

## State of Social Enterprise Survey 2011 – phone survey

Good morning/afternoon. My name is xxxx from BMG Research. Please can I speak to xxxx?

**IF NO NAMED CONTACT:** Please could I speak to the person in day to day control of the business or the person responsible for the business finances.

The Social Enterprise Coalition has commissioned us to carry out a survey of social enterprises in the UK. The aim of the survey, which is funded by the government, is to find out what is working and where the problems are so that the Coalition can work with you and policy makers to provide solutions. It should take around 20 minutes to complete, and the answers you give will be kept entirely confidential.

### IF NECESSARY

The Social Enterprise Coalition is the UK's national body for social enterprise and they represent a wide range of social enterprises, regional and national support networks and other related organisations. They believe that social enterprise is the right way to do business and work with their members to promote social enterprise and best practice, inform policy, lobby government and conduct research.

This research will provide valuable information to create a more supportive environment for social enterprises. Website address: [www.socialenterprise.org.uk](http://www.socialenterprise.org.uk)

### IF NECESSARY

We will be sending you a report at the end of the study which will highlight the results from this research later this year. The questionnaire covers areas including your organisation and what you do etc

**IF NOT ABLE TO DO THE SURVEY IMMEDIATELY:** Can I book a time when you would be available to do the interview?

<b>Yes – transferred</b>	1	<b>Check</b>
<b>Yes – correct respondent speaking</b>	2	
Definite appointment	3	<i>Make definite appointment / soft call back</i>
Soft appointment	4	
Refusal	5	<i>Close</i>
Refusal – company policy	6	
Refusal – taken part in other survey recently	7	
Nobody at site able to answer the questions	8	
Not available in deadline	9	
Duplicate – already called about this survey	10	
<i>[IF NAMED CONTACT] No-one of that name works here / Person no longer works here</i>	12	<i>Ask to speak to owner/person responsible for finance</i>

### RECORD RESPONDENT NAME

<b>S1</b>	<b>ALL</b> Can I just check whether your organisation is a social enterprise. <b>IF NECESSARY:</b> Social enterprises are defined as “businesses with primarily social objectives whose surpluses are principally reinvested for that purpose in the business or community, rather than being driven by the need to maximise profit for shareholders and owners”. Does this describe your organisation? <b>CODE ONE ONLY</b>	<b>BASE: ALL SINGLE</b>
	Yes 1 No 2	<b>CLOSE</b>

**CLOSING SCRIPT:** Thank you for your time, but we need to speak to social enterprises.

<b>S2</b>	<b>ALL</b> Approximately what proportion of your organisation’s total income is generated from trading activities? <b>WRITE IN. IF UNSURE PROBE FOR BANDING</b>	<b>BASE: ALL SINGLE</b>
	0 to 25% 1 26% to 50% 2 51% to 75% 3 76% to 100% 4 Don’t know 5	<b>CLOSE</b>    <b>CLOSE</b>
<b>S3</b>	<b>ALL</b> Does your organisation use the majority of the surplus or profit from its contracts or trading, to further your social or environmental goal? <b>CODE ONE ONLY</b>	<b>BASE: ALL SINGLE</b>
	Yes 1 No 2	

First I’d like to ask you some questions about your organisation and how it operates.

<b>Q1</b>	<b>ALL</b> Can I check what your role is within the organisation? <b>READ OUT AND CODE ALL THAT APPLY</b>	<b>BASE: ALL MULTI</b>
	Owner 1 Managing Director/CEO 2 Partner 3 Finance Director 4 HR Director/Manager 5 Other (Specify) 95	

Q2	<p><b>ALL</b>  Approximately how long has your organisation been trading?  <b>WRITE IN AS NUMBER OF YEARS.</b>  <b>IF LESS THAN A YEAR ENTER AS A DECIMAL</b> (e.g. half a year = 0.5, 3 months = 0.25))</p>	<b>BASE: ALL  NUMERIC</b>
Q3	<p><b>ALL</b>  Thinking about your organisation's legal status, is it a ...?  <b>READ OUT AND CODE ALL THAT APPLY</b></p> <p>Company Limited by Guarantee (CLG) 1  Company Limited by Shares (CLS) 2  Industrial and Provident Society (IPS) 3  Community Interest Company (CIC pronounced 'kick') 4  Registered charity 5  Limited Liability Partnership 6  Other (<b>SPECIFY</b>) 95  Don't know/can't remember 97</p>	<b>BASE: ALL  MULTI</b>
Q4	<p><b>ALL</b>  And which, if any, of the following terms would you use to describe your organisation?  <b>READ OUT AND CODE ALL THAT APPLY</b></p> <p>Cooperative 1  Leisure Trust 2  Social Firm 3  Housing Association 4  BAME social enterprise 5  Development Trust 6  Public service spin-out (<b>SPECIFY</b>) 95  None of these 96  Don't know 97</p>	<b>BASE: ALL  MULTI</b>
Q5	<p><b>ALL</b>  In which of the following areas does your organisation operate?  <b>READ OUT AND CODE ALL THAT APPLY</b></p> <p>England 1  Wales 2  Scotland 3  Northern Ireland 4  Internationally 5  Don't know 6</p>	<b>BASE: ALL  MULTI</b>

