

Article

Business Impact of Coronavirus (COVID-19) Survey questions: 7 September 2020 to 20 September 2020

Contact:
Jon Gough
bics@ons.gov.uk
+44 (0)1633 456720

Release date:
5 October 2020

Next release:
To be announced

Table of contents

1. [Survey information](#)
2. [Trading status of your business](#)
3. [Turnover, operating costs and profits](#)
4. [Exporting and importing](#)
5. [Prices of materials, goods and services](#)
6. [Stock](#)
7. [Access to financial support](#)
8. [Operational performance](#)
9. [Safety measures in the workplace](#)
10. [Comments](#)

1 . Survey information

These questions are for wave 14 of the Business Impact of Coronavirus (COVID-19) Survey for the period 7 September 2020 to 20 September 2020. Respondents are asked to respond to the questions between 21 September 2020 to 4 October 2020, based on their experiences from 7 September 2020 to 20 September 2020. These are the most up-to-date survey questions.

2 . Trading status of your business

Which of the following statements best describes your business's trading status?

- Currently trading and has been for more than the last two weeks
- Started trading within the last two weeks after a pause in trading
- Paused trading but intends to restart in the next two weeks
- Paused trading and does not intend to restart in the next two weeks
- Permanently ceased trading

Where in the UK are your business's sites located?

- Northern Ireland
- Scotland
- Wales
- East of England
- East Midlands
- Greater London
- North East of England
- North West of England
- South East of England
- South West of England
- West Midlands
- Yorkshire and The Humber
- Not sure
- Not applicable

Where in the UK are your business's sites currently paused or ceased trading?

- Northern Ireland
- Scotland
- Wales
- East of England
- East Midlands
- Greater London
- North East of England
- North West of England
- South East of England
- South West of England
- West Midlands
- Yorkshire and The Humber
- Not sure
- None of our sites are currently paused or ceased trading

3 . Turnover, operating costs and profits

In the last two weeks, how has the coronavirus (COVID-19) pandemic affected your business's turnover, compared with normal expectations for this time of year?

- Turnover has increased by more than 50%
- Turnover has increased between 20% and 50%
- Turnover has increased by up to 20%
- Turnover has not been affected
- Turnover has decreased by up to 20%
- Turnover has decreased between 20% and 50%
- Turnover has decreased by more than 50%
- Not sure

Please explain in more detail how the coronavirus (COVID-19) pandemic affected turnover in the last two weeks

What are your expectations about turnover in the next two weeks?

- Expect turnover to substantially increase
- Expect turnover to increase a little
- Expect turnover to stay the same
- Expect turnover to decrease a little
- Expect turnover to substantially decrease
- Not sure

In the last two weeks, how did turnover compare to operating costs?

- Turnover exceeded operating costs by more than 50%
- Turnover exceeded operating costs between 20% and 50%
- Turnover exceeded operating costs by up to 20%
- Turnover was equal to operating costs
- Operating costs exceeded turnover by up to 20%
- Operating costs exceeded turnover between 20% and 50%
- Operating costs exceeded turnover by more than 50%
- Not sure

In the last two weeks, how has the coronavirus (COVID-19) pandemic affected your business's profits, compared with normal expectations for this time of year?

- Profits have increased by more than 50%
- Profits have increased by between 20% and 50%
- Profits have increased by up to 20%
- Profits have stayed the same
- Profits have decreased by up to 20%
- Profits have decreased by between 20% and 50%
- Profits have decreased by more than 50%
- Not sure

4 . Exporting and importing

Has your business exported goods or services in the last 12 months?

- Yes
- No
- Not sure

How has exporting of goods or services been affected by the coronavirus (COVID-19) pandemic in the last two weeks?

- Exporting more than normal
- Exporting has not been affected
- Exporting, but less than normal
- Not been able to export in the last two weeks
- Not sure

Have you experienced any of the following challenges with exporting over the last two weeks?

- Coronavirus-related transport restrictions
- Increases in transportation costs
- Closure of infrastructure used to export goods or services
- Destination countries changing their border restrictions
- Other (Please describe)
- Did not experience any challenges with exporting

Which of the following support options would your business benefit from, to help with exporting challenges?

- Financial support
- Understanding markets and demand issues
- Finding new markets
- Finding new overseas contacts or customers
- Transport and distribution
- Legal issues
- Customs and tariffs
- Export licences
- Other (Please describe)
- None of the above

Let us know anything else that will help us understand your business's exporting in the last two weeks

Has your business imported goods or services in the last 12 months?

- Yes
- No
- Not sure

How has your business's importing of goods or services been affected by the coronavirus (COVID-19) pandemic in the last two weeks?

- Importing more than normal
- Importing has not been affected
- Importing, but less than normal
- Not been able to import in the last two weeks
- Not sure

Have you experienced any of the following challenges with importing over the last two weeks?

- Coronavirus-related transport restrictions
- Increases in transportation costs
- Closure of infrastructure used to import goods or services
- Source countries changing their border restrictions
- Other (Please describe)
- Did not experience any challenges with importing

Which of the following support options would your business benefit from, to help with importing challenges?

