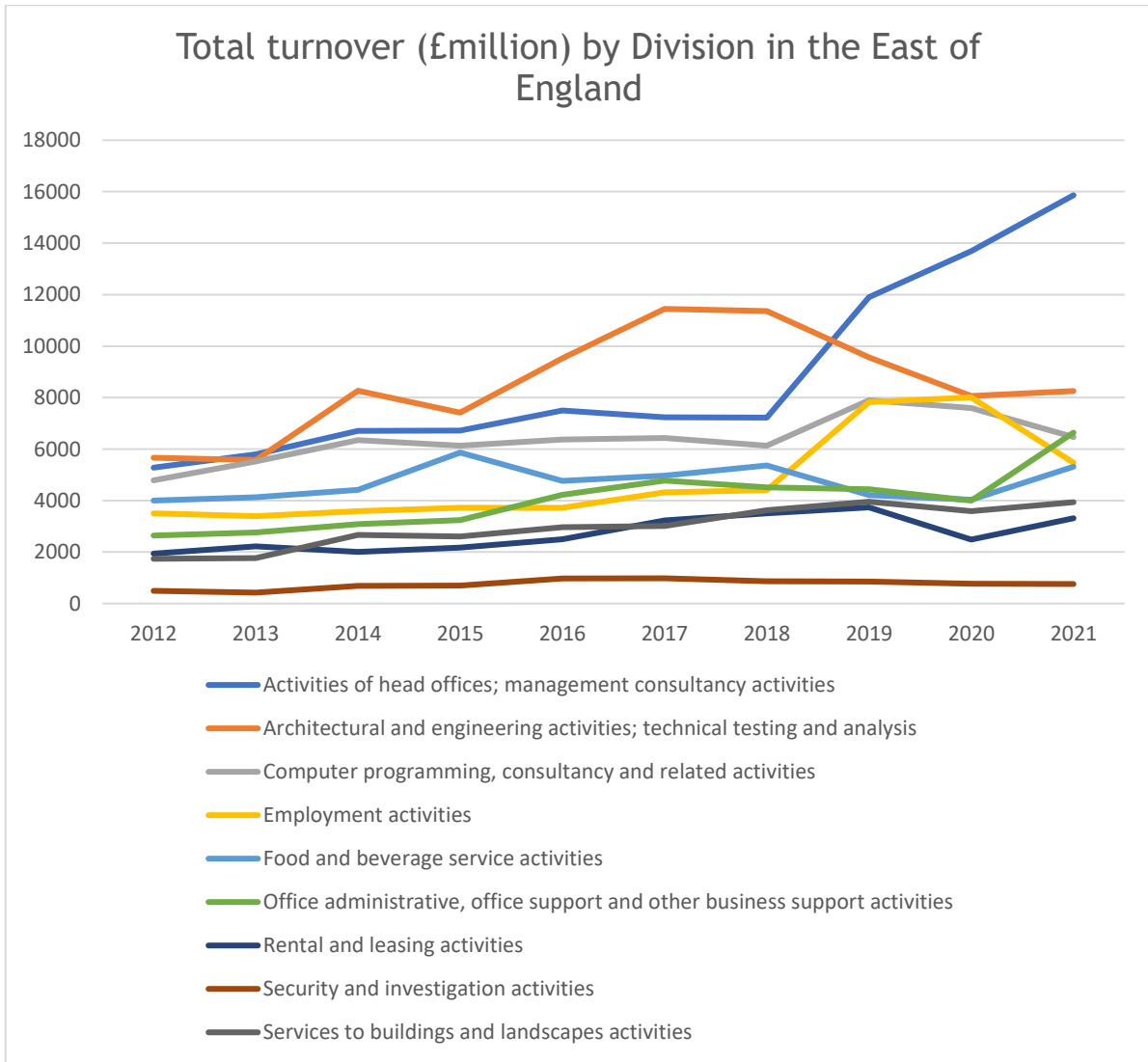


Figure 26 - Total turnover by Division in the East of England  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

In the East of England turnover for business services and associated activities increased by 86.40% to £56.01bn in 2021. This was largely driven by an over 200% increase from the activities of head offices.

This grew from £5.79bn in 2012 to £15.86bn in 2021 whilst office administration also grew by more than 150% from £2.77bn in 2012 to £6.64bn in 2021.



London

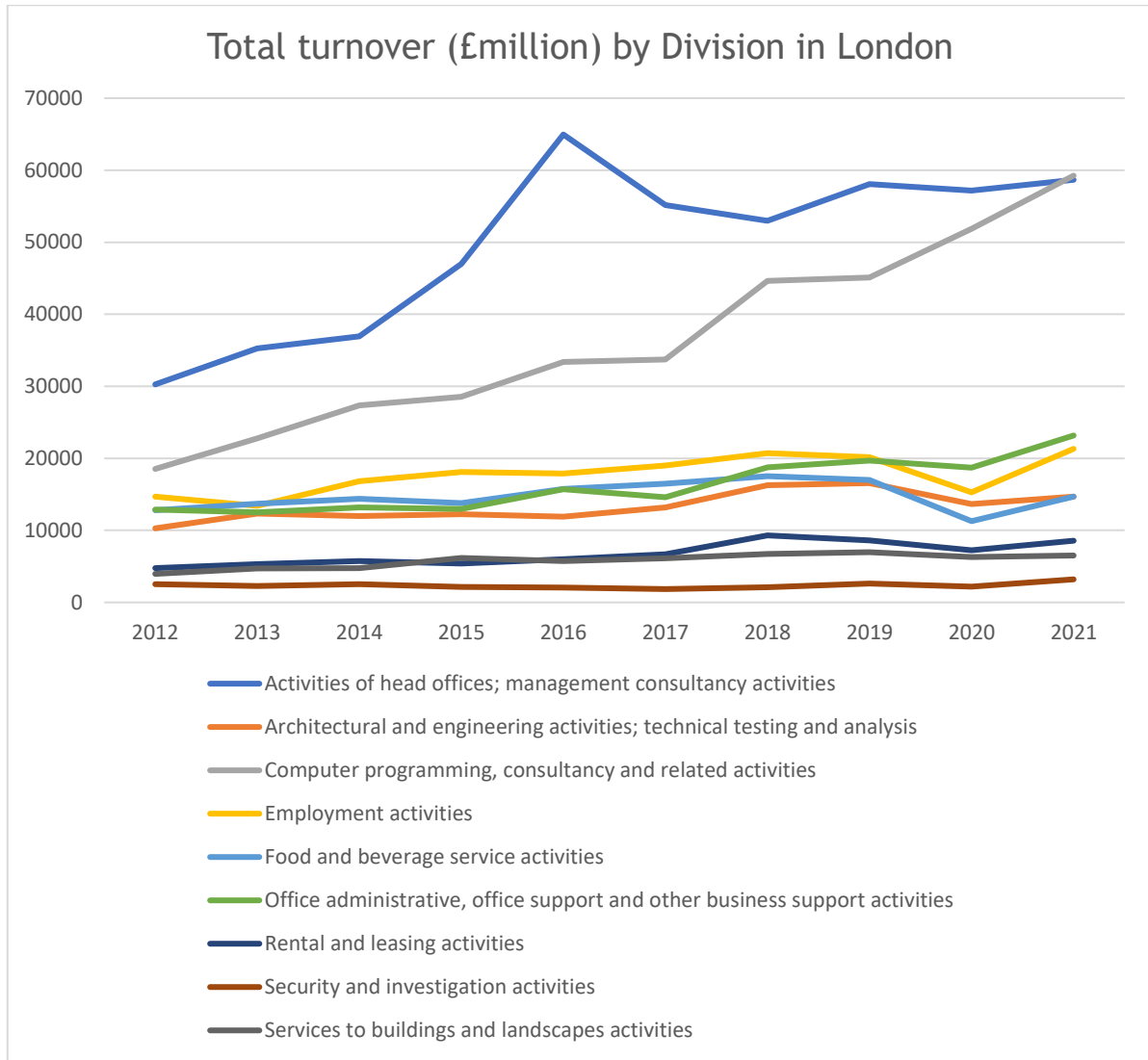


Figure 27 - Total turnover by Division in London  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

Total turnover in London increased by just under 90% during this period to £210.03bn.

This growth was achieved largely through a combination of a 219.72% increase in computer programming, consultancy and related activities, and a 93.8% increase activities of head offices to £59.25bn and £58.65bn respectively.



North East

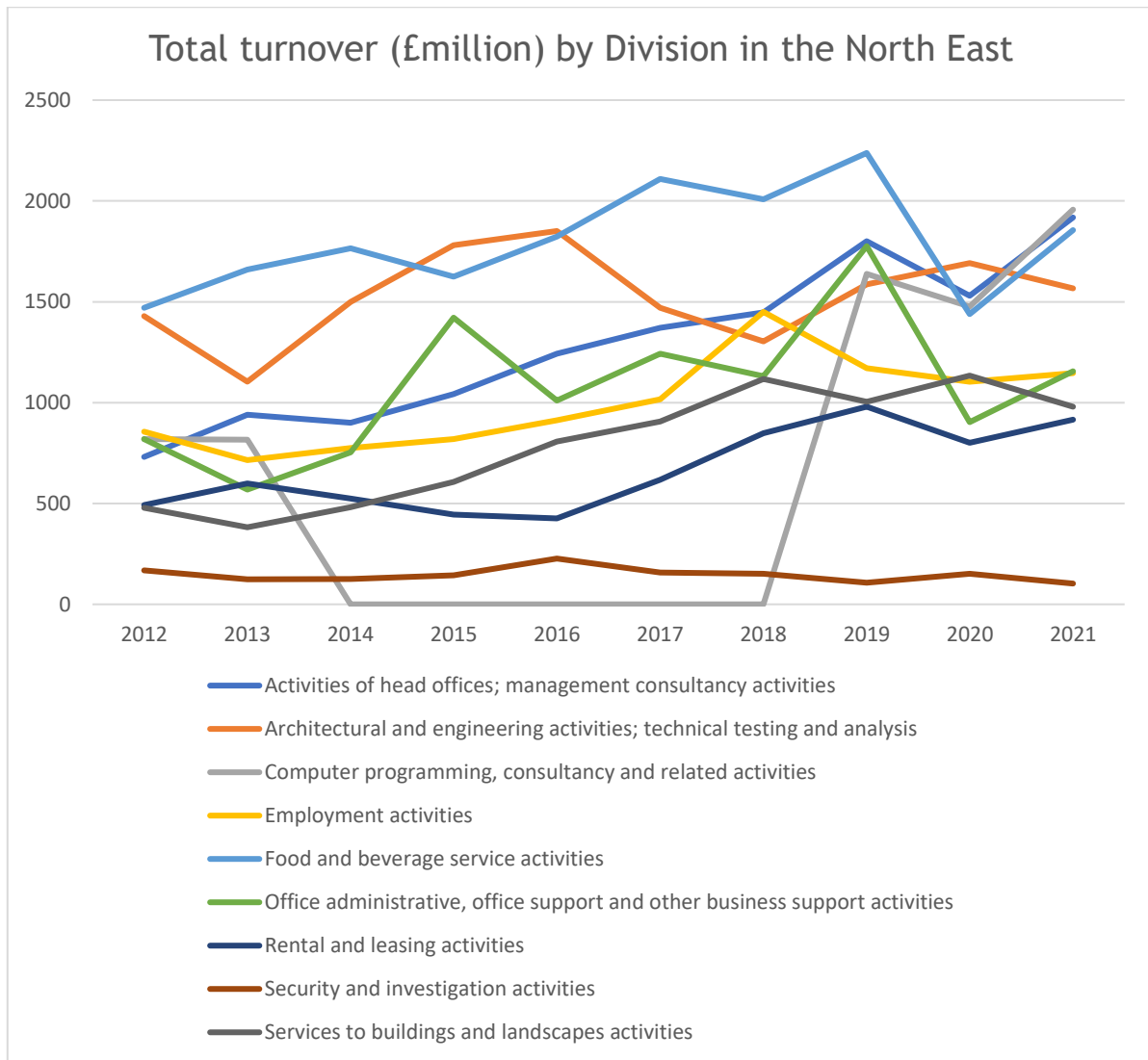


Figure 28 - Total turnover by Division in the North East  
 Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

Total turnover in the North East increased by 59.66% for business services and associated activities during this period. In 2021 the total turnover was £11.6bn although there is incomplete data for computer programming between 2013 and 2019.

Growth of over 160% for activities of head offices offset a 38.69% decline in security and investigation activities.



## North West

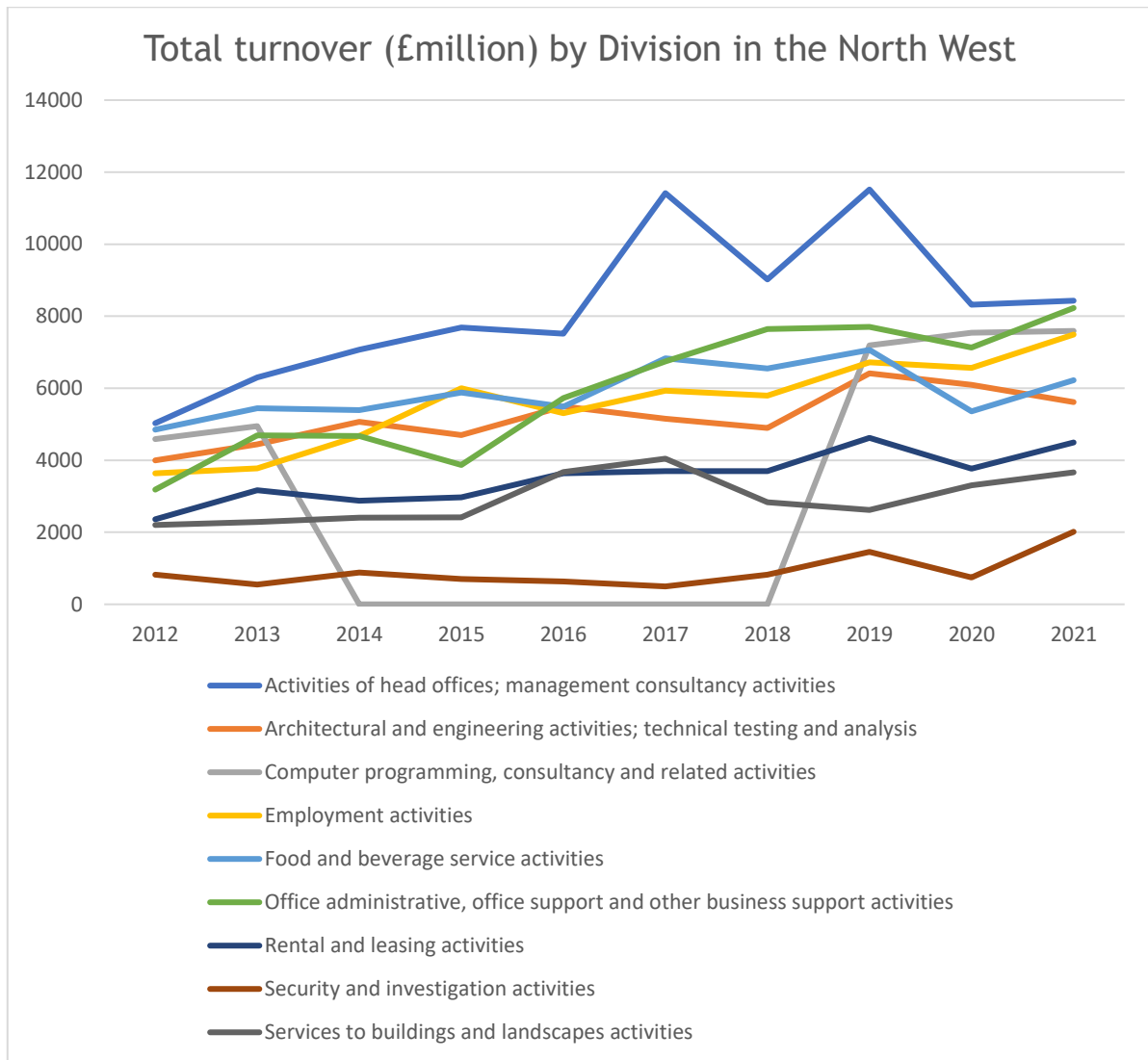


Figure 29 - Total turnover by Division in the North West  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

Total turnover of £53.75bn in 2021 represented a 75.24% increase for the North West compared with 2012 and again there is an absence of data for computer programming between 2013 and 2019.

Employment activities grew by over 150% to £7.49bn in turnover in 2021, whilst security and investigation services saw growth of just over 145% to £2.02bn.



## Northern Ireland

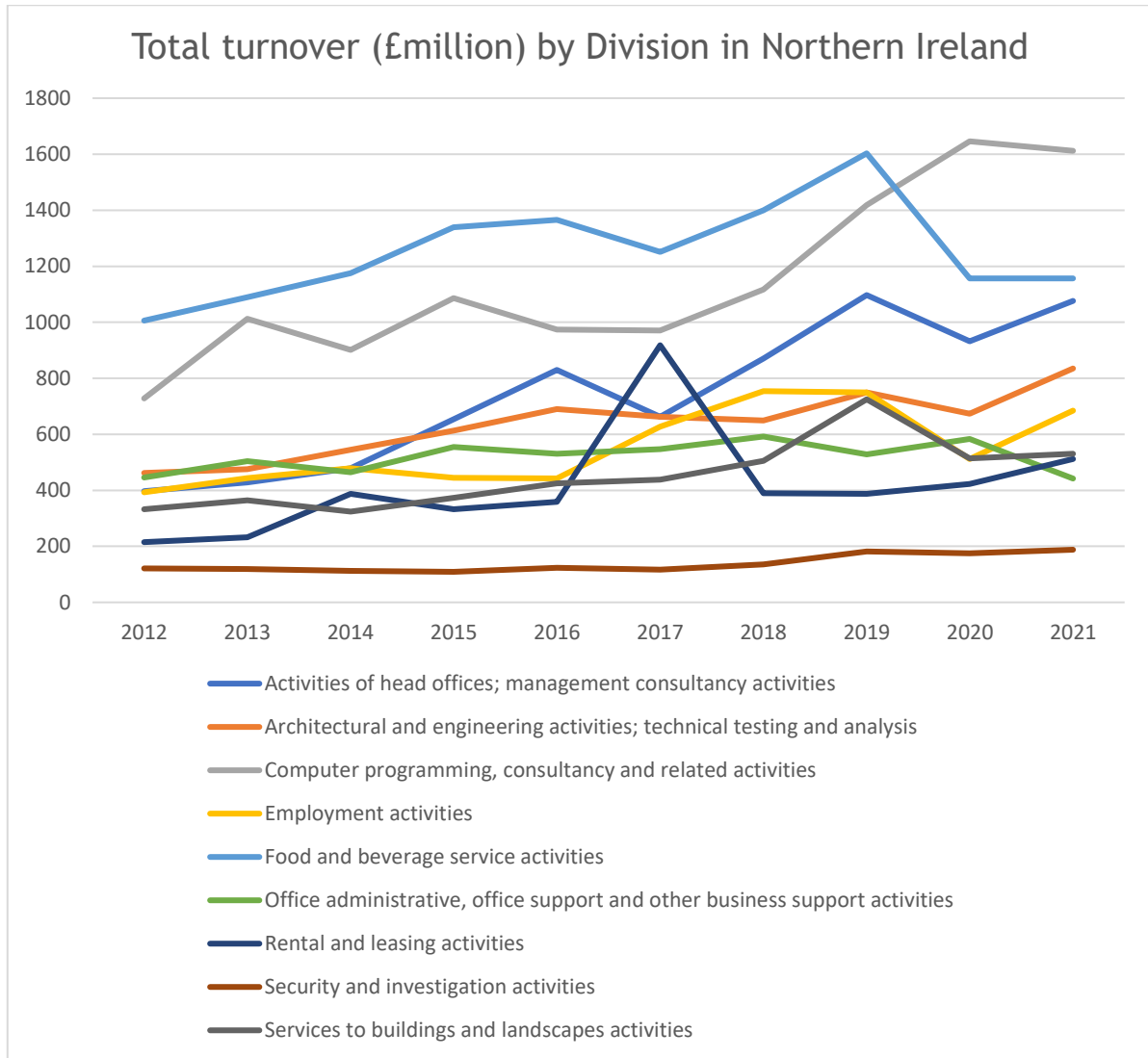


Figure 30 - Total turnover by Division in Northern Ireland  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

Growth in total turnover of 71.54% in Northern Ireland can be primarily attributed to computer programming, consultancy and related activities. This Division saw a 121.43% increase over this period from £728m in 2012 to £1.61bn in 2021. This was down from a peak of £1.65bn in 2020.