<b>Q6</b>	<b>ALL OPERATING IN UK</b> Thinking about your organisation, what is the widest geographic area it operates across? <b>READ OUT AND CODE ONE ONLY</b> Nationally 1 Several regions 2 A region (e.g. West Midlands) 3 Several local authorities 4 A local authority 5 Your neighbourhood/locally 6 Don't know 7	<b>BASE: Q5/1-5 SINGLE</b>
<b>Q7</b>	<b>ALL</b> Does your organisation serve predominantly rural areas, urban areas, or both? <b>CODE ONE ONLY</b> Rural areas 1 Urban areas 2 Both 3 Not applicable 4 Don't know 5	<b>BASE: ALL SINGLE</b>
<b>Q8</b>	<b>ALL</b> What, if any, are your organisation's main social and/or environmental objectives? <b>PROBE FULLY AND CODE ALL THAT APPLY</b> <b>PROMPT:</b> What else? Addressing homelessness 1 Improving health and wellbeing 2 Supporting BAME (Black and Minority Ethnic) communities 3 Supporting faith groups 4 Addressing social exclusion 5 Addressing financial exclusion 6 Supporting vulnerable people 7 Supporting vulnerable children and young people 8 Improving a particular community 9 Creating employment opportunities 10 Providing affordable housing 11 Promoting arts and culture 12 Protecting the environment 13 Supporting ex offenders 14 Promoting education and literacy 15 Creating ethical and fair products (including fair trade) 16 Providing accessible transport 17 Promoting democratic business models 18 Other ( <b>SPECIFY</b> ) 95 Don't know 97	<b>BASE: ALL MULTI</b>

<p><b>Q9</b></p> <p><b>ALL</b> How do you generate your income? <b>READ OUT AND CODE ALL THAT APPLY</b></p> <p><b>Q10</b> <b>ALL WHERE MORE THAN ONE CODED AT Q9</b> And what is the <b>main</b> source of income your organisation receives? <b>READ OUT AND CODE ONE ONLY</b></p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: center;"><b>Q9</b></th> <th style="text-align: center;"><b>Q10</b></th> </tr> </thead> <tbody> <tr> <td>Grants or core funding from public sector bodies</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Other grants or core funding (e.g. foundations, trusts, Big Lottery)</td> <td style="text-align: center;">2</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Earned income from trading with the public sector</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> </tr> <tr> <td>Earned income from trading with the private sector</td> <td style="text-align: center;">4</td> <td style="text-align: center;">4</td> </tr> <tr> <td>Earned income from trading with third sector organisations (e.g. charities, voluntary groups)</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Earned income from trading with other social enterprises</td> <td style="text-align: center;">6</td> <td style="text-align: center;">6</td> </tr> <tr> <td>Earned income from trading with the general public</td> <td style="text-align: center;">7</td> <td style="text-align: center;">7</td> </tr> <tr> <td>Donations</td> <td style="text-align: center;">8</td> <td style="text-align: center;">8</td> </tr> <tr> <td>Other</td> <td style="text-align: center;">9</td> <td style="text-align: center;">9</td> </tr> <tr> <td>Don't know</td> <td style="text-align: center;">10</td> <td style="text-align: center;">10</td> </tr> </tbody> </table>		<b>Q9</b>	<b>Q10</b>	Grants or core funding from public sector bodies	1	1	Other grants or core funding (e.g. foundations, trusts, Big Lottery)	2	2	Earned income from trading with the public sector	3	3	Earned income from trading with the private sector	4	4	Earned income from trading with third sector organisations (e.g. charities, voluntary groups)	5	5	Earned income from trading with other social enterprises	6	6	Earned income from trading with the general public	7	7	Donations	8	8	Other	9	9	Don't know	10	10	<p><b>BASE: ALL MULTI</b></p> <p><b>BASE: Q9/MULTI SINGLE</b></p>
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<p><b>Q11</b></p>	<p><b>ALL EARNING INCOME AT Q9 OR Q10</b> Could you very briefly describe what your main products or services are from which your organisation generates its income? <b>PROBE AND WRITE IN TO ALLOW FOR SIC CODING</b></p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<p><b>BASE: Q9/3-7 OR Q10/3-7 VERBATIM</b></p>																																	
<p><b>Q12</b></p>	<p><b>ALL EARNING INCOME AT Q9 OR Q10</b> And could you very briefly describe any other products or services from which your organisation generates its income? <b>PROBE AND WRITE IN TO ALLOW FOR SIC CODING</b></p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<p><b>BASE: Q9/3-7 OR Q10/3-7 VERBATIM</b></p>																																	

