

YouGov Survey Results
Sample Size: 1,276 respondents

Fieldwork Dates: 22nd July - 12th September 2021



Total	Business Size		
	Micro / small	Medium	Large
	A	B	C

Overall, how would you describe your confidence in each of the following over the next 12 months, compared to the previous 12 months?

The UK economy

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
A lot more confident	7%	7%	11% *	9%
More confident	31%	31%	25% *	33%
About the same	25%	25%	31% *	24%
Less confident	25%	25%	24% *	27%
A lot less confident	12%	12%	9% *	8%
Net: More confident	39%	39%	36% *	41%
Net: Less confident	36%	36%	33% *	35%

London's economy

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
A lot more confident	7%	7%	8% *	7%
More confident	33%	33%	28% *	35%
About the same	26%	26%	32% *	26%
Less confident	26%	26%	26% *	25%
A lot less confident	8%	8%	6% *	7%
Net: More confident	40%	40%	36% *	42%
Net: Less confident	34%	34%	32% *	32%

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My business' economic prospects

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
A lot more confident	7%	7%	8% *	10%
More confident	31%	32%	27% *	36%
About the same	39%	39%	46% *	41%
Less confident	15%	15% C	17% *	9%
A lot less confident	6%	6%	2% *	4%
Net: More confident	39%	39%	35% *	46%
Net: Less confident	22%	22% C	19% *	14%

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Which, if any, of the following do you see as the main threats to your business as the UK recovers from the impacts of the COVID-19 pandemic? (Please select all that apply)

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Additional waves/ local lockdowns in our area	34%	34%	39% *	30%
Lack of consumer spending	27%	27%	18% *	25%
Lack of consumers in the local area (e.g. lower footfall)	16%	16%	13% *	15%
Not being able to find/ maintain affordable business premises	12%	12% C	6% *	5%
Lack of finance/ capital available	18%	18%	14% *	15%
Not being able to retain staff	21%	20%	30% A*	38% A
Low turnover/ cash-flow issues	35%	36% B.C	18% *	22%
Threat of new variants causing new national lockdowns	48%	48%	55% *	47%
Fewer tourists visiting London	16%	16%	19% *	20%
Other	17%	17%	16% *	12%
Don't know	2%	2%	6% *	2%
Not applicable – there are no threats to our business	9%	9% B	2% *	10% B

Which, if any, of the following would your business find MOST useful in dealing with the impacts of the COVID-19 pandemic?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Extending the business rates holiday to March 2022	14%	14%	18% *	11%
Workforce support scheme	11%	11%	17% *	16% A
Additional grants from local councils	11%	11% B.C	1% *	2%
Additional/ alternative business loans	6%	6% C	2% *	2%
Extending mortgage holidays	1%	1%	4% A*	2%
VAT reduction	16%	16%	15% *	12%
Additional support with landlords	4%	4%	1% *	5% B
Other	10%	10%	7% *	6%
Don't know	9%	9%	8% *	16% A.B
Not applicable – Nothing in particular would be most useful for my business	20%	20%	27% *	29% A
Net: Anything	72%	72% C	65% *	55%

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Approximately what proportion of staff worked remotely/
 do you expect to work remotely frequently (at least once or
 twice a week) at each of the following points?

12 months ago

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
0%	22%	22%	6%	6%
		B.C	*	
1 to 20%	9%	9%	16%	14%
			A*	A
21 to 40%	5%	5%	3%	5%
			*	
41 to 60%	8%	8%	3%	7%
			*	
61 to 80%	6%	6%	14%	11%
			A*	A
81 to 100%	51%	51%	58%	58%
			*	A

6 months ago

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
0%	22%	23%	6%	4%
		B.C	*	
1 to 20%	9%	9%	10%	10%
			*	
21 to 40%	4%	4%	5%	6%
			*	
41 to 60%	11%	11%	7%	8%
			*	
61 to 80%	9%	9%	14%	12%
			*	
81 to 100%	44%	44%	58%	59%
			A*	A

Currently

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
0%	30%	30%	8%	7%
		B.C	*	
1 to 20%	11%	10%	18%	13%
			A*	
21 to 40%	6%	6%	6%	6%
			*	
41 to 60%	12%	12%	13%	14%
			*	
61 to 80%	8%	8%	19%	22%
			A*	A
81 to 100%	33%	33%	35%	37%
			*	

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Total	Business Size		
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In 6 months' time

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
0%	33%	34%	10%	10%
		B.C	*	
1 to 20%	11%	11%	22%	16%
			A*	A
21 to 40%	8%	8%	6%	11%
			*	
41 to 60%	14%	14%	24%	24%
			A*	A
61 to 80%	9%	9%	16%	24%
			A*	A
81 to 100%	25%	25%	22%	15%
		C	*	

In 12 months' time

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
0%	35%	36%	13%	11%
		B.C	*	
1 to 20%	11%	11%	21%	18%
			A*	A
21 to 40%	9%	9%	13%	11%
			*	
41 to 60%	14%	14%	27%	29%
			A*	A
61 to 80%	8%	8%	8%	16%
			*	A.B
81 to 100%	22%	23%	18%	15%
		C	*	

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What, if anything, do you perceive as the main challenges for your business to do with skills and the labour market in the next twelve months? (Please select all that apply)

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Skills shortages among job applicants	21%	21%	27% *	32% A
Brexit (as the deal is currently)	34%	34%	34% *	36%
Pressure to increase wages	28%	28%	35% *	26%
The cost and time required to recruit new workers	18%	18%	30% A*	27% A
Lack of applicants for job vacancies	19%	18%	28% A*	26% A
Staff retention	22%	21%	42% A*	41% A
Skills shortages among existing staff	10%	10%	23% A*	19% A
Productivity	13%	13%	13% *	12%
Flexible working arrangements	13%	13%	20% *	23% A
Automation	2%	2%	2% *	5% A
Managing a remote workforce	16%	16%	19% *	30% A.B
Tougher immigration controls for non-UK labour	15%	15%	22% *	24% A
Staff ill/ self-isolating because of COVID-19	27%	27%	21% *	30%
Other	5%	5%	4% *	4%
Don't know	4%	4%	7% *	4%
None	11%	11% C	5% *	3%

In which of the following roles, if any, does your business face challenges in terms of skills? (Please select all that apply)

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Skilled manual/ technical roles	26%	26%	38% A*	36% A
Professional/ managerial roles	26%	26%	47% A*	51% A
Un/ semi-skilled roles	9%	9%	9% *	10%
Clerical roles	8%	8%	9% *	9%
Don't know	7%	7%	8% *	5%
My business does not face any challenges in terms of skills for any of these roles	40%	40% B.C	15% *	22%

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And what are the main types of skills, if any, where your company faces challenges among your current workforce?
 (Please select all that apply)

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Technical or job-specific skills	23%	23%	38% A*	35% A
Advanced or specialist IT skills	14%	14%	29% A*	31% A
Literacy and written communication skills	7%	7%	8% *	8%
Management / interpersonal skills	15%	14%	18% *	17%
Customer and sales skills	14%	14%	14% *	10%
Basic IT skills	7%	7%	5% *	8%
Team working	10%	10%	13% *	14%
Commercial awareness / knowledge of your organisation	11%	11%	16% *	21% A
Leadership skills	12%	12%	22% A*	21% A
Time management skills	12%	12% B	4% *	11% B
Foreign language skills	6%	6%	8% *	10% A
Complex numerical / statistical skills	8%	7%	18% A*	15% A
Problem solving skills	12%	12%	8% *	16% B
Basic numeracy skills	3%	3%	2% *	6% A.B
Other	3%	3%	8% A*	3%
Don't know	7%	7%	9% *	10% A
My company does not face any skills challenges	33%	33% B.C	10% *	14%
Net: Any skills challenges	61%	61%	81% A*	75% A

Which of the following methods, if any, is most important to acquire new skills for your business?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Training existing staff	48%	48%	40% *	46%
Recruiting new staff	36%	36%	46% *	40%
Apprenticeships	6%	6%	10% *	9%
Kick Start	3%	3%	2% *	0%
Other	8%	8%	3% *	5%

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Thinking about training your existing employees, to what extent are each of the following a priority to your business?

Upskilling employees' digital skills

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Low priority	29%	29%	14%	18%
		B,C	*	
Medium priority	34%	34%	51%	30%
			A,C*	
High priority	27%	27%	22%	45%
			*	A,B
Don't know	10%	10%	13%	8%
			*	

Upskilling employees in other areas

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Low priority	27%	27%	11%	14%
		B,C	*	
Medium priority	37%	37%	44%	44%
			*	A
High priority	26%	26%	35%	33%
			*	A
Don't know	10%	10%	10%	8%
			*	

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Retraining employees for a new role

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Low priority	41%	41%	26% B.C	29%
Medium priority	29%	29%	40% A*	39%
High priority	19%	19%	21% *	23%
Don't know	11%	11%	12% *	10%

Helping employees further their education (e.g. supporting them to study for a qualification such as a professional qualification, Masters, PhD etc.)

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Low priority	48%	48%	33% B.C	36%
Medium priority	28%	28%	38% *	38%
High priority	12%	12%	16% *	18%
Don't know	11%	11%	13% *	8%

Providing secondment opportunities

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Low priority	64%	64%	51% B.C	44%
Medium priority	15%	15%	30% A*	34%
High priority	5%	5%	6% *	11%
Don't know	16%	16%	13% *	12%

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Do you expect that your business will recruit staff in the next 12 months? This could be either through an expansion of your business' workforce or to replace employees who are leaving.

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Yes	54%	53%	85%	90%
			A*	A
No	32%	33%	7%	5%
		B,C	*	
Don't know	14%	14%	8%	5%
		C	*	

Has your business recruited or tried to recruit staff in the last 12 months in London?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Yes	49%	49%	82%	84%
			A*	A
No	49%	50%	14%	11%
		B,C	*	
Don't know	2%	2%	4%	4%
			*	A

How do you expect your business' total headcount to change over the next 12 months, compared to the previous 12 months?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Increase a lot	6%	5%	20%	9%
			A,C*	A
Increase a bit	36%	36%	34%	41%
			*	
Stay about the same	47%	48%	30%	30%
		B,C	*	
Decrease a bit	4%	4%	10%	12%
			A*	A
Decrease a lot	2%	2%	3%	3%
			*	
Don't know	4%	4%	3%	5%
			*	
Net: Increase	42%	42%	54%	50%
			A*	A
Net: Decrease	7%	7%	13%	15%
			*	A

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And in which of the following categories has your business recruited or tried to recruit staff in the last 12 months in London?

Unweighted base	755	457	81	217
Base: Those who have recruited in the last 12 months	628	611	14	3
Skilled manual / technical	36%	36%	46% *	42%
Professional / managerial	50%	49%	74% A*	78% A
Unv semi-skilled	23%	23%	15% *	18%
Clerical	21%	21%	30% *	28% A
Don't know	3%	3%	5% *	5%

Did you meet any difficulties recruiting for those roles / any of those roles?