Scotland

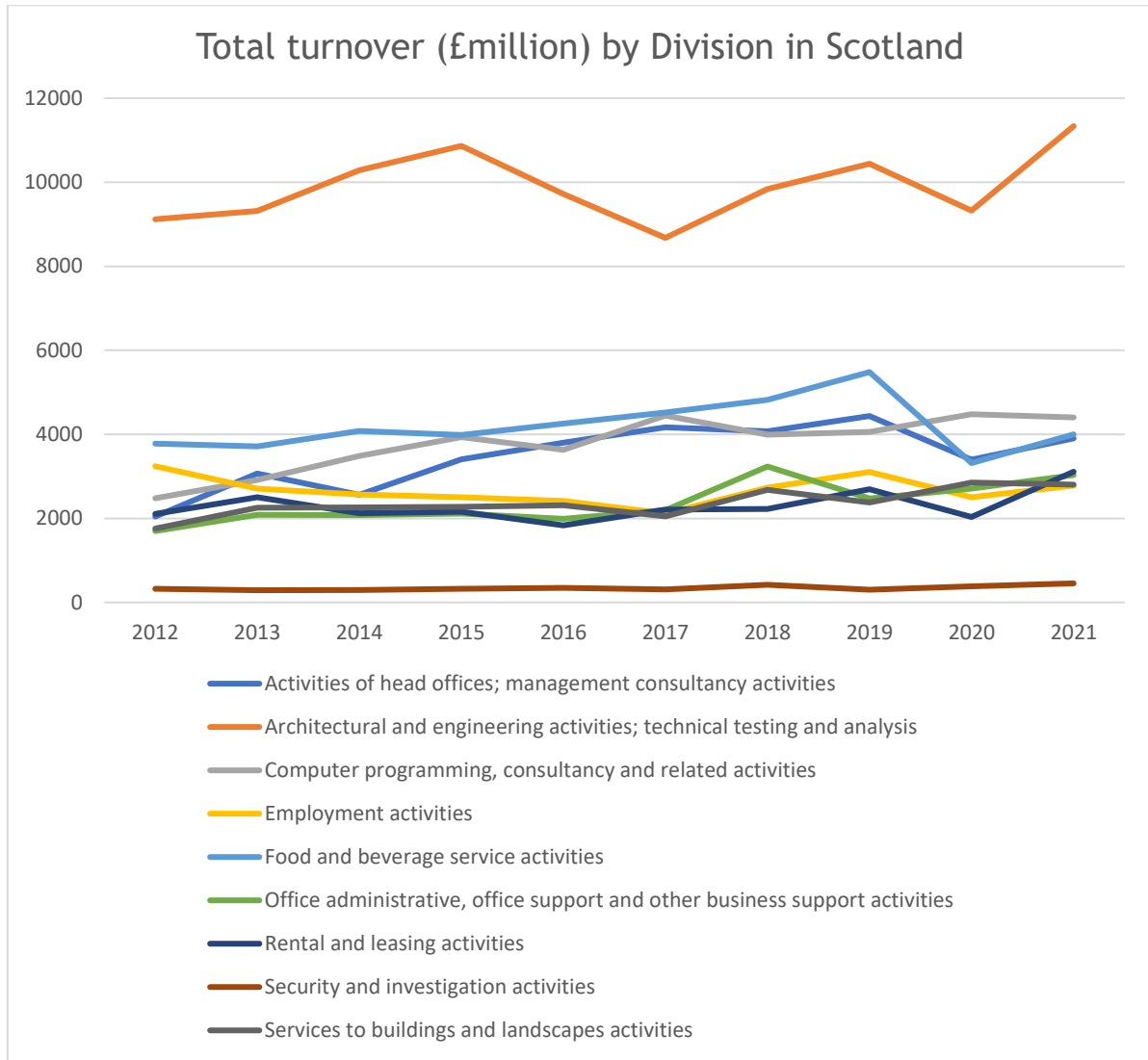


Figure 31 - Total turnover by Division in Scotland  
 Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

Scotland's regional growth in total turnover of 34.95% during this period was the second lowest of the UK regions. It was the only region in which Architectural and engineering activities; technical testing and analysis was the largest Division for the sector with total turnover of £11.33bn in 2021.



South East

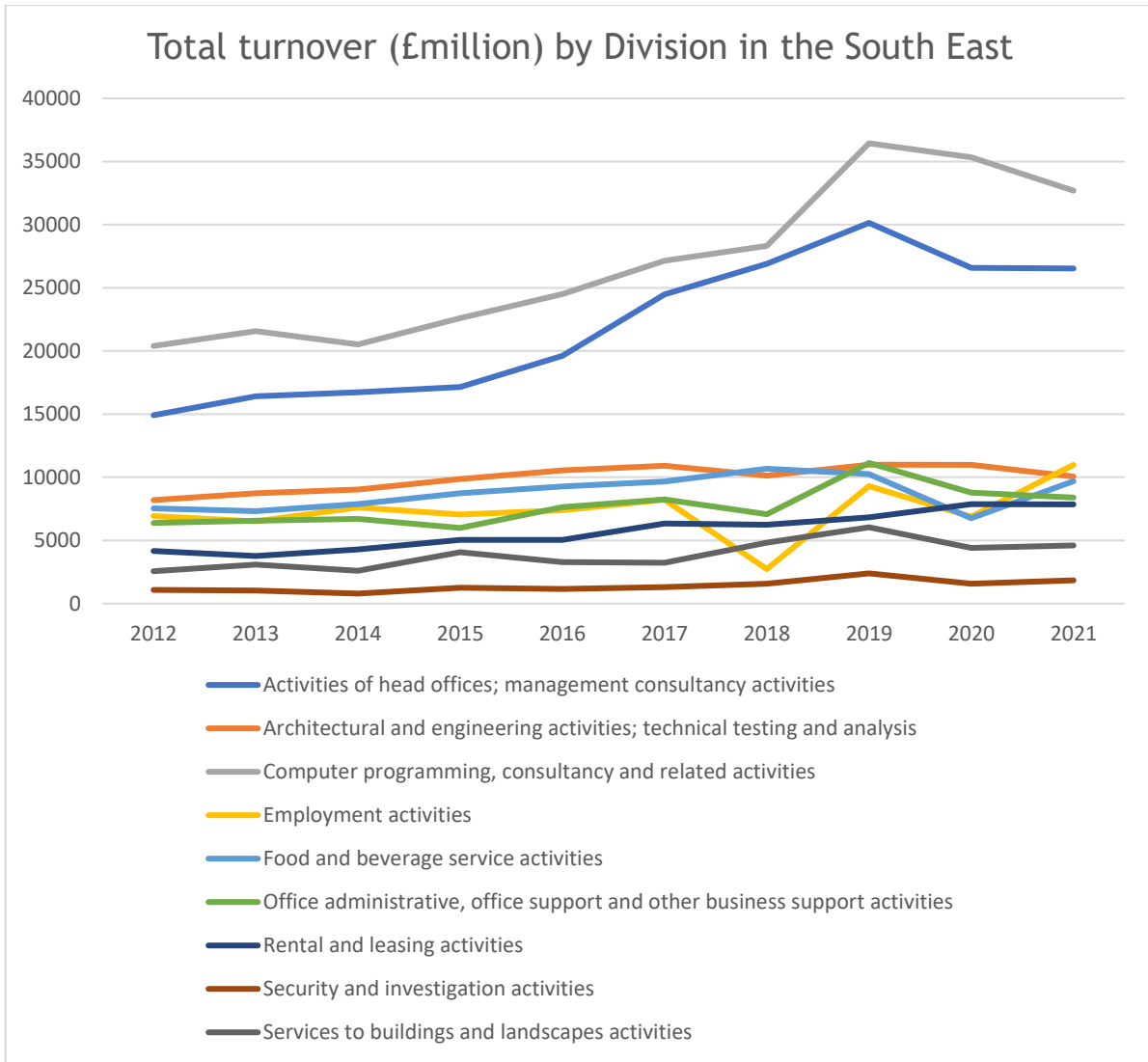


Figure 32 - Total turnover by Division in the South East  
 Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

The South East saw growth of over 55% during this period and remains second only to London in turn of total turnover for the sector and associated industries.

A collective total of £112.64bn is largely the product of both activities of head office; management consultancy activities (£26.54bn) and computer programming, consultancy and related activities (£32.69bn).



South West

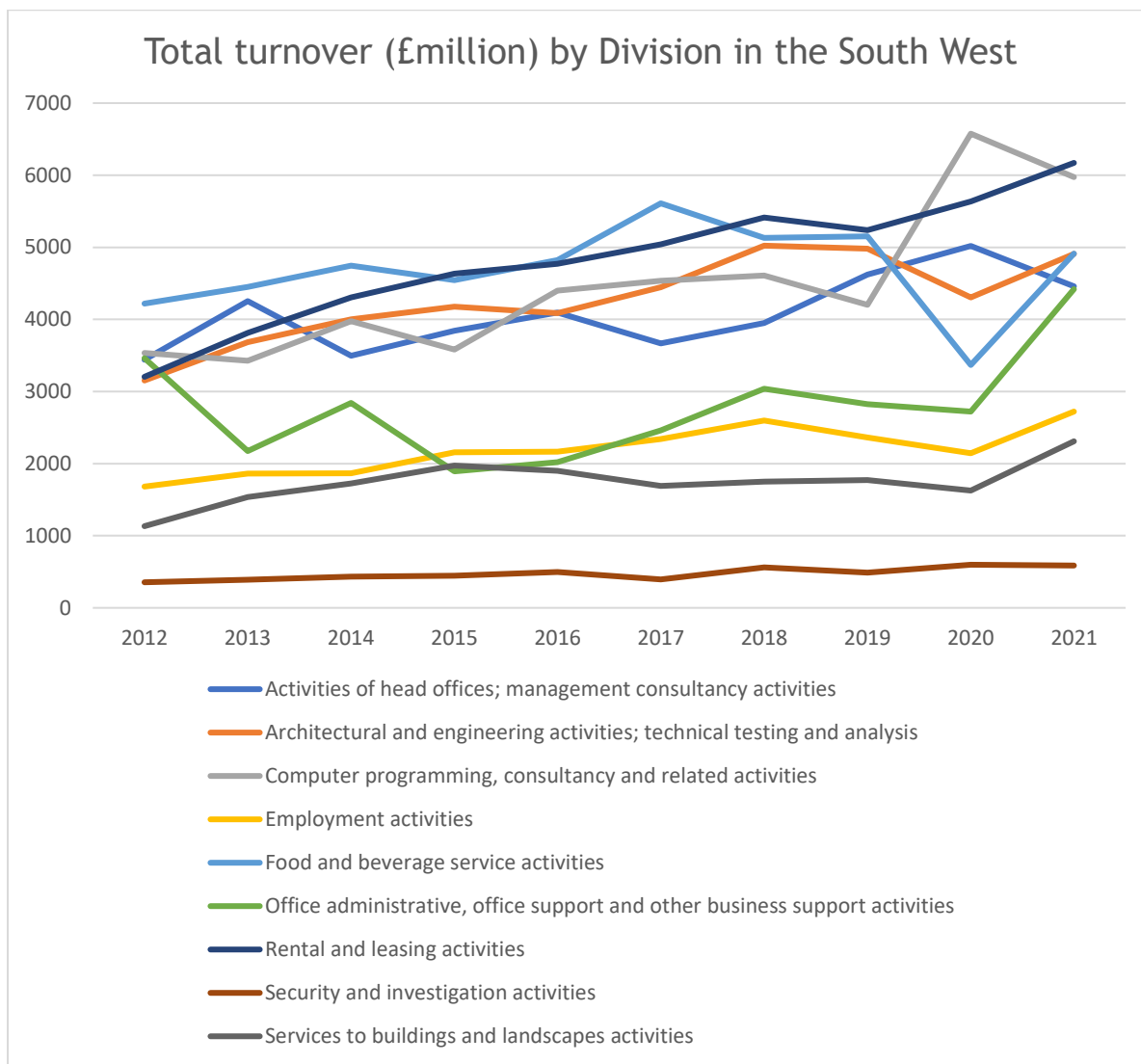


Figure 33 - Total turnover by Division in the South West  
 Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

Growth in total turnover of over 50% in the South West was largely due to a 90.2% increase from rental and leasing activities, the only region where this was the largest contributor, to £6.17bn.

The region’s total turnover of £36.47bn in 2021 is also the product of a 68.97% increase in computer programming, consultancy and related activities.



## Wales

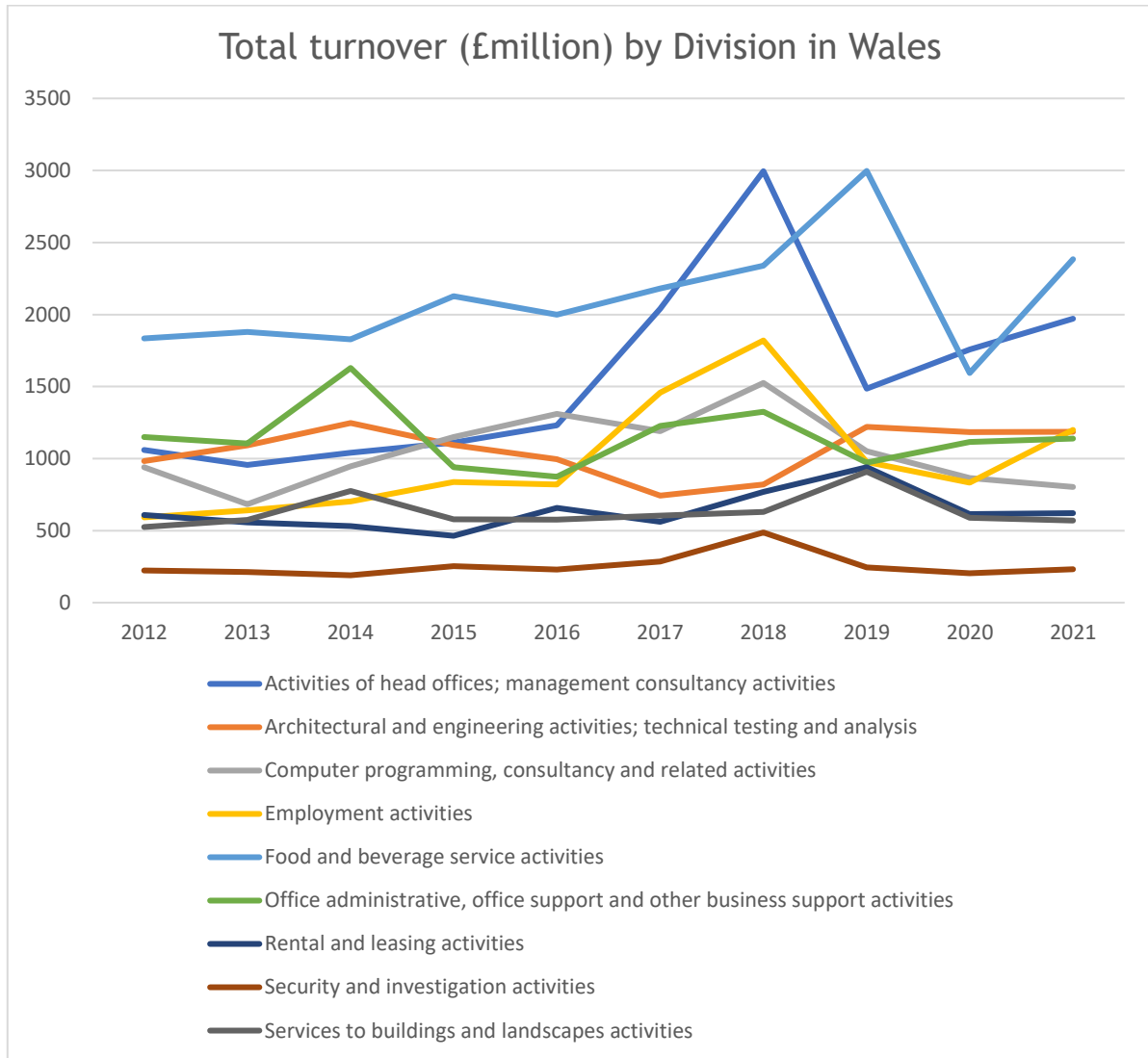


Figure 34 - Total turnover by Division in Wales  
 Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

Despite having the lowest growth for the sector out of all UK region's, total turnover in Wales still grew by over 25% during this period to £10.11bn. This can largely be attributed to increases in activities of head office of over 85% to £1.97bn.

This offset declines in computer programming, consultancy and related activities of 14.68% with Wales the only region in which this Division declined.



West Midlands

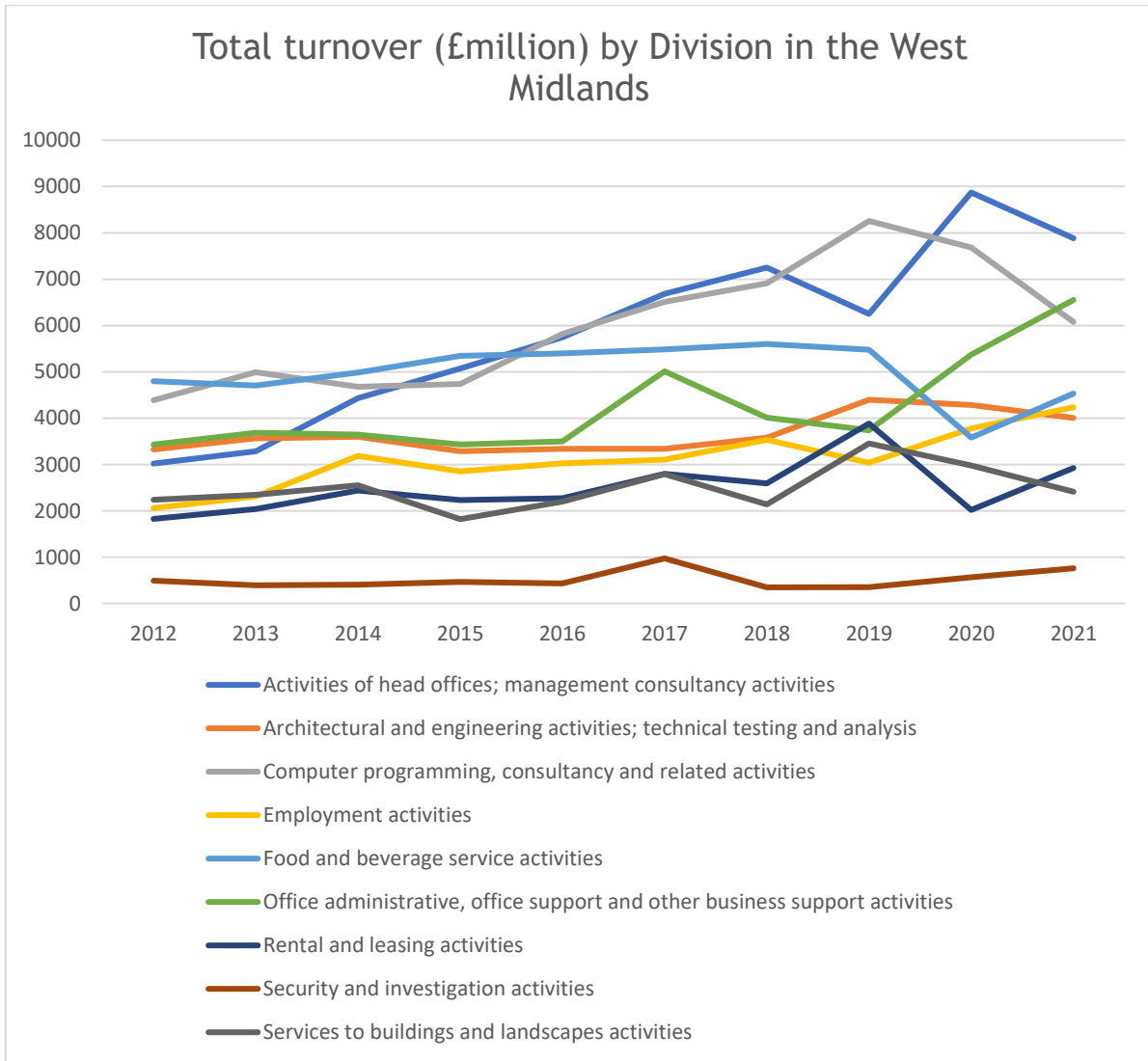


Figure 35 - Total turnover by Division in the East of England  
Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

In the West Midlands the total turnover from the various Divisions increased by over 50% to £39.38bn in 2021.

This can be predominantly attributed to a 161.16% increase in head office activities to £7.89bn.



Yorkshire and the Humber



Figure 36 - Total turnover by Division in Yorkshire and the Humber  
 Source: ONS Non-financial business economy, UK and regional (Annual Business Survey): 2021 results

Growth in total turnover of 64.56% to £34.85bn in Yorkshire and the Humber was largely due to increases in computer programming, consultancy and related activities (119.17% to £6.09bn) and activities of head offices; management consultancy activities (115.47% to £6.82bn).

Employment activities also rose by 178.07% to £5.39bn.



## Part III: Additional Value

### Overview

Additional contributions of the business services sector that have been identified both by survey respondents and the wider BSA members are often not captured by datasets such as the Annual Business Survey. For example, the sector is committed to creating social value through the delivery of its contracts. This includes offering apprenticeships to young people, thus providing them with the skills and experiences they need to pursue successful careers.

Many companies in the sector are also involved in programmes to employ and support ex-offenders, helping them reintegrate into society and reduce rates of reoffending. These initiatives do not only benefit the individuals involved, but also contribute to wider social goals such as reducing unemployment, increasing social mobility, and promoting social cohesion.

Larger service and infrastructure providers also support large numbers of small and medium-sized enterprises (SMEs) and voluntary, community, and social enterprises (VCSEs). This support can take various forms, including partnering with them in the delivery of public sector contracts, offering advice and logistical support, and ultimately helping these organisations to grow and thrive. By doing so, the sector contributes to the diversification and resilience of the economy, the creation of jobs and the promotion of entrepreneurship.

Finally, through its work with both public and private sector clients the sector drives innovation and productivity throughout the UK economy. Many business services organisations are at the forefront of technological innovation, developing new products and services that enhance efficiency and competitiveness. They can introduce new ways of working, technologies, or business models that can be adopted by other sectors and promote productivity by helping other companies to improve their operations, for example, through IT services. They can also facilitate the diffusion of innovation and best practices through their interactions with a broad range of industries. In doing so, they contribute to the overall performance and competitiveness of the UK economy.

### Social Value

The UK business services sector plays a crucial role not only in generating economic value but also in creating wider social value that is often not captured in traditional metrics. As the BSA's recent report '*Business Services: Leaving a Lasting Legacy in Communities*' demonstrates, the sector is playing an active role promoting inclusive and sustainable growth in communities across the UK.<sup>28</sup>

The report highlights how the business services sector contributes to non-measured additional value, particularly in terms of its social impact. This includes supporting job creation, skills development, and economic empowerment in disadvantaged communities. In their delivery of service and infrastructure projects throughout the country, the sector also helps businesses and VCSEs of all sizes to thrive and grow, ultimately benefiting wider society.

Furthermore, the report underscores the sector's role in driving innovation and fostering collaboration between businesses, government, and civil society. Through partnerships and initiatives that promote sustainability, diversity, and social responsibility, the business services sector is actively working towards creating a more inclusive and equitable society.