<b>Q13</b>	<b>ALL</b> Including yourself, how many full-time paid staff are currently employed in your organisation across all sites in the UK, not just this location? <b>WRITE IN. IF UNSURE PROBE FOR BANDING</b>			<b>BASE: ALL NUMERIC</b>
<b>Q14</b>	<b>ALL</b> And how many part-time paid staff are currently employed in your organisation across all sites in the UK, not just this location? Please add the hours of part-time employees to make approximate full time equivalents. <b>WRITE IN. IF UNSURE PROBE FOR BANDING</b>			<b>BASE: ALL NUMERIC</b>
		<b>Q13</b>	<b>Q14</b>	
	0	1	1	
	1	2	2	
	2-4	3	3	
	5-9	4	4	
	10-25	5	5	
	26-49	6	6	
	50-99	7	7	
	100-199	8	8	
	200-249	9	9	
	250-499	10	10	
	500-999	11	11	
	1000-1999	12	12	
	2000+	13	13	
	Don't know	14	14	
<b>Q15</b>	<b>ALL</b> How many people did you employ 12 months ago? <b>WRITE IN. IF UNSURE PROBE FOR BANDING</b>			<b>BASE: ALL NUMERIC</b>
<b>Q16</b>	<b>ALL</b> And how many people do you expect to employ in 12 months? <b>WRITE IN. IF UNSURE PROBE FOR BANDING</b>			<b>BASE: ALL NUMERIC</b>
		<b>Q15</b>	<b>Q16</b>	
	0	1	1	
	1	2	2	
	2-4	3	3	
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	10-25	5	5	
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	500-999	11	11	
	1000-1999	12	12	
	2000+	13	13	
	Don't know	14	14	

Now I'd like to ask you some questions about the things that act as barriers to, and the things that help your organisation.

<p><b>Q17</b></p>	<p><b>ALL</b>          Were you part of the organisation when it was founded or established?  <b>CODE ONE ONLY</b></p> <p>Yes 1          No 2</p>	<p><b>BASE: ALL SINGLE</b></p> <p><b>→Q19</b></p>																																																												
<p><b>Q18</b></p>	<p><b>ALL INVOLVED AT START UP</b>          What, if any, barriers or obstacles did the organisation face when it was established?  <b>PROBE AND CODE ALL THAT APPLY</b></p>	<p><b>BASE: Q17/1 MULTI</b></p>																																																												
<p><b>Q19</b></p>	<p><b>ALL</b>          What are the three most significant barriers to your organisation's sustainability and/or growth currently?  <b>PROBE AND CODE ALL THAT APPLY</b></p> <table border="1" data-bbox="196 846 1270 1778"> <thead> <tr> <th></th> <th><b>Q18</b></th> <th><b>Q19</b></th> </tr> </thead> <tbody> <tr><td>Lack of/poor access to/affordability of finance/funding</td><td>1</td><td>1</td></tr> <tr><td>Lack of appropriate skills/experience</td><td>2</td><td>2</td></tr> <tr><td>Difficulties in accessing/entering market(s)</td><td>3</td><td>3</td></tr> <tr><td>Cash flow</td><td>4</td><td>4</td></tr> <tr><td>Cultural understanding among banks and support organisations</td><td>5</td><td>5</td></tr> <tr><td>Time pressures</td><td>6</td><td>6</td></tr> <tr><td>Lack of access to/poor advice/business support</td><td>7</td><td>7</td></tr> <tr><td>Regulatory issues (e.g. health and safety)</td><td>8</td><td>8</td></tr> <tr><td>Difficulties with tax/VAT/corporation national insurance</td><td>9</td><td>9</td></tr> <tr><td>Didn't know where to seek advice</td><td>10</td><td>10</td></tr> <tr><td>Increased competition in the market</td><td>11</td><td>11</td></tr> <tr><td>Prohibitive commissioning/procurement with public services</td><td>12</td><td>12</td></tr> <tr><td>Lack of awareness of social enterprise among customers</td><td>13</td><td>13</td></tr> <tr><td>Competing with cheaper private sector companies</td><td>14</td><td>14</td></tr> <tr><td>Recruiting skilled staff</td><td>15</td><td>15</td></tr> <tr><td>Fear of failure</td><td>16</td><td>16</td></tr> <tr><td>Other (<b>SPECIFY</b>)</td><td>95</td><td>95</td></tr> <tr><td>None</td><td>96</td><td>96</td></tr> <tr><td>Don't know</td><td>97</td><td>97</td></tr> </tbody> </table>		<b>Q18</b>	<b>Q19</b>	Lack of/poor access to/affordability of finance/funding	1	1	Lack of appropriate skills/experience	2	2	Difficulties in accessing/entering market(s)	3	3	Cash flow	4	4	Cultural understanding among banks and support organisations	5	5	Time pressures	6	6	Lack of access to/poor advice/business support	7	7	Regulatory issues (e.g. health and safety)	8	8	Difficulties with tax/VAT/corporation national insurance	9	9	Didn't know where to seek advice	10	10	Increased competition in the market	11	11	Prohibitive commissioning/procurement with public services	12	12	Lack of awareness of social enterprise among customers	13	13	Competing with cheaper private sector companies	14	14	Recruiting skilled staff	15	15	Fear of failure	16	16	Other ( <b>SPECIFY</b> )	95	95	None	96	96	Don't know	97	97	<p><b>BASE: ALL MULTI</b></p>
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Q20	<p><b>ASK ALL</b></p> <p>Are the barriers that your organisation currently faces having a greater or lesser impact compared to a year ago, or have they remained the same?</p> <p><b>CODE ONE ONLY</b></p> <p>Greater impact 1  Lesser impact 2  Stayed the same 3  Don't know 4</p>	<p><b>BASE: ALL SINGLE</b></p>
Q21	<p><b>ALL</b></p> <p>What three things would best support your organisation's sustainability and/or growth?</p> <p><b>PROBE AND CODE ALL THAT APPLY</b></p> <p>Better availability of appropriate finance 1  Good staff skills/experience 2  Managing cash flow 3  Ease of accessing/entering market(s) 4  Affordable premises/equipment 5  Good access to/good advice/business support 6  Strong partners/partnerships 7  Business rate relief 8  Investment tax relief 9  Reduced VAT 10  Low interest rates 11  More effective commissioning/procurement of public services 12  Better cultural awareness 13  Good management committee/board 14  Better understanding of social enterprise among customers 15  Marketing and PR skills 16  Knowing someone who had done it before 17  Finding and appointing Board Members 18  Other (<b>SPECIFY</b>) 95  None 96  Don't know 97</p>	<p><b>BASE: ALL MULTI</b></p>