Unweighted base	728	443	78	207
Base: Those who have recruited for the following roles in the last 12 months	608	592	13	3
Did not meet any difficulties recruiting	28%	29% C	23% *	19%
Skilled manual / technical	28%	28%	29% *	26%
Professional / managerial	27%	27%	41% A*	44% A
Unv semi-skilled	14%	14% C	11% *	7%
Clerical	9%	8%	12% *	10%
Don't know	11%	10%	19% A*	21% A

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What are the main difficulties your business has faced during the past 12 months when recruiting? (please select all that apply)

Unweighted base	437	268	45	124
Base: Those who have had difficulties recruiting for the following roles	371	361	8	2
Applicants lacked sufficient technical ability / skills	45%	45%	51% *	44%
Applicants lacked sufficient experience	47%	47%	41% *	41%
Low number of applicants/ not enough people interested in the role	52%	52%	66% *	54%
Applicants lacked CV writing/ interviewing skills	18%	18%	12% *	9%
Too much competition from other employers	25%	25%	33% *	48% A
Other	8%	9% C	2% *	2%
Don't know	3%	3%	3% *	1%

Does your company currently employ any apprentices?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Yes	7%	7%	30% A*	42% A
No	91%	92% B.C	61% C*	43%
Don't know	2%	1%	8% A*	14% A

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To the best of your knowledge, will your company be required to pay the apprenticeship levy?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Yes	5%	5%	19%	30%
			A*	A.B
No	57%	57%	29%	21%
		B.C	*	
Don't know	38%	38%	52%	49%
			A*	A

Following the way apprenticeships are now funded, does your business plan to use apprenticeship funding over the next 12 months?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Yes	9%	8%	28%	29%
			A*	A
No	62%	63%	33%	22%
		B.C	*	
Don't know	29%	29%	38%	49%
			*	A

How does your business plan to use the apprenticeship funding that is available over the next 12 months? (Please select all that apply)

Unweighted base	178	76	25	77
Base: Those who plan to use apprenticeship funding in the next 12 months	109	103	5	1
My business will employ an increased number of apprentices	39%	39%	58%	41%
		*	**	*
My business will use apprenticeship funding to employ the same number of apprentices as before the funding changes	31%	30%	52%	37%
		*	**	*
My business will use the funding to train existing employees as an apprentice	24%	25%	16%	20%
		*	**	*
My business will use apprenticeship funding but will employ fewer apprentices than before the funding changes	6%	6%	-	10%
		*	**	*
Other	11%	12%	6%	7%
		*	**	*

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Earlier you said that you plan to use apprenticeship funding over the next 12 months. What percentage of your Apprenticeship Levy funds do you expect to use over the next 12 months?

Unweighted base	178	76	25	77
Base: Those who have before and plan to in the next 12 months use apprenticeship funding	109	103	5	1
0%	1%	1%	4%	*
	*	**		*
1-25%	20%	20%	15%	11%
	*	**		*
26-50%	22%	23%	11%	17%
	*	**		*
51-75%	4%	4%	4%	11%
	*	**		*
76-100%	15%	15%	7%	9%
	*	**		*
Don't know	38%	36%	59%	52%
	*	**		*

London boroughs and the GLA will continue to make the case to retain more of the revenue from business rates, instead of passing it to central government. From your business' point of view what, if anything, should be a priority for investing these funds?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Building more homes	28%	28%	32%	29%
			*	
Progressing London's Strategic Infrastructure Projects (LSIPs)	16%	16%	12%	19%
			*	
Improving public transport	39%	39%	40%	45%
			*	
Building more affordable work spaces	21%	21%	18%	12%
		C	*	
Upskilling London's workforce	24%	24%	24%	20%
			*	
Improving air quality in the capital	33%	32%	45%	35%
			A*	
Other	9%	9%	6%	3%
		C	*	
Don't know	14%	14%	12%	25%
			*	A.B
None of the above	8%	8%	6%	4%
			*	

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The government is considering alternatives to business rates, as part of a wider programme of business rates reform. Which of the following, if any, alternatives to business rates do you think should be considered?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
On-line sales tax	25%	25%	27% *	25%
Additional corporation tax	14%	14%	16% *	17%
Turn-over tax (similar to turn-over rents whereby part or all of a business's tax is determined in accordance with the turn-over generated by the tenant)	23%	23%	23% *	28%
Environmental taxes	23%	23%	33% A*	34% A
Tax related to land values	10%	10%	12% *	12%
Other taxes	4%	4%	2% *	1%
Don't know	24%	24%	23% *	30% A
Not applicable - I don't think any alternatives should be considered	16%	16% C	17% *	9%

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To what extent, if at all, do you think your local council acts on the concerns of local businesses?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
A great deal	3%	3%	5%	5%
			*	
A fair amount	20%	20%	18%	27%
			*	A
Not very much	37%	37%	42%	34%
			*	
Not at all	21%	21%	13%	12%
		C	*	
Don't know	19%	19%	21%	23%
			*	
Net: A great deal/fair amount	23%	23%	24%	31%
			*	A
Net: Not very much/not at all	58%	58%	55%	46%
		C	*	

And thinking about the last 6 months specifically... To what extent, if at all, do you think your local council has acted on the concerns of local businesses?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
A great deal	3%	3%	5%	5%
			*	
A fair amount	18%	18%	11%	19%
			*	
Not very much	34%	34%	46%	36%
			A*	
Not at all	22%	22%	18%	14%
		C	*	
Don't know	22%	22%	20%	27%
			*	
Net: A great deal/fair amount	22%	22%	16%	24%
			*	
Net: Not very much/not at all	57%	57%	64%	49%
		C	C*	

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The transition period for the UK leaving the European Union ended on the 31st December 2020. In the period since, what has been the impact of leaving the European Union on your business in each of the following areas?

Business growth

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
A very positive impact	2%	2%	- *	3% B
A positive impact	6%	6%	7% *	11% A
No impact	44%	44%	47% *	39%
A negative impact	25%	25%	34% *	28%
A very negative impact	15%	15%	8% *	11%
Don't know	8%	8%	4% *	8%
Net: Positive	7%	7%	7% *	13% A
Net: Negative	40%	40%	42% *	39%

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	A	B	C

Staff retention

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
A very positive impact	2%	2%	-	2%
			*	B
A positive impact	3%	3%	2%	8%
			*	A.B
No impact	63%	63%	52%	42%
		C	*	
A negative impact	14%	14%	22%	29%
			A*	A
A very negative impact	11%	11%	18%	10%
			*	
Don't know	8%	8%	6%	9%
			*	
Net: Positive	4%	4%	2%	9%
			*	A.B
Net: Negative	25%	24%	40%	39%
			A*	A

Recruitment

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
A very positive impact	2%	2%	2%	2%
			*	
A positive impact	2%	2%	3%	7%
			*	A
No impact	55%	55%	36%	31%
		B.C	*	
A negative impact	20%	20%	25%	35%
			*	A
A very negative impact	14%	14%	27%	15%
			A.C*	
Don't know	8%	8%	8%	11%
			*	
Net: Positive	4%	4%	5%	8%
			*	A
Net: Negative	34%	33%	52%	50%
			A*	A

Were you aware that the UK government has a target to bring all greenhouse gas emissions to net zero by 2050?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Yes	89%	89%	91%	90%
			*	
No	11%	11%	9%	10%
			*	

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	A	B	C

And were you aware that the UK government has a target to reduce the UK's emissions by at least 78% by 2035, compared to 1990 levels.

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Yes	64%	64%	63% *	62%
No	36%	36%	37% *	38%

The 'Race to Zero' campaign is a United Nations initiative which encourages businesses, organisations and governments to commit to achieving net zero carbon emissions by 2050. The campaign is supported by the UK government. Were you aware of the Race to Zero campaign before taking this survey?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Yes	48%	48%	56% *	56% A
No	52%	52% C	44% *	44%

And has your business signed up to the 'Race to Zero' campaign?

Unweighted base	641	450	49	142
Base: All aware of the Race to Zero campaign	613	601	9	2
Yes	9%	9%	15% *	33% A.B
No	75%	75% B.C	49% C*	16%
Don't know	16%	15%	36% A*	51% A

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	A	B	C

Which, if any, of the following actions is your business taking to reduce its environmental impact? (Please select all that apply)

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Using greener technologies (e.g. more energy efficient, lower emission technology)	33%	33%	34%	56%
			*	A.B
Adapting our products/ services to be greener (e.g. using recycled materials)	33%	33%	30%	48%
			*	A.B
Using sustainable suppliers/ sustainable procurement policies	30%	30%	37%	52%
			*	A.B
Encouraging tele-commuting/ remote working	32%	31%	49%	46%
			A*	A
Offsetting greenhouse gasses	7%	7%	9%	23%
			*	A.B
Other	4%	4%	8%	4%
			*	
Don't know	8%	8%	16%	15%
			A*	A
Not applicable – our business is not taking any actions to reduce its environmental impact	23%	23%	14%	9%
		C	*	
Net: Any actions	69%	69%	69%	76%
			*	A

And what, if anything, are the barriers to your organisation taking the below action to reduce its greenhouse gas emissions? Please select all that apply

Using greener technologies (e.g. more energy efficient, lower emission technology)

Unweighted base	663	544	44	75
Base: All who are not taking action	754	745	8	1
Initial/ upfront costs	24%	24%	22%	23%
			*	*
Higher operating costs	20%	20%	27%	22%
			*	*
Lack of resources/ time within the business	19%	19%	21%	23%
			*	*
Lack of appropriate substitutes/ alternatives	16%	16%	27%	21%
			*	*
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	15%	15%	15%	19%
			*	*
Lack of knowledge/ skills within the business	13%	13%	28%	16%
			A*	*
Business priorities focussed elsewhere	17%	17%	35%	19%
			A*	*
Not appropriate for our business	26%	26%	15%	17%
			*	*
Other	4%	4%	4%	4%
			*	*
Don't know	10%	10%	14%	14%
			*	*
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	16%	16%	4%	14%
			*	B*
Net: Any barriers	73%	73%	82%	72%
			*	*

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	A	B	C

Adapting our products/ services to be greener (e.g. using recycled materials)

Unweighted base	676	534	49	93
Base: All who are not taking action	752	742	9	1
Initial/ upfront costs	17%	17%	15% *	10% *
Higher operating costs	16%	16%	18% *	12% *
Lack of resources/ time within the business	14%	14%	20% *	11% *
Lack of appropriate substitutes/ alternatives	13%	13%	14% *	11% *
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	11%	11%	12% *	10% *
Lack of knowledge/ skills within the business	9%	9%	6% *	8% *
Business priorities focussed elsewhere	10%	10%	10% *	19% A*
Not appropriate for our business	24%	24%	32% *	30% *
Other	3%	3%	3% *	2% *
Don't know	9%	9%	11% *	15% *
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	28%	28%	15% *	25% *
Net: Any barriers	63%	63%	74% *	60% *

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Total	Business Size		
	Micro / small	Medium	Large
	A	B	C

Using sustainable suppliers/ sustainable procurement policies

Unweighted base	696	567	47	82
Base: All who are not taking action	790	780	8	1
Initial/ upfront costs	13%	13%	5% *	13% *
Higher operating costs	19%	19%	25% *	13% *
Lack of resources/ time within the business	16%	16%	26% *	14% *
Lack of appropriate substitutes/ alternatives	15%	15%	21% *	12% *
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	12%	12%	10% *	13% *
Lack of knowledge/ skills within the business	12%	11%	19% *	10% *
Business priorities focussed elsewhere	12%	12%	21% *	17% *
Not appropriate for our business	20%	20%	14% *	17% *
Other	2%	2%	2% *	3% *
Don't know	11%	11%	11% *	11% *
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	23%	23%	18% *	32% *
Net: Any barriers	66%	66%	71% *	57% *

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	Micro / small	Medium	Large
	A	B	C

Encouraging tele-commuting/ remote working

Unweighted base	730	581	39	110
Base: All who are not taking action	771	764	6	1
Initial/ upfront costs	9%	9%	12% *	6% *
Higher operating costs	11%	11%	6% *	11% *
Lack of resources/ time within the business	7%	7%	11% *	4% *
Lack of appropriate substitutes/ alternatives	10%	10%	9% *	6% *
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	6%	6%	5% *	10% *
Lack of knowledge/ skills within the business	5%	5%	6% *	5% *
Business priorities focussed elsewhere	10%	9%	19% *	16% A*
Not appropriate for our business	32%	33%	25% *	23% *
Other	5%	5%	11% *	3% *
Don't know	9%	9%	7% *	11% *
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	29%	29%	27% *	32% *
Net: Any barriers	61%	61%	67% *	57% *

Offsetting greenhouse gasses

Unweighted base	1016	788	69	159
Base: All who are not taking action	1085	1071	12	2
Initial/ upfront costs	14%	14%	7% *	9% *
Higher operating costs	17%	17%	23% *	16% *
Lack of resources/ time within the business	14%	14%	16% *	11% *
Lack of appropriate substitutes/ alternatives	12%	12%	18% *	11% *
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	11%	11%	10% *	14% *
Lack of knowledge/ skills within the business	14%	13%	21% *	13% *
Business priorities focussed elsewhere	12%	12%	7% *	15% *
Not appropriate for our business	22%	22%	14% *	15% *
Other	3%	3%	2% *	4% *
Don't know	14%	14%	22% *	22% A
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	19%	20%	11% *	15% *
Net: Any barriers	66%	66%	68% *	64% *

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Total	Business Size		
	Micro / small	Medium	Large
	A	B	C

Which, if any, of the following is the MAIN barrier to your organisation reducing its greenhouse gas emissions?