The UK business services sector's contribution to non-measured additional value, particularly social value, cannot be understated. By supporting inclusive and sustainable growth in communities across

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<sup>28</sup> BSA (2024) *Business Services: Leaving a Lasting Legacy in Communities* [Regional Work - BSA \(bsa-org.com\)](https://www.bsa-org.com)



the UK, the sector is not only driving economic prosperity but also having long lasting positive impacts on people's lives throughout the country.

Delivering social value involves a wide array of commitments and initiatives, from supporting ex-offenders and delivering apprenticeships, to investing in local communities and supporting SMEs and VCSEs in the supply chain. Two key areas of social value that have been identified by BSA members as priority areas for their organisations are set out below, along with an overview of the benefits each brings in turn.

### *Apprenticeships*

Employing apprentices is one of the many ways in which business services organisations deliver social value and one that offers numerous benefits to both employers and learners. By providing apprenticeships, employers have the opportunity to equip these learners with the necessary skills, knowledge, and experience required to thrive in the job market. Whilst there are many challenges with the existing regime, which the BSA has set out in its Manifesto along with a series of proposed solutions, apprenticeships themselves present a range of opportunities for both employers and the learners themselves.<sup>29</sup>

Firstly, apprenticeships offer practical training and real-world experience, which is often lacking in traditional educational settings. This hands-on approach enables apprentices to develop a wide range of skills that are directly applicable to their chosen field. Whether it be in industries such as construction, healthcare, or hospitality, apprenticeships allow young people and others furthest away from the workforce to gain valuable experience that can boost their employability.

Additionally, apprenticeships offer a unique opportunity for businesses to shape their future workforce. By investing in apprentices, employers can train individuals to fit their specific needs and requirements. This allows these organisations to develop a pool of skilled workers who are already familiar with their working practices, culture, and values. As a result, employers can increase productivity and efficiency while fostering a sense of loyalty and commitment among their apprentices.

Moreover, employing apprentices can also enhance an organisation's reputation within the community. Business services providers that actively engage in offering apprenticeships demonstrate their commitment to supporting the local workforce and investing in the future generation. This positive public perception can lead to increased brand loyalty, customer support, and growth.

Finally, by providing apprenticeships, employers contribute to the overall economic development of their region. A skilled and productive workforce is vital for sustained economic growth. By training apprentices, these organisations play a crucial role in developing a talent pipeline that can meet the demands of the future job market. This, in turn, can attract more businesses to the area, stimulate innovation, and drive economic prosperity.

### *Supporting ex-offenders*

One of these areas is supporting ex-offenders. This involves providing them with opportunities and resources to reintegrate into society. Business services providers can play a significant role in this by giving them a second chance through employment. This not only aids in their rehabilitation, but also contributes to reducing crime rates and improving community safety.

Many BSA members are already actively involved in the work of the New Futures Network, which aims to help ex-offenders re-enter the workforce.<sup>30</sup> The employment of ex-offenders is not just a

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<sup>29</sup> BSA (2023) *Manifesto 2023* [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](#)

<sup>30</sup> New Futures Network (2024): [Home - New Futures Network](#)



philanthropic act; it also has tangible benefits for employers. By hiring ex-offenders, employers can secure committed and skilled individuals.

The act of providing employment to ex-offenders not only aids in their rehabilitation but also contributes to reducing crime rates and improving community safety.<sup>31</sup> It fosters economic growth and the creation of sustainable communities. It's a win-win situation where businesses get committed workers, and ex-offenders get a chance to reintegrate into society, reducing the likelihood of recidivism.

### Supporting SMEs and VCSEs

The UK business services sector plays a crucial role in supporting Small and Medium Enterprises (SMEs) and Voluntary, Community and Social Enterprises (VCSEs) in their supply chains, providing essential services such as advice, guidance, financial support, and strategic planning.

25 out of the 27 organisations surveyed partnered with SMEs and VCSEs as part of their supply chains. Together they supported 37,773 SMEs as direct suppliers and 481 VCSEs. Whilst mapping the number of SMEs and VCSEs who were Tier 2 suppliers or below (that is to say the respondents' suppliers' suppliers, their suppliers and so forth) proved too challenging for most respondents, those who were able to do so identified a further 2250 SMEs and 123 VCSEs that were supported by their work.

The partnerships that business services organisations form with SMEs and VCSEs can provide a series of mutual benefits. For larger businesses, working with SMEs and VCSEs can bring innovative ideas, local knowledge and increased flexibility. For the smaller or community-based enterprises, such partnerships can provide access to larger markets, increased resources and the opportunity to learn from more established organisations.

Partnering with SMEs and VCSEs is also crucial for the overall health and diversity of the supply chain as these organisations are widely involved in the delivery of public services across the country. These partnerships provide mutual benefits for both large and small organisations, fostering a symbiotic relationship that improves service delivery and strengthens the economy.

For larger businesses, working with SMEs and VCSEs can bring innovative ideas, local knowledge and increased flexibility. These smaller organisations are usually deeply rooted in their communities with a profound understanding of their specific needs, making them experts in service delivery. This specialist local knowledge can not only help improve service quality but also open up new commercial opportunities that larger businesses may not have been aware of.

On the other hand, for the smaller or community-based enterprises, these partnerships can bring various advantages, including open doors to wider markets and more resources, plus the advantage of being able to learn from the more experienced organisation. Larger organisations possess the capacity and reach to support and build local SME capacity in their supply chains. They can shoulder the risk, provide up-front finance, and offer the professional expertise necessary to navigate contracts with public and private sectors.

These partnerships can also act as a safety net for smaller enterprises that have been hit hard in recent years, providing a stable revenue stream and helping build their organisational capacity. It is through these equitable partnerships that smaller organisations can take the crucial next step to become medium-sized businesses, thereby improving supply chain resilience.

This collaboration also emphasises the importance of fair treatment within supply chains, including prompt payment of bills and fair allocation of risk and reward. Genuine partnership working and involvement of SMEs not only brings benefits to partners and clients but also to the economy and society as a whole. Together, these organisations can achieve more than they can individually.

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<sup>31</sup> Gov.uk (2023) [Employing prisoners & ex-offenders - See what's on the inside \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)



## Innovation and productivity

In addition to its own direct contribution to the UK economy, the business services sector also acts as a catalyst to wider economic prosperity, in turn promoting further growth and productivity. The BSA's recent report '*Business Services: Driving Innovation*' showcases how organisations throughout the sector are helping to drive innovation and growth across the country, whilst also demonstrating the ways in which these providers are helping to create a more competitive and productive economy.<sup>32</sup>

The sector provides tailor-made services that assist UK organisations, both large and small, in focusing solely on their core activities, thereby enhancing their productivity and competitiveness. These outsourced solutions allow clients to delegate tasks that would otherwise consume valuable time and resources to specialised organisations whose expertise they can then benefit from.

Additionally, by leveraging economies of scale, business service companies are able to reduce operational costs for their clients, as they have access to the latest technologies and continually invest in the training and skill development of their highly specialised workforce. This ensures that they are well-equipped to efficiently meet the needs of their clients, ultimately reducing the running costs of the organisations they serve.

Furthermore, this support extends not only to businesses but also to the public sector, highlighting the wide-ranging societal impact of the business services sector. 19 out of the 27 survey respondents worked with clients across both the private and public sectors with the other eight divided evenly between just private sector clients and just public sector clients.

When partnering with the public sector, business services organisations provide expertise, resources, and efficiency in project management, procurement, and delivery. By working together, they can help the public sector achieve cost savings, improve service quality, and enhance public trust.

The sector also brings innovation and best practices from the private sector, helping to drive continuous improvement and deliver better outcomes for taxpayers. Overall, these partnerships enable the public sector to better leverage the skills and capabilities of the private sector to deliver essential services and infrastructure projects efficiently and effectively.

In summary, the bespoke services delivered by the business services sector facilitate an environment where companies and public sector clients can prioritise their core activities, reduce operational costs, and maintain competitiveness without compromising job growth.

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<sup>32</sup> BSA (2024) [Driving Innovation - BSA \(bsa-org.com\)](https://www.bsa-uk.org/insights/business-services-driving-innovation)



## Chapter Two - Challenges, Opportunities, and Proposals

### Introduction

This Chapter looks at the more discursive elements of the bespoke survey circulated as part of this project. It also combines this with analysis from other BSA research and activity such as the monthly Economic Tracker surveys.

Survey respondents were asked what they considered to be the key barriers to growth both for their own organisation and for the wider business services sector. Similarly, respondents were asked to identify ways in which government might further support the sector including those opportunities to attract foreign investment. They were given open comment boxes for these questions and we received a wide range of answers. This included points around recruitment and retention, the impact of political and economic uncertainty, and longstanding challenges surrounding public sector procurement.

This Chapter captures the range of feedback from survey respondents and condenses their views into a series of challenges and opportunities, each accompanied by proposals for both government and industry. It is divided into two Parts. The first of these looks at three of the major challenges facing the sector: labour capacity, economic uncertainty, and cyber security. These challenges, however, are not insurmountable and the proposed actions set out the ways in which both government and industry can work to overcome them.

The second Part of this Chapter looks at opportunities for the sector in both the immediate and longer term future. In particular, we know that rapid digital transformation is changing the way in which business services organisations can deliver the best possible outcomes for their clients across the public and private sectors. In turn, the innovation and productivity that this can lead to will not only grow the sector but the wider economy.

In addition to this, by embracing the opportunity presented by recent reforms to the way in which services are procurement by the public sector we will be able to maximise the value and quality of these services for citizens throughout the UK. This includes ensuring that officials are given sufficient training to fully utilise the flexibility that the new regime will offer and fully embedding positive policy initiatives such as the Playbooks throughout the commercial lifecycle.

Finally, the sector has a clear role to play in spearheading our transition to Net Zero. This comes not only from greening their own operations but also through supporting other parts of the economy as they embark on their decarbonisation journeys.



## Part I - Challenges

### Overview

The business services sector in the UK is undergoing a period of rapid transformation, driven by technological advances, changing customer demands, and increasing competition. Digital technologies are transforming the way businesses and VCSEs operate, enabling them to become more efficient, agile, and customer-centric.

In this competitive sector, organisations are constantly evolving to keep pace and this part of the report will look at some of the challenges they face in this regard. For instance, factors such as inflation in the cost of core goods and services, labour capacity, and the deployment of nascent technological innovations all have significant impacts on business operations.

Each challenge below also includes a proposal section which is based on feedback from our survey respondents as well as wider BSA engagement with its members and the wider sector.

### Challenge - Labour capacity

The UK business services sector is expected to experience ongoing demand for skilled workers in 2024. This demand is likely to have a significant impact on businesses, particularly SMEs, who may struggle to compete with larger competitors in the recruitment of skilled workers. Labour supply has consistently been the most raised issue in the BSA's monthly Economic Tracker survey and was also the main theme identified by respondents to this survey.<sup>33</sup>

Whilst there is some indication that wider retention and recruitment challenges have eased slightly in recent months, organisations are still reporting challenges in filling both specialised and frontline roles. Many may therefore find it difficult to keep up with the changing demands of the sector, to manage the increased workload, and to remain competitive. It is therefore essential that businesses are aware of the potential challenges they may face and take steps to ensure that they are prepared for this demand.

The increased demand for skilled workers in the business services sector is likely to have a number of impacts on businesses and VCSEs throughout a range of industries. Primarily, organisations across the sector may find it difficult to recruit and retain the skilled workers they need to remain competitive. This is particularly true for SMEs, who may struggle to compete with larger counterparts in terms of salary and benefits packages. As we have seen in previous sections of this report, the sector accounts for a large percentage of total employment costs throughout the economy and the pressure placed on organisations to remain competitive and retain employees has been a consistent theme throughout every issue of the Economic Tracker as well as the survey commissioned for this report.

In addition to this, organisations may also find it difficult to manage the additional workload associated with the increased demand for skilled workers. This could therefore lead to added stress and pressure on existing staff which in turn will have implications for their wellbeing and retention rates.

### *Proposal - Skills and training reform and investment*

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<sup>33</sup> BSA (2024) [Economic-Tracker-Annual-Report-2023.pdf \(bsa-org.com\)](#)



Businesses and VCSEs are consistently faced with the challenge of adapting to the ever-changing demands of their respective industries. Meeting this challenge will require organisations to invest continuously in the training and development of their employees. This will ensure that their workforce remains up to date with the latest industry trends and technologies.

This continual requirement to update employee skills and knowledge can, however, lead to a significant rise in operating costs for businesses. This increase in costs can be attributed to the need for investment in training programmes, workshops, and other educational resources. This can also include the cost of hiring experts or trainers, purchasing new equipment or software necessary for training, and the potential loss of productivity during the training period.

SMEs in particular may find these increased costs challenging to manage. Often operating on tighter budgets and with smaller profit margins, these businesses may struggle to allocate the necessary resources towards comprehensive employee training and development. The financial strain of maintaining an up-to-date workforce may pose a significant risk to their financial stability and overall sustainability in a competitive market.

As part of the proposed solution to this challenge, employers and providers have long called for increased flexibility within the provision of apprenticeships including the limitations around the use of Apprenticeship Levy funds and the BSA has set out its proposals for reform in this area in Chapter one of the 2023 manifesto.<sup>34</sup> This include reforms to Level 1 and 2 requirements, further flexibility in course length and the amount of off the job training specified in each level amongst other proposals.

In addition to well publicised challenges surrounding the Levy, there are specific areas within our current skills programmes where reform and targeted investment would enable both the business services sector and the wider economy to benefit. One example that a survey respondent provided is the Government's heat pump installation target:

“The UK needs an estimated 150,000 installers to meet its target by 2028. However, there are currently only 3,000 qualified heat pump installers. Meanwhile, the UK has over 140,000 qualified gas engineers who, with the right training via a short course, could quickly become qualified to install and maintain both gas boilers and heat pumps. Likewise, colleagues with electrical engineering experience don't need to complete a full apprenticeship to add solar panels installation to their skill set. Currently, it is taking years for new apprenticeship standards to be signed off. For example, the recently launched Professional Security Operative (PSO) Level 2 Apprenticeship took three years to go from starting the trailblazer process to enrolling its first learners. This is three years of missed opportunity for new talent to start in security careers. Streamlining the trailblazer process by removing red tape will enable government to support the delivery of the courses needed to plug skills gaps.”

### Challenge - Inflationary Pressures and Economic Uncertainty

As highlighted by the analysis in Chapter One of this report, the cost of goods and services is an important factor for business services organisations as it affects their ability to remain competitive and profitable. Whilst headline inflation have declined from recent highs, the impact is still being felt throughout the economy and the rate remains above the Bank of England's target of 2%.

The Bank of England has therefore said that it will keep interest rates high enough for long enough to return to this target which has associated implications for business services providers' ability to borrow funds. Interest rates remain high when viewed in the context of recent history and this limits many organisations' ability to borrow and invest in their own operations. This may impact on their

<sup>34</sup> BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](https://www.bsa-org.com/BSA-Manifesto-2023-1.pdf)



ability to capitalise on the opportunities presenting by investing in new technologies or to recover from any unexpected financial shocks.

In addition to this, several survey respondents highlighted the impact that economic uncertainty seen in recent years, including the Covid-19 pandemic and Russia's invasion of Ukraine, has had on their ability to attract investment and grow.

The BSA Economic Tracker has monitored the impact of these changes on member organisations for the last two years, highlighting broad trends as well as specific products and services which have experienced significant changes in price over this period.<sup>35</sup> For example, the Tracker has found that the cost of goods and services has had a considerable impact on those delivering food services and facilities management services amongst others, with the prices of timber, steel, and cereals proving especially volatile.

Inflationary pressures also have implications for delivering contracts across the public and private sectors. Business services organisations will need to ensure that they are able to adjust their pricing strategies to remain competitive and profitable, while also ensuring that they are able to deliver the services required by their clients.

### *Proposal - Increasing targeted investment*

Both industry and government have key roles to play in combatting this challenge, not least through increasing the levels of targeted investment.

Investment in our digital, social and physical infrastructure can act as a catalyst for wider growth in the sector and beyond. By investing in infrastructure such as high-speed internet and digital connectivity, businesses can operate more efficiently and effectively, leading to increased productivity and growth.

Green investment is also important in driving growth in the business services sector. By investing in sustainable technologies and practices, businesses can reduce their carbon footprint and contribute to a greener economy. This not only benefits the environment but also attracts environmentally conscious consumers and investors. Further proposals on the opportunity presented by the transition to a green economy are captured in Part II of this Chapter.

Encouraging innovation through tax incentives and improved access to finance is another important way in which government can support this growing sector. By providing support for research and development, startups, and growth companies, government and industry can foster a culture of innovation and entrepreneurship, leading to new products, services, and business models that drive economic growth.

A more proactive approach to attracting foreign investment is also crucial. By promoting the UK as a great place to invest and do business through international relations channels, government and industry can attract foreign investors and partners who can bring expertise, capital, and market opportunities to the business services sector. This may include focusing on those growth export areas identified in Chapter One of this report. It is also key that the Department of Business and Trade is given sufficient tools and resources to spearhead this more proactive approach in order to achieve the maximal benefit for UK businesses looking to either expand overseas or attract foreign investment to grow their domestic operations.

Finally, grants for industries and sectors to help them digitize and automate their operations can also drive growth and efficiency in the sector. By supporting businesses in adopting new technologies and processes, government and industry can help them stay competitive in the global market.

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<sup>35</sup> BSA (2024) [Economic-Tracker-Annual-Report-2023.pdf \(bsa-org.com\)](https://www.bsa-org.com/Economic-Tracker-Annual-Report-2023.pdf)



Overall, by focusing on areas of the sector that address productivity challenges and offer innovative solutions, the UK government and industry can drive targeted investment in the business services sector, leading to sustainable growth and success for the sector both domestically and overseas.

### Challenge - Cyber security

As the UK moves towards a more digital economy, businesses will need to ensure that their data and systems are secure and protected from malicious actors. This will require organisations throughout both the business services sector and the wider economy to invest in security measures such as encryption, authentication, and access control.

Cyber security has become increasingly important for the sector in recent years, particularly those working across critical national infrastructure. The sector has seen a significant increase in attacks both in terms of their volume but also their sophistication. Business services organisations are collecting and storing ever larger amounts of data and the security of this data is of paramount importance.

Cyberattacks remain a very real threat to organisations across the UK and, as highlighted by the high volume of attacks in the wake of Russia's invasion of Ukraine, can significantly impact on businesses and public services.<sup>36</sup> As responses to our surveyed demonstrated, the business services sector plays a considerable role in partnering with clients throughout the public sector. This includes delivering services to critical national infrastructure and many have reported a sharp increase in cyber-attacks on both their own organisations and supply chains. The BSA 2023 manifesto sets out a number of policies that will help to ensure that businesses in the UK are well-equipped to protect their data.<sup>37</sup>

### *Proposal - Developing the UK's Cyber Ecosystem*

Hostile cyber actors are expected to become more intrusive and innovative in their methods. The faster and better the antidote that is put in place to protect assets, the more complicated and sophisticated cyber-attacks become. It is therefore important that organisations keep developing new and better security measures. Alongside this, we should also develop systems that provide early warning of attacks thereby helping to compartmentalise and limit damage.

Measures to help prevent cyber-attacks, such as the Cyber Essentials scheme, have made a positive difference in recent years and are a useful resource for businesses of all sizes, especially SMEs who may not have in-house expertise in this area. If government is looking to build on this, further steps could be taken to make individuals and businesses more accountable, such as annual cyber risk assessments and/or checks for businesses.

For BSA Members delivering service and infrastructure projects for public sector bodies, cyber security is of the utmost importance. As the attacks become more complex and perpetrators begin to deploy new technologies such as AI in their attacks, business services providers must ensure that both they and their wider supply chain are secure.

Further details on bolstering our digital economy are including in Part II of this Chapter.

<sup>36</sup> NCSC (2023) [NCSC and allies reveal most common cyber vulnerabilities... - NCSC.GOV.UK](#)

<sup>37</sup> BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](#)



## Part II - Opportunities

### Overview

In spite of the challenges set out in Part I of this Chapter, organisations throughout the business services sector are confident in its ability to capitalise on a range of opportunities. In fact, when asked to describe their confidence in both the sector and the UK economy as a whole, our survey respondents provided an average score of 7/10 for the sector and 6/10 for the wider economy. This was true over both the next five and ten years.

Digitalisation, and the rapid transformation this brings with it, is seen as a key opportunity for the sector both through its work with private sector clients and in delivering critical public services. The additional innovation and productivity gains that the sector anticipates as a result of integrating new technologies into their work will be crucial both to growing the sector domestically and overseas but also to bolstering the wider economy.

In addition to this, recent reforms to public procurement present further opportunities to drive innovative solutions throughout our public services. This will involve overcoming some longstanding challenges in areas such as risk transfer, in-house commercial skillsets, and funding allocations.

Finally, the business services sector finds itself well-placed to support our transition to Net Zero, not only through greening their own operations but also through supporting clients across the public and private sectors as well as SMEs and VCSEs in their supply chains.

As with Part I, each opportunity below also includes a section on proposals for both government and industry. These proposals are based on feedback from our survey respondents as well as wider BSA engagement with its members and the wider sector.

### Opportunity - Digital Transformation and Encouraging Innovation

Digital transformation is set to have a significant impact on the business services sector in the coming years. This will include ongoing investment in our digital ecosystem, the deployment of AI, and the adoption of other nascent technologies such as cloud computing. As one survey respondent put it, “the UK has a strong tech ecosystem with a focus on innovation in areas like AI, blockchain, and cybersecurity.”

#### *Proposal 1 - Investment in Digital Infrastructure*

The key to the success of the UK’s digital transformation lies in investment in the country’s digital infrastructure. This includes the roll-out of high-speed broadband, the development of 5G networks, and the adoption of cloud computing. These developments will enable businesses to access the latest technologies and services, and will help to reduce the cost of doing business.

BSA members have collaborated with local governments to bring reliable and fast internet access to towns and villages that were previously underserved.<sup>38</sup> This has allowed businesses in these areas to access the latest technologies and services, opening up new opportunities for growth and innovation. BSA members have also been involved in the development of 5G networks in major cities across the UK.<sup>39</sup> They have helped to deploy 5G infrastructure, enabling faster and more reliable connectivity. This has benefited businesses, charities, and public bodies by providing them with the necessary network capabilities to support digital services and technologies.