Now I'd like to ask you some questions about your organisation's finances.

<b>Q22</b>	<b>ALL</b> Thinking about the <b>financial year 2009/10</b> , what was your organisation's annual turnover, or total income from all sources? <b>WRITE IN. IF UNSURE PROMPT FOR BANDING</b>	<b>BASE: ALL  NUMERIC</b>																																																			
<b>Q23</b>	<b>ALL</b> And now thinking about the <b>financial year 2008/09</b> , what was your organisation's annual turnover, or total income from all sources? <b>WRITE IN. IF UNSURE PROMPT FOR BANDING</b> <table data-bbox="199 521 1268 1149"> <thead> <tr> <th></th> <th style="text-align: center;"><b>Q22</b></th> <th style="text-align: center;"><b>Q23</b></th> </tr> </thead> <tbody> <tr><td>£0 – Ceased trading</td><td style="text-align: center;">1</td><td style="text-align: center;">1</td></tr> <tr><td>£1 - £5,000</td><td style="text-align: center;">2</td><td style="text-align: center;">2</td></tr> <tr><td>£5,001 – £10,000</td><td style="text-align: center;">3</td><td style="text-align: center;">3</td></tr> <tr><td>£10,001 - £20,000</td><td style="text-align: center;">4</td><td style="text-align: center;">4</td></tr> <tr><td>£20,001 - £30,000</td><td style="text-align: center;">5</td><td style="text-align: center;">5</td></tr> <tr><td>£30,001 - £50,000</td><td style="text-align: center;">6</td><td style="text-align: center;">6</td></tr> <tr><td>£50,001 - £100,000</td><td style="text-align: center;">7</td><td style="text-align: center;">7</td></tr> <tr><td>£100,001 – £150,000</td><td style="text-align: center;">8</td><td style="text-align: center;">8</td></tr> <tr><td>£150,001 - £200,000</td><td style="text-align: center;">9</td><td style="text-align: center;">9</td></tr> <tr><td>£200,001 - £250,000</td><td style="text-align: center;">10</td><td style="text-align: center;">10</td></tr> <tr><td>£250,001 - £300,000</td><td style="text-align: center;">11</td><td style="text-align: center;">11</td></tr> <tr><td>£300,001 - £500,000</td><td style="text-align: center;">12</td><td style="text-align: center;">12</td></tr> <tr><td>£500,001 - £1 million</td><td style="text-align: center;">13</td><td style="text-align: center;">13</td></tr> <tr><td>£100,00,001 - £5 million</td><td style="text-align: center;">14</td><td style="text-align: center;">14</td></tr> <tr><td>Over £5 million</td><td style="text-align: center;">15</td><td style="text-align: center;">15</td></tr> <tr><td>Don't know</td><td style="text-align: center;">16</td><td style="text-align: center;">16</td></tr> </tbody> </table>			<b>Q22</b>	<b>Q23</b>	£0 – Ceased trading	1	1	£1 - £5,000	2	2	£5,001 – £10,000	3	3	£10,001 - £20,000	4	4	£20,001 - £30,000	5	5	£30,001 - £50,000	6	6	£50,001 - £100,000	7	7	£100,001 – £150,000	8	8	£150,001 - £200,000	9	9	£200,001 - £250,000	10	10	£250,001 - £300,000	11	11	£300,001 - £500,000	12	12	£500,001 - £1 million	13	13	£100,00,001 - £5 million	14	14	Over £5 million	15	15	Don't know	16	16
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<b>Q24</b>	<b>ALL TURNOVER INCREASED IN LAST 12 MONTHS</b> Thinking about the last 12 months has your organisation....? <b>READ OUT AND CODE ALL THAT APPLY</b> <table data-bbox="199 1305 1268 1686"> <tbody> <tr><td>Diversified into new markets</td><td style="text-align: center;">1</td></tr> <tr><td>Expanded into new geographic areas</td><td style="text-align: center;">2</td></tr> <tr><td>Developed new products and services</td><td style="text-align: center;">3</td></tr> <tr><td>Won business</td><td style="text-align: center;">4</td></tr> <tr><td>Attracted new customers or clients</td><td style="text-align: center;">5</td></tr> <tr><td>Replicated or franchised</td><td style="text-align: center;">6</td></tr> <tr><td>Merged with another organisation</td><td style="text-align: center;">7</td></tr> <tr><td>Acquired another organisation</td><td style="text-align: center;">8</td></tr> <tr><td>Other</td><td style="text-align: center;">9</td></tr> <tr><td>Don't know</td><td style="text-align: center;">10</td></tr> </tbody> </table>	Diversified into new markets	1	Expanded into new geographic areas	2	Developed new products and services	3	Won business	4	Attracted new customers or clients	5	Replicated or franchised	6	Merged with another organisation	7	Acquired another organisation	8	Other	9	Don't know	10	<b>BASE:  Q22&gt;Q23  MULTI</b>																															
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Don't know	10																																																				
<b>Q25</b>	<b>ALL</b> Taking into account all sources of income in the last financial year did your organisation make a profit or surplus? <b>CODE ONE ONLY</b> <table data-bbox="199 1865 1268 2009"> <tbody> <tr><td>Yes</td><td style="text-align: center;">1</td></tr> <tr><td>No</td><td style="text-align: center;">2</td></tr> <tr><td>Broke even</td><td style="text-align: center;">3</td></tr> <tr><td>Don't know</td><td style="text-align: center;">4</td></tr> </tbody> </table>	Yes	1	No	2	Broke even	3	Don't know	4	<b>BASE: ALL  SINGLE</b>																																											
Yes	1																																																				
No	2																																																				
Broke even	3																																																				
Don't know	4																																																				