Unweighted base	1276	923	97	256
Base: All who are not taking action and selected an option at C5	1276	1256	17	4
Initial/ upfront costs	9%	9%	6% *	6%
Higher operating costs	10%	10%	9% *	9%
Lack of resources/ time within the business	8%	8%	5% *	7%
Lack of appropriate substitutes/ alternatives	7%	7%	6% *	6%
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	5%	5%	9% *	7%
Lack of knowledge/ skills within the business	6%	6%	16% A.C.*	6%
Business priorities focussed elsewhere	8%	8%	9% *	9%
Not appropriate for our business	14%	14%	11% *	11%
Other	3%	3%	1% *	2%
Don't know	14%	14%	16% *	23% A
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions	17%	17%	13% *	14%
Net: Any barriers	69%	69%	71% *	63%

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	Micro / small	Medium	Large
	A	B	C

Does your business have the necessary skills to successfully reduce it's carbon emissions?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Yes	31%	31%	28%	45%
			*	A.B
No, but I know how to access the necessary skills	17%	17%	22%	13%
			*	
No, and I don't know how to access the necessary skills	27%	27%	21%	10%
		C	C*	
Don't know	25%	25%	28%	32%
			*	A

What, if anything, could your borough provide to help improve your business's sustainability?

Unweighted base	1276	923	97	256
Base: All	1276	1256	17	4
Direct support on retro-fitting – including technical advice	17%	17%	16%	20%
			*	
Sustainability audits	10%	10%	15%	16%
			*	A
Green grants for energy efficiency works	32%	32%	39%	34%
			*	
Green transport / freight support	22%	22%	19%	22%
			*	
Enhanced recycling services	37%	37%	38%	36%
			*	
Green skills support and business opportunities/ networking	17%	17%	32%	23%
			A*	A
More information about how to improve sustainability	27%	27%	22%	20%
		C	*	
Tax breaks for environmentally-friendly businesses	38%	38%	48%	38%
			*	
Other	3%	3%	1%	3%
			*	
Don't know	15%	15%	17%	25%
			*	A
Not applicable - There is nothing that my borough could provide to help improve my business's sustainability	11%	11%	6%	8%
			*	
Net: Anything	70%	70%	77%	66%
			*	

Cell Contents (Column Percentages, Statistical Test Results), Statist

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Total	Industry								
	Production/ agriculture, forestry & fishing	Construction/ property	Motor trades/ wholesale/ transport & storage	Retail	Accommodation & food services/ Arts, entertainment, recreation & other	Information & communication/ professional, scientific & technical	Finance & insurance/ business administration & support services	Public administration & defence/ education/ health	Other
	D	E	F	G	H	I	J	K	L

Overall, how would you describe your confidence in each of the following over the next 12 months, compared to the previous 12 months?

The UK economy

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
A lot more confident	7%	6%	10%	9%	5%	6%	5%	14%	6%	11%
	*	I	*	*	*		G.H.I	*	*	**
More confident	31%	38%	30%	29%	31%	30%	34%	26%	30%	42%
	*	*	*	*	*			*	*	**
About the same	25%	28%	26%	22%	25%	22%	26%	29%	23%	10%
	*	*	*	*	*			*	*	**
Less confident	25%	13%	22%	29%	23%	31%	25%	19%	29%	29%
	*	*	*	D*	*	D.J	*	*	*	**
A lot less confident	12%	15%	11%	12%	15%	12%	10%	12%	12%	8%
	*	*	*	*	*			*	*	**
Net: More confident	39%	45%	41%	38%	36%	35%	39%	41%	36%	53%
	*	*	*	*	*			*	*	**
Net: Less confident	36%	28%	33%	40%	38%	43%	35%	31%	41%	37%
	*	*	*	*	*	J	*	*	*	**

London's economy

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
A lot more confident	7%	2%	8%	7%	5%	5%	7%	9%	4%	8%
	*	*	*	*	*			*	*	**
More confident	33%	38%	37%	33%	26%	34%	32%	33%	39%	23%
	*	*	*	*	*			*	*	**
About the same	26%	22%	30%	22%	28%	20%	29%	28%	14%	34%
	*	K	*	*	K*	K	K	K	*	**
Less confident	26%	30%	16%	27%	24%	31%	25%	25%	41%	28%
	*	E*	*	*	*	E	E	*	E.G.I.J*	**
A lot less confident	8%	8%	9%	10%	17%	10%	7%	6%	2%	8%
	*	*	*	K*	I.J.K*	K	*	*	*	**
Net: More confident	40%	40%	45%	41%	31%	39%	39%	42%	44%	31%
	*	*	G	*	*	*	*	*	*	**
Net: Less confident	34%	38%	25%	38%	41%	41%	32%	31%	43%	35%
	*	*	*	*	E*	E	*	*	E*	**

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Total	Industry								
	Production/ agriculture, forestry & fishing	Construction/ property	Motor trades/ wholesale/ transport & storage	Retail	Accommodation & food services/ Arts, entertainment, recreation & other	Information & communication/ professional, scientific & technical	Finance & insurance/ business administration & support services	Public administration & defence/ education/ health	Other
	D	E	F	G	H	I	J	K	L

My business' economic prospects

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
A lot more confident	7%	4% *	7%	10% *	3% *	9%	6%	14% G.I	7% *	13% **
More confident	31%	32% *	30%	23% *	33% *	28%	36%	30%	29% *	34% **
About the same	39%	41% *	40%	38% *	29% *	35%	42% G	44% G	41% *	34% **
Less confident	15%	19% J*	16% J	20% J*	24% I.J*	15% J	14%	8%	18% J*	11% **
A lot less confident	6%	4% *	7%	9% *	10% I*	13% I.J.K	3%	5%	4% *	8% **
Net: More confident	39%	36% *	38%	34% *	36% *	36%	42%	43%	36% *	46% **
Net: Less confident	22%	23% *	22% J	29% I.J*	34% E.I.J*	28% I.J	17%	13%	23% *	19% **

YouGov Survey Results
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	Production/ agriculture, forestry & fishing	Construction/ property	Motor trades/ wholesale/ transport & storage	Retail	Accommodation & food services/ Arts, entertainment, recreation & other	Information & communication/ professional, scientific & technical	Finance & insurance/ business administration & support services	Public administration & defence/ education/ health	Other
	D	E	F	G	H	I	J	K	L

Which, if any, of the following do you see as the main threats to your business as the UK recovers from the impacts of the COVID-19 pandemic? (Please select all that apply)

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Additional waves/ local lockdowns in our area	34%	28% *	33%	45% I.J*	37% *	40%	31%	30%	35% *	25% **
Lack of consumer spending	27%	28% J*	26% J	44% E.I.J.K*	48% D.E.I.J.K*	36% E.I.J	19%	14%	26% J*	24% **
Lack of consumers in the local area (e.g. lower footfall)	16%	11% *	12%	26% D.E.I.J*	38% D.E.I.J.K*	29% D.E.I.J	9%	7%	20% I.J*	12% **
Not being able to find/ maintain affordable business premises	12%	19% E.K*	5%	12% *	22% E.I.J.K*	17% E.J.K	12%	9%	4% *	8% **
Lack of finance/ capital available	18%	32% F.I.J.K*	24% F.I.J	12% *	18% *	26% F.I.J	15%	14%	17% *	25% **
Not being able to retain staff	21%	17% *	23%	16% *	18% *	23%	22%	18%	22% *	18% **
Low turnover/ cash-flow issues	35%	40% K*	29%	45% E.J.K*	38% K*	50% E.I.J.K	36% K	29%	21% *	28% **
Threat of new variants causing new national lockdowns	48%	47% *	46%	51% *	47% *	58% E.I.J	45%	45%	50% *	50% **
Fewer tourists visiting London	16%	11% *	8%	28% D.E.I.J.K*	32% D.E.I.J.K*	30% D.E.I.J.K	10%	10%	9% *	20% **
Other	17%	30% G.J.K*	19%	23% K*	13% *	17%	18%	14%	10% *	22% **
Don't know	2%	4% *	1%	1% *	1% *	3%	3%	4%	1% *	1% **
Not applicable – there are no threats to our business	9%	4% *	7%	7% *	6% *	4%	12% H	13% H	14% H*	11% **

Which, if any, of the following would your business find MOST useful in dealing with the impacts of the COVID-19 pandemic?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Extending the business rates holiday to March 2022	14%	8% *	20% I.K	15% *	26% D.I.J.K*	16% I.K	9%	12%	6% *	14% **
Workforce support scheme	11%	13% *	14% K	10% *	8% *	12%	12%	10%	5% *	9% **
Additional grants from local councils	11%	11% *	4%	19% E.I*	12% E*	17% E.I	8%	9%	18% E.I*	27% **
Additional/ alternative business loans	6%	8% *	7%	3% *	5% *	5%	8%	5%	6% *	- **
Extending mortgage holidays	1%	- *	1%	0% *	2% J*	1%	0%	1%	2% *	4% **
VAT reduction	16%	15% *	21% K	13% *	21% K*	18% K	16%	13%	7% *	10% **
Additional support with landlords	4%	2% *	1%	3% *	3% *	5%	3%	5%	7% E*	- **
Other	10%	17% J*	7%	13% *	9% *	8%	12%	7%	7% *	9% **
Don't know	9%	13% *	7%	10% *	4% *	6%	8%	9%	19% E.G.H.I.J*	9% **
Not applicable – Nothing in particular would be most useful for my business	20%	13% *	18% G	14% *	9% *	14%	24% G.H	29% D.E.F.G.H	23% G*	20% **
Net: Anything	72%	75% *	76% J.K	76% J.K*	87% E.I.J.K*	80% I.J.K	68%	62%	58% *	71% **

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	D	E	F	G	H	I	J	K	L

Approximately what proportion of staff worked remotely/ do you expect to work remotely frequently (at least once or twice a week) at each of the following points?