- Understanding markets and demand issues
- Finding new alternative supply chains
- Finding new overseas contacts or customers
- Transport and distribution
- Legal issues
- Customs and tariffs
- Import licences
- Other (Please describe)
- None of the above

Let us know anything else that will help us understand your business's importing in the last two weeks

5 . Prices of materials, goods and services

How did the prices of materials, goods or services bought by your business change in the last two weeks, compared with normal price fluctuations?

- Prices increased more than normal
- Prices did not change any more than normal
- Prices decreased more than normal
- Some prices increased, some prices decreased
- Not sure
- Not applicable

Please give more details about the prices of materials, goods or services that changed

What are your expectations about changes in prices of materials, goods or services that your business needs for the next two weeks?

- Expect prices to generally increase
- Expect prices not to change
- Expect prices to generally decrease
- Not sure

How did the prices of goods or services sold by your business change in the last two weeks, compared with normal fluctuations?

- Prices increased more than normal
- Prices did not change any more than normal
- Prices decreased more than normal
- Some prices increased, some prices decreased
- Not sure
- Not applicable

Please give more details about how prices changed

What are your expectations about prices of goods or services that your business will sell over the next two weeks?

- Prices will generally increase
- Prices will stay the same
- Prices will generally decrease
- Not sure

6 . Stock

How has the coronavirus (COVID-19) pandemic affected your business's stock levels in the last two weeks?

- Stock levels are higher than normal
- Stock levels have not changed
- Stock levels are lower than normal
- Not sure
- Not applicable

Please explain in more detail how the coronavirus (COVID-19) pandemic has affected stock levels in the last two weeks.

7 . Access to financial support

Has your business applied for any of the following schemes?

- Coronavirus Job Retention Scheme
- Government-backed accredited loans or finance agreements
- Business grants funded by the UK and devolved governments
- Not applied for any of these schemes

Did your business apply for the Development Bank of Wales COVID-19 Business Loan Scheme?

- Yes
- No
- Not sure

Which government offered the business grants that your business applied for?

- Northern Ireland Executive
- Scottish Government
- UK Government (England Only)
- Welsh Government
- Not sure

Which of the following Welsh Government grants did your business apply for?

- COVID-19 grant for small businesses
- Economic Resilience Fund
- Sector-specific grants
- Not applied for any of these grants

Has your business received funds from any of the following Welsh Government grants?

- COVID-19 grant for small businesses
- Economic Resilience Fund
- Sector-specific grants
- Not received any funds from these grants

Which of the following Scottish Government grants did your business apply for?

- Small Business Support grant
- Pivotal Enterprise Resilience Fund
- Sector-specific grants
- Not applied for any of these grants

Has your business received funds from any of the following Scottish Government grants?

- Small Business Support grant
- Pivotal Enterprise Resilience Fund
- Sector-specific grants
- Not received any funds from these grants

Which of the following UK Government (England only) grants did your business apply for?

- Small Business Grant Fund (SBGF)
- Sector-specific grants
- Not applied for any of these grants

Has your business received funds from any of the following UK Government (England only) grants?

- Small Business Grant Fund (SBGF)
- Sector-specific grants
- Not received any funds from these grants

Which of the following Northern Ireland Executive grants did your business apply for?

- Small Business Grant Scheme
- Sector-specific grants
- Not applied for any of these grants

Has your business received funds from any of the following Northern Ireland Executive grants?

- Small Business Grant Scheme
- Sector-specific grants
- Not received any funds from these grants

Has your business received funds from any of the following schemes?

- Coronavirus Job Retention Scheme
- Government-backed accredited loans or finance agreements
- Not received any funds from these schemes

Please describe your experience of applying for these schemes

Does your business expect to use the Coronavirus Job Retention Scheme (CJRS) again in the next two weeks?

- Yes
- No
- Not sure

Is your business intending to apply for any of the following schemes?

- Government-backed accredited loans or finance agreements
- Business grants funded by the UK and devolved governments
- Job Retention Bonus
- Kickstart Job Scheme for young people
- Not intending to apply for any of these schemes

Why is your business not intending to apply for the Job Retention Bonus?

- Furloughed employees will be made redundant before the end of January 2021
- Furloughed employees are not eligible
- We have not furloughed any employees
- Other (Please describe)
- Not sure

Is your business using any of the following initiatives?

- Business rates holiday
- Deferring VAT payments
- HMRC Time To Pay scheme
- Not using any of these initiatives

Is your business intending to use any of the following initiatives?

- Business rates holiday
- Deferring VAT payments
- HMRC Time To Pay scheme
- Not intending to use any of these initiatives

Did the support received from these initiatives or schemes help your business continue trading?

- Yes, it helped us to continue trading
- No, it did not impact our ability to continue trading
- Not sure

Please describe any other support from government that you think could help your business

Has your business received any other financial assistance from banks or building societies?

- Yes
- No
- Not sure

Did the financial assistance received from banks or building societies help your business continue trading?