Q31	<b>ALL</b> Has your organisation had to make any redundancies in the last year? <b>CODE ONE ONLY</b>	<b>BASE: ALL SINGLE</b>																											
Q32	<b>ALL</b> Does your organisation expect to have to make any redundancies in the next year? <b>CODE ONE ONLY</b> <table data-bbox="197 443 1270 584"> <thead> <tr> <th></th> <th style="text-align: center;">Q31</th> <th style="text-align: center;">Q32</th> </tr> </thead> <tbody> <tr> <td>Yes (<b>SPECIFY HOW MANY JOBS</b>)</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> </tr> <tr> <td>No</td> <td style="text-align: center;">2</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Don't know</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>		Q31	Q32	Yes ( <b>SPECIFY HOW MANY JOBS</b> )	1	1	No	2	2	Don't know	3	3	<b>BASE: ALL SINGLE</b>															
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Yes ( <b>SPECIFY HOW MANY JOBS</b> )	1	1																											
No	2	2																											
Don't know	3	3																											
Q33	<b>ALL</b> Has your organisation applied for new sources of finance or capital for your organisation in the past 12 months? <b>CODE ONE ONLY</b> <table data-bbox="197 801 1270 875"> <tbody> <tr> <td>Yes</td> <td style="text-align: center;">1</td> </tr> <tr> <td>No</td> <td style="text-align: center;">2</td> </tr> </tbody> </table>	Yes	1	No	2	<b>BASE: ALL SINGLE</b>																							
Yes	1																												
No	2																												
Q34	<b>ALL APPLIED</b> What form of finance or capital did you apply for. Was it ..... <b>CODE ALL THAT APPLY</b>	<b>BASE: Q33/1 MULTI</b>																											
Q35	<b>ALL APPLIED</b> And what form of finance or capital were you successful in getting? Was it .... <b>CODE ALL THAT APPLY</b> <table data-bbox="197 1122 1270 1413"> <thead> <tr> <th></th> <th style="text-align: center;">Q34</th> <th style="text-align: center;">Q35</th> </tr> </thead> <tbody> <tr> <td>Development grant</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Loan</td> <td style="text-align: center;">2</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Overdraft</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> </tr> <tr> <td>Mortgage</td> <td style="text-align: center;">4</td> <td style="text-align: center;">4</td> </tr> <tr> <td>Equity</td> <td style="text-align: center;">95</td> <td style="text-align: center;">95</td> </tr> <tr> <td>Other (<b>SPECIFY</b>)</td> <td style="text-align: center;">96</td> <td style="text-align: center;">96</td> </tr> <tr> <td>None</td> <td style="text-align: center;">97</td> <td style="text-align: center;">97</td> </tr> <tr> <td>Don't know</td> <td style="text-align: center;">97</td> <td style="text-align: center;">97</td> </tr> </tbody> </table>		Q34	Q35	Development grant	1	1	Loan	2	2	Overdraft	3	3	Mortgage	4	4	Equity	95	95	Other ( <b>SPECIFY</b> )	96	96	None	97	97	Don't know	97	97	<b>BASE: Q33/1 MULTI</b>
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<b>Q36</b>	<b>ALL APPLIED</b> How much finance or credit did your organisation want to raise? <b>WRITE IN. IF UNSURE PROMPT FOR BANDING</b>	<b>BASE: Q33/1</b> <b>NUMERIC</b>			
<b>Q37</b>	<b>ALL APPLIED</b> And how much finance or credit was your organisation able to raise? <b>WRITE IN. IF UNSURE PROMPT FOR BANDING</b>		<b>BASE: Q33/1</b> <b>NUMERIC</b>		
			<b>Q36</b>	<b>Q37</b>	
	£1 - £5,000		1	1	
	£5,001 – £10,000		2	2	
	£10,001 - £20,000		3	3	
	£20,001 - £30,000		4	4	
	£30,001 - £50,000		5	5	
	£50,001 - £100,000		6	6	
	£100,001 – £150,000		7	7	
	£150,001 - £200,000		8	8	
	£200,001 - £250,000		9	9	
	£250,001 - £300,000		10	10	
	£300,001 - £500,000		11	11	
	£500,001 - £1 million		12	12	
	£100,00,001 - £5 million		13	13	
	Over £5 million		14	14	
	Don't know		15	15	
<b>Q38</b>	<b>ALL APPLIED</b> Where did you get this finance or capital from? <b>READ OUT AND CODE ONE ONLY</b>	<b>BASE: Q33/1</b> <b>SINGLE</b>			
	High Street bank				1
	Specialist social enterprise/charity lender				2
	Government fund				3
	Venture capitalist/investment house				4
	Grant making trust or foundation				5
	Friends and/or family				6
	Community Development Fund (CDF)				7
	Other				8
	Don't know				9
<b>Q39</b>	<b>ALL APPLIED</b> What are you using this finance or capital for? <b>READ OUT AND CODE ALL THAT APPLY</b>	<b>BASE: Q33/1</b> <b>MULTI</b>			
	Working capital e.g. to cover cash flow				1
	Development capital (e.g. to develop new services or plans)				2
	Asset acquisition or improvements				3
	To cover operational costs				4
	Other				5
	Don't know			6	