<sup>38</sup> BSA (2018) *Annual Review 2017* <https://www.bsa-org.com/wp-content/uploads/2017/11/BSA-2017-ANNUAL-REVIEW.pdf>

<sup>39</sup> W5MG (2021) [Connected-Ambulance-Trial.pdf](https://www.w5mg.org.uk/wp-content/uploads/2021/03/Connected-Ambulance-Trial.pdf) ([wm5g.org.uk](https://www.w5mg.org.uk))



The BSA Manifesto also calls for the adoption of new technologies, such as Cloud Computing, machine learning, and the Internet of Things.<sup>40</sup> These technologies will enable businesses to automate processes, improve customer service, and gain insights into customer behaviour. This will help businesses to remain competitive in a rapidly changing market.

Cloud computing, for example, has become an essential tool for businesses in various industries. BSA members have worked with organisations to adopt cloud computing solutions, allowing them to store and access data remotely, collaborate more efficiently, and scale their operations as needed.<sup>41</sup> This has reduced the cost of doing business by eliminating the need for expensive on-premises infrastructure and improving operational efficiency.

### *Proposal II - Supporting the development and deployment of AI*

In addition to the wider impact of digital transformation, AI and automation in particular are likely to play a significantly increased role throughout the business services sector over the coming years. Businesses and VCSEs are increasingly integrating AI and Automation into their service offer to clients across the public and private sector.

The UK should be a leader in the development and deployment of AI and automation technologies. This will involve investing in research and development, as well as providing incentives for businesses to invest in these technologies. This will ensure that the UK is at the forefront of the development of AI and automation technologies, and will enable businesses to take advantage of the opportunities presented by these technologies.

The BSA 2023 Manifesto sets out a number of policies to ensure that the UK is well-placed to take advantage of the opportunities presented by AI and automation.<sup>42</sup> This will involve investing in research and development, providing incentives for businesses to invest in these technologies, providing training and support to businesses, and investing in the necessary infrastructure and data.

The Government's National AI Strategy and recent AI Summit are prime examples of the country's commitment to leading the development and deployment of AI technologies.<sup>43</sup> This strategy emphasises investing in the long-term needs of the AI ecosystem, with a focus on research, development, commercialisation and deployment of AI. Industry and government must continue to explore how best to harness the key drivers of rapid technological change, such as increased automation and deployment of AI, whilst remaining mindful of the challenges these may create.

It is also important that advances in digital transformation are accompanied by sufficient policy and guidance around digital ethics. This means not only improving the general literacy of key stakeholders and leaders with regards to automated or algorithmic decision-making, but also ensuring that AI and other new technologies are subject to appropriate safeguards and regulations.

The Government has demonstrated a commitment to promoting the ethical use of AI, as reflected in the recent Bletchley Declaration.<sup>44</sup> These principles will guide businesses in responsible AI design, development and use. This approach, coupled with appropriate levels of scrutiny, will not only encourage businesses to invest in AI technologies but also ensure that these technologies are used responsibly.

### *Proposal III - Improving Access to Data*

As the trend towards digitalisation continues, data-driven decision making (DDDM) is set to have a significant impact on the business services sector in the UK. These trends are an increasingly core part of BSA members' operations as many begin to integrate Internet of Things (IoT) sensors into

<sup>40</sup>BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](#)

<sup>41</sup> Sopra Steria (2019) [Cloud First Strategy: how Sopra Steria is supporting Veolia's digital transformation](#)

<sup>42</sup> BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](#)

<sup>43</sup> Gov.uk (2023) [National AI Strategy - GOV.UK \(www.gov.uk\)](#)

<sup>44</sup> Gov.uk (2023) [AI Safety Summit 2023: The Bletchley Declaration - GOV.UK \(www.gov.uk\)](#)



buildings in order to monitor safety conditions in real-time.<sup>45</sup> This data is then analysed using advanced analytics tools to identify potential maintenance needs or safety risks. By leveraging digital technologies, clients have been able to address maintenance issues proactively, enhance safety measures, and optimise resource allocation.

Business services providers will need to take a series of actions to ensure that they are well-placed to take advantage of the opportunities that DDDM presents.<sup>46</sup> For example, by investing in the necessary infrastructure and training staff in the use of data-driven decision making tools, organisations will be able to make informed decisions and take advantage of the opportunities presented by DDDM. This will enable them to identify new opportunities, reduce costs, improve customer experience, and develop innovative services.

The key to capitalising on the opportunity that DDDM presents is to ensure that businesses have access to the necessary data and technology to enable them to make data-driven decisions. In addition to the investment outlined above, this will involve considerable efforts to ensure that the data being used is both up-to-date and accurate. Engaging with stakeholders including clients, regulators, and investors will be crucial to ensure that all parties are using the same metrics when assessing various criteria.

It is also vital that suppliers work with their clients to ensure that the data they are receiving is as accurate as possible to avoid unforeseen challenges when undertaking a new project. For example, despite the positive steps that have been taken in recent years, the quality of data in and around public procurement remains inconsistent and often outdated. Whilst the new central platform discussed in the section on procurement reform is a welcome step towards tackling this, government currently remains disjointed in its approach to requesting data from its suppliers.

## Opportunity - Procurement Reforms

As highlighted in Chapter One of this report, working with the public sector is a significant area of activity for business services organisations and 23 out of the 27 survey respondents worked with clients across the public sector.

The UK is currently undergoing a period of significant procurement reform, with the Procurement Act receiving Royal Assent in October 2023 and the new regime set to go live in October 2024.<sup>47</sup> This new regime is expected to bring about a number of changes to the way in which public procurement is conducted in the UK, with the aim of increasing efficiency, reducing costs, and improving the quality of services and goods procured.

In order to ensure that the new regime is successful, procurement professionals across both the public and private sector will need to be upskilled so as to best capitalise on the benefits of the new regime. In addition, the new regime is set to bring about a number of changes to the way in which contracts are awarded, disputes are handled, and procurement is conducted in the UK. Its aim to “create simpler, more flexible and effective procurement.”<sup>48</sup>

Many survey respondents also highlighted some of the longstanding challenges for business services organisations who work with clients in the public sector. For example, the procurement process can often be slow and cumbersome, leading to delays that can disrupt the operations of business services organisations. Additionally, pipeline publications, which provide information about upcoming procurement opportunities, may not always be accurate or timely. This can make it difficult for business services organisations to plan ahead and prepare for new opportunities.

<sup>45</sup> Digiteum (2022) [The Role of IoT Facility Management | Digiteum](#)

<sup>46</sup> BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](#)

<sup>47</sup> Gov.uk (2023) [Small businesses to benefit from one of the largest shake ups to procurement regulations in UK history - GOV.UK \(www.gov.uk\)](#)

<sup>48</sup> Gov.uk (2023) [The Procurement Act 2023 - a short guide for senior leaders.pdf \(publishing.service.gov.uk\)](#)



There are also ongoing challenges surrounding risk aversion, with one survey respondent commenting that procurement teams in the public sector are often risk averse, preferring to stick with tried and tested technologies rather than investing in new ones. This can limit the opportunities for business services organisations that offer innovative solutions, and can also hinder the public sector's ability to benefit from technological advancements.

Finally, uncertainty about future funding arrangements and contract terms can make it difficult for business services organisations to plan for the future and make long-term investments. This lack of clarity can also lead to hesitancy and indecision in the procurement process, further slowing it down and causing inefficiencies.

### *Proposal - Upskilling procurement officials, embracing innovation, and appropriate funding levels*

With the introduction of the new regime, the publication of the new Contract Management Playbook, and revisions to the existing Playbook suite, there will be several changes in the procurement process throughout 2024. In order to ensure the success of the new regime, it is crucial for procurement officials in both the public and private sectors to undergo upskilling. This upskilling process will equip them with the necessary skills and knowledge to capitalise on the benefits offered by the new regime.

One important area that procurement officials will need training in is contract management, not least as the new Contract Management Playbook is currently being drafted. Training in contract management will enable officials to understand and navigate these changes, ensuring that contracts are well-managed and adhere to the new regulations and requirements. This includes skills in drafting contracts, negotiating terms, and monitoring contract performance.

Supplier relationship management is another crucial aspect that procurement officials will need to be trained in. Under the new regime, there may be a shift in the supplier landscape, with new suppliers coming into play or existing suppliers needing to adapt to the new regulations. Training in supplier relationship management will enable officials to build and maintain effective relationships with suppliers, ensuring that they can secure the best value for money and maintain a reliable supply chain. This includes skills in supplier evaluation, performance monitoring, and dispute resolution.

The utilisation of the new central digital platform will also be a key component of the new regime. Procurement colleagues will need to be trained in the use of this platform to leverage its full potential. This may involve training in areas such as navigating the platform, accessing and analysing data, and utilising its features for efficient procurement processes. Training in the use of the digital platform will enable officials to streamline their procurement activities, improve transparency, and enhance overall efficiency in the procurement process.

Finally, ensuring that public sector commercial teams are adequately funded is essential not only for successful procurement processes, as it allows for the implementation of best practices and the adoption of innovative solutions, but also for ensuring the best possible public services for UK citizens. Increased funding can also help streamline the procurement process and reduce delays. It is also important for government contracts to have fair margins and risk-sharing provisions that are proportionate to the size and complexity of the project. This can help prevent cost overruns, delays, and potential disputes.

In addition to these points, Chapter Two of the BSA Manifesto 2023 includes extensive suggestions for policymakers on ways in which to improve the procurement process.<sup>49</sup>

## Opportunity - The Transition to Net Zero

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<sup>49</sup> BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](https://www.bsa-org.com/BSA-Manifesto-2023-1.pdf)



The business services sector in the UK is set to experience significant changes in the coming years as the country moves towards Net Zero emissions. The transition to Net Zero will have a significant impact on the sector, with the need to reduce emissions, increase energy efficiency, and develop new business models to support the transition. Organisations will also need to be mindful of ensuring that their green transition plans continue to align with their commercial interests, particularly in the face of economic uncertainty.

The sector is well placed to capitalise on the opportunity that our transition to a greener and more sustainable economy presents. Through greening their own operations and supporting clients and partners across the public and private sectors in their own transition journeys, the sector can enable the UK to become a world leader in offering innovative green solutions.

Business services organisations have been, and will continue to be, actively involved in developing energy and utilities strategies for private and public sector clients.<sup>50</sup> By analysing their energy consumption patterns and identifying areas for improvement, BSA members have already helped numerous clients reduce their carbon footprint and increase energy efficiency. This has not only resulted in cost savings for the clients but has also contributed to the overall goal of achieving Net Zero emissions.

In addition to this, many organisations have been working with SMEs in their supply chains to help them transition towards Net Zero.<sup>51</sup> By providing guidance, resources, and support, BSA members have helped these SMEs reduce their emissions and adopt more sustainable practices. This collaboration has not only benefited the SMEs by making their operations more environmentally friendly but has also contributed to the overall goal of achieving Net Zero emissions.

As with the other opportunities in this Chapter, combining private sector initiatives with public policy action and targeted investment from both industry and government will enable both the sector and the wider economy to reap the full benefits this opportunity presents.

### *Proposal - Green investment and incentives*

The BSA 2023 Manifesto sets out a number of policies to support the transition to Net Zero, including the development of renewable energy sources, investing in grid capacity, and the implementation of energy efficiency measures.<sup>52</sup> These policies will have a direct impact on the business services sector, as businesses will need to reduce their emissions, invest in renewable energy sources, and develop new business models to support the transition.

Other suggestions include reforms to the indexation of gas to electricity prices, amending existing distribution cost burdens to create much closer parity to supply rates, and further tax incentives such as removing the VAT on Air Source Heat Pumps when installed in commercial settings.

There is also the opportunity for government to lead by example as one of the largest occupiers of commercial buildings in the UK by investing in its own property portfolio. Ensuring that government departments have sufficient resources to invest in energy efficiency across the commercial property estate, scaled up across the UK, would result in a huge reduction in carbon emissions.

An excellent example of how higher decarbonisation targets could accelerate the energy transition can be found in the NHS where new investment is needed in an aging infrastructure. This sector has been pioneering a low carbon approach over the past decade, with the development of a more ambitious Energy Performance Contract.

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<sup>50</sup> BSA (2024) [Net Zero - BSA \(bsa-org.com\)](https://bsa-org.com)

<sup>51</sup> BSA (2024) [Net Zero - BSA \(bsa-org.com\)](https://bsa-org.com)

<sup>52</sup> BSA (2023) [BSA-Manifesto-2023-1.pdf \(bsa-org.com\)](https://bsa-org.com)



There is also considerable opportunity to be found in retrofitting the commercial estate. One survey respondent highlighted that this is set to become a “significant growth opportunity for the business services sector to support on the consultation and engineering of green infrastructure”. As it stands, refurbishments relating to commercial buildings, including materials and installation of retrofits including solar panels and heat pumps are subject to VAT. This is in contrast to domestic settings where those installing heat pumps or solar panels in their homes between 1 April 2023 and 31 March 2027 will pay no VAT. Removing VAT for green property refurbishments would “not only encourage more businesses to invest in decarbonisation but would support this growth opportunity for the businesses services sector.”

Finally, the business services sector recognises that the rollout of Electric Vehicles (EVs) is contingent on the availability of smart charging infrastructure and bolstered grid capacity. To support the transition to EVs, business services organisations are actively involved in the development of smart charging infrastructure, including charging stations and grid upgrades. Further government investment, combined with a clear and achievable EV strategy, is crucial for enabling the widespread adoption of EVs and reducing carbon emissions from transportation.

Put together, all of these projects would also create jobs across the UK, from low to high-skilled, often in STEM areas, and would be well-suited to apprenticeships. Combining this with reforms to skills policy set out in Part I of this Chapter would encourage more people into the green collar jobs of the future. Moreover, some of the UK’s biggest energy users are in the nation’s more deprived areas so such action would support wider levelling up ambitions.



## Annexes

### Sources

The Annexes that follow are drawn from the following sources:

**Annex 1 - List of BSA Members March 2024.** Source: Business Services Association (internal document)

**Annex 2 - SIC Codes Identified as Business Services Activities.** Source: Business Services Association, *DBT Survey 2024*

**Annex 3 - Summary of SIC code structure.** Source: ONS, *UK SIC 2007 Summary of Structure*. <https://www.ons.gov.uk/methodology/classificationsandstandards/ukstandardindustrialclassificationofeconomicactivities/uksic2007>

**Annex 4 - BSA Survey Respondent Activities by SIC Code.** Source: Business Services Association, *DBT Survey 2024*

**Annex 5 - Other SIC Codes Identified by Respondents.** Source: Business Services Association, *DBT Survey 2024*

**Annex 6 - Key Economic Indicators by BSA Division Groupings.** Source: ONS, *Non-financial business economy, UK and regional (Annual Business Survey): 2021 results* [Non-financial business economy, UK and regional \(Annual Business Survey\) - Office for National Statistics \(ons.gov.uk\)](#)

**Annexes 7-16 - Business Services and Associated Sectors Totals for 2012 -2021 Divided by Region.** Source: ONS, *Non-financial business economy, UK and regional (Annual Business Survey): 2021 results* [Non-financial business economy, UK and regional \(Annual Business Survey\) - Office for National Statistics \(ons.gov.uk\)](#)

**Annex 17 - Annual Jobs by Division-level industry aggregations.** Source: ONS, *Output per Job, UK Output per job, UK - Office for National Statistics (ons.gov.uk)*



## Annex 1 - List of BSA Members, March 2024

3C3 Ltd  
4Merit  
AECOM  
Amey Plc  
Ankura  
Aramark  
Arcadis LLP  
Arcus FM  
AtkinsRéalis  
Atlas FM  
Atos  
AutogenAI  
Baachu  
Balfour Beatty Plc  
Barclays Corporate  
Bellrock  
Bevan Brittan LLP  
Birkin Group  
Browne Jacobson LLP  
BT Group Plc  
Business 2 Business  
Capita Plc  
Catch 22  
CGI  
CH & Co Group  
City FM  
Clyde & Co LLP  
CMS Cameron McKenna Nabarro Olswang  
LLP  
Compass Group Plc  
Connections Consulting  
Cornel Ltd  
Costain  
Deloitte  
DWF LLP  
Elior UK Ltd  
Equans  
Eric Wright FM  
Form1 Partners  
Fujitsu UK  
G3 Systems Ltd  
G4S Plc  
Glaston Consulting  
Global Secure Accreditation  
GoodPeople  
HP  
IBM  
Ingeus  
ISS UK  
Jobs22  
Kier Group Plc  
KPMG  
Lumby CMS  
Mace  
Maximus UK Ltd  
Mazars  
Medallia  
Mitie  
MTC  
NatWest  
NCG  
Netcompany UK Ltd  
Oxfordshire Business Consultancy Ltd  
P3  
Pinsent Masons LLP  
Public Digital  
Reed in Partnership  
Robertson FM  
Salisbury Group  
Seetec Group Ltd  
Serco Group Plc  
Sharpe Pritchard LLP  
Sodexo Ltd  
Sopra Steria Ltd  
Space Solutions  
Spend Network  
Strictly Education  
The Grichan Whitestone Partnership  
The Growth Company  
The Network Group  
The Palladium Group  
The Shaw Trust  
The Sustainability Group  
Turley  
Twin UK  
Veolia  
Vercity  
VINCI Facilities  
VPS Group  
Wand Consulting  
Wates Group  
WSP



## Annex 2 - SIC codes identified as business services by the Department for Business and Trade in consultation with the Business Services Association

### Section I - Accommodation and food service activities

- 56290 Food services

### Section J - Information and communication

- 62012 Business and domestic software development
- 62020 Information technology consultancy activities
- 62030 Computer facilities management activities
- 62090 Other information technology service activities

### Section M - Professional, scientific and technical 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

### Section N - Administrative and support service 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

### Section N - Administrative and support service activities (cont.)



- 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.

**Section O - Public administration and defence; compulsory social security**

- 84110 General public administration activities



### Annex 3 - Summary of SIC Codes Structure

Section	Division	Group	Class	Sub-Class	Associated business services SIC Code
I - ACCOMMODATION AND FOOD SERVICE ACTIVITIES	56 Food and beverage service activities	56.1 Restaurants and mobile food service activities	56.10 Restaurants and mobile food service activities	56.10/1 Licensed restaurants	
				56.10/2 Unlicensed restaurants and cafes	
			56.10/3 Take away food shops and mobile food stands		
		56.2 Event catering and other food service activities	56.21 Event catering activities		
			56.29 Other food service activities		56290 Food services
		56.3 Beverage serving activities	56.30 Beverage serving activities	56.30/1 Licensed clubs	
				56.30/2 Public houses and bars	
		J - INFORMATION AND COMMUNICATION	62 Computer programming, consultancy and related activities	62.0 Computer programming, consultancy and related activities	62.01 Computer programming activities



				62.01/2 Business and domestic software development	62012 Business and domestic software development	
			62.02 Computer consultancy activities		62020 Information technology consultancy activities	
			62.03 Computer facilities management activities		62030 Computer facilities management activities	
			62.09 Other information technology and computer service activities		62090 Other information technology service activities	
M - PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	70 Activities of head offices; management consultancy activities	70.1 Activities of head offices	70.10 Activities of head offices		70100 Activities of head offices	
		70.2 Management consultancy activities	70.21 Public relations and communication activities			
			70.22 Business and other management consultancy activities	70.22/1 Financial management		
				70.22/9 Management consultancy activities (other than financial management)		



	71 Architectural and engineering activities; technical testing and analysis	71.1 Architectural and engineering activities and related technical consultancy	71.11 Architectural activities	71.11/1 Architectural activities	
				71.11/2 Urban planning and landscape architectural activities	
			71.12 Engineering activities and related technical consultancy	71.12/1 Engineering design activities for industrial process and production	71121 Engineering design activities for industrial process and production
		71.12/2 Engineering related scientific and technical consulting activities		71122 Engineering related scientific and technical consulting activities	
		71.12/9 Other engineering activities (not including engineering design for industrial process and production or engineering related scientific and technical consulting activities)		71129 Other engineering activities	
		71.2 Technical testing and analysis			



			71.20 Technical testing and analysis			
N - ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES	77 Rental and leasing activities	77.1 Renting and leasing of motor vehicles	77.11 Renting and leasing of cars and light motor vehicles		77110 Renting and leasing of cars and light motor vehicles	
			77.12 Renting and leasing of trucks		77120 Renting and leasing of trucks and other heavy vehicles	
		77.2 Renting and leasing of personal and household goods	77.21 Renting and leasing of recreational and sports goods		77210 Renting and leasing of recreational and sports goods	
			77.22 Renting of video tapes and disks		77220 Renting of video tapes and disks	
			77.29 Renting and leasing of other personal and household goods	77.29/1 Renting and leasing of media entertainment equipment		77291 Renting and leasing of media entertainment equipment
				77.29/9 Renting and leasing of other personal and household goods (other than media entertainment equipment)		77299 Renting and leasing of other personal and household goods
			77.3 Renting and leasing of other machinery, equipment and tangible goods	77.31 Renting and leasing of agricultural machinery and equipment		77310 Renting and leasing of agricultural machinery and equipment



			77.32 Renting and leasing of construction and civil engineering machinery and equipment		77320 Renting and leasing of construction and civil engineering machinery and equipment
			77.33 Renting and leasing of office machinery and equipment (including computers)		77330 Renting and leasing of office machinery and equipment (including computers)
			77.34 Renting and leasing of water transport equipment	77.34/1 Renting and leasing of passenger water transport equipment	77341 Renting and leasing of passenger water transport equipment
				77.34/2 Renting and leasing of freight water transport equipment	77342 Renting and leasing of freight water transport equipment
			77.35 Renting and leasing of air transport equipment	77.35/1 Renting and leasing of passenger air transport equipment	77351 Renting and leasing of air passenger transport equipment
				77.35/2 Renting and leasing of freight air transport equipment	77352 Renting and leasing of freight air transport equipment
			77.39 Renting and leasing of other machinery, equipment and tangible goods n.e.c.		77390 Renting and leasing of other machinery, equipment and tangible goods n.e.c.