- Yes, it helped us to continue trading
- No, it did not impact our ability to continue trading
- Not sure

How long do you think your business's cash reserves will last?

- No cash reserves
- Less than 1 month
- 1 to 3 months
- 4 to 6 months
- More than 6 months
- Not sure

How much confidence does your business have that it will survive the next three months?

- High confidence
- Moderate confidence
- Low confidence
- No confidence
- Not sure

8 . Operational performance

In the last two weeks, approximately what percentage of your business's workforce were:

- On partial or full furlough leave
- Working at their normal place of work
- Working from home instead of at their normal place of work
- On sick leave or not working due to coronavirus (COVID-19) symptoms, self-isolation or quarantine
- Made permanently redundant
- Other

Is your business providing top-ups to any furloughed workers' pay, on top of the Coronavirus Job Retention Scheme (CJRS) payments?

- Yes, the business is providing a top-up
- No, the business is not providing a top-up
- Not sure

Of those on furlough leave, approximately what percentage of workers have had their pay topped up?

- Percentage of furloughed workers with top-up pay

In the last two weeks, approximately what percentage of your workforce have:

- Returned from furlough to homeworking, either fully or partially
- Returned from furlough to the normal workplace, either fully or partially
- Moved from homeworking to the normal workplace

In the next two weeks, approximately what percentage of your workforce will:

- Return from furlough to homeworking, either fully or partially
- Return from furlough to the normal workplace, either fully or partially
- Return to the workplace from homeworking, either fully or partially
- Be made permanently redundant

Has your business had more staff working from home as a result of the coronavirus (COVID-19) pandemic?

- Yes
- No
- Not sure

How has the increase in homeworking affected the productivity of your workforce?

- Productivity has increased
- Productivity has stayed the same
- Productivity has decreased
- Not sure

Does your business intend to use increased homeworking as a permanent business model going forward?

- Yes
- No
- Not sure

Why do you intend to use increased homeworking as a permanent business model going forward?

- Ability to recruit from a wider geographical pool
- Ability to better match jobs to skills
- Increased productivity
- Reduced overheads
- Improved staff wellbeing
- Reduced sickness levels
- Other (Please describe)
- Not sure

Why do you not intend to use increased homeworking as a permanent business model going forward?

- Reduced productivity
- Security concerns
- Reduced reliability and retention of staff
- Reduced communication
- Negative impact on working culture
- Not suitable for our business
- Other (Please describe)
- Not sure

Is your business intending to permanently close any business sites in the next three months?

- Yes
- No
- Not sure

Where in the UK are the business sites that will permanently close in the next three months?

- Northern Ireland
- Scotland
- Wales
- East of England
- East Midlands
- Greater London
- North East of England
- North West of England
- South East of England
- South West of England
- West Midlands
- Yorkshire and The Humber
- Not sure
- None of our business sites will permanently close in the next three months

How do you expect closing these sites to affect your workforce?

- Decreased hours
- Increased hours
- Moved to remote working
- Permanent redundancies
- Relocation
- Other (Please describe)
- Not sure
- Workforce will not be affected

9 . Safety measures in the workplace

Is your business aware of the "COVID-19 safer workplaces" government guidance?

- Yes
- No
- Not sure

Is your business using, or intending to use, any of the following safety measures in the workplace?

- Personal Protective Equipment (PPE)
- Temperature checks
- Physical screens or dividers
- Routine COVID-19 testing
- Social distancing measures
- Working in fixed teams
- Staggered entry and/or exit
- Increased hygiene measures
- Displaying COVID-19 guidance notices for your staff or customers
- Other (Please describe)
- None of these
- Not sure

How has the implementation of these safety measures affected your operating costs?

- Operating costs have substantially increased
- Operating costs have increased a little
- Operating costs have stayed the same
- Operating costs have decreased a little
- Operating costs have substantially decreased
- Not sure
- Not applicable

How do you expect the implementation of these safety measures to affect your operating costs?

- Operating costs will substantially increase
- Operating costs will increase a little
- Operating costs will stay the same
- Operating costs will decrease a little
- Operating costs will substantially decrease
- Not sure
- Not applicable

If your business has completed a coronavirus (COVID-19) risk assessment, how easy or difficult was it to complete?

- Very easy
- Quite easy
- Quite difficult
- Very difficult
- No risk assessment has been completed
- Not sure

Is your business collecting test and trace contact details from customers?

- Yes, we are collecting details
- No, we are not collecting details
- Not sure

What method are you using to collect test and trace contact details from customers?

- Paper record
- Digital record
- Other (Please describe)
- Not sure

Why is your business not collecting test and trace contact details from customers?

- Not relevant for our business
- Too difficult to implement
- Other (Please describe)
- Not sure

How much confidence does your business have in knowing what action to take if an employee or customer tests positive for coronavirus (COVID-19)?

- High confidence
- Moderate confidence
- Low confidence
- No confidence
- Not sure

10 . Comments

Thank you for completing this questionnaire. Please tell us anything else that may help us understand your business's current situation

- Comments