Q40	<p><b>ALL NOT APPLIED</b></p> <p>Why has your organisation decided not to apply for new sources of finance or capital in the past 12 months?</p> <p><b>READ OUT AND CODE ALL THAT APPLY</b></p> <p>No finance required 1</p> <p>Cost of Finance 2</p> <p>The availability of appropriate finance 3</p> <p>Confidence to take on investment finance 4</p> <p>Skills and capacity to take on investment finance 5</p> <p>Restrictions of legal form 6</p> <p>Poor credit rating 7</p> <p>No security 8</p> <p>Willingness of Board or Trustees to take on the risk 9</p> <p>Perceived cultural barriers to being eligible for finance 10</p> <p>Other 11</p> <p>Don't know 12</p>	<p><b>BASE: Q33/2</b></p> <p><b>MULTI</b></p>
Q41	<p><b>ALL UNSUCCESSFUL</b></p> <p>Can you tell me why your organisation was unsuccessful in getting the finance or capital it applied for?</p> <p><b>READ OUT AND CODE ALL THAT APPLY</b></p> <p>Insufficient growth projections 1</p> <p>Poor business plan 2</p> <p>Business sector too risky 3</p> <p>Lack of own investment 4</p> <p>Lack of investor confidence in business 5</p> <p>Too much competition 6</p> <p>Poor credit rating 7</p> <p>No credit rating (e.g. start up) 8</p> <p>Insufficient security 9</p> <p>No reason given 10</p> <p>Don't know 11</p>	<p><b>BASE: Q35/96</b></p> <p><b>MULTI</b></p>
Q42	<p><b>ALL</b></p> <p>Who is your main bank account with</p> <p><b>READ OUT AND CODE ONE ONLY</b></p> <p>HSBC 1</p> <p>Unity Trust Bank 2</p> <p>RBS 3</p> <p>Natwest 4</p> <p>Santander 5</p> <p>Barclays 6</p> <p>Cooperative Bank 7</p> <p>Lloyds/TSB 8</p> <p>Nationwide 9</p> <p>Other 10</p> <p>Don't know 11</p>	<p><b>BASE: ALL</b></p> <p><b>SINGLE</b></p>

Now I would like to ask you some questions about the support your organisation accesses and provides.