12 months ago

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
0%	22%	34% I.J*	21% I	37% E.I.J*	46% E.H.I.J.J.K*	29% I.J	8% I	18% I	26% I*	32% **
1 to 20%	9%	8% *	11% I	16% I.J*	14% I.J*	11% I	5% I	6% I	11% I*	4% **
21 to 40%	5%	4% *	7% H	9% *	6% H.I.J*	2% I	4% I	2% I	6% *	9% **
41 to 60%	8%	21% G.H.I.J.J.K*	11% I	15% H.I.K*	6% *	5% I	7% I	7% I	4% *	5% **
61 to 80%	6%	5% *	8% I	5% *	2% *	5% I	6% I	8% I	9% G*	4% **
81 to 100%	51%	28% *	42% F.G	22% *	23% *	48% D.F.G	71% D.E.F.G.H.J.K	59% D.E.F.G.K	44% F.G*	47% **

6 months ago

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
0%	22%	36% I.J*	23% I	43% E.H.I.J.J.K*	43% E.H.I.J.J.K*	27% I.J	8% I	17% I	26% I*	32% **
1 to 20%	9%	11% J*	11% J	16% I.J*	16% I.J*	11% I.J	5% I	3% I	11% J*	4% **
21 to 40%	4%	8% I.K*	9% I.J.K	5% *	6% *	4% I	3% I	3% I	1% *	9% **
41 to 60%	11%	19% G.H*	13% I	10% *	7% *	7% I	11% I	14% I	11% *	8% **
61 to 80%	9%	7% *	7% I	12% *	6% *	5% I	14% H.J	6% I	10% *	1% **
81 to 100%	44%	19% *	36% D.F.G	15% *	21% *	46% D.F.G	59% D.E.F.G.H.K	58% D.E.F.G.H.K	41% D.F.G*	46% **

Currently

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
0%	30%	42% I.J*	37% I.J	46% H.I.J*	56% E.H.I.J.J.K*	32% I	13% I	26% I	35% I*	40% **
1 to 20%	11%	13% *	12% I	16% I.J*	12% *	16% I.J	6% I	6% I	15% I.J*	1% **
21 to 40%	6%	13% H*	8% I	6% *	5% *	4% I	7% I	6% I	4% *	9% **
41 to 60%	12%	11% *	12% G	15% G*	4% *	12% G	15% G	12% G	12% *	8% **
61 to 80%	8%	5% *	7% I	6% *	8% *	5% I	10% I	10% I	4% *	10% **
81 to 100%	33%	17% *	23% I	12% *	15% *	31% F.G	49% D.E.F.G.H.K	40% D.E.F.G	30% F.G*	33% **

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	D	E	F	G	H	I	J	K	L

In 6 months' time

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
0%	33%	42%	46%	50%	55%	33%	17%	31%	36%	44%
		I*	H.I.J	H.I.J*	H.I.J.K*	I		I	I*	**
1 to 20%	11%	13%	9%	16%	11%	17%	7%	9%	17%	6%
		*		I*	*	I			I*	**
21 to 40%	8%	11%	6%	9%	7%	6%	10%	6%	10%	9%
		*		*	*				*	**
41 to 60%	14%	15%	13%	15%	7%	14%	16%	18%	10%	10%
		*		*	*		G	G	*	**
61 to 80%	9%	9%	7%	6%	7%	6%	14%	7%	3%	16%
		*		*	*		E.H.J.K		*	**
81 to 100%	25%	11%	20%	4%	13%	25%	36%	30%	24%	17%
		*	F	*	*	D.F.G	D.E.F.G.H	D.E.F.G	F*	**

In 12 months' time

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
0%	35%	49%	46%	50%	58%	38%	18%	33%	42%	44%
		I*	I.J	I.J*	H.I.J.K*	I		I	I*	**
1 to 20%	11%	11%	12%	19%	9%	16%	6%	12%	14%	10%
		*	I	I*	*	I			I*	**
21 to 40%	9%	13%	6%	12%	5%	7%	14%	6%	6%	13%
		*		*	*		E.G.J		*	**
41 to 60%	14%	13%	13%	10%	6%	12%	20%	13%	11%	9%
		*		*	*		G.H		*	**
61 to 80%	8%	7%	4%	4%	5%	6%	12%	9%	6%	11%
		*		*	*		E.H		*	**
81 to 100%	22%	8%	19%	4%	16%	22%	31%	27%	21%	13%
		*	F	*	F*	D.F	D.E.F.G	D.F.G	F*	**

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What, if anything, do you perceive as the main challenges for your business to do with skills and the labour market in the next twelve months? (Please select all that apply)

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Skills shortages among job applicants	21%	32% *	22%	23% *	19% *	22%	20%	20%	20% *	24% **
Brexit (as the deal is currently)	34%	32% *	24%	51% D.E.I.J.K*	39% E.J*	44% E.J.K	34% E	27%	27% *	37% **
Pressure to increase wages	28%	34% *	28%	38% I.J*	36% I.J*	32% J	24%	21%	28% *	30% **
The cost and time required to recruit new workers	18%	23% *	18%	22% *	21% *	17%	17%	20%	11% *	18% **
Lack of applicants for job vacancies	19%	15% *	24% I	19% *	18% *	22%	15%	17%	23% *	15% **
Staff retention	22%	28% *	24%	15% *	17% *	21%	27% K	19%	14% *	18% **
Skills shortages among existing staff	10%	2% *	8%	16% D.J*	10% *	13% D.J	12% J	5%	10% *	9% **
Productivity	13%	25% E.F.I.J.*	10%	10% *	16% *	14%	14%	13%	12% *	15% **
Flexible working arrangements	13%	9% *	10%	9% *	9% *	11%	17%	14%	13% *	8% **
Automation	2%	4% *	2%	3% *	3% *	1%	2%	1%	2% *	4% **
Managing a remote workforce	16%	11% *	13%	12% *	7% *	10%	22% E.G.H	18% G.H	17% *	19% **
Tougher immigration controls for non-UK labour	15%	15% *	14%	18% K*	14% *	23% E.I.J.K	15%	10%	7% *	26% **
Staff ill/ self-isolating because of COVID-19	27%	36% E.I*	21%	36% E.I.J*	31% *	36% E.I.J	21%	23%	39% E.I.J*	22% **
Other	5%	6% *	7%	9% I*	7% *	4%	3%	8% I	3% *	4% **
Don't know	4%	6% *	3%	4% *	2% *	5%	4%	7%	6% *	4% **
None	11%	8% *	15% G.H	7% *	6% *	6%	13% H	15% G.H	9% *	15% **

In which of the following roles, if any, does your business face challenges in terms of skills? (Please select all that apply)

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Skilled manual/ technical roles	26%	51% F.G.H.I.J.K*	36% F.I.J.K	22% *	26% *	29% J	25%	16%	20% *	14% **
Professional/ managerial roles	26%	19% *	22%	16% *	17% *	18%	34% E.F.G.H	31% F.G.H	27% *	35% **
Un/ semi-skilled roles	9%	8% *	9%	13% I.J*	18% E.I.J*	19% E.I.J.K	5%	4%	8% *	12% **
Clerical roles	8%	8% *	8%	12% *	10% *	9%	6%	9%	12% *	11% **
Don't know	7%	- *	4%	7% *	6% *	6%	9%	7%	8% *	5% **
My business does not face any challenges in terms of skills for any of these roles	40%	32% *	37%	43% *	44% *	42%	37%	43%	43% *	35% **

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And what are the main types of skills, if any, where your company faces challenges among your current workforce?
 (Please select all that apply)

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Technical or job-specific skills	23%	36% G.H.J.K*	33% G.H.J.K	25% *	16% *	18% J	26% J	16% G	15% G.H*	11% **
Advanced or specialist IT skills	14%	11% *	10% *	9% *	5% *	8% E.F.G.H	20% G	13% G	20% G.H*	2% **
Literacy and written communication skills	7%	11% *	5% *	7% *	4% *	7% *	8% *	4% *	6% *	11% **
Management / interpersonal skills	15%	11% *	16% *	9% *	12% *	16% *	17% *	11% *	15% *	24% **
Customer and sales skills	14%	25% E.I.J.*	10% *	13% *	28% E.F.H.I.J.K*	15% *	11% *	12% *	14% *	8% **
Basic IT skills	7%	11% *	8% *	9% *	4% *	8% *	5% *	6% *	12% I*	4% **
Team working	10%	13% *	10% *	7% *	14% I*	13% *	7% *	9% *	14% *	9% **
Commercial awareness / knowledge of your organisation	11%	17% E*	7% *	10% *	14% *	14% E	11% *	10% *	15% *	11% **
Leadership skills	12%	17% F*	16% F	6% *	8% *	15% F	12% *	8% *	14% *	6% **
Time management skills	12%	17% F.K*	14% K	6% *	12% *	13% K	14% K	12% *	5% *	4% **
Foreign language skills	6%	0% *	2% *	6% *	7% E*	7% E	5% E	7% E	10% D.E*	15% **
Complex numerical / statistical skills	8%	6% *	2% *	3% *	4% *	3% E.H	10% E.F.G.H	16% E.F.G.H	10% E.H*	4% **
Problem solving skills	12%	21% F*	13% *	6% *	14% *	12% *	11% *	13% *	11% *	21% **
Basic numeracy skills	3%	6% F.I*	4% *	0% *	9% F.I.J.*	5% F	2% *	2% *	4% *	- **
Other	3%	2% *	6% I	4% *	6% I.K*	6% I	2% *	2% *	0% *	11% **
Don't know	7%	6% *	6% *	9% *	5% *	8% *	7% *	5% *	6% *	2% **
My company does not face any skills challenges	33%	30% *	29% *	37% *	37% *	34% *	29% E.I	41% E.I	33% *	25% **
Net: Any skills challenges	61%	64% *	65% *	54% *	57% *	59% *	64% *	54% *	61% *	74% **

Which of the following methods, if any, is most important to acquire new skills for your business?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Training existing staff	48%	49% *	42% *	45% *	48% *	39% E.H	54% E.H	50% *	47% *	59% **
Recruiting new staff	36%	30% *	39% *	33% *	35% *	38% *	35% *	33% *	38% *	33% **
Apprenticeships	6%	6% *	7% *	9% *	6% *	9% I	3% I	7% *	4% *	4% **
Kick Start	3%	8% E.F.I.J.*	2% *	1% *	2% *	4% I	1% I	2% *	6% I*	- **
Other	8%	6% *	9% *	11% *	8% *	10% *	7% *	9% *	5% *	4% **

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	D	E	F	G	H	I	J	K	L

Thinking about training your existing employees, to what extent are each of the following a priority to your business?

Upskilling employees' digital skills

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Low priority	29%	32%*	39% G.I.K	36% I*	24% *	42% G.I.J.K	22%	28%	23% *	25% **
Medium priority	34%	36% *	27%	29% *	36% *	32%	35%	37%	46% E.F.H*	31% **
High priority	27%	15% *	26% H	20% *	25% *	16%	34% D.F.H	30% D.H	27% H*	43% **
Don't know	10%	17% J.K*	8%	14% *	15% J.K*	11%	9%	6%	5% *	1% **

Upskilling employees in other areas

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Low priority	27%	17% *	31%	30% *	24% *	25%	26%	27%	27% *	12% **
Medium priority	37%	41% *	36%	34% *	35% *	37%	36%	40%	43% *	58% **
High priority	26%	23% *	24%	25% *	26% *	26%	28%	26%	25% *	26% **
Don't know	10%	19% J.K*	9%	11% *	15% K*	11%	11%	7%	5% *	5% **

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	D	E	F	G	H	I	J	K	L

Retraining employees for a new role

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Low priority	41%	30% *	48% D.G	44% *	34% *	43%	39%	40%	45% *	36% **
Medium priority	29%	36% *	24%	28% *	29% *	27%	30%	30%	38% E*	30% **
High priority	19%	15% *	16%	16% *	25% K*	18%	22% K	22% K	9% *	29% **
Don't know	11%	19% I*	12%	13% *	12% *	12%	9%	9%	8% *	5% **

Helping employees further their education (e.g. supporting them to study for a qualification such as a professional qualification, Masters, PhD etc.)