		77.4 Leasing of intellectual property and similar products, except copyrighted works	77.40 Leasing of intellectual property and similar products, except copyrighted works		77400 Leasing of intellectual property and similar products, except copyright works
78 Employment activities		78.1 Activities of employment placement agencies	78.10 Activities of employment placement agencies	78.10/1 Motion picture, television and other theatrical casting	
				78.10/9 Activities of employment placement agencies (other than motion picture, television and other theatrical casting) n.e.c.	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
80 Security and investigation activities		80.1 Private security activities	80.10 Private security activities		80100 Private security activities
		80.2 Security systems service activities	80.20 Security systems service activities		80200 Security systems service activities



		80.3 Investigation activities	80.30 Investigation activities			
		81.1 Combined facilities support activities	81.10 Combined facilities support activities		81100 Combined facilities support activities	
		81.2 Cleaning activities	81.21 General cleaning of buildings		81210 General cleaning of buildings	
	81 Services to buildings and landscape activities		81.22 Other building and industrial cleaning activities	81.22/1 Window cleaning services		81221 Window cleaning services
				81.22/2 Specialised cleaning services		81222 Specialised cleaning services
				81.22/3 Furnace and chimney cleaning services		81223 Furnace and chimney cleaning services
				81.22/9 Building and industrial cleaning activities (other than window cleaning, specialised cleaning and furnace and chimney cleaning services) n.e.c.		81229 Other building and industrial cleaning activities
				81.29 Other cleaning activities		81299 Other cleaning services



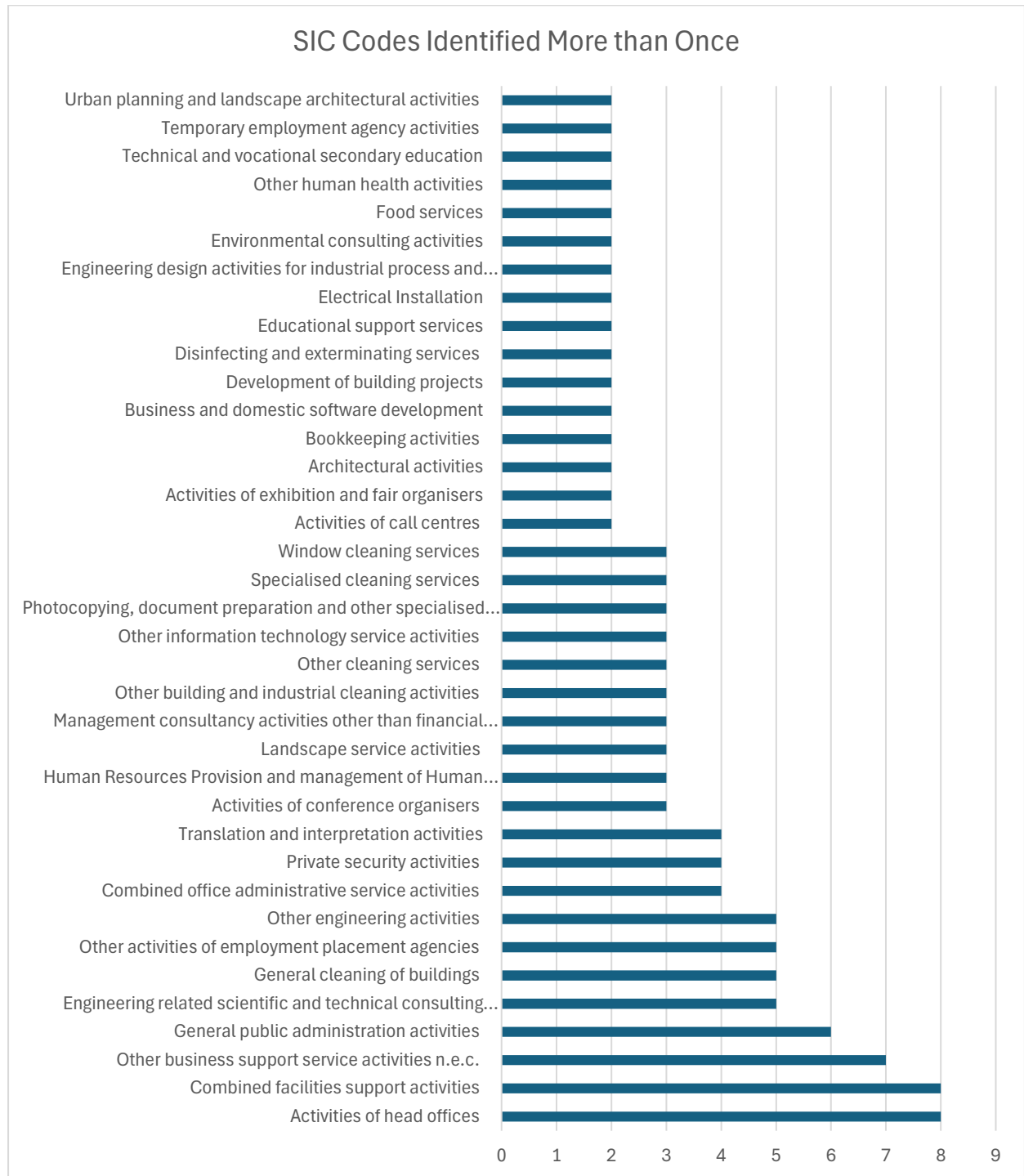
				81.29/1 Disinfecting and extermination services	81291 Disinfecting and exterminating services		
				81.29/9 Cleaning services (other than disinfecting and extermination services) n.e.c.	81299 Other cleaning services		
				81.3 Landscape service activities	81.30 Landscape service activities		81300 Landscape service activities
	82 Office administrative, office support and other business support activities	82.1 Office administrative and support activities		82.11 Combined office administrative service activities		82110 Combined office administrative service activities	
				82.19 Photocopying, document preparation and other specialised office support activities		82190 Photocopying, document preparation and other specialised office support activities	
		82.2 Activities of call centres		82.20 Activities of call centres		82200 Activities of call centres	
		82.3 Organisation of conventions and trade shows		82.30 Organisation of conventions and trade shows	82.30/1 Activities of exhibition and fair organisers		82301 Activities of exhibition and fair organisers
					82.30/2 Activities of conference organisers		82302 Activities of conference organisers



		82.9 Business support service activities n.e.c.	82.91 Activities of collection agencies and credit bureaus	82.91/1 Activities of collection agencies	82911 Activities of collection agencies
				82.91/2 Activities of credit bureaus	82912 Activities of credit bureaus
			82.92 Packaging activities		82920 Packaging activities
		82.99 Other business support service activities n.e.c.		82990 Other business support service activities n.e.c.	



## Annex 4 - BSA Survey Respondent Activities by SIC Codes (identified by two or more respondents)





## Annex 5 - Other SIC Codes Identified by Respondents to the BSA Survey (excluding those identified more than once)

### Section F - Construction

- 41201 Construction of commercial buildings
- 42110 Construction of roads and motorways
- 42220 Construction of utility projects for electricity and telecommunications
- 42910 Construction of water projects
- 42990 Construction of other civil engineering projects n.e.c.
- 43110 Demolition
- 43120 Site preparation
- 43130 Test drilling and boring
- 43220 Plumbing, heat and air-conditioning installation
- 43290 Other construction installation
- 43310 Plastering
- 43320 Joinery installation
- 43330 Floor and wall covering
- 43341 Painting
- 43342 Glazing
- 43390 Other building completion and finishing
- 43910 Roofing activities
- 43999 Other specialised construction activities n.e.c.

### Section G - Wholesale and retail trade; repair of motor vehicles and motorcycles

- 47110 Retail sale in non-specialised stores with food, beverages or tobacco predominating
- 47799 Retail sale of other second-hand goods in stores (not incl. antiques)

### Section H - Transportation and storage

- 52290 Other transportation support activities

### Section I - Accommodation and food service activities

- 56210 Event catering activities

### Section J - Information and communication

- 62020 Information technology consultancy activities
- 62030 Computer facilities management activities

### Section L - Real estate activities

- 68320 Management of real estate on a fee or contract basis

### Section M - Professional, scientific and technical activities

- 70221 Financial management
- 72190 Other research and experimental development on natural sciences and engineering
- 74909 Other professional, scientific and technical activities n.e.c.

### Section N - Administrative and support service activities

- 77320 Renting and leasing of construction and civil engineering machinery and equipment
- 80200 Security systems service activities
- 81223 Furnace and chimney cleaning services
- 82911 Activities of collection agencies

### Section O - Public administration and defence; compulsory social security



- 84210 Foreign affairs

**Section P - Education**

- 85520 Cultural education
- 85590 Other education n.e.c.

**Section Q - Human health and social work activities**

- 87900 Other residential care activities n.e.c.
- 88990 Other social work activities without accommodation n.e.c.

**Section S - Other service activities**

- 96090 Other service activities n.e.c.



## Annex 6 - Key Economic Indicators by BSA Division Groupings

### Total turnover (£ million)

Year	UK Section N (excluding travel agencies)	UK business services and associated sectors	Total UK Business	Non-Financial
2012	134,447	377,862	3,329,513	
2013	139,203	408,650	3,542,268	
2014	151,418	430,788	3,445,024	
2015	156,546	458,763	3,365,823	
2016	165,493	504,555	3,525,775	
2017	179,741	532,407	3,823,162	
2018	193,987	568,967	4,029,100	
2019	212,924	626,378	4,093,216	
2020	188,089	576,114	3,592,779	

### Approximate gross value added at basic prices (aGVA) (£ million)

Year	Section N (excluding Travel agencies)	UK business services and associated sectors	Total UK Business	Non-Financial
2012	74,669	202,707	934,045	
2013	83,844	234,336	1,001,857	
2014	95,054	256,786	1,087,175	
2015	98,975	273,144	1,142,070	
2016	103,467	292,201	1,161,990	
2017	108,100	297,305	1,218,978	
2018	113,595	312,030	1,269,185	
2019	120,417	342,828	1,309,211	
2020	110,855	310,749	1,191,976	
2021	124,529	342,543	1,362,866	

### Total purchases of goods, materials and services (£ million)

Year	Section N (excluding Travel agencies)	UK business services and associated sectors	Total UK Business	Non-Financial
2012	56,457	164,661	2,357,345	
2013	55,639	175,249	2,506,001	
2014	56,400	177,421	2,337,331	
2015	58,351	188,293	2,200,721	
2016	62,220	211,788	2,338,100	
2017	72,232	233,410	2,582,797	
2018	81,449	259,800	2,735,518	
2019	93,164	286,043	2,757,124	
2020	76,988	266,785	2,377,381	
2021	98,689	296,569	2,733,292	

### Total employment costs (£ million)



<b>Year</b>	<b>Section N (excluding travel agencies)</b>	<b>UK business services and associated sectors</b>	<b>Total UK Non-Financial Business</b>
2012	43,161	122,218	518,161
2013	45,559	128,558	539,774
2014	49,552	139,580	564,856
2015	51,425	148,226	591,906
2016	54,591	165,849	616,451
2017	57,919	173,931	642,618
2018	60,710	173,590	661,686
2019	63,973	186,340	694,648
2020	62,025	188,387	691,408
2021	69,591	208,956	751,938



## Annex 7 - Business Services and Associated Sectors Totals for 2021 Divided by Region

UK Regions and business services sub-sectors	Total turnover (£million)	Approximate GVA (£million)	Total purchases of goods, materials and services (£million)	Total employment costs (£million)
<b>East Midlands</b>	<b>27909</b>	<b>16343</b>	<b>11821</b>	<b>9077</b>
Activities of head offices; management consultancy activities	6438	3106	3317	2083
Architectural and engineering activities; technical testing and analysis	3596	2224	1442	1095
Computer programming, consultancy and related activities	4709	2859	1870	1281
Employment activities	2910	2148	765	1767
Food and beverage service activities	2990	1592	1477	994
Office administrative, office support and other business support activities	3049	1820	1283	917
Rental and leasing activities	2168	1308	886	344
Security and investigation activities	544	274	278	182
Services to buildings and landscapes activities	1505	1012	503	414
<b>East of England</b>	<b>56007</b>	<b>30986</b>	<b>25625</b>	<b>18591</b>
Activities of head offices; management consultancy activities	15862	8737	7211	5689
Architectural and engineering activities; technical testing and analysis	8250	4517	3822	1909
Computer programming, consultancy and related activities	6463	3692	2839	2198
Employment activities	5472	4371	1103	3434
Food and beverage service activities	5321	2811	2628	1861
Office administrative, office support and other business support activities	6639	2227	4521	1197
Rental and leasing activities	3312	1783	1622	493
Security and investigation activities	756	592	169	335
Services to buildings and landscapes activities	3932	2256	1710	1475
<b>London</b>	<b>210025</b>	<b>107212</b>	<b>103947</b>	<b>70143</b>
Activities of head offices; management consultancy activities	58651	32104	26819	23554
Computer programming, consultancy and related activities	14677	7765	7008	5156
Employment activities	59248	25941	33584	16275
Food and beverage service activities	21318	10340	11002	6789
Office administrative, office support and other business support activities	14666	7339	7580	5218
Rental and leasing activities	23169	12431	10989	7858
Security and investigation activities	8565	5193	3271	788
Services to buildings and landscapes activities	3202	2445	800	2002
<b>North East</b>	<b>11598</b>	<b>6396</b>	<b>5217</b>	<b>4306</b>



Activities of head offices; management consultancy activities	1918	788	1132	805
Architectural and engineering activities; technical testing and analysis	1567	871	739	590
Computer programming, consultancy and related activities	1957	1350	612	624
Employment activities	1147	778	370	617
Food and beverage service activities	1855	845	1056	685
Office administrative, office support and other business support activities	1156	663	495	453
Rental and leasing activities	915	552	377	134
Security and investigation activities	103	[c]	[c]	76
Services to buildings and landscapes activities	980	549	436	322
<b>North West</b>	<b>53749</b>	<b>28974</b>	<b>25101</b>	<b>17147</b>
Activities of head offices; management consultancy activities	8433	4833	3459	3094
Architectural and engineering activities; technical testing and analysis	5613	3816	1842	2323
Computer programming, consultancy and related activities	7591	4736	2948	2988
Employment activities	7491	3143	4355	2381
Food and beverage service activities	6223	3277	3057	2249
Office administrative, office support and other business support activities	8229	4271	4045	1603
Rental and leasing activities	4491	1749	2801	708
Security and investigation activities	2015	1031	1042	552
Services to buildings and landscapes activities	3663	2118	1552	1249
<b>Northern Ireland</b>	<b>7035</b>	<b>4587</b>	<b>2548</b>	<b>3510</b>
Activities of head offices; management consultancy activities	1076	579	525	406
Computer programming, consultancy and related activities	835	533	318	323
Employment activities	1612	1175	448	1149
Food and beverage service activities	684	652	32	515
Office administrative, office support and other business support activities	1156	552	632	430
Rental and leasing activities	442	300	149	252
Security and investigation activities	512	307	210	67
Services to buildings and landscapes activities	188	144	44	145
<b>Scotland</b>	<b>35819</b>	<b>19830</b>	<b>16164</b>	<b>11881</b>
Activities of head offices; management consultancy activities	3905	2076	1739	1499
Computer programming, consultancy and related activities	11334	5091	6315	2380
Employment activities	4401	2725	1678	1651
Food and beverage service activities	2779	1661	1123	1336
Office administrative, office support and other business support activities	4000	2081	1991	1517
Rental and leasing activities	3033	2185	883	1272



Security and investigation activities	3110	1848	1302	715
Services to buildings and landscapes activities	453	343	119	265
<b>South East</b>	<b>112635</b>	<b>59991</b>	<b>52438</b>	<b>34339</b>
Activities of head offices; management consultancy activities	26535	12804	12671	7426
Computer programming, consultancy and related activities	10048	5838	4281	3831
Employment activities	32694	17364	15567	10606
Food and beverage service activities	10977	5284	5710	3481
Office administrative, office support and other business support activities	9689	4973	4949	3244
Rental and leasing activities	8393	5234	3306	2118
Security and investigation activities	7846	4716	3219	798
Services to buildings and landscapes activities	1848	1089	791	1034
<b>South West</b>	<b>36468</b>	<b>21808</b>	<b>14481</b>	<b>11182</b>
Activities of head offices; management consultancy activities	4460	2680	1763	1642
Computer programming, consultancy and related activities	4910	2826	2129	1671
Employment activities	5973	3475	2606	2002
Food and beverage service activities	2722	1887	842	1489
Office administrative, office support and other business support activities	4913	2581	2451	1721
Rental and leasing activities	4420	2414	2094	1196
Security and investigation activities	6171	4754	1460	503
Services to buildings and landscapes activities	589	[c]	[c]	276
<b>Wales</b>	<b>10105</b>	<b>6164</b>	<b>4059</b>	<b>4241</b>
Activities of head offices; management consultancy activities	1971	1179	772	829
Computer programming, consultancy and related activities	1187	779	408	495
Employment activities	802	543	263	361
Food and beverage service activities	1199	929	271	810
Office administrative, office support and other business support activities	2385	1183	1219	643
Rental and leasing activities	1139	515	639	569
Security and investigation activities	621	502	207	150
Services to buildings and landscapes activities	231	197	44	137
<b>West Midlands</b>	<b>39381</b>	<b>20687</b>	<b>19001</b>	<b>13019</b>
Activities of head offices; management consultancy activities	7886	4432	3428	2999
Architectural and engineering activities; technical testing and analysis	4003	2261	1802	1682
Computer programming, consultancy and related activities	6078	3330	2770	2047
Employment activities	4234	2551	1685	1982



Food and beverage service activities	4534	2048	2551	1481
Office administrative, office support and other business support activities	6552	2961	3725	1298
Rental and leasing activities	2925	1321	1627	450
Security and investigation activities	758	454	312	282
Services to buildings and landscapes activities	2411	1329	1101	798
<b>Yorkshire and The Humber</b>	<b>34853</b>	<b>19565</b>	<b>16167</b>	<b>11520</b>
Activities of head offices; management consultancy activities	6824	3165	3664	2291
Architectural and engineering activities; technical testing and analysis	3762	2047	1770	1191
Computer programming, consultancy and related activities	6093	4041	2645	1876
Employment activities	5389	2704	2684	2097
Food and beverage service activities	4449	2450	2083	1301
Office administrative, office support and other business support activities	3686	2171	1580	1502
Rental and leasing activities	2591	1552	1076	358
Security and investigation activities	598	492	116	264
Services to buildings and landscapes activities	1461	943	549	640
<b>Grand Total</b>	<b>635584</b>	<b>342543</b>	<b>296569</b>	<b>208956</b>



## Annex 8 - Business services and associated sectors totals for 2020 divided by region

Regions and business services sub-sectors	Total turnover (£million)	Approximate GVA (£million)	Total purchases of goods, materials and services (£million)	Total employment costs (£ million)
<b>East Midlands</b>	<b>24489</b>	<b>14759</b>	<b>9888</b>	<b>9060</b>
Activities of head offices; management consultancy activities	5340	2737	2634	1904
Architectural and engineering activities; technical testing and analysis	3811	2093	1719	1003
Computer programming, consultancy and related activities	3089	2152	1033	1176
Employment activities	3216	2504	717	2392
Food and beverage service activities	2823	1451	1336	915
Office administrative, office support and other business support activities	2264	1300	1007	723
Rental and leasing activities	2629	1679	955	389
Security and investigation activities	304	201	103	184
Services to buildings and landscapes activities	1013	642	384	374
<b>East of England</b>	<b>52232</b>	<b>28167</b>	<b>24470</b>	<b>17884</b>
Activities of head offices; management consultancy activities	13684	6446	7393	4848
Architectural and engineering activities; technical testing and analysis	8065	4647	3443	2086
Computer programming, consultancy and related activities	7598	4438	3309	2768
Employment activities	8009	4454	3570	3417
Food and beverage service activities	4034	2000	2037	1405
Office administrative, office support and other business support activities	3992	2056	1959	1232
Rental and leasing activities	2489	1538	958	494
Security and investigation activities	774	467	310	303
Services to buildings and landscapes activities	3587	2121	1491	1331
<b>London</b>	<b>183658</b>	<b>96442</b>	<b>88225</b>	<b>60746</b>
Activities of head offices; management consultancy activities	57168	29442	28062	20625
Computer programming, consultancy and related activities	13638	6652	6999	5239
Employment activities	51865	24600	27639	14166
Food and beverage service activities	15289	8129	7182	5729
Office administrative, office support and other business support activities	11277	6049	5238	4157
Rental and leasing activities	18715	11191	7724	6416
Security and investigation activities	7240	4910	2347	546
Services to buildings and landscapes activities	2186	1673	520	1478
<b>North East</b>	<b>10233</b>	<b>5874</b>	<b>4326</b>	<b>3820</b>



Activities of head offices; management consultancy activities	1530	879	653	567
Architectural and engineering activities; technical testing and analysis	1692	932	808	652
Computer programming, consultancy and related activities	1477	1106	413	517
Employment activities	1104	681	426	605
Food and beverage service activities	1439	602	822	476
Office administrative, office support and other business support activities	904	521	394	358
Rental and leasing activities	801	584	241	139
Security and investigation activities	152	0	0	104
Services to buildings and landscapes activities	1134	569	569	402
<b>North West</b>	<b>48830</b>	<b>23647</b>	<b>25256</b>	<b>14935</b>
Activities of head offices; management consultancy activities	8322	1461	6724	2982
Architectural and engineering activities; technical testing and analysis	6093	3553	2579	2119
Computer programming, consultancy and related activities	7540	5296	2372	2055
Employment activities	6565	2831	3744	2185
Food and beverage service activities	5356	2465	2878	1925
Office administrative, office support and other business support activities	7133	3782	3375	1574
Rental and leasing activities	3771	1745	2033	625
Security and investigation activities	749	548	204	447
Services to buildings and landscapes activities	3301	1966	1347	1023
<b>Northern Ireland</b>	<b>6614</b>	<b>4282</b>	<b>2321</b>	<b>3177</b>
Activities of head offices; management consultancy activities	932	453	478	344
Computer programming, consultancy and related activities	673	416	265	256
Employment activities	1646	1278	338	991
Food and beverage service activities	512	485	29	439
Office administrative, office support and other business support activities	1156	564	590	457
Rental and leasing activities	583	395	194	297
Security and investigation activities	423	242	187	68
Services to buildings and landscapes activities	175	128	47	108
<b>Scotland</b>	<b>30991</b>	<b>16914</b>	<b>14228</b>	<b>10970</b>
Activities of head offices; management consultancy activities	3394	1744	1647	1457
Computer programming, consultancy and related activities	9325	3748	5628	2397
Employment activities	4478	2997	1554	1534
Food and beverage service activities	2504	1513	996	1194
Office administrative, office support and other business support activities	3316	1819	1502	1338