<p><b>Q43</b></p>	<p><b>ALL</b>            If your organisation was looking for business support or advice, where would you be most likely to turn?  <b>DO NOT READ OUT AND CODE ONE ONLY</b></p> <p>Government provided support 1            Business Link 2            Other social enterprises and peers 3            Friends and family 4            Management Consultant 5            Business/financial advisor 6            Websites 7            Accountant 8            Bank 9            Funders 10            National social enterprise body 11            Regional social enterprise body 12            Local authority 13            Other (<b>SPECIFY</b>) 95            None 96            Don't know 97</p>	<p><b>BASE: ALL            SINGLE</b></p>
<p><b>Q44</b></p>	<p><b>ALL</b>            In which, if any, of the following types of local business network does your organisation engage?  <b>READ OUT AND CODE ALL THAT APPLY</b></p> <p>Social enterprise network 1            Other business network 2            Local Enterprise Partnerships or LEPS 3            Chamber of Commerce 4            Other 5            None 6            Don't know 7</p>	<p><b>BASE: ALL            MULTI</b></p>
<p><b>Q45</b></p>	<p><b>ALL</b>            To what extent does your organisation use social enterprise status in marketing its goods/services?  <b>CODE ONE ONLY</b></p> <p>To a great extent 1            To some extent 2            Not very much 3            Not at all 4            Not applicable 5            Don't know 6</p>	<p><b>BASE: ALL            SINGLE</b></p>

Q46	<b>ALL</b> Are you aware of the Social Enterprise Mark? <b>CODE ONE ONLY</b> Yes 1 No 2	<b>BASE: ALL SINGLE</b>																																																																													
Q47	<b>ALL</b> As a social enterprise which of the following do you most identify and share characteristics with? <b>READ OUT AND CODE ONE ONLY</b>  SMEs 1 Voluntary sector organisations 2 Community groups 3 Public sector bodies 4 Commercial businesses 5 None of these <b>(DO NOT READ OUT)</b> 6 Do not regard as social enterprise <b>(DO NOT READ OUT)</b> 7	<b>BASE: ALL SINGLE</b>																																																																													
Q48	<b>ALL</b> To what extent do the following statements apply to your organisation? <b>READ OUT AND CODE ONE ONLY PER ROW</b>  <table border="1" data-bbox="199 996 1268 2004"> <thead> <tr> <th></th> <th>A large extent</th> <th>Some extent</th> <th>Not very much</th> <th>Not at all</th> <th>Don't know</th> <th>NA</th> </tr> </thead> <tbody> <tr> <td>My organisation actively recruits staff locally</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>My organisation reinvests profits locally</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>My staff are actively involved in decision-making</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>My beneficiaries are actively involved in decision-making</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>My organisation invests well in staff training and development</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>My organisation employs people that are disadvantaged in the labour market</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>My organisation monitors its social impact</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>My organisation actively aims to minimise its environmental impact</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>My staff know we are a social enterprise</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>My customers know we are a social enterprise</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> </tbody> </table>		A large extent	Some extent	Not very much	Not at all	Don't know	NA	My organisation actively recruits staff locally	1	2	3	4	5	6	My organisation reinvests profits locally	1	2	3	4	5	6	My staff are actively involved in decision-making	1	2	3	4	5	6	My beneficiaries are actively involved in decision-making	1	2	3	4	5	6	My organisation invests well in staff training and development	1	2	3	4	5	6	My organisation employs people that are disadvantaged in the labour market	1	2	3	4	5	6	My organisation monitors its social impact	1	2	3	4	5	6	My organisation actively aims to minimise its environmental impact	1	2	3	4	5	6	My staff know we are a social enterprise	1	2	3	4	5	6	My customers know we are a social enterprise	1	2	3	4	5	6	<b>BASE: ALL SINGLE</b>
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Q49	<p><b>ALL SEC MEMBERS FROM DATABASE</b></p> <p>Our records tell us that your organisation is a member of the Social Enterprise Coalition – can you confirm this?  <b>CODE ONE ONLY</b></p> <p>Yes 1  No 2  Don't know 3</p>	<p><b>BASE: SEC MEMBERS SINGLE</b></p> <p>→Q51  →Q51</p>
<p>Q50</p> <p>Q51</p>	<p><b>ALL MEMBERS</b></p> <p>What, if any, benefits does this bring your organisation?  <b>READ OUT AND CODE ALL THAT APPLY</b></p> <p><b>ALL SEC NON-MEMBERS</b></p> <p>The Social Enterprise Coalition is the national membership body for social enterprises. What are the most important things it could do for you?  <b>READ OUT AND CODE ALL THAT APPLY</b></p> <p>Lobbying influencing at a local level government 1 1  Lobbying influencing government at a national level 2 2  Discounted products and services 3 3  Networking opportunities 4 4  Business to Business Trading 5 5  Training and support 6 6  Information and guidance 7 7  A Social enterprise directory 8 8  Promotion and branding 9 9  A sense of belonging 10 10  Other 11 11  None 12 12  Don't know 13 13</p>	<p><b>BASE: Q49/1 MULTI</b></p> <p><b>BASE: NOT Q49/1 SINGLE</b></p>
Q52	<p><b>ALL</b></p> <p>Does your organisation view the government's Big Society agenda as an opportunity or a threat, or neither?  <b>CODE ONE ONLY</b></p> <p>Opportunity 1  Threat 2  Neither 3  Don't know what it is 4  Don't care 5</p>	<p><b>BASE: ALL SINGLE</b></p>