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Low priority	48%	53% *	49%	46% *	49% *	59% I	42%	48%	57% I*	23% **
Medium priority	28%	21% *	27%	24% *	21% *	26%	34% G	29%	25% *	57% **
High priority	12%	4% *	16% D.H	10% *	15% H*	5%	13% H	16% D.H	9% *	19% **
Don't know	11%	21% E.I.J.*	8%	20% E.I.J.*	16% J*	11%	11%	7%	9% *	1% **

Providing secondment opportunities

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Low priority	64%	47% *	69% D.G	61% *	48% *	63% D.G	65% D.G	69% D.G	71% D.G*	55% **
Medium priority	15%	17% *	14%	13% *	19% *	15%	16%	11%	11% *	28% **
High priority	5%	4% *	4%	6% *	12% E.I.J.*	5%	4%	4%	6% *	5% **
Don't know	16%	32% E.H.I.J.K*	13%	20% *	22% *	17%	15%	16%	12% *	12% **

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Do you expect that your business will recruit staff in the next 12 months? This could be either through an expansion of your business' workforce or to replace employees who are leaving.

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Yes	54%	58% *	55%	45% *	54% *	60% F,J	55% J	44%	59% J*	73% **
No	32%	32% *	35%	39% H*	29% *	25%	31%	41% H	28% *	23% **
Don't know	14%	11% *	10%	16% *	17% *	15%	14%	15%	12% *	4% **

Has your business recruited or tried to recruit staff in the last 12 months in London?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Yes	49%	49% *	49%	48% *	48% *	55% I	45%	47%	64% E,G,I,J*	58% **
No	49%	51% *	49%	52% K*	52% K*	41%	54% H,K	51% K	34% *	41% **
Don't know	2%	0% *	2%	- *	- *	4% G	2%	1%	2% *	1% **

How do you expect your business' total headcount to change over the next 12 months, compared to the previous 12 months?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Increase a lot	6%	4% *	5%	5% *	4% *	7%	7%	6%	2% *	9% **
Increase a bit	36%	47% *	36%	29% *	35% *	33%	40%	31%	36% *	36% **
Stay about the same	47%	36% *	46%	53% *	47% *	48%	44%	52%	53% *	55% **
Decrease a bit	4%	6% *	5%	7% *	4% *	4%	3%	5%	3% *	1% **
Decrease a lot	2%	4% *	4%	1% *	3% *	2%	2%	2%	3% *	0% **
Don't know	4%	2% *	4%	4% *	6% *	6%	3%	4%	3% *	- **
Net: Increase	42%	51% *	41%	34% *	40% *	40%	47%	37%	38% *	44% **
Net: Decrease	7%	11% *	9%	9% *	8% *	6%	6%	7%	6% *	1% **

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And in which of the following categories has your business recruited or tried to recruit staff in the last 12 months in London?

Unweighted base	755	30	84	54	69	121	158	125	81	33
Base: Those who have recruited in the last 12 months	628	21	88	51	53	85	187	72	65	6
Skilled manual / technical	36%	52% **	51% I.J.K*	35% *	41% K*	41% K*	33% *	31% *	20% *	32% **
Professional / managerial	50%	44% **	50% F.G*	28% *	26% *	34% *	69% E.F.G.H.J*	53% F.G.H*	53% F.G.H*	51% **
Unv semi-skilled	23%	52% **	17% *	33% I.J*	48% E.I.J.K*	35% E.I.J*	12% *	15% *	22% *	15% **
Clerical	21%	30% **	22% *	18% *	11% *	17% *	22% *	28% G*	22% *	17% **
Don't know	3%	- **	3% *	6% *	6% *	2% *	4% *	3% *	0% *	- **

Did you meet any difficulties recruiting for those roles / any of those roles?

Unweighted base	728	30	82	50	66	117	151	121	78	33
Base: Those who have recruited for the following roles in the last 12 months	608	21	85	48	49	83	180	69	65	6
Did not meet any difficulties recruiting	28%	22% **	27% *	23% *	37% *	31% *	25% *	38% *	26% *	29% **
Skilled manual / technical	28%	39% **	38% J.K*	29% *	26% *	33% K*	29% K*	21% *	12% *	23% **
Professional / managerial	27%	22% **	27% *	20% *	23% *	14% *	37% H*	25% *	29% *	11% **
Unv semi-skilled	14%	26% **	11% *	22% I*	21% I*	24% E.I.J*	6% *	9% *	17% *	15% **
Clerical	9%	9% **	11% *	9% *	5% *	6% *	4% *	14% I*	17% I*	7% **
Don't know	11%	4% **	4% *	16% E.G*	2% *	12% *	15% E.G*	11% *	8% *	30% **

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What are the main difficulties your business has faced during the past 12 months when recruiting? (please select all that apply)

Unweighted base	437	19	55	30	43	67	91	68	47	17
Base: Those who have had difficulties recruiting for the following roles	371	15	59	29	30	48	107	36	43	2
Applicants lacked sufficient technical ability / skills	45%	53% **	52% H*	38% **	49% **	31% *	49% *	51% *	36% **	54% **
Applicants lacked sufficient experience	47%	41% **	61% H*	38% **	62% **	40% *	48% *	47% *	30% **	87% **
Low number of applicants/ not enough people interested in the role	52%	53% **	50% *	53% **	69% **	63% I*	41% *	62% *	50% **	56% **
Applicants lacked CV writing/ interviewing skills	18%	18% **	16% *	26% **	19% **	20% *	11% *	22% *	25% **	18% **
Too much competition from other employers	25%	12% **	19% *	16% **	20% **	26% *	34% *	27% *	24% **	51% **
Other	8%	18% **	9% *	15% **	8% **	10% *	6% *	9% *	3% **	16% **
Don't know	3%	- **	- *	5% **	1% **	- *	8% *	3% *	0% **	4% **

Does your company currently employ any apprentices?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Yes	7%	5% *	6% H,I*	15% H,I*	6% *	6% *	6% *	7% *	12% *	7% **
No	91%	95% *	92% *	84% *	92% *	92% *	93% F	90% *	86% *	93% **
Don't know	2%	- *	2% *	1% *	2% *	1% *	1% *	3% *	2% *	- **

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	D	E	F	G	H	I	J	K	L

To the best of your knowledge, will your company be required to pay the apprenticeship levy?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Yes	5%	4%	5%	6%	7%	6%	5%	6%	5%	2%
		*		*	*				*	**
No	57%	51%	57%	49%	46%	55%	59%	67%	59%	58%
		*		*	*		G	F,G,H	*	**
Don't know	38%	45%	38%	45%	47%	40%	36%	27%	36%	40%
		J*		J*	J*	J			*	**

Following the way apprenticeships are now funded, does your business plan to use apprenticeship funding over the next 12 months?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Yes	9%	4%	4%	9%	13%	11%	9%	7%	11%	9%
		*		*	E*	E			E*	**
No	62%	61%	65%	56%	53%	61%	62%	71%	65%	63%
		*		*	*			F,G	*	**
Don't know	29%	34%	32%	35%	34%	28%	29%	22%	24%	29%
		*		*	J*				*	**

How does your business plan to use the apprenticeship funding that is available over the next 12 months? (Please select all that apply)

Unweighted base	178	7	13	14	18	28	39	29	25	5
Base: Those who plan to use apprenticeship funding in the next 12 months	109	2	6	9	14	18	38	10	11	1
My business will employ an increased number of apprentices	39%	49%	50%	51%	10%	40%	51%	43%	16%	50%
		**	**	**	**	**	**	**	**	**
My business will use apprenticeship funding to employ the same number of apprentices as before the funding changes	31%	1%	26%	0%	41%	22%	46%	25%	30%	12%
		**	**	**	**	**	**	**	**	**
My business will use the funding to train existing employees as an apprentice	24%	98%	26%	35%	41%	27%	12%	11%	29%	44%
		**	**	**	**	**	**	**	**	**
My business will use apprenticeship funding but will employ fewer apprentices than before the funding changes	6%	1%	-	0%	-	16%	0%	21%	14%	-
		**	**	**	**	**	**	**	**	**
Other	11%	-	-	16%	8%	17%	0%	22%	41%	-
		**	**	**	**	**	**	**	**	**

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Earlier you said that you plan to use apprenticeship funding over the next 12 months. What percentage of your Apprenticeship Levy funds do you expect to use over the next 12 months?

Unweighted base	178	7	13	14	18	28	39	29	25	5
Base: Those who have before and plan to in the next 12 months use apprenticeship funding	109	2	6	9	14	18	38	10	11	1
0%	1%	-	-	-	8%	-	-	-	2%	-
		**	**	**	**	**	**	**	**	**
1-25%	20%	49%	44%	16%	9%	22%	13%	42%	14%	50%
		**	**	**	**	**	**	**	**	**
26-50%	22%	49%	21%	-	33%	5%	36%	11%	16%	-
		**	**	**	**	**	**	**	**	**
51-75%	4%	0%	3%	16%	-	-	0%	0%	27%	0%
		**	**	**	**	**	**	**	**	**
76-100%	15%	-	-	16%	8%	16%	24%	0%	13%	6%
		**	**	**	**	**	**	**	**	**
Don't know	38%	1%	32%	51%	41%	57%	26%	47%	28%	44%
		**	**	**	**	**	**	**	**	**

London boroughs and the GLA will continue to make the case to retain more of the revenue from business rates, instead of passing it to central government. From your business' point of view what, if anything, should be a priority for investing these funds?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Building more homes	28%	17%	36%	30%	18%	29%	29%	25%	32%	29%
		*	D.G.J	*	*	G	G		G*	**
Progressing London's Strategic Infrastructure Projects (LSIPs)	16%	17%	17%	12%	14%	12%	20%	14%	15%	12%
		*	*	*	*	*	*	*	*	**
Improving public transport	39%	39%	30%	29%	27%	38%	48%	49%	32%	26%
		*	*	*	*	*	E.F.G.K	E.F.G.K	*	**
Building more affordable work spaces	21%	34%	22%	20%	20%	20%	20%	21%	13%	32%
		H.I.K*	*	*	*	*	*	*	*	**
Upskilling London's workforce	24%	28%	24%	24%	24%	21%	25%	21%	29%	24%
		*	*	*	*	*	*	*	*	**
Improving air quality in the capital	33%	34%	29%	29%	26%	33%	38%	28%	30%	38%
		*	*	*	*	*	G.J	*	*	**
Other	9%	11%	12%	11%	10%	8%	7%	7%	9%	8%
		*	*	*	*	*	*	*	*	**
Don't know	14%	8%	14%	12%	15%	14%	13%	12%	20%	18%
		*	*	*	*	*	*	*	*	**
None of the above	8%	6%	4%	11%	9%	10%	7%	7%	9%	4%
		*	*	*	*	E	*	*	*	**