Rental and leasing activities	2706	1715	1013	1087
Security and investigation activities	2032	1277	760	473
Services to buildings and landscapes activities	384	303	83	259
<b>South East</b>	<b>109145</b>	<b>60534</b>	<b>48422</b>	<b>31255</b>
Activities of head offices; management consultancy activities	26572	12962	12644	7128
Computer programming, consultancy and related activities	10986	6890	4200	3373
Employment activities	35334	18382	17431	10157
Food and beverage service activities	6866	3814	3065	2807
Office administrative, office support and other business support activities	6757	3503	3258	2305
Rental and leasing activities	8788	4924	3963	2250
Security and investigation activities	7870	6163	1722	757
Services to buildings and landscapes activities	1570	1031	544	652
<b>South West</b>	<b>31993</b>	<b>18863</b>	<b>13388</b>	<b>10719</b>
Activities of head offices; management consultancy activities	5019	2518	2527	2249
Computer programming, consultancy and related activities	4305	2678	1638	1580
Employment activities	6576	3788	2943	2091
Food and beverage service activities	2145	1433	714	1116
Office administrative, office support and other business support activities	3368	1704	1650	1385
Rental and leasing activities	2721	1453	1319	986
Security and investigation activities	5634	4187	1461	576
Services to buildings and landscapes activities	598	230	371	203
<b>Wales</b>	<b>8759</b>	<b>5584</b>	<b>3258</b>	<b>3574</b>
Activities of head offices; management consultancy activities	1758	1158	641	767
Computer programming, consultancy and related activities	1184	628	560	412
Employment activities	865	608	270	398
Food and beverage service activities	834	634	201	570
Office administrative, office support and other business support activities	1594	836	768	613
Rental and leasing activities	1115	811	316	374
Security and investigation activities	615	389	227	108
Services to buildings and landscapes activities	204	173	31	131
<b>West Midlands</b>	<b>39133</b>	<b>19743</b>	<b>18961</b>	<b>12294</b>
Activities of head offices; management consultancy activities	8870	3338	5538	2536
Architectural and engineering activities; technical testing and analysis	4283	2462	1836	1592
Computer programming, consultancy and related activities	7684	4575	3177	2126



Employment activities	3776	2211	1573	1686
Food and beverage service activities	3581	1841	1758	1154
Office administrative, office support and other business support activities	5369	2479	2903	1018
Rental and leasing activities	2022	1182	843	444
Security and investigation activities	568	[c]	[c]	244
Services to buildings and landscapes activities	2980	1655	1333	1494
<b>Yorkshire and The Humber</b>	<b>30037</b>	<b>15940</b>	<b>14042</b>	<b>9953</b>
Activities of head offices; management consultancy activities	7093	3901	3325	2389
Architectural and engineering activities; technical testing and analysis	2910	1696	1265	822
Computer programming, consultancy and related activities	3900	2243	1804	1533
Employment activities	3710	1765	1949	1475
Food and beverage service activities	4625	2163	2471	1393
Office administrative, office support and other business support activities	3559	1762	1805	1142
Rental and leasing activities	2011	1165	850	361
Security and investigation activities	443	[c]	[c]	216
Services to buildings and landscapes activities	1786	1245	573	622
<b>Grand Total</b>	<b>576114</b>	<b>310749</b>	<b>266785</b>	<b>188387</b>



## Annex 9 - Business services and associated sectors totals for 2019 divided by region

Regions and business services sub-sectors	Total turnover (£million)	Approximate GVA (£million)	Total purchases of goods, materials and services (£million)	Total employment costs (£ million)
<b>East Midlands</b>	<b>27882</b>	<b>15383</b>	<b>12721</b>	<b>8412</b>
Activities of head offices; management consultancy activities	5522	2953	2719	1540
Architectural and engineering activities; technical testing and analysis	3988	2478	1491	1120
Computer programming, consultancy and related activities	3427	2286	1219	1157
Employment activities	3613	2150	1471	1568
Food and beverage service activities	3947	1741	2190	1098
Office administrative, office support and other business support activities	3041	1288	1765	863
Rental and leasing activities	2452	1281	1175	364
Security and investigation activities	381	284	99	238
Services to buildings and landscapes activities	1511	922	592	464
<b>East of England</b>	<b>54383</b>	<b>30535</b>	<b>24295</b>	<b>16482</b>
Activities of head offices; management consultancy activities	11905	6789	5410	4340
Architectural and engineering activities; technical testing and analysis	9561	4966	4612	2274
Computer programming, consultancy and related activities	7897	5294	2722	2431
Employment activities	7826	4084	3755	2825
Food and beverage service activities	4217	2230	1980	1334
Office administrative, office support and other business support activities	4435	2534	1897	1077
Rental and leasing activities	3736	1931	1812	551
Security and investigation activities	850	454	396	350
Services to buildings and landscapes activities	3956	2253	1711	1300
<b>London</b>	<b>194792</b>	<b>107992</b>	<b>87922</b>	<b>58581</b>
Activities of head offices; management consultancy activities	58078	32902	25748	18176
Computer programming, consultancy and related activities	16560	8193	8406	5050
Employment activities	45119	23547	21908	12169
Food and beverage service activities	20153	11558	8617	6822
Office administrative, office support and other business support activities	16983	8945	8025	5187
Rental and leasing activities	19685	11165	8647	6333
Security and investigation activities	8622	5854	2778	787
Services to buildings and landscapes activities	2622	1758	868	1327



<b>North East</b>	<b>12302</b>	<b>6962</b>	<b>5403</b>	<b>3969</b>
Activities of head offices; management consultancy activities	1801	1105	726	531
Architectural and engineering activities; technical testing and analysis	1586	951	652	615
Computer programming, consultancy and related activities	1638	1132	518	642
Employment activities	1171	712	460	590
Food and beverage service activities	2238	967	1265	666
Office administrative, office support and other business support activities	1776	824	958	366
Rental and leasing activities	980	693	289	173
Security and investigation activities	108	98	11	79
Services to buildings and landscapes activities	1004	480	524	307
<b>North West</b>	<b>55305</b>	<b>27852</b>	<b>27599</b>	<b>15330</b>
Activities of head offices; management consultancy activities	11518	5131	6380	3023
Architectural and engineering activities; technical testing and analysis	6413	3660	2765	2048
Computer programming, consultancy and related activities	7187	4345	3021	1895
Employment activities	6715	3398	3322	2645
Food and beverage service activities	7064	3508	3493	2292
Office administrative, office support and other business support activities	7706	3312	4390	1472
Rental and leasing activities	4622	2057	2578	614
Security and investigation activities	1456	878	578	428
Services to buildings and landscapes activities	2624	1563	1072	913
<b>Northern Ireland</b>	<b>7441</b>	<b>4671</b>	<b>2786</b>	<b>2844</b>
Activities of head offices; management consultancy activities	1097	578	525	309
Computer programming, consultancy and related activities	750	465	296	253
Employment activities	1418	1080	339	670
Food and beverage service activities	750	658	93	479
Office administrative, office support and other business support activities	1603	775	823	439
Rental and leasing activities	528	308	222	233
Security and investigation activities	388	191	197	76
Services to buildings and landscapes activities	182	141	41	119
<b>Scotland</b>	<b>35365</b>	<b>19367</b>	<b>16287</b>	<b>11332</b>
Activities of head offices; management consultancy activities	4435	2501	2076	1523
Computer programming, consultancy and related activities	10437	4776	5687	2550
Employment activities	4057	2627	1461	1460
Food and beverage service activities	3106	1784	1327	1383
Office administrative, office support and other business support activities	5481	2701	2788	1782



Rental and leasing activities	2470	1659	836	821
Security and investigation activities	2694	1590	1105	551
Services to buildings and landscapes activities	305	271	37	241
<b>South East</b>	<b>123496</b>	<b>65239</b>	<b>57341</b>	<b>33926</b>
Activities of head offices; management consultancy activities	30140	14418	14315	8138
Computer programming, consultancy and related activities	10994	6807	4247	3187
Employment activities	36441	19481	17266	10218
Food and beverage service activities	9302	5248	4081	3557
Office administrative, office support and other business support activities	10245	4789	5417	2959
Rental and leasing activities	11132	5115	6128	2301
Security and investigation activities	6816	4718	2109	956
Services to buildings and landscapes activities	2389	1359	1030	777
<b>South West</b>	<b>31646</b>	<b>19150</b>	<b>12835</b>	<b>9218</b>
Activities of head offices; management consultancy activities	4623	2938	1805	1641
Computer programming, consultancy and related activities	4980	2839	2182	1346
Employment activities	4203	2563	1786	1302
Food and beverage service activities	2363	1612	761	1190
Office administrative, office support and other business support activities	5154	2498	2631	1522
Rental and leasing activities	2823	1459	1382	1033
Security and investigation activities	5238	4077	1179	384
Services to buildings and landscapes activities	490	245	247	201
<b>Wales</b>	<b>10797</b>	<b>6424</b>	<b>4428</b>	<b>3822</b>
Activities of head offices; management consultancy activities	1486	724	788	566
Computer programming, consultancy and related activities	1220	773	450	382
Employment activities	1052	791	283	504
Food and beverage service activities	977	608	371	544
Office administrative, office support and other business support activities	2997	1577	1417	798
Rental and leasing activities	972	634	340	397
Security and investigation activities	940	608	330	166
Services to buildings and landscapes activities	244	199	46	141
<b>West Midlands</b>	<b>38847</b>	<b>22321</b>	<b>16746</b>	<b>12746</b>
Activities of head offices; management consultancy activities	6252	2838	3522	2269
Architectural and engineering activities; technical testing and analysis	4398	2569	1820	1364
Computer programming, consultancy and related activities	8256	5004	3388	2489



Employment activities	3036	2158	880	1850
Food and beverage service activities	5477	2691	2756	1477
Office administrative, office support and other business support activities	3736	1980	1759	1052
Rental and leasing activities	3885	2747	1142	506
Security and investigation activities	353	271	82	225
Services to buildings and landscapes activities	3454	2063	1397	1514

<b>Yorkshire and The Humber</b>	<b>34122</b>	<b>16932</b>	<b>17680</b>	<b>9678</b>
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Activities of head offices; management consultancy activities	6567	3761	2980	1842
Architectural and engineering activities; technical testing and analysis	4451	1908	2546	946
Computer programming, consultancy and related activities	4240	2668	1839	1545
Employment activities	5117	2139	2983	1817
Food and beverage service activities	4351	2148	2196	1298
Office administrative, office support and other business support activities	4854	1540	3342	1003
Rental and leasing activities	2316	1399	924	367
Security and investigation activities	673	325	348	247
Services to buildings and landscapes activities	1553	1044	522	613

<b>Grand Total</b>	<b>626378</b>	<b>342828</b>	<b>286043</b>	<b>186340</b>
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## Annex 10 - Business services and associated sectors totals for 2018 divided by region

Regions and business services sub-sectors	Total turnover (£million)	Approximate GVA (£million)	Total purchases of goods, materials and services (£million)	Total employment costs (£ million)
<b>East Midlands</b>	<b>25695</b>	<b>15342</b>	<b>10663</b>	<b>8494</b>
Activities of head offices; management consultancy activities	5179	2812	2378	1889
Architectural and engineering activities; technical testing and analysis	3352	2078	1344	1085
Computer programming, consultancy and related activities	4154	2524	1670	1345
Employment activities	2841	1991	846	1491
Food and beverage service activities	3443	1783	1660	1010
Office administrative, office support and other business support activities	2720	1462	1390	711
Rental and leasing activities	2329	1534	810	337
Security and investigation activities	344	260	91	162
Services to buildings and landscapes activities	1333	898	474	464
<b>East of England</b>	<b>46995</b>	<b>26260</b>	<b>21045</b>	<b>14472</b>
Activities of head offices; management consultancy activities	7226	3630	3620	2808
Architectural and engineering activities; technical testing and analysis	11363	5629	5844	2245
Computer programming, consultancy and related activities	6130	3889	2329	2038
Employment activities	4406	3374	1044	2580
Food and beverage service activities	5369	2784	2559	1583
Office administrative, office support and other business support activities	4510	2467	2062	1140
Rental and leasing activities	3499	1760	1752	545
Security and investigation activities	868	574	331	265
Services to buildings and landscapes activities	3624	2153	1504	1268
<b>London</b>	<b>189041</b>	<b>102977</b>	<b>86952</b>	<b>57242</b>
Activities of head offices; management consultancy activities	52986	29051	24139	17455
Computer programming, consultancy and related activities	16275	8852	7526	4587
Employment activities	44644	22201	22774	11457
Food and beverage service activities	20697	11985	8726	7527
Office administrative, office support and other business support activities	17525	8652	8892	5426
Rental and leasing activities	18766	10860	8054	5747
Security and investigation activities	9303	5431	3868	749
Services to buildings and landscapes activities	2099	1872	254	1487
<b>North East</b>	<b>9457</b>	<b>4917</b>	<b>5080</b>	<b>3280</b>



Activities of head offices; management consultancy activities	1448	729	730	718
Architectural and engineering activities; technical testing and analysis	1303	827	484	502
Computer programming, consultancy and related activities	0	0	497	0
Employment activities	1450	656	797	470
Food and beverage service activities	2008	953	1063	630
Office administrative, office support and other business support activities	1131	583	550	380
Rental and leasing activities	848	442	408	149
Security and investigation activities	152	142	13	97
Services to buildings and landscapes activities	1117	585	538	334
<b>North West</b>	<b>41262</b>	<b>21327</b>	<b>22767</b>	<b>12217</b>
Activities of head offices; management consultancy activities	9021	4523	4358	2522
Architectural and engineering activities; technical testing and analysis	4899	3342	1596	1791
Computer programming, consultancy and related activities	0	0	2824	0
Employment activities	5796	3293	2509	2490
Food and beverage service activities	6545	3365	3161	1831
Office administrative, office support and other business support activities	7642	2729	4973	1573
Rental and leasing activities	3696	1761	1956	582
Security and investigation activities	825	576	263	431
Services to buildings and landscapes activities	2838	1738	1127	997
<b>Northern Ireland</b>	<b>6412</b>	<b>3957</b>	<b>2482</b>	<b>2642</b>
Activities of head offices; management consultancy activities	870	447	422	310
Computer programming, consultancy and related activities	649	394	272	239
Employment activities	1117	865	260	602
Food and beverage service activities	754	618	136	459
Office administrative, office support and other business support activities	1400	658	737	403
Rental and leasing activities	592	351	245	235
Security and investigation activities	390	190	200	73
Services to buildings and landscapes activities	135	106	29	93
<b>Scotland</b>	<b>34004</b>	<b>18695</b>	<b>15428</b>	<b>10720</b>
Activities of head offices; management consultancy activities	4075	2291	1784	1545
Computer programming, consultancy and related activities	9838	4748	5123	2464
Employment activities	3992	2507	1518	1270
Food and beverage service activities	2729	1774	959	1229
Office administrative, office support and other business support activities	4817	2567	2253	1565
Rental and leasing activities	3234	1713	1536	879



Security and investigation activities	2221	1274	954	510
Services to buildings and landscapes activities	420	370	58	272
<b>South East</b>	<b>102900</b>	<b>55875</b>	<b>43815</b>	<b>29623</b>
Activities of head offices; management consultancy activities	26897	11019	12342	7223
Computer programming, consultancy and related activities	10132	6386	3760	2830
Employment activities	28307	16268	12292	8362
Food and beverage service activities	7187	4805	2400	3102
Office administrative, office support and other business support activities	10674	5251	5407	3139
Rental and leasing activities	7063	3584	3482	1792
Security and investigation activities	6249	4543	1721	709
Services to buildings and landscapes activities	1576	1089	504	687
<b>South West</b>	<b>32070</b>	<b>18907</b>	<b>13463</b>	<b>9694</b>
Activities of head offices; management consultancy activities	3951	2339	1633	1510
Computer programming, consultancy and related activities	5023	2793	2265	1576
Employment activities	4609	2728	2017	1618
Food and beverage service activities	2598	1629	976	1271
Office administrative, office support and other business support activities	5129	2662	2505	1693
Rental and leasing activities	3037	1344	1705	805
Security and investigation activities	5412	4182	1268	394
Services to buildings and landscapes activities	560	366	202	223
<b>Wales</b>	<b>12710</b>	<b>7197</b>	<b>5568</b>	<b>3838</b>
Activities of head offices; management consultancy activities	2995	1471	1520	862
Computer programming, consultancy and related activities	820	533	298	363
Employment activities	1525	922	610	394
Food and beverage service activities	1820	806	1022	629
Office administrative, office support and other business support activities	2340	1394	939	694
Rental and leasing activities	1326	740	604	386
Security and investigation activities	768	530	243	110
Services to buildings and landscapes activities	487	351	153	168
<b>West Midlands</b>	<b>35958</b>	<b>19702</b>	<b>16447</b>	<b>11899</b>
Activities of head offices; management consultancy activities	7249	3012	4259	2387
Architectural and engineering activities; technical testing and analysis	3580	2397	1214	1338
Computer programming, consultancy and related activities	6910	4326	2638	2262
Employment activities	3531	2255	1285	1842



Food and beverage service activities	5601	2828	2785	1583
Office administrative, office support and other business support activities	4010	1745	2297	886
Rental and leasing activities	2592	1501	1113	495
Security and investigation activities	349	296	57	195
Services to buildings and landscapes activities	2136	1342	799	911

<b>Yorkshire and The Humber</b>	<b>32463</b>	<b>16874</b>	<b>16090</b>	<b>9469</b>
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Activities of head offices; management consultancy activities	6383	3665	2769	2363
Architectural and engineering activities; technical testing and analysis	4416	1589	2836	1022
Computer programming, consultancy and related activities	4253	2370	2248	1132
Employment activities	3830	2180	1649	1578
Food and beverage service activities	4558	2381	2197	1209
Office administrative, office support and other business support activities	4528	1855	2693	939
Rental and leasing activities	2410	1535	883	374
Security and investigation activities	662	470	202	289
Services to buildings and landscapes activities	1423	829	613	563

<b>Grand Total</b>	<b>568967</b>	<b>312030</b>	<b>259800</b>	<b>173590</b>
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## Annex 11 - Business services and associated sectors totals for 2017 divided by region

Regions and business services sub-sectors	Total turnover (£million)	Approximate GVA (£million)	Total purchases of goods, materials and services (£million)	Total employment costs (£ million)
<b>East Midlands</b>	<b>23243</b>	<b>13632</b>	<b>9717</b>	<b>8772</b>
Activities of head offices; management consultancy activities	5688	2762	2974	2556
Architectural and engineering activities; technical testing and analysis	2794	1869	908	962
Computer programming, consultancy and related activities	2427	1145	1300	895
Employment activities	2690	2321	369	1953
Food and beverage service activities	3287	1680	1606	854
Office administrative, office support and other business support activities	2621	1385	1257	705
Rental and leasing activities	2075	1458	650	313
Security and investigation activities	268	186	85	116
Services to buildings and landscapes activities	1393	826	568	418
<b>East of England</b>	<b>46410</b>	<b>27242</b>	<b>19049</b>	<b>13893</b>
Activities of head offices; management consultancy activities	7238	4169	3116	3214
Architectural and engineering activities; technical testing and analysis	11446	5880	5568	2024
Computer programming, consultancy and related activities	6430	4167	2290	1822
Employment activities	4321	3681	638	2512
Food and beverage service activities	4974	2455	2533	1440
Office administrative, office support and other business support activities	4781	2749	1786	1031
Rental and leasing activities	3226	1893	1343	487
Security and investigation activities	981	602	405	291
Services to buildings and landscapes activities	3013	1646	1370	1072
<b>London</b>	<b>166778</b>	<b>92783</b>	<b>74801</b>	<b>55140</b>
Activities of head offices; management consultancy activities	55145	30600	24864	20282
Computer programming, consultancy and related activities	13198	7714	5531	4464
Employment activities	33737	18922	15053	9493
Food and beverage service activities	18987	11230	7766	6839
Office administrative, office support and other business support activities	16479	8066	8392	4996
Rental and leasing activities	14586	7396	7335	4370
Security and investigation activities	6688	3768	2966	644
Services to buildings and landscapes activities	1852	1544	315	1384
<b>North East</b>	<b>8892</b>	<b>5257</b>	<b>3661</b>	<b>4271</b>
Activities of head offices; management consultancy activities	1371	722	656	618
Architectural and engineering activities; technical testing and analysis	1471	997	475	610