Q53	<p><b>ALL</b></p> <p>To what extent do you believe the government takes account of the views of social enterprises?</p> <p><b>READ OUT AND CODE ONE ONLY</b></p> <p>A great extent 1  Some extent 2  Not very much 3  Not at all 4  Don't know 5</p>	<p><b>BASE: ALL SINGLE</b></p>
Q54	<p><b>ALL</b></p> <p>Please could you tell me how many directors your organisation has, or the number of people on your leadership team?</p> <p><b>WRITE IN</b></p>	<p><b>BASE: ALL NUMERIC</b></p>
Q55	<p><b>ALL</b></p> <p>Please could you tell how many of your organisation's directors or leadership team fall into the following categories?</p> <p><b>WRITE IN</b></p> <p><b>TOTAL</b> <input type="text"/></p> <p>Male <input type="text"/>  Female <input type="text"/></p> <p>White <input type="text"/>  Asian or Asian British <input type="text"/>  Black or Black British <input type="text"/>  Mixed <input type="text"/>  Chinese <input type="text"/>  Other <input type="text"/></p> <p>16 to 24 <input type="text"/>  25 to 44 <input type="text"/>  45 to 64 <input type="text"/>  65+ <input type="text"/></p> <p><b>CATI CHECK TOTALS</b></p>	<p><b>BASE: ALL NUMERIC</b></p>
Q56	<p><b>ALL</b></p> <p>Those are all the questions I have. Thank you very much for your time and help in completing this interview. Is there anything you would like to add to the responses you have already given?</p> <p><b>PROBE FULLY AND WRITE IN</b></p> <p><input type="text"/></p>	<p><b>BASE: OPEN</b></p>

<b>RC1</b>	<p><b>ALL</b></p> <p>Just to confirm with you that individual responses are kept confidential for all projects, and responses are only reported in aggregate with those of other respondents. However, the Social Enterprise Coalition would find it very useful and interesting to look at your individual responses and comments in order to help build a bigger, more robust evidence base for the social enterprise movement. Would you be happy for the Social Enterprise Coalition to see your individual answers on behalf of your organisation?</p> <p><b>CODE ONE ONLY</b></p> <p>Yes 1 No 2</p>	<b>BASE: ALL SINGLE</b>
<b>RC2</b>	<p><b>ALL</b></p> <p>The Social Enterprise Coalition may be conducting further research on social enterprises. Would you be happy to be re-contacted to take part in follow-up research for this Survey over the next two years, either by the Social Enterprise Coalition itself or a market research agency on their behalf? You may be contacted by telephone, email or invited to come along to a group on behalf of your company organisation.</p> <p><b>CODE ONE ONLY</b></p> <p>Yes 1 No 2</p>	<b>BASE: ALL SINGLE</b>
<b>RC3</b>	<p><b>ALL WHERE POSTCODE ON DATABASE</b></p> <p>Can I just confirm that your organisation's postcode is .....</p> <p><b>CODE ONE ONLY</b></p>	<b>BASE: ALL SINGLE</b>
<b>RC4</b>	<p><b>ALL WHERE POSTCODE NOT ON DATABASE</b></p> <p>Can I take the postcode of your organisation (<b>IF NECESSARY</b>: This is so we can understand how organisations like yours are spread around the country.)</p> <p><b>CODE ONE ONLY</b></p> <p style="text-align: center;"><b>RC3                  RC4</b></p> <p>Yes 1                  1</p> <p>No 2                  2</p>	<b>BASE: ALL SINGLE</b>  <b>TAKE CORRECT POSTCODE</b>
<b>RC5</b>	<p><b>ALL</b></p> <p>Would you like to receive a copy of the report that the results of this survey will form the basis of?</p> <p><b>CODE ONE ONLY</b></p> <p>Yes 1 No 2</p>	<b>BASE: ALL SINGLE</b>
<b>RC6</b>	<p><b>ALL WOULD LIKE REPORT</b></p> <p>Are you happy for us to pass on your details to SEC so that they can send you the report when it is published (likely to be in March)?</p> <p><b>CODE ONE ONLY</b></p> <p>Yes 1 No 2</p>	<b>BASE: RC5/1 SINGLE</b>

**THANK AND CLOSE**