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The government is considering alternatives to business rates, as part of a wider programme of business rates reform. Which of the following, if any, alternatives to business rates do you think should be considered?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
On-line sales tax	25%	38% H.I.J.K*	30% K	23% *	34% H.I.K*	22%	23%	23%	16% *	17% **
Additional corporation tax	14%	15% *	12%	6% *	9% *	14%	15%	20% F.G	21% F.G*	9% **
Turn-over tax (similar to turn-over rents whereby part or all of a business's tax is determined in accordance with the turn-over generated by the tenant)	23%	26% *	17%	19% *	32% E.F.J*	29% E	22%	19%	28% *	25% **
Environmental taxes	23%	19% *	22% F	9% *	17% *	29% F.G	26% F	23% F	31% F.G*	36% **
Tax related to land values	10%	9% *	6%	6% *	9% *	13% E.K	13% E.K	10% K	2% *	12% **
Other taxes	4%	4% K*	5%	4% *	3% *	3%	4%	4%	0% *	4% **
Don't know	24%	19% *	25%	33% G*	17% *	22%	25%	22%	26% *	32% **
Not applicable - I don't think any alternatives should be considered	16%	13% *	13%	20% *	22% *	17%	14%	18%	14% *	8% **

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To what extent, if at all, do you think your local council acts on the concerns of local businesses?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
A great deal	3%	2%*	4%	3%	3%	4%	3%	1%	6%	5%**
A fair amount	20%	26%*	16%	23%*	18%*	23%	19%	19%	24%*	17%**
Not very much	37%	36% F*	43% F.H	19%*	42% F*	32% F	38% F	39% F	47% F.H*	30%**
Not at all	21%	28% K*	21% K	33% I.K*	24% K*	22% K	19% K	21% K	8% *	31%**
Don't know	19%	8%*	16%	22%*	13%*	19%	22% D	19%	15%*	17%**
Net: A great deal/fair amount	23%	28%	19%	26%	21%	27%	22%	21%	30%	21%**
Net: Not very much/not at all	58%	64%	64%	52%	66%	54%	56%	60%	55%	61%**

And thinking about the last 6 months specifically... To what extent, if at all, do you think your local council has acted on the concerns of local businesses?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
A great deal	3%	2%*	5%	4%*	4%*	4%	2%	2%	6%*	1%**
A fair amount	18%	23%*	19%	22%*	19%*	23% I	15%	14%	24%*	21%**
Not very much	34%	32%*	36%	23%*	35%*	29% F	37% F	33%	45% F.H*	29%**
Not at all	22%	30% K*	24% K	32% K*	22%*	21%	21%	24% K	11%*	31%**
Don't know	22%	13%*	17%	19%*	20%*	24%	25%	28% D.E.K	14%*	17%**
Net: A great deal/fair amount	22%	25%	24%	26%	23%	26%	17%	16%	30%	22%**
Net: Not very much/not at all	57%	62%	59%	55%	57%	50%	58%	56%	56%	61%**

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The transition period for the UK leaving the European Union ended on the 31st December 2020. In the period since, what has been the impact of leaving the European Union on your business in each of the following areas?

Business growth

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
A very positive impact	2%	4% K*	2%	1% *	1% *	1%	2%	5% K	- *	- **
A positive impact	6%	8% H*	9% H	4% *	5% *	1%	6% H	7% H	5% *	- **
No impact	44%	39% *	48%	35% *	40% *	40%	43%	48%	59% D.F.G.H.I.*	63% **
A negative impact	25%	28% *	25%	25% *	27% *	32% J.K	27%	18%	15% *	32% **
A very negative impact	15%	15% *	10%	23% E*	18% *	17%	14%	13%	14% *	4% **
Don't know	8%	6% *	5%	12% *	9% *	9%	9%	9%	7% *	1% **
Net: Positive	7%	13% H*	11% H	6% *	6% *	2%	7%	12% H	5% *	- **
Net: Negative	40%	42% *	36%	48% J.K*	45% J.K*	49% E.J.K	41%	31%	29% *	36% **

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	D	E	F	G	H	I	J	K	L

Staff retention

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
A very positive impact	2%	2% *	3%	1% *	1%	1%	1%	4% H.I	0% *	- **
A positive impact	3%	0% *	2%	3% *	3%	2%	2%	1%	9% E.H.I.J.*	1% **
No impact	63%	72% H*	67% H	55% *	57% *	56%	64%	69% H	65% *	73% **
A negative impact	14%	13% *	14%	10% *	17% *	13%	16%	12%	12% *	10% **
A very negative impact	11%	8% *	10%	14% *	10% *	21% D.E.G.I.J.K	9%	8%	7% *	12% **
Don't know	8%	4% *	4%	16% E.J.*	12% E*	8%	9%	5%	8% *	4% **
Net: Positive	4%	2% *	5%	4% *	4% *	2%	3%	6%	9% H*	1% **
Net: Negative	25%	21% *	24%	24% *	27% *	34% J.K	25%	20%	19% *	22% **

Recruitment

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
A very positive impact	2%	2% *	3%	1% *	1%	1%	1%	4%	1% *	- **
A positive impact	2%	- *	2%	3% *	1% *	1%	1%	1%	8% G.H.I.J.*	- **
No impact	55%	66% F*	58%	46% *	54% *	51%	53%	61% F	57% *	57% **
A negative impact	20%	13% *	20%	12% *	22% *	17%	26% F.J	14%	19% *	16% **
A very negative impact	14%	13% *	11%	20% K*	12% *	23% E.G.I.J.K	12%	12%	8% *	23% **
Don't know	8%	6% *	6%	17% E.H.I.*	10% *	7%	7%	8%	8% *	4% **
Net: Positive	4%	2% *	5%	4% *	2% *	1%	2%	5%	9% G.H.I.*	- **
Net: Negative	34%	25% *	31%	32% *	33% *	40% J.K	38% J	26%	27% *	39% **

Were you aware that the UK government has a target to bring all greenhouse gas emissions to net zero by 2050?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Yes	89%	98% G.J.K.*	90% G	87% *	81% *	89%	91% G.J	84%	86% *	91% **
No	11%	2% *	10%	13% *	19% D.E.I.*	11%	9%	16% D.I	14% D*	9% **

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	D	E	F	G	H	I	J	K	L

And were you aware that the UK government has a target to reduce the UK's emissions by at least 78% by 2035, compared to 1990 levels.

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Yes	64%	72% *	62%	70% *	62% *	59%	64%	62%	65% *	74% **
No	36%	28% *	38%	30% *	38% *	41%	36%	38%	35% *	26% **

The 'Race to Zero' campaign is a United Nations initiative which encourages businesses, organisations and governments to commit to achieving net zero carbon emissions by 2050. The campaign is supported by the UK government. Were you aware of the Race to Zero campaign before taking this survey?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Yes	48%	68% E.G.H.I.K.*	45%	51% *	46% *	48%	47%	52%	41% *	60% **
No	52%	32% *	55% D	49% *	54% D*	52% D	53% D	48%	59% D*	40% **

And has your business signed up to the 'Race to Zero' campaign?

Unweighted base	641	37	74	51	56	95	143	110	50	25
Base: All aware of the Race to Zero campaign	613	29	82	54	50	74	197	78	42	6
Yes	9%	6% *	12% F.H.*	0% *	9% *	3% *	13% F.H.*	6% *	22% **	2% **
No	75%	75% *	77% *	88% G*	70% *	79% *	73% *	77% *	59% **	78% **
Don't know	16%	19% *	11% *	12% *	21% *	18% *	14% *	18% *	19% **	21% **

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	D	E	F	G	H	I	J	K	L

Which, if any, of the following actions is your business taking to reduce its environmental impact? (Please select all that apply)

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Using greener technologies (e.g. more energy efficient, lower emission technology)	33%	38%	44%	31%	29%	35%	32%	24%	30%	28%
		*	G.I.J.K	*	*	J			*	**
Adapting our products/ services to be greener (e.g. using recycled materials)	33%	34%	29%	42%	46%	35%	30%	28%	31%	45%
		*		J*	E.I.J*				*	**
Using sustainable suppliers/ sustainable procurement policies	30%	32%	29%	36%	35%	35%	30%	21%	24%	37%
		*		J*	J*	J			*	**
Encouraging tele-commuting/ remote working	32%	19%	29%	21%	12%	22%	44%	31%	37%	29%
		*	G	*	*	G	D.E.F.G.H.J	G	D.F.G.H*	**
Offsetting greenhouse gasses	7%	4%	7%	7%	3%	3%	10%	7%	5%	13%
		*		*	*		G.H		*	**
Other	4%	11%	4%	1%	6%	5%	5%	2%	5%	1%
		F.J*		*	*				*	**
Don't know	8%	8%	4%	12%	12%	11%	6%	11%	5%	5%
		*		E*	E*	E		E	*	**
Not applicable – our business is not taking any actions to reduce its environmental impact	23%	23%	22%	17%	16%	21%	23%	32%	29%	12%
		*		*	*			F.G.H	*	**
Net: Any actions	69%	68%	74%	71%	72%	67%	71%	57%	66%	83%
		*	J	J*	J*		J		*	**

And what, if anything, are the barriers to your organisation taking the below action to reduce its greenhouse gas emissions? Please select all that apply

Using greener technologies (e.g. more energy efficient, lower emission technology)

Unweighted base	663	27	77	43	70	100	147	112	63	24
Base: All who are not taking action	754	22	94	61	64	84	258	98	66	7
Initial/ upfront costs	24%	28%	21%	33%	21%	25%	24%	25%	17%	13%
		**	*	*	*	*		*	*	**
Higher operating costs	20%	36%	17%	30%	27%	21%	16%	20%	17%	7%
		**	*	*	*	*		*	*	**
Lack of resources/ time within the business	19%	36%	26%	15%	21%	18%	17%	19%	17%	13%
		**	*	*	*	*		*	*	**
Lack of appropriate substitutes/ alternatives	16%	40%	14%	28%	18%	18%	10%	20%	17%	24%
		**	*	J*	*	*		J*	*	**
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	15%	28%	13%	20%	12%	12%	13%	15%	16%	18%
		**	*	*	*	*		*	*	**
Lack of knowledge/ skills within the business	13%	12%	16%	15%	9%	14%	11%	16%	17%	24%
		**	*	*	*	*		*	*	**
Business priorities focussed elsewhere	17%	20%	16%	18%	7%	19%	19%	21%	12%	6%
		**	*	*	*	G*		G*	*	**
Not appropriate for our business	26%	24%	21%	27%	16%	24%	29%	29%	30%	29%
		**	*	*	*	*		*	*	**
Other	4%	4%	7%	-	5%	2%	2%	4%	7%	6%
		**	J*	*	*	*		*	*	**
Don't know	10%	9%	6%	15%	18%	11%	8%	14%	9%	6%
		**	*	*	E.J*	*		*	*	**
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	16%	20%	17%	8%	13%	20%	17%	17%	19%	6%
		**	*	*	*	*		*	*	**
Net: Any barriers	73%	72%	77%	77%	69%	68%	75%	70%	72%	88%
		**	*	*	*	*		*	*	**

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Total	Industry								
	Production/ agriculture, forestry & fishing	Construction/ property	Motor trades/ wholesale/ transport & storage	Retail	Accommodation & food services/ Arts, entertainment, recreation & other	Information & communication/ professional, scientific & technical	Finance & insurance/ business administration & support services	Public administration & defence/ education/ health	Other
	D	E	F	G	H	I	J	K	L

Adapting our products/ services to be greener (e.g. using recycled materials)