Computer programming, consultancy and related activities	[c]	[c]	[c]	430
Employment activities	1016	758	266	576
Food and beverage service activities	2109	939	1168	640
Office administrative, office support and other business support activities	1243	869	379	856
Rental and leasing activities	617	452	168	114
Security and investigation activities	158	129	31	103
Services to buildings and landscapes activities	907	391	518	324
<b>North West</b>	<b>44310</b>	<b>23436</b>	<b>20943</b>	<b>15129</b>
Activities of head offices; management consultancy activities	11419	4966	6308	3277
Architectural and engineering activities; technical testing and analysis	5156	3225	1975	1843
Computer programming, consultancy and related activities	[c]	[c]	[c]	1870
Employment activities	5928	4119	1808	2460
Food and beverage service activities	6828	3229	3593	1822
Office administrative, office support and other business support activities	6743	3075	3694	1614
Rental and leasing activities	3695	1995	1797	605
Security and investigation activities	497	394	104	284
Services to buildings and landscapes activities	4044	2433	1664	1354
<b>Northern Ireland</b>	<b>6194</b>	<b>3476</b>	<b>2731</b>	<b>2646</b>
Activities of head offices; management consultancy activities	663	348	316	267
Computer programming, consultancy and related activities	662	383	283	241
Employment activities	971	703	278	554
Food and beverage service activities	627	591	36	511
Office administrative, office support and other business support activities	1251	530	718	399
Rental and leasing activities	547	304	243	298
Security and investigation activities	918	271	647	72
Services to buildings and landscapes activities	117	66	49	97
<b>Scotland</b>	<b>30686</b>	<b>17791</b>	<b>12977</b>	<b>10291</b>
Activities of head offices; management consultancy activities	4165	2519	1610	2066
Computer programming, consultancy and related activities	8676	3959	4793	1976
Employment activities	4445	3063	1378	1255
Food and beverage service activities	2117	1518	599	1158
Office administrative, office support and other business support activities	4523	2475	2050	1421
Rental and leasing activities	2194	1459	756	829
Security and investigation activities	2208	1313	913	470
Services to buildings and landscapes activities	308	259	52	200
<b>South East</b>	<b>99536</b>	<b>52174</b>	<b>44122</b>	<b>29028</b>
Activities of head offices; management consultancy activities	24478	9706	11193	6836



Computer programming, consultancy and related activities	10915	5663	5287	2877
Employment activities	27144	16092	11271	8948
Food and beverage service activities	8230	4914	3317	3159
Office administrative, office support and other business support activities	9667	4432	5241	2844
Rental and leasing activities	8247	3867	4404	1792
Security and investigation activities	6325	4672	1700	721
Services to buildings and landscapes activities	1300	962	344	656
<b>South West</b>	<b>30191</b>	<b>18143</b>	<b>12194</b>	<b>9332</b>
Activities of head offices; management consultancy activities	3669	2103	1588	1575
Computer programming, consultancy and related activities	4448	2608	1857	1566
Employment activities	4538	2755	1833	1572
Food and beverage service activities	2341	1458	884	1135
Office administrative, office support and other business support activities	5610	2891	2700	1729
Rental and leasing activities	2459	1243	1229	584
Security and investigation activities	5042	3963	1136	378
Services to buildings and landscapes activities	393	273	124	223
<b>Wales</b>	<b>10288</b>	<b>5490</b>	<b>4786</b>	<b>3768</b>
Activities of head offices; management consultancy activities	2039	832	1197	842
Computer programming, consultancy and related activities	743	494	252	320
Employment activities	1190	659	535	420
Food and beverage service activities	1458	753	705	584
Office administrative, office support and other business support activities	2180	1061	1094	642
Rental and leasing activities	1226	761	469	502
Security and investigation activities	562	372	200	98
Services to buildings and landscapes activities	285	242	45	156
<b>West Midlands</b>	<b>36704</b>	<b>22426</b>	<b>14385</b>	<b>11992</b>
Activities of head offices; management consultancy activities	6686	3861	2835	2764
Architectural and engineering activities; technical testing and analysis	3339	2454	898	1204
Computer programming, consultancy and related activities	6513	4336	2183	1929
Employment activities	3108	2399	711	1785
Food and beverage service activities	5481	2707	2785	1438
Office administrative, office support and other business support activities	5013	2658	2393	1024
Rental and leasing activities	2801	1634	1187	452
Security and investigation activities	973	621	352	248
Services to buildings and landscapes activities	2790	1756	1041	1148
<b>Yorkshire and The Humber</b>	<b>29175</b>	<b>15455</b>	<b>14044</b>	<b>9669</b>
Activities of head offices; management consultancy activities	5538	3026	2589	2824
Architectural and engineering activities; technical testing and analysis	4109	1893	2256	1013



Computer programming, consultancy and related activities	3637	2081	1726	1188
Employment activities	2458	1943	514	1465
Food and beverage service activities	4189	2064	2122	1190
Office administrative, office support and other business support activities	4502	1600	2921	816
Rental and leasing activities	2814	1644	1189	420
Security and investigation activities	428	268	161	197
Services to buildings and landscapes activities	1500	936	566	556

<b>Grand Total</b>	<b>532407</b>	<b>297305</b>	<b>233410</b>	<b>173931</b>
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## Annex 12 - Business services and associated sectors totals for 2016 divided by region

Regions and business services sub-sectors	Total turnover (£million)	Approximate GVA (£million)	Total purchases of goods, materials and services (£million)	Total employment costs (£ million)
<b>East Midlands</b>	<b>22710</b>	<b>14602</b>	<b>8118</b>	<b>8003</b>
Activities of head offices; management consultancy activities	6207	3500	2709	2024
Architectural and engineering activities; technical testing and analysis	2568	1806	737	933
Computer programming, consultancy and related activities	2316	1636	700	911
Employment activities	2692	2250	430	1849
Food and beverage service activities	3027	1643	1370	848
Office administrative, office support and other business support activities	1867	1096	778	567
Rental and leasing activities	2064	1561	524	293
Security and investigation activities	334	216	122	128
Services to buildings and landscapes activities	1635	894	748	450
<b>East of England</b>	<b>42559</b>	<b>25192</b>	<b>17027</b>	<b>13682</b>
Activities of head offices; management consultancy activities	7502	3946	3578	3219
Architectural and engineering activities; technical testing and analysis	9530	5144	4378	1873
Computer programming, consultancy and related activities	6373	4173	2226	2110
Employment activities	3716	3078	636	2368
Food and beverage service activities	4763	2530	2215	1378
Office administrative, office support and other business support activities	4230	2440	1398	885
Rental and leasing activities	2501	1532	994	511
Security and investigation activities	979	717	268	352
Services to buildings and landscapes activities	2965	1632	1334	986
<b>London</b>	<b>173395</b>	<b>100962</b>	<b>73551</b>	<b>56963</b>
Activities of head offices; management consultancy activities	64958	37227	28322	21819
Computer programming, consultancy and related activities	11905	7975	4030	4034
Employment activities	33361	18404	15188	10882



Food and beverage service activities	17877	10385	7474	6129
Office administrative, office support and other business support activities	15741	7922	7784	4705
Rental and leasing activities	15722	10455	5478	5250
Security and investigation activities	6019	3477	2560	548
Services to buildings and landscapes activities	2061	1842	225	1252
<b>North East</b>	<b>8300</b>	<b>5059</b>	<b>3272</b>	<b>3647</b>
Activities of head offices; management consultancy activities	1242	797	468	649
Architectural and engineering activities; technical testing and analysis	1851	1042	808	596
Computer programming, consultancy and related activities	[c]	[c]	[c]	350
Employment activities	913	742	171	590
Food and beverage service activities	1824	963	848	542
Office administrative, office support and other business support activities	1010	699	329	437
Rental and leasing activities	426	287	142	89
Security and investigation activities	227	153	73	122
Services to buildings and landscapes activities	807	376	433	272
<b>North West</b>	<b>37475</b>	<b>20343</b>	<b>17062</b>	<b>13576</b>
Activities of head offices; management consultancy activities	7512	3456	3954	2700
Architectural and engineering activities; technical testing and analysis	5493	3684	1832	2203
Computer programming, consultancy and related activities	[c]	[c]	[c]	1631
Employment activities	5309	3247	2056	1987
Food and beverage service activities	5491	2728	2730	1540
Office administrative, office support and other business support activities	5723	2545	3188	1531
Rental and leasing activities	3637	1989	1682	606
Security and investigation activities	634	489	148	295
Services to buildings and landscapes activities	3676	2205	1472	1083
<b>Northern Ireland</b>	<b>5740</b>	<b>3302</b>	<b>2469</b>	<b>2157</b>
Activities of head offices; management consultancy activities	830	380	450	246



Computer programming, consultancy and related activities	690	368	330	204
Employment activities	974	662	329	510
Food and beverage service activities	442	400	41	290
Office administrative, office support and other business support activities	1366	638	720	387
Rental and leasing activities	531	297	242	204
Security and investigation activities	359	202	160	59
Services to buildings and landscapes activities	123	94	29	79
<b>Scotland</b>	<b>30294</b>	<b>17299</b>	<b>13083</b>	<b>9680</b>
Activities of head offices; management consultancy activities	3798	2424	1389	1601
Computer programming, consultancy and related activities	9718	4479	5264	2253
Employment activities	3631	2362	1287	1145
Food and beverage service activities	2411	1582	828	1122
Office administrative, office support and other business support activities	4255	2231	2017	1203
Rental and leasing activities	1991	1299	713	728
Security and investigation activities	1833	1185	665	439
Services to buildings and landscapes activities	345	240	109	212
<b>South East</b>	<b>88420</b>	<b>48327</b>	<b>38148</b>	<b>27127</b>
Activities of head offices; management consultancy activities	19602	8397	9069	6524
Computer programming, consultancy and related activities	10544	6293	4247	2630
Employment activities	24502	14230	10452	7722
Food and beverage service activities	7382	4789	2590	2936
Office administrative, office support and other business support activities	9269	4504	4751	2781
Rental and leasing activities	7640	4058	3594	2157
Security and investigation activities	5034	3410	1636	673
Services to buildings and landscapes activities	1155	850	309	584
<b>South West</b>	<b>28751</b>	<b>17819</b>	<b>11067</b>	<b>8637</b>
Activities of head offices; management consultancy activities	4094	2577	1549	1701
Computer programming, consultancy and related activities	4089	2534	1602	1270
Employment activities	4398	2717	1725	1309



Food and beverage service activities	2165	1465	700	1159
Office administrative, office support and other business support activities	4821	2280	2518	1450
Rental and leasing activities	2020	1358	672	658
Security and investigation activities	4770	3699	1088	351
Services to buildings and landscapes activities	495	359	140	231
<b>Wales</b>	<b>8691</b>	<b>5356</b>	<b>3342</b>	<b>3089</b>
Activities of head offices; management consultancy activities	1231	599	627	442
Computer programming, consultancy and related activities	995	745	251	408
Employment activities	1310	675	637	362
Food and beverage service activities	820	643	179	506
Office administrative, office support and other business support activities	1999	995	1000	594
Rental and leasing activities	874	714	169	331
Security and investigation activities	657	461	206	116
Services to buildings and landscapes activities	229	184	45	115
<b>West Midlands</b>	<b>31731</b>	<b>19234</b>	<b>12634</b>	<b>10279</b>
Activities of head offices; management consultancy activities	5747	3399	2396	2309
Architectural and engineering activities; technical testing and analysis	3339	2208	1128	1205
Computer programming, consultancy and related activities	5817	3788	2078	1418
Employment activities	3025	2145	876	1773
Food and beverage service activities	5398	2685	2698	1305
Office administrative, office support and other business support activities	3500	1933	1610	860
Rental and leasing activities	2270	1393	892	345
Security and investigation activities	434	315	121	205
Services to buildings and landscapes activities	2201	1368	835	859
<b>Yorkshire and The Humber</b>	<b>26489</b>	<b>14706</b>	<b>12015</b>	<b>9009</b>
Activities of head offices; management consultancy activities	4652	2628	2067	2181
Architectural and engineering activities; technical testing and analysis	2997	1659	1339	839



Computer programming, consultancy and related activities	3795	2120	1812	1267
Employment activities	2772	2246	523	1600
Food and beverage service activities	3537	1581	1959	1045
Office administrative, office support and other business support activities	4591	2007	2603	1038
Rental and leasing activities	2710	1564	1174	415
Security and investigation activities	376	304	74	200
Services to buildings and landscapes activities	1059	597	464	424
<b>Grand Total</b>	<b>504555</b>	<b>292201</b>	<b>211788</b>	<b>165849</b>



### Annex 13 - Business services and associated sectors totals for 2015 divided by region

Regions and business services sub-sectors	Total turnover (£million)	Approximate GVA (£million)	Total purchases of goods, materials and services (£million)	Total employment costs (£ million)
<b>East Midlands</b>	<b>21551</b>	<b>13495</b>	<b>8214</b>	<b>6809</b>
Activities of head offices; management consultancy activities	4607	2832	1850	1306
Architectural and engineering activities; technical testing and analysis	2384	1638	760	707
Computer programming, consultancy and related activities	2669	1784	907	856
Employment activities	2698	2151	549	1693
Food and beverage service activities	2714	1406	1325	737
Office administrative, office support and other business support activities	2702	1358	1351	668
Rental and leasing activities	2301	1519	795	323
Security and investigation activities	227	187	41	127
Services to buildings and landscapes activities	1249	620	636	392
<b>East of England</b>	<b>38577</b>	<b>23916</b>	<b>15023</b>	<b>12589</b>
Activities of head offices; management consultancy activities	6721	4041	2833	2976
Architectural and engineering activities; technical testing and analysis	7421	4989	2554	1639
Computer programming, consultancy and related activities	6128	3852	2327	2013
Employment activities	3720	2660	1063	2182
Food and beverage service activities	5865	3064	2802	1460
Office administrative, office support and other business support activities	3243	1810	1401	688
Rental and leasing activities	2178	1222	985	429
Security and investigation activities	696	593	124	186
Services to buildings and landscapes activities	2605	1685	934	1016
<b>London</b>	<b>146382</b>	<b>83878</b>	<b>63366</b>	<b>48937</b>
Activities of head offices; management consultancy activities	46991	26132	21393	17300
Computer programming, consultancy and related activities	12224	7567	4690	4400
Employment activities	28541	15574	13133	8650
Food and beverage service activities	18106	10888	7222	5617
Office administrative, office support and other business support activities	13783	6868	6901	4260
Rental and leasing activities	12977	8125	4933	4012
Security and investigation activities	5416	3412	2043	546
Services to buildings and landscapes activities	2154	1826	350	1471
<b>North East</b>	<b>7884</b>	<b>4515</b>	<b>3474</b>	<b>2868</b>
Activities of head offices; management consultancy activities	1042	642	415	492



Architectural and engineering activities; technical testing and analysis	1781	1024	757	643
Computer programming, consultancy and related activities	0	0	0	0
Employment activities	819	604	215	500
Food and beverage service activities	1624	796	825	461
Office administrative, office support and other business support activities	1422	753	755	358
Rental and leasing activities	445	280	171	108
Security and investigation activities	144	129	15	76
Services to buildings and landscapes activities	607	287	321	230
<b>North West</b>	<b>34218</b>	<b>20313</b>	<b>14008</b>	<b>11548</b>
Activities of head offices; management consultancy activities	7683	4497	3158	2789
Architectural and engineering activities; technical testing and analysis	4696	3121	1614	1693
Computer programming, consultancy and related activities	[c]	[c]	[c]	[c]
Employment activities	5999	4095	1904	2610
Food and beverage service activities	5878	3038	2830	1678
Office administrative, office support and other business support activities	3870	2003	1918	1120
Rental and leasing activities	2974	1517	1512	545
Security and investigation activities	705	475	234	349
Services to buildings and landscapes activities	2413	1567	838	764
<b>Northern Ireland</b>	<b>5507</b>	<b>3200</b>	<b>2368</b>	<b>2064</b>
Activities of head offices; management consultancy activities	654	336	324	226
Computer programming, consultancy and related activities	613	375	244	197
Employment activities	1086	678	439	493
Food and beverage service activities	445	411	34	298
Office administrative, office support and other business support activities	1339	622	718	375
Rental and leasing activities	555	329	231	201
Security and investigation activities	333	144	195	55
Services to buildings and landscapes activities	109	89	26	68
<b>Scotland</b>	<b>31559</b>	<b>18340</b>	<b>13489</b>	<b>9903</b>
Activities of head offices; management consultancy activities	3402	2305	1178	1261
Computer programming, consultancy and related activities	10867	5040	5921	2588
Employment activities	3930	2740	1211	1159
Food and beverage service activities	2503	1649	852	1221
Office administrative, office support and other business support activities	3985	2106	1889	1281
Rental and leasing activities	2111	1324	797	703
Security and investigation activities	2156	1387	786	508
Services to buildings and landscapes activities	327	285	57	205



<b>South East</b>	<b>81733</b>	<b>48852</b>	<b>32931</b>	<b>24820</b>
Activities of head offices; management consultancy activities	17151	9802	7003	4967
Computer programming, consultancy and related activities	9852	6212	3706	3333
Employment activities	22597	14127	8694	7792
Food and beverage service activities	7049	4038	3021	2475
Office administrative, office support and other business support activities	8745	4267	4476	2344
Rental and leasing activities	5986	3808	2204	1463
Security and investigation activities	5039	3557	1525	711
Services to buildings and landscapes activities	1254	919	337	509
<b>South West</b>	<b>27249</b>	<b>17440</b>	<b>9929</b>	<b>7937</b>
Activities of head offices; management consultancy activities	3843	2347	1532	1054
Computer programming, consultancy and related activities	4176	2604	1569	1284
Employment activities	3584	2458	1176	1311
Food and beverage service activities	2158	1634	524	1081
Office administrative, office support and other business support activities	4544	2302	2227	1326
Rental and leasing activities	1893	1211	686	643
Security and investigation activities	4633	3544	1112	370
Services to buildings and landscapes activities	446	330	126	285
<b>Wales</b>	<b>8560</b>	<b>5411</b>	<b>3218</b>	<b>2968</b>
Activities of head offices; management consultancy activities	1112	782	338	384
Computer programming, consultancy and related activities	1095	720	390	368
Employment activities	1150	726	449	356
Food and beverage service activities	838	697	141	528
Office administrative, office support and other business support activities	2128	1032	1094	558
Rental and leasing activities	941	609	336	265
Security and investigation activities	464	259	218	132
Services to buildings and landscapes activities	254	193	63	125
<b>West Midlands</b>	<b>29240</b>	<b>18084</b>	<b>11367</b>	<b>9279</b>
Activities of head offices; management consultancy activities	5070	2908	2198	1924
Architectural and engineering activities; technical testing and analysis	3287	2015	1293	937
Computer programming, consultancy and related activities	4738	3321	1515	1344
Employment activities	2852	2295	558	1782
Food and beverage service activities	5344	2645	2693	1191
Office administrative, office support and other business support activities	3433	2186	1265	916
Rental and leasing activities	2229	1462	806	388
Security and investigation activities	467	280	190	217



Services to buildings and landscapes activities	1820	972	849	580
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<b>Yorkshire and The Humber</b>	<b>26303</b>	<b>15700</b>	<b>10906</b>	<b>8504</b>
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Activities of head offices; management consultancy activities	4503	3011	1650	1631
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Architectural and engineering activities; technical testing and analysis	3657	1845	1831	894
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Computer programming, consultancy and related activities	2863	2065	886	1043
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Employment activities	2640	2036	604	1589
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Food and beverage service activities	4150	1913	2224	1120
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Office administrative, office support and other business support activities	3671	1627	2064	950
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Rental and leasing activities	2726	1837	905	354
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Security and investigation activities	561	429	143	308
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Services to buildings and landscapes activities	1532	937	599	615
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<b>Grand Total</b>	<b>458763</b>	<b>273144</b>	<b>188293</b>	<b>148226</b>
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## Annex 14 - Business services and associated sectors totals for 2014 divided by region

Regions and business services sub-sectors	Total turnover (£million)	Approximate GVA (£million)	Total purchases of goods, materials and services (£million)	Total employment costs (£ million)
<b>East Midlands</b>	<b>20161</b>	<b>12246</b>	<b>8117</b>	<b>6365</b>
Activities of head offices; management consultancy activities	4010	2436	1644	1015
Architectural and engineering activities; technical testing and analysis	2393	1759	704	736
Computer programming, consultancy and related activities	2858	1636	1234	970
Employment activities	2322	1928	403	1602
Food and beverage service activities	2886	1418	1476	773
Office administrative, office support and other business support activities	2479	1120	1374	557
Rental and leasing activities	2034	1286	766	307
Security and investigation activities	213	163	49	102
Services to buildings and landscapes activities	966	500	467	303
<b>East of England</b>	<b>37752</b>	<b>22200</b>	<b>15764</b>	<b>11821</b>
Activities of head offices; management consultancy activities	6707	4068	2791	2442
Architectural and engineering activities; technical testing and analysis	8267	5264	2982	1717
Computer programming, consultancy and related activities	6347	3568	2805	2129
Employment activities	3587	2442	1135	1894
Food and beverage service activities	4412	2112	2309	1178
Office administrative, office support and other business support activities	3082	1628	1464	707
Rental and leasing activities	2004	976	1062	376
Security and investigation activities	683	497	187	262
Services to buildings and landscapes activities	2663	1645	1029	1116
<b>London</b>	<b>133637</b>	<b>81172</b>	<b>53356</b>	<b>44726</b>
Activities of head offices; management consultancy activities	36912	21529	15746	13777
Architectural and engineering activities; technical testing and analysis	11982	7235	4776	3805
Computer programming, consultancy and related activities	27329	17019	10468	8494
Employment activities	16813	10870	5929	5944
Food and beverage service activities	14393	7210	7225	4320
Office administrative, office support and other business support activities	13173	8441	4945	4088
Rental and leasing activities	5740	3777	2003	538
Security and investigation activities	2546	2169	425	1442
Services to buildings and landscapes activities	4749	2922	1839	2318
<b>North East</b>	<b>6825</b>	<b>4404</b>	<b>2972</b>	<b>2927</b>
Activities of head offices; management consultancy activities	900	621	289	405
Architectural and engineering activities; technical testing and analysis	1499	1069	442	512



