







Total	Gender		Age					Region mainly work							
	Male	Female	18-24	25-34	35-44	45-54	55+	North	Midlands	East	London	South	Wales	Scotland	Elsewhere (i.e. outside of Great Britain)

To what extent, if at all, would you say you worry about handing control over to other staff when you take time away from your business? (If you never take time away from your business, please think about how you would feel if you were to)

Unweighted base	1020	700	320	10	111	177	308	414	300	151	76	198	213	31	46	5
Base: SME Decision Makers	1020	703	317	10	112	178	309	411	300	153	76	200	211	30	45	5
I worry about it a lot	11%	10%	16%	20%	16%	14%	12%	8%	10%	9%	13%	10%	13%	16%	20%	19%
I worry about it a fair amount	31%	30%	33%	20%	43%	44%	27%	26%	28%	36%	24%	34%	34%	32%	20%	21%
I don't worry about it very much	34%	36%	28%	19%	22%	24%	40%	36%	35%	32%	32%	36%	32%	30%	28%	40%
I don't worry about it at all	18%	20%	14%	11%	12%	8%	16%	27%	21%	16%	23%	16%	16%	13%	25%	19%
Don't know	6%	4%	9%	30%	8%	10%	4%	3%	5%	8%	8%	4%	5%	9%	6%	-

You said that when you take time away from your business you worry about handing control over to other staff...

Which, if any, of the following do you worry about when handing control over to other staff when you take time away from your business? (Please select all that apply)

Unweighted base	429	276	153	4	65	103	120	137	114	67	28	86	99	15	18	2
Base: SME Decision Makers who worry about handing control over to other staff when they take time away from the business	433	280	152	4	66	104	121	137	116	68	28	87	98	15	18	2
I worry that staff will make accidental errors	55%	52%	60%	26%	69%	50%	56%	51%	59%	46%	63%	53%	55%	60%	49%	100%
I worry that staff will purposefully perform professional malpractice	7%	8%	7%	26%	15%	4%	7%	5%	8%	7%	4%	11%	7%	-	-	-
I worry about losing control of the business	31%	30%	33%	49%	27%	26%	40%	28%	37%	32%	35%	24%	28%	13%	44%	48%
I worry about not being able to support staff if they are in doubt	43%	45%	40%	76%	37%	48%	39%	45%	44%	45%	40%	43%	39%	40%	51%	100%
Other	10%	8%	13%	-	3%	10%	12%	11%	7%	13%	11%	10%	9%	13%	17%	-
Don't know	3%	4%	1%	-	2%	4%	2%	3%	3%	3%	-	3%	3%	-	-	-

Total	Gender		Age					Region mainly work							Elsewhere (i.e. outside of Great Britain)
	Male	Female	18-24	25-34	35-44	45-54	55+	North	Midlands	East	London	South	Wales	Scotland	

Which, if any, of the following have you ever been unable to attend specifically because you were too busy running your business? (Please select all that apply. If there has never been an occasion you have been unable to attend, specifically because you were too busy running your business, please select the "Not applicable" option)

Unweighted base	1020	700	320	10	111	177	308	414	300	151	76	198	213	31	46	5
Base: SME Decision Makers	1020	703	317	10	112	178	309	411	300	153	76	200	211	30	45	5
A family engagement (e.g. a party or gathering etc.)	18%	19%	16%	30%	13%	19%	18%	18%	17%	21%	20%	17%	15%	20%	22%	62%
A wedding of a friend or relative	10%	9%	11%	20%	17%	10%	7%	9%	11%	12%	8%	8%	9%	10%	13%	21%
An anniversary celebration with my partner/ spouse	11%	12%	9%	-	9%	9%	12%	12%	12%	10%	5%	12%	10%	3%	18%	40%
An engagement with my child (e.g. a sports day, a parents evening, a recital etc.)	17%	20%	11%	-	11%	18%	20%	16%	18%	18%	19%	16%	13%	16%	22%	40%
A birthday of a friend or relative	21%	20%	22%	42%	29%	21%	19%	19%	21%	21%	17%	24%	18%	16%	19%	81%
My own birthday celebration	15%	15%	15%	10%	13%	16%	16%	14%	16%	16%	13%	12%	16%	6%	19%	40%
Picking my child(ren) up from school	17%	18%	14%	-	9%	24%	21%	14%	16%	16%	19%	19%	14%	23%	15%	40%
Other (Please see tab Q10 other)	7%	6%	9%	-	2%	6%	8%	8%	8%	3%	6%	7%	9%	-	7%	-
Don't know/ can't recall	8%	8%	7%	20%	6%	9%	8%	8%	9%	11%	7%	5%	9%	10%	4%	-
Not applicable – there has never been an occasion I have been unable to attend, specifically because I was too busy running the business	42%	41%	46%	29%	37%	36%	40%	48%	42%	39%	46%	38%	47%	58%	39%	19%

Which, if any, of the following do you believe would provide more support to your business to compete with other big, established competitors? (Please select all that apply)

Unweighted base	1020	700	320	10	111	177	308	414	300	151	76	198	213	31	46	5
Base: SME Decision Makers	1020	703	317	10	112	178	309	411	300	153	76	200	211	30	45	5
Setting up customer loyalty schemes	8%	9%	7%	-	15%	6%	8%	8%	8%	10%	8%	11%	6%	-	9%	40%
A better integrated online and offline presence	24%	25%	23%	21%	22%	27%	26%	22%	24%	21%	24%	28%	23%	32%	24%	19%
Support with 'behind the scenes' admin tasks (e.g. preparing invoices, accountancy, inventory tracking etc.)	20%	22%	18%	19%	23%	25%	25%	14%	21%	19%	22%	26%	17%	26%	13%	-
More insight into the business' best-selling products and services	15%	16%	12%	21%	16%	15%	13%	16%	15%	14%	10%	16%	14%	23%	9%	19%
Other	10%	9%	11%	-	9%	11%	10%	9%	8%	13%	12%	9%	10%	10%	5%	19%
Don't know	10%	10%	10%	30%	13%	13%	11%	7%	10%	8%	13%	8%	14%	7%	13%	-
Not applicable – I don't think that anything would provide more support to my business to compete with other big, established competitors	34%	33%	36%	19%	24%	27%	31%	42%	34%	38%	33%	32%	34%	29%	39%	40%