Unweighted base	676	28	99	38	50	99	160	117	62	23
Base: All who are not taking action	752	24	122	49	46	82	268	92	65	5
Initial/ upfront costs	17%	15%	24%	37%	12%	18%	10%	17%	19%	7%
	**	I*	I*	G.H.I.J*	*	*	*	*	*	**
Higher operating costs	16%	22%	18%	41%	22%	23%	9%	14%	10%	10%
	**	I*	I*	E.I.J.K*	I*	I*	*	*	*	**
Lack of resources/ time within the business	14%	15%	20%	22%	12%	19%	10%	11%	5%	24%
	**	**	I.K*	K*	*	K*	*	*	*	**
Lack of appropriate substitutes/ alternatives	13%	15%	15%	38%	25%	17%	6%	9%	7%	39%
	**	**	I*	E.H.I.J.K*	I.J.K*	I*	*	*	*	**
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	11%	7%	12%	28%	7%	15%	12%	6%	2%	0%
	**	**	*	E.G.I.J.K*	*	K*	*	*	*	**
Lack of knowledge/ skills within the business	9%	-	11%	19%	7%	11%	7%	9%	12%	16%
	**	**	*	I*	*	*	*	*	*	**
Business priorities focussed elsewhere	10%	4%	13%	12%	15%	11%	8%	10%	10%	10%
	**	**	*	*	*	*	*	*	*	**
Not appropriate for our business	24%	22%	20%	28%	18%	28%	23%	33%	26%	16%
	**	**	*	*	*	*	*	E*	*	**
Other	3%	-	5%	3%	5%	0%	2%	5%	-	-
	**	**	*	*	*	*	*	*	*	**
Don't know	9%	11%	7%	12%	8%	8%	8%	11%	12%	10%
	**	**	*	*	*	*	*	*	*	**
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	28%	33%	18%	3%	17%	26%	38%	31%	35%	9%
	**	**	F*	*	F*	F*	E.F.G	E.F*	E.F*	**
Net: Any barriers	63%	56%	76%	84%	75%	66%	55%	58%	53%	82%
	**	**	I.J.K*	H.I.J.K*	I.K*	*	*	*	*	**

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Total	Industry								
	Production/ agriculture, forestry & fishing	Construction/ property	Motor trades/ wholesale/ transport & storage	Retail	Accommodation & food services/ Arts, entertainment, recreation & other	Information & communication/ professional, scientific & technical	Finance & insurance/ business administration & support services	Public administration & defence/ education/ health	Other
	D	E	F	G	H	I	J	K	L

Using sustainable suppliers/ sustainable procurement policies

Unweighted base	696	30	99	45	59	99	154	123	62	25
Base: All who are not taking action	790	25	122	55	57	84	266	103	72	6
Initial/ upfront costs	13%	11%	18%	28%	10%	12%	5%	16%	23%	19%
	**	I*	I*	G,H,I*	*	I*		I*	I*	**
Higher operating costs	19%	29%	22%	28%	24%	25%	14%	15%	17%	20%
	**	*	*	I*	*	I*		*	*	**
Lack of resources/ time within the business	16%	18%	15%	22%	10%	15%	18%	13%	17%	16%
	**	**	*	*	*	*		*	*	**
Lack of appropriate substitutes/ alternatives	15%	25%	19%	25%	16%	15%	14%	11%	9%	21%
	**	**	*	J,K*	*	*		*	*	**
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	12%	21%	10%	30%	12%	7%	10%	7%	13%	14%
	**	*	*	E,G,H,I,J,K*	*	*		*	*	**
Lack of knowledge/ skills within the business	12%	11%	13%	11%	14%	14%	9%	10%	15%	16%
	**	*	*	*	*	*		*	*	**
Business priorities focussed elsewhere	12%	11%	17%	8%	12%	12%	10%	13%	13%	14%
	**	*	*	*	*	*		*	*	**
Not appropriate for our business	20%	18%	14%	19%	16%	22%	19%	29%	23%	20%
	**	**	*	*	*	*		E*	*	**
Other	2%	11%	3%	-	4%	2%	2%	3%	-	6%
	**	**	*	*	*	*		*	*	**
Don't know	11%	11%	8%	11%	16%	12%	12%	11%	13%	15%
	**	**	*	*	*	*		*	*	**
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	23%	11%	23%	11%	16%	21%	28%	23%	26%	-
	**	*	*	*	*	*	F	*	*	**
Net: Any barriers	66%	79%	69%	78%	68%	67%	61%	66%	62%	85%
	**	**	*	*	*	*		*	*	**

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Total	Industry								
	Production/ agriculture, forestry & fishing	Construction/ property	Motor trades/ wholesale/ transport & storage	Retail	Accommodation & food services/ Arts, entertainment, recreation & other	Information & communication/ professional, scientific & technical	Finance & insurance/ business administration & support services	Public administration & defence/ education/ health	Other
	D	E	F	G	H	I	J	K	L

Encouraging tele-commuting/ remote working

Unweighted base	730	40	104	58	89	127	115	108	60	29
Base: All who are not taking action	771	30	122	72	83	102	209	87	59	7
Initial/ upfront costs	9%	9%	8%	13%	6%	14%	10%	4%	13%	-
	*	*	*	*	*	J	*	*	*	**
Higher operating costs	11%	15%	8%	19%	12%	14%	10%	6%	8%	6%
	*	*	J*	*	*	*	*	*	*	**
Lack of resources/ time within the business	7%	15%	10%	9%	4%	7%	6%	4%	6%	6%
	G,J*	*	*	*	*	*	*	*	*	**
Lack of appropriate substitutes/ alternatives	10%	20%	11%	11%	7%	12%	8%	4%	13%	6%
	G,I,J*	*	*	*	J	*	*	*	*	**
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	6%	12%	7%	4%	8%	6%	5%	6%	3%	11%
	*	*	*	*	*	*	*	*	*	**
Lack of knowledge/ skills within the business	5%	6%	7%	6%	3%	7%	4%	2%	8%	11%
	*	*	*	*	*	*	*	*	*	**
Business priorities focussed elsewhere	10%	12%	16%	6%	4%	8%	10%	9%	11%	1%
	*	G*	*	*	*	*	*	*	*	**
Not appropriate for our business	32%	41%	33%	47%	40%	41%	18%	32%	35%	39%
	I*	I*	I*	I*	I	*	I*	I*	I*	**
Other	5%	3%	6%	-	5%	4%	6%	5%	3%	6%
	*	*	*	*	*	*	*	*	*	**
Don't know	9%	12%	8%	11%	12%	6%	8%	10%	10%	13%
	*	*	*	*	*	*	*	*	*	**
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	29%	21%	24%	21%	23%	28%	39%	36%	21%	18%
	*	*	*	*	*	E.F.G.K*	*	*	*	**
Net: Any barriers	61%	67%	68%	68%	64%	66%	52%	54%	68%	69%
	*	I*	*	*	*	I	*	*	*	**

Offsetting greenhouse gasses

Unweighted base	1016	47	135	71	101	164	218	156	89	35
Base: All who are not taking action	1085	37	162	86	93	132	351	125	92	8
Initial/ upfront costs	14%	19%	17%	32%	9%	13%	8%	14%	20%	23%
	I*	I	E.G.H.I.J*	*	*	*	*	*	I*	**
Higher operating costs	17%	24%	20%	27%	20%	20%	14%	13%	14%	15%
	*	*	I,J*	*	*	*	*	*	*	**
Lack of resources/ time within the business	14%	22%	15%	16%	14%	13%	14%	12%	8%	28%
	K*	*	*	*	*	*	*	*	*	**
Lack of appropriate substitutes/ alternatives	12%	22%	15%	18%	12%	12%	10%	6%	14%	19%
	I,J*	J	J*	*	*	*	*	*	*	**
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	11%	22%	13%	13%	12%	13%	9%	7%	8%	19%
	I,J,K*	*	*	*	*	*	*	*	*	**
Lack of knowledge/ skills within the business	14%	12%	13%	14%	11%	11%	13%	12%	22%	29%
	*	*	*	*	*	*	*	*	*	**
Business priorities focussed elsewhere	12%	7%	13%	11%	10%	10%	11%	15%	15%	5%
	*	*	*	*	*	*	*	*	*	**
Not appropriate for our business	22%	36%	17%	18%	17%	23%	22%	27%	25%	29%
	E.F.G*	*	*	*	*	*	*	*	*	**
Other	3%	5%	4%	4%	2%	4%	3%	3%	0%	5%
	K*	*	*	*	*	*	*	*	*	**
Don't know	14%	8%	12%	16%	20%	17%	12%	14%	21%	8%
	*	*	*	*	*	*	*	*	*	**
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	19%	12%	18%	12%	16%	19%	24%	22%	15%	5%
	*	*	*	*	*	*	*	*	*	**
Net: Any barriers	66%	80%	70%	72%	64%	64%	64%	64%	64%	87%
	I*	*	*	*	*	*	*	*	*	**

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	D	E	F	G	H	I	J	K	L

Which, if any, of the following is the MAIN barrier to your organisation reducing its greenhouse gas emissions?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All who are not taking action and selected an option at C5	1276	42	181	106	110	154	419	152	102	10
Initial/ upfront costs	9%	6% *	11%	10% *	10% *	12%	8%	9%	9% *	15% **
Higher operating costs	10%	11% *	10%	16% I,J*	14% *	10%	8%	7%	6% *	13% **
Lack of resources/ time within the business	8%	13% *	10%	10% *	5% *	5%	8%	7%	8% *	4% **
Lack of appropriate substitutes/ alternatives	7%	11% *	7%	7% *	14% E,I,J,K*	7%	6%	4%	5% *	12% **
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	5%	8% *	7%	3% *	4% *	6%	6%	4%	2% *	8% **
Lack of knowledge/ skills within the business	6%	2% *	4%	4% *	3% *	4%	7%	9%	11% *	1% **
Business priorities focussed elsewhere	8%	2% *	9%	4% *	3% *	6%	10%	6%	13% G*	9% **
Not appropriate for our business	14%	23% *	12%	16% *	13% *	15%	13%	19%	11% *	16% **
Other	3%	4% K*	5%	1% *	2% *	3%	2%	3%	0% *	8% **
Don't know	14%	8% *	8%	14% *	16% *	17% E	12%	15%	21% E*	11% **
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions	17%	11% *	18%	13% *	14% *	15%	20%	18%	15% *	5% **
Net: Any barriers	69%	81% *	74%	73% *	70% *	68%	67%	67%	64% *	85% **

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Total	Industry								
	Production/ agriculture, forestry & fishing	Construction/ property	Motor trades/ wholesale/ transport & storage	Retail	Accommodation & food services/ Arts, entertainment, recreation & other	Information & communication/ professional, scientific & technical	Finance & insurance/ business administration & support services	Public administration & defence/ education/ health	Other
	D	E	F	G	H	I	J	K	L

Does your business have the necessary skills to successfully reduce it's carbon emissions?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Yes	31%	34%	35%	30%	32%	25%	36%	29%	17%	29%
		K*	K	*	K*		H.K		*	**
No, but I know how to access the necessary skills	17%	21%	19%	13%	10%	17%	17%	17%	21%	31%
		*		*	*			G*		**
No, and I don't know how to access the necessary skills	27%	21%	29%	24%	30%	30%	25%	23%	37%	18%
		*		*	*			I.J*		**
Don't know	25%	24%	18%	32%	28%	28%	22%	31%	25%	22%
		*		E*	*	E		E.I	*	**

What, if anything, could your borough provide to help improve your business's sustainability?