Computer programming, consultancy and related activities	[c]	[c]	494	387
Employment activities	775	530	251	414
Food and beverage service activities	1766	872	898	503
Office administrative, office support and other business support activities	754	563	206	324
Rental and leasing activities	524	348	183	121
Security and investigation activities	125	98	28	62
Services to buildings and landscapes activities	482	303	181	199
<b>North West</b>	<b>33055</b>	<b>19646</b>	<b>15135</b>	<b>11674</b>
Activities of head offices; management consultancy activities	7073	3903	3113	2457
Architectural and engineering activities; technical testing and analysis	5065	3060	2030	1543
Computer programming, consultancy and related activities	[c]	[c]	1603	1407
Employment activities	4676	3644	1053	2194
Food and beverage service activities	5392	2705	2710	1446
Office administrative, office support and other business support activities	4674	2768	1930	967
Rental and leasing activities	2878	1451	1504	424
Security and investigation activities	887	548	334	330
Services to buildings and landscapes activities	2410	1567	858	906
<b>Northern Ireland</b>	<b>4866</b>	<b>2771</b>	<b>2179</b>	<b>1691</b>
Activities of head offices; management consultancy activities	479	264	223	153
Computer programming, consultancy and related activities	545	318	238	155
Employment activities	901	543	387	376
Food and beverage service activities	479	390	88	289
Office administrative, office support and other business support activities	1175	509	676	303
Rental and leasing activities	464	291	188	172
Security and investigation activities	387	188	201	41
Services to buildings and landscapes activities	112	79	33	68
<b>Scotland</b>	<b>29728</b>	<b>17197</b>	<b>12787</b>	<b>9135</b>
Activities of head offices; management consultancy activities	2558	1624	970	916
Computer programming, consultancy and related activities	10284	5473	4868	2564
Employment activities	3484	2149	1352	1140
Food and beverage service activities	2572	1611	984	1081
Office administrative, office support and other business support activities	4078	2185	1908	1176
Rental and leasing activities	2077	1260	857	694
Security and investigation activities	2123	1225	924	462
Services to buildings and landscapes activities	292	208	87	166
<b>South East</b>	<b>76117</b>	<b>45733</b>	<b>30118</b>	<b>24483</b>
Activities of head offices; management consultancy activities	16732	9560	6677	5029
Computer programming, consultancy and related activities	9017	5807	3219	2950
Employment activities	20517	12480	8112	7327
Food and beverage service activities	7603	4995	2599	2961



Office administrative, office support and other business support activities	7883	3840	4053	2201
Rental and leasing activities	6703	3921	2880	1777
Security and investigation activities	4281	3049	1272	703
Services to buildings and landscapes activities	791	507	279	417
<b>South West</b>	<b>27389</b>	<b>16419</b>	<b>10119</b>	<b>7638</b>
Activities of head offices; management consultancy activities	3497	2002	1536	1045
Computer programming, consultancy and related activities	4002	2647	1401	1258
Employment activities	3975	2856	1173	1394
Food and beverage service activities	1867	1270	594	956
Office administrative, office support and other business support activities	4744	2172	2575	1260
Rental and leasing activities	2843	931	895	720
Security and investigation activities	4304	3412	909	306
Services to buildings and landscapes activities	432	300	130	226
<b>Wales</b>	<b>8891</b>	<b>5454</b>	<b>3507</b>	<b>2828</b>
Activities of head offices; management consultancy activities	1041	600	448	322
Computer programming, consultancy and related activities	1247	771	483	420
Employment activities	947	641	307	333
Food and beverage service activities	702	616	101	486
Office administrative, office support and other business support activities	1827	820	1014	502
Rental and leasing activities	1629	1054	594	295
Security and investigation activities	532	323	218	92
Services to buildings and landscapes activities	190	125	66	97
<b>West Midlands</b>	<b>29920</b>	<b>17148</b>	<b>13048</b>	<b>9122</b>
Activities of head offices; management consultancy activities	4432	2836	1662	1541
Architectural and engineering activities; technical testing and analysis	3598	1917	1697	987
Computer programming, consultancy and related activities	4676	2850	1900	1511
Employment activities	3186	1884	1313	1534
Food and beverage service activities	4982	2413	2586	1132
Office administrative, office support and other business support activities	3648	2213	1496	811
Rental and leasing activities	2441	1540	930	432
Security and investigation activities	403	307	93	214
Services to buildings and landscapes activities	2554	1188	1371	960
<b>Yorkshire and The Humber</b>	<b>22447</b>	<b>12396</b>	<b>10319</b>	<b>7170</b>
Activities of head offices; management consultancy activities	3298	2274	1139	1288
Architectural and engineering activities; technical testing and analysis	3335	1631	1711	799
Computer programming, consultancy and related activities	2368	1427	1040	1008
Employment activities	2253	1602	657	1269
Food and beverage service activities	3557	1639	1927	922
Office administrative, office support and other business support activities	3862	1652	2229	800
Rental and leasing activities	1762	1085	695	300



Security and investigation activities	662	358	299	279
Services to buildings and landscapes activities	1350	728	622	505
<b>Grand Total</b>	<b>430788</b>	<b>256786</b>	<b>177421</b>	<b>139580</b>



## Annex 15 - Business services and associated sectors totals for 2013 divided by region

Regions and business services sub-sectors	Total turnover (£million)	Approximate GVA (£million)	Total purchases of goods, materials and services (£million)	Total employment costs (£ million)
<b>East Midlands</b>	<b>19728</b>	<b>11319</b>	<b>8485</b>	<b>5932</b>
Activities of head offices; management consultancy activities	4340	2392	2011	1113
Architectural and engineering activities; technical testing and analysis	2462	1497	957	769
Computer programming, consultancy and related activities	2493	1560	943	833
Employment activities	2430	1724	712	1406
Food and beverage service activities	2618	1128	1494	683
Office administrative, office support and other business support activities	2473	1246	1234	490
Rental and leasing activities	1789	1116	669	218
Security and investigation activities	236	161	76	103
Services to buildings and landscapes activities	887	495	389	317
<b>East of England</b>	<b>31597</b>	<b>18906</b>	<b>12835</b>	<b>10387</b>
Activities of head offices; management consultancy activities	5794	3924	1933	2003
Architectural and engineering activities; technical testing and analysis	5576	3120	2504	1287
Computer programming, consultancy and related activities	5523	3312	2224	1911
Employment activities	3394	2295	1109	1773
Food and beverage service activities	4134	2055	2078	1176
Office administrative, office support and other business support activities	2765	1478	1290	771
Rental and leasing activities	2219	1314	919	425
Security and investigation activities	425	313	108	229
Services to buildings and landscapes activities	1767	1095	670	812
<b>London</b>	<b>122267</b>	<b>68307</b>	<b>54188</b>	<b>39970</b>
Activities of head offices; management consultancy activities	35268	19235	16064	12217
Architectural and engineering activities; technical testing and analysis	12309	6192	6141	3642
Computer programming, consultancy and related activities	22781	12101	10753	6974
Employment activities	13402	8406	5072	4841
Food and beverage service activities	13693	6773	6924	4187
Office administrative, office support and other business support activities	12503	7347	5183	4133
Rental and leasing activities	5334	3724	1611	511
Security and investigation activities	2279	1746	520	1411
Services to buildings and landscapes activities	4698	2783	1920	2054
<b>North East</b>	<b>6910</b>	<b>4251</b>	<b>2666</b>	<b>2569</b>
Activities of head offices; management consultancy activities	940	658	296	410



Architectural and engineering activities; technical testing and analysis	1104	817	293	370
Computer programming, consultancy and related activities	817	481	336	280
Employment activities	715	510	208	430
Food and beverage service activities	1660	736	915	472
Office administrative, office support and other business support activities	569	400	166	245
Rental and leasing activities	599	315	282	115
Security and investigation activities	124	102	20	69
Services to buildings and landscapes activities	382	232	150	178
<b>North West</b>	<b>35605</b>	<b>21284</b>	<b>14460</b>	<b>11100</b>
Activities of head offices; management consultancy activities	6304	3415	2947	1754
Architectural and engineering activities; technical testing and analysis	4441	2722	1766	1460
Computer programming, consultancy and related activities	4946	3567	1404	1685
Employment activities	3778	2812	975	1903
Food and beverage service activities	5443	2738	2694	1471
Office administrative, office support and other business support activities	4688	2503	2128	1116
Rental and leasing activities	3168	1830	1411	489
Security and investigation activities	549	419	121	332
Services to buildings and landscapes activities	2288	1278	1014	890
<b>Northern Ireland</b>	<b>4668</b>	<b>2622</b>	<b>2114</b>	<b>1622</b>
Activities of head offices; management consultancy activities	428	240	200	153
Computer programming, consultancy and related activities	476	286	191	124
Employment activities	1012	561	482	430
Food and beverage service activities	444	360	84	221
Office administrative, office support and other business support activities	1089	455	637	273
Rental and leasing activities	504	299	217	160
Security and investigation activities	232	111	123	38
Services to buildings and landscapes activities	119	91	28	74
<b>Scotland</b>	<b>28853</b>	<b>16618</b>	<b>12378</b>	<b>8715</b>
Activities of head offices; management consultancy activities	3068	2002	1096	968
Computer programming, consultancy and related activities	9317	4977	4414	2374
Employment activities	2915	2000	920	1019
Food and beverage service activities	2708	1535	1184	1205
Office administrative, office support and other business support activities	3710	1898	1813	1143
Rental and leasing activities	2086	1137	955	620
Security and investigation activities	2505	1547	963	427
Services to buildings and landscapes activities	290	190	93	158
<b>South East</b>	<b>74939</b>	<b>43374</b>	<b>31407</b>	<b>22811</b>



Activities of head offices; management consultancy activities	16416	9163	6929	4953
Computer programming, consultancy and related activities	8721	5296	3460	2684
Employment activities	21566	13091	8550	6953
Food and beverage service activities	6508	3800	2740	2477
Office administrative, office support and other business support activities	7305	3475	3830	2012
Rental and leasing activities	6550	3495	3075	1490
Security and investigation activities	3766	2676	1111	641
Services to buildings and landscapes activities	1020	593	418	471
<b>South West</b>	<b>25591</b>	<b>15704</b>	<b>9969</b>	<b>7248</b>
Activities of head offices; management consultancy activities	4255	2611	1685	1220
Computer programming, consultancy and related activities	3683	2265	1458	1091
Employment activities	3427	2236	1200	1242
Food and beverage service activities	1861	1251	620	951
Office administrative, office support and other business support activities	4451	2046	2404	1180
Rental and leasing activities	2173	1285	850	631
Security and investigation activities	3812	2913	926	284
Services to buildings and landscapes activities	391	272	114	206
<b>Wales</b>	<b>7699</b>	<b>4490</b>	<b>3256</b>	<b>2557</b>
Activities of head offices; management consultancy activities	956	716	266	264
Computer programming, consultancy and related activities	1091	616	483	326
Employment activities	683	439	252	257
Food and beverage service activities	641	546	96	463
Office administrative, office support and other business support activities	1879	864	1017	520
Rental and leasing activities	1105	472	632	305
Security and investigation activities	558	330	231	139
Services to buildings and landscapes activities	212	134	78	89
<b>West Midlands</b>	<b>27315</b>	<b>15299</b>	<b>12077</b>	<b>8785</b>
Activities of head offices; management consultancy activities	3282	2098	1222	1333
Architectural and engineering activities; technical testing and analysis	3568	2374	1230	1030
Computer programming, consultancy and related activities	4988	2775	2161	1650
Employment activities	2311	1724	599	1390
Food and beverage service activities	4702	2344	2370	1113
Office administrative, office support and other business support activities	3686	1437	2257	669
Rental and leasing activities	2040	1142	909	423
Security and investigation activities	395	308	83	225
Services to buildings and landscapes activities	2343	1097	1246	952
<b>Yorkshire and The Humber</b>	<b>23478</b>	<b>12162</b>	<b>11414</b>	<b>6862</b>



Activities of head offices; management consultancy activities	3750	2372	1432	1397
Architectural and engineering activities; technical testing and analysis	3635	1651	2017	853
Computer programming, consultancy and related activities	2786	1686	1102	852
Employment activities	1795	1324	480	998
Food and beverage service activities	3642	1532	2112	888
Office administrative, office support and other business support activities	3950	1498	2448	872
Rental and leasing activities	1971	1131	848	315
Security and investigation activities	836	358	467	232
Services to buildings and landscapes activities	1113	610	508	455

<b>Grand Total</b>	<b>408650</b>	<b>234336</b>	<b>175249</b>	<b>128558</b>
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## Annex 16 - Business services and associated sectors totals for 2012 divided by region

Regions and business services sub-sectors	Total turnover (£million)	Approximate GVA (£million)	Total purchases of goods, materials and services (£million)	Total employment costs (£ million)
<b>East Midlands</b>	<b>17504</b>	<b>10126</b>	<b>7015</b>	<b>6048</b>
Activities of head offices; management consultancy activities	2881	1147	1209	939
Architectural and engineering activities; technical testing and analysis	2273	1477	881	780
Computer programming, consultancy and related activities	2364	1423	947	787
Employment activities	2186	1816	370	1446
Food and beverage service activities	2566	1284	1340	698
Office administrative, office support and other business support activities	2300	1098	1206	458
Rental and leasing activities	1639	1014	639	257
Security and investigation activities	610	489	114	423
Services to buildings and landscapes activities	685	378	309	260
<b>East of England</b>	<b>30046</b>	<b>15917</b>	<b>13580</b>	<b>9689</b>
Activities of head offices; management consultancy activities	5279	2386	2283	1739
Architectural and engineering activities; technical testing and analysis	5662	3050	2618	1359
Computer programming, consultancy and related activities	4785	2927	1847	1831
Employment activities	3502	2398	1110	1704
Food and beverage service activities	4001	1783	2279	1065
Office administrative, office support and other business support activities	2641	1231	1404	669
Rental and leasing activities	1939	818	1120	357
Security and investigation activities	499	363	132	241
Services to buildings and landscapes activities	1738	961	787	724
<b>London</b>	<b>110711</b>	<b>59557</b>	<b>49304</b>	<b>37910</b>
Activities of head offices; management consultancy activities	30264	13424	14766	11927
Architectural and engineering activities; technical testing and analysis	10286	5592	4741	3283
Computer programming, consultancy and related activities	18531	11959	6657	6526
Employment activities	14686	7689	7024	4348
Food and beverage service activities	12815	6388	6512	3887
Office administrative, office support and other business support activities	12885	7160	5721	4198
Rental and leasing activities	4765	3131	1629	425
Security and investigation activities	2518	1945	555	1422
Services to buildings and landscapes activities	3961	2269	1699	1894
<b>North East</b>	<b>7263</b>	<b>4392</b>	<b>2813</b>	<b>2578</b>
Activities of head offices; management consultancy activities	731	386	262	282



Architectural and engineering activities; technical testing and analysis	1429	857	568	400
Computer programming, consultancy and related activities	820	595	229	313
Employment activities	856	590	269	459
Food and beverage service activities	1470	725	762	426
Office administrative, office support and other business support activities	819	547	277	274
Rental and leasing activities	492	273	219	123
Security and investigation activities	168	109	57	89
Services to buildings and landscapes activities	478	310	170	212
<b>North West</b>	<b>30672</b>	<b>17080</b>	<b>13255</b>	<b>9637</b>
Activities of head offices; management consultancy activities	5029	2212	2423	1620
Architectural and engineering activities; technical testing and analysis	3997	2531	1484	1424
Computer programming, consultancy and related activities	4587	2938	1657	1521
Employment activities	3638	2071	1570	1353
Food and beverage service activities	4851	2373	2537	1253
Office administrative, office support and other business support activities	3185	1845	1318	943
Rental and leasing activities	2361	1136	1223	406
Security and investigation activities	821	610	205	386
Services to buildings and landscapes activities	2203	1364	838	731
<b>Northern Ireland</b>	<b>4101</b>	<b>2389</b>	<b>1695</b>	<b>1388</b>
Activities of head offices; management consultancy activities	397	182	189	116
Computer programming, consultancy and related activities	462	273	192	133
Employment activities	728	485	263	306
Food and beverage service activities	393	334	59	194
Office administrative, office support and other business support activities	1006	464	538	254
Rental and leasing activities	446	241	204	136
Security and investigation activities	215	119	99	43
Services to buildings and landscapes activities	121	95	26	73
<b>Scotland</b>	<b>26543</b>	<b>14049</b>	<b>12225</b>	<b>8229</b>
Activities of head offices; management consultancy activities	2043	878	843	748
Computer programming, consultancy and related activities	9121	4434	4703	2307
Employment activities	2478	1524	962	956
Food and beverage service activities	3240	1686	1572	1199
Office administrative, office support and other business support activities	3779	1902	1898	1110
Rental and leasing activities	1699	1023	678	579
Security and investigation activities	2103	1241	859	374
Services to buildings and landscapes activities	323	239	85	213
<b>South East</b>	<b>72164</b>	<b>39621</b>	<b>30051</b>	<b>23070</b>



Activities of head offices; management consultancy activities	14911	6349	6030	4896
Computer programming, consultancy and related activities	8189	4587	3456	2749
Employment activities	20393	12731	7721	7050
Food and beverage service activities	6934	3949	3022	2478
Office administrative, office support and other business support activities	7546	3678	3957	2121
Rental and leasing activities	6390	3451	2932	1481
Security and investigation activities	4156	2651	1504	794
Services to buildings and landscapes activities	1083	742	327	538
<b>South West</b>	<b>24186</b>	<b>11489</b>	<b>9048</b>	<b>7235</b>
Activities of head offices; management consultancy activities	3441	1682	1430	1034
Computer programming, consultancy and related activities	3153	2062	1088	1125
Employment activities	3535	2211	1327	1181
Food and beverage service activities	1682	1105	571	1028
Office administrative, office support and other business support activities	4220	2142	2121	1170
Rental and leasing activities	3463	-1001	1102	789
Security and investigation activities	3204	2436	771	272
Services to buildings and landscapes activities	355	259	93	230
<b>Wales</b>	<b>7914</b>	<b>4343</b>	<b>3515</b>	<b>2452</b>
Activities of head offices; management consultancy activities	1059	639	353	276
Computer programming, consultancy and related activities	982	517	465	328
Employment activities	940	551	397	224
Food and beverage service activities	592	511	82	389
Office administrative, office support and other business support activities	1834	844	989	478
Rental and leasing activities	1150	532	619	289
Security and investigation activities	608	289	318	106
Services to buildings and landscapes activities	224	153	71	131
<b>West Midlands</b>	<b>25578</b>	<b>13707</b>	<b>11631</b>	<b>7443</b>
Activities of head offices; management consultancy activities	3020	1637	1080	1149
Architectural and engineering activities; technical testing and analysis	3324	2191	1167	1021
Computer programming, consultancy and related activities	4388	2413	1986	1289
Employment activities	2058	1361	698	1054
Food and beverage service activities	4797	2490	2347	987
Office administrative, office support and other business support activities	3431	1282	2109	546
Rental and leasing activities	1826	980	854	349
Security and investigation activities	495	281	212	198
Services to buildings and landscapes activities	2239	1072	1178	850
<b>Yorkshire and The Humber</b>	<b>21180</b>	<b>10037</b>	<b>10529</b>	<b>6539</b>



Activities of head offices; management consultancy activities	3167	998	1521	1296
Architectural and engineering activities; technical testing and analysis	3536	1484	2053	911
Computer programming, consultancy and related activities	2780	1704	1084	893
Employment activities	1938	1236	706	929
Food and beverage service activities	3565	1529	2042	889
Office administrative, office support and other business support activities	2957	1309	1659	668
Rental and leasing activities	1776	957	817	301
Security and investigation activities	433	234	195	229
Services to buildings and landscapes activities	1028	586	452	423
<b>Grand Total</b>	<b>377862</b>	<b>202707</b>	<b>164661</b>	<b>122218</b>



## Annex 17 - Annual Jobs by division-level industry aggregations

Year	1997	1998	1999	2000	2001	2002	2003	2004	2005
Whole Economy	27762907	28004198	28408423	28662075	28852594	29096173	29342172	29608710	29913677
Whole economy excluding financial and insurance activities	26662231	26899981	27277486	27524274	27690933	27923930	28180622	28475935	28784277
Office administrative, office support and other business support activities	286516	304700	318296	328489	339112	339973	346619	357915	372427
Services to buildings and landscape activities	432605	448345	459828	475942	495595	502032	503892	524575	544963
Security and investigation activities	126761	131117	135278	143393	148144	149855	153502	156367	163642
Employment activities	563012	585195	607957	646683	667246	671425	679443	692411	726048
Rental and leasing activities	116499	121238	128623	131460	134931	133487	140358	142874	147453
Architectural and engineering activities; technical testing and analysis	372694	387418	398999	416169	427932	422964	431305	433581	451602
Activities of head offices; management consultancy activities	344121	362565	373866	390975	404557	410505	424113	425349	439339
Computer programming, consultancy and related activities	393909	419759	442624	462241	475729	474315	491215	497962	518705
Food and beverage service activities	1302310	1317644	1355347	1372355	1374086	1414891	1446850	1490231	1492199



2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
30196151	30480831	30754114	30295365	30338999	30518204	30827680	31185503	31954960	32465817	32881289
29065385	29326305	29581485	29156045	29242217	29406639	29703553	30084617	30856271	31379481	31791079
386722	404997	409059	324842	328412	337488	352941	395402	460060	463282	470135
557837	585994	624465	717795	742685	804201	846468	814899	876261	888031	879403
170247	178856	185497	192615	196572	199425	199028	191583	192443	197998	199308
751850	787999	829869	778512	786896	809638	836243	851148	877328	920681	968142
153580	157115	160977	146805	141124	138263	147926	155223	156580	168517	161497
462778	481049	499354	491343	488529	483640	481935	494926	546364	568923	583446
458854	472577	471650	484469	487719	469309	473734	509156	572162	608509	658043
539507	570230	572886	542858	543009	586939	578901	618495	663227	682788	719805
1498229	1512035	1537497	1507510	1513238	1501351	1538442	1579780	1660385	1711164	1756572



2017	2018	2019	2020	2021	2022
33187631	33568750	33936399	33624119	33571705	33971948
32103852	32475071	32836070	32517604	32439178	32855066
479213	451888	469304	485502	485335	478653
875018	922766	956047	927112	934902	960543
197817	210177	207049	199159	186832	186245
1011796	993188	943919	937192	1006021	1050614
161382	172527	182132	172682	153841	151598
540880	574950	617992	602684	565438	570562
668734	674813	681487	681772	701505	753530
762756	772884	768630	806451	771833	805439
1805377	1857116	1878351	1827837	1885151	1978009