Unweighted base	1276	55	157	93	123	201	280	209	111	47
Base: All	1276	42	181	106	110	154	419	152	102	10
Direct support on retro-fitting – including technical advice	17%	25%	23%	12%	20%	24%	16%	9%	15%	21%
		J*	J	*	J*	F.J			*	**
Sustainability audits	10%	8%	14%	6%	6%	11%	11%	7%	12%	12%
		*	J	*	*				*	**
Green grants for energy efficiency works	32%	36%	38%	36%	34%	38%	28%	28%	26%	50%
		*		*	*				*	**
Green transport / freight support	22%	28%	19%	21%	31%	20%	24%	14%	20%	2%
		J*		*	E.H.J*		J		*	**
Enhanced recycling services	37%	32%	31%	38%	36%	43%	38%	35%	35%	37%
		*		*	*	E			*	**
Green skills support and business opportunities/ networking	17%	21%	24%	6%	16%	19%	19%	13%	14%	25%
		F*	F.J	*	*	F	F		*	**
More information about how to improve sustainability	27%	30%	30%	10%	27%	35%	28%	23%	32%	20%
		F*	F	*	F*	F.J	F	F	F*	**
Tax breaks for environmentally-friendly businesses	38%	40%	37%	38%	39%	41%	39%	32%	31%	65%
		*		*	*				*	**
Other	3%	4%	5%	6%	7%	1%	2%	4%	0%	8%
		K*		K*	H.I.K*				*	**
Don't know	15%	17%	13%	14%	13%	12%	16%	21%	12%	14%
		*		*	*		H		*	**
Not applicable - There is nothing that my borough could provide to help improve my business's sustainability	11%	13%	7%	16%	9%	11%	11%	13%	14%	1%
		*		*	*				*	**
Net: Anything	70%	68%	77%	70%	72%	73%	68%	62%	70%	85%
		*	J	*	*	J			*	**

Cell Contents (C/c's (Column Proportions, (95%): A/B/C, D/E/F/G/H/I/J/K/L, M/N/O/P, Q/R, S/T, U/V, W/X, Y/Z, AA/AB, AC/AD/AE/AF, Minimum Base: 30 (**), Small Base: 100 (*))

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Total	Office region			
	Central	East	South	West
	M	N	O	P

Overall, how would you describe your confidence in each of the following over the next 12 months, compared to the previous 12 months?

The UK economy

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
A lot more confident	7%	7%	7%	8%	7%
More confident	31%	31%	27%	34%	32%
About the same	25%	25%	27%	24%	24%
Less confident	25%	26%	26%	23%	23%
A lot less confident	12%	10%	13%	11%	13%
Net: More confident	39%	39%	34%	43%	40%
Net: Less confident	36%	36%	39%	34%	36%

London's economy

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
A lot more confident	7%	7%	5%	8%	6%
More confident	33%	34%	30%	28%	39%
About the same	26%	24%	32%	30%	23%
Less confident	26%	27%	24%	27%	25%
A lot less confident	8%	8%	10%	8%	7%
Net: More confident	40%	41%	35%	36%	45%
Net: Less confident	34%	35%	34%	35%	32%

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Total	Office region			
	Central	East	South	West
	M	N	O	P

My business' economic prospects

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
A lot more confident	7%	9%	6%	6%	7%
More confident	31%	29%	26%	34%	40%
About the same	39%	43%	40%	36%	33%
Less confident	15%	14%	19%	20%	12%
A lot less confident	6%	5%	9%	4%	8%
Net: More confident	39%	38%	32%	40%	47%
Net: Less confident	22%	19%	28%	24%	19%

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Total	Office region			
	Central	East	South	West
	M	N	O	P

Which, if any, of the following do you see as the main threats to your business as the UK recovers from the impacts of the COVID-19 pandemic? (Please select all that apply)

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Additional waves/ local lockdowns in our area	34%	35%	35%	34%	33%
Lack of consumer spending	27%	25%	30%	27%	30%
Lack of consumers in the local area (e.g. lower footfall)	16%	16%	18%	15%	16%
Not being able to find/ maintain affordable business premises	12%	13%	12%	9%	11%
Lack of finance/ capital available	18%	19%	22%	14%	15%
Not being able to retain staff	21%	24% O	18%	14%	20%
Low turnover/ cash-flow issues	35%	36%	34%	38%	33%
Threat of new variants causing new national lockdowns	48%	46%	47%	48%	52%
Fewer tourists visiting London	16%	18%	13%	11%	16%
Other	17%	16%	19%	20%	16%
Don't know	2%	2%	3%	1%	3%
Not applicable – there are no threats to our business	9%	10%	7%	10%	9%

Which, if any, of the following would your business find MOST useful in dealing with the impacts of the COVID-19 pandemic?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Extending the business rates holiday to March 2022	14%	13%	18%	14%	11%
Workforce support scheme	11%	10%	10%	16%	10%
Additional grants from local councils	11%	10%	12%	11%	12%
Additional/ alternative business loans	6%	7%	6%	5%	6%
Extending mortgage holidays	1%	0%	1%	1%	1%
VAT reduction	16%	14%	15%	17%	19%
Additional support with landlords	4%	4% O	3%	1%	5% O
Other	10%	9%	11%	11%	10%
Don't know	9%	12% N.O.P	7%	3%	6%
Not applicable – Nothing in particular would be most useful for my business	20%	20%	17%	21%	21%
Net: Anything	72%	68%	76%	76%	73%

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Total	Office region			
	Central	East	South	West
	M	N	O	P

Approximately what proportion of staff worked remotely/
 do you expect to work remotely frequently (at least once or
 twice a week) at each of the following points?

12 months ago

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
0%	22%	14%	31%	31%	24%
			M	M	M
1 to 20%	9%	7%	14%	6%	11%
			M.O		
21 to 40%	5%	4%	7%	6%	2%
			P		
41 to 60%	8%	7%	9%	9%	10%
61 to 80%	6%	5%	5%	7%	9%
81 to 100%	51%	63%	34%	42%	45%
		N.O.P			N

6 months ago

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
0%	22%	13%	31%	35%	26%
			M	M	M
1 to 20%	9%	7%	15%	6%	10%
			M.O		
21 to 40%	4%	4%	8%	4%	1%
		P	P		
41 to 60%	11%	10%	14%	10%	11%
61 to 80%	9%	9%	6%	6%	17%
					M.N.O
81 to 100%	44%	58%	25%	39%	35%
		N.O.P		N	

Currently

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
0%	30%	19%	46%	39%	31%
			M.P	M	M
1 to 20%	11%	8%	16%	9%	12%
			M		
21 to 40%	6%	8%	7%	4%	4%
41 to 60%	12%	13%	7%	13%	15%
					N
61 to 80%	8%	11%	2%	2%	11%
		N.O			N.O
81 to 100%	33%	41%	21%	33%	26%
		N.P		N	

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Total	Office region			
	Central	East	South	West
	M	N	O	P

In 6 months' time

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
0%	33%	25%	46%	39%	36%
			M	M	M
1 to 20%	11%	8%	18%	9%	11%
			M.O		
21 to 40%	8%	8%	8%	8%	8%
41 to 60%	14%	17%	8%	11%	16%
		N			N
61 to 80%	9%	11%	4%	6%	10%
		N			N
81 to 100%	25%	30%	17%	27%	19%
		N.P		N	

In 12 months' time

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
0%	35%	27%	48%	43%	38%
			M.P	M	M
1 to 20%	11%	9%	15%	10%	12%
			M		
21 to 40%	9%	9%	9%	8%	11%
41 to 60%	14%	19%	8%	7%	14%
		N.O			
61 to 80%	8%	9%	5%	6%	8%
81 to 100%	22%	27%	14%	25%	17%
		N.P		N	

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	M	N	O	P

What, if anything, do you perceive as the main challenges for your business to do with skills and the labour market in the next twelve months? (Please select all that apply)

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Skills shortages among job applicants	21%	20%	25%	21%	19%
Brexit (as the deal is currently)	34%	37% N	26%	29%	39% N
Pressure to increase wages	28%	27%	32%	26%	28%
The cost and time required to recruit new workers	18%	19%	18%	13%	21%
Lack of applicants for job vacancies	19%	17%	21%	18%	20%
Staff retention	22%	26% O,P	20%	17%	18%
Skills shortages among existing staff	10%	10%	13%	11%	9%
Productivity	13%	15%	13%	10%	14%
Flexible working arrangements	13%	14%	13%	11%	10%
Automation	2%	1%	2%	1%	5% M
Managing a remote workforce	16%	20% P	14%	15%	10%
Tougher immigration controls for non-UK labour	15%	15%	16%	10%	17%
Staff ill/ self-isolating because of COVID-19	27%	29%	28%	25%	25%
Other	5%	4%	6%	7%	6%
Don't know	4%	5% P	6% P	4%	1%
None	11%	11%	11%	12%	12%

In which of the following roles, if any, does your business face challenges in terms of skills? (Please select all that apply)

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Skilled manual/ technical roles	26%	21%	39% M,O,P	25%	27%
Professional/ managerial roles	26%	32% N,P	23%	23%	17%
Un/ semi-skilled roles	9%	9%	11%	11%	9%
Clerical roles	8%	9%	5%	7%	12% N
Don't know	7%	9%	5%	4%	6%
My business does not face any challenges in terms of skills for any of these roles	40%	38%	36%	47%	41%

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Total	Office region			
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	M	N	O	P

And what are the main types of skills, if any, where your company faces challenges among your current workforce?
(Please select all that apply)

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Technical or job-specific skills	23%	22%	28%	22%	25%
Advanced or specialist IT skills	14%	14%	16%	10%	14%
Literacy and written communication skills	7%	7%	8%	4%	8%
Management / interpersonal skills	15%	18% P	12%	12%	10%
Customer and sales skills	14%	17% P	11%	13%	9%
Basic IT skills	7%	8%	8%	7%	4%
Team working	10%	11%	10%	10%	7%
Commercial awareness / knowledge of your organisation	11%	14% O	9%	6%	12%
Leadership skills	12%	15% P	11%	10%	6%
Time management skills	12%	14%	10%	8%	14%
Foreign language skills	6%	5%	4%	5%	9%
Complex numerical / statistical skills	8%	10% O,P	8%	4%	4%
Problem solving skills	12%	14%	13%	8%	9%
Basic numeracy skills	3%	3%	6% O	1%	3%
Other	3%	2%	5% M	5%	4%
Don't know	7%	8% O	6%	3%	6%
My company does not face any skills challenges	33%	30%	32%	44% M,N,P	32%
Net: Any skills challenges	61%	62%	62%	53%	62%

Which of the following methods, if any, is most important to acquire new skills for your business?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Training existing staff	48%	50%	46%	45%	47%
Recruiting new staff	36%	36%	33%	32%	41%
Apprenticeships	6%	6%	8% P	7%	3%
Kick Start	3%	3%	1%	4%	2%
Other	8%	6%	12% M	12% M	7%

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	M	N	O	P

Thinking about training your existing employees, to what extent are each of the following a priority to your business?

Upskilling employees' digital skills

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Low priority	29%	29%	30%	32%	28%
Medium priority	34%	33%	34%	38%	35%
High priority	27%	31% O	27%	18%	25%
Don't know	10%	8%	9%	12%	12%

Upskilling employees in other areas

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Low priority	27%	25%	32%	27%	26%
Medium priority	37%	37%	40%	36%	37%
High priority	26%	29% N	18%	25%	28% N
Don't know	10%	10%	10%	13%	9%

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	M	N	O	P

Retraining employees for a new role

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Low priority	41%	40%	46% P	47% P	34%
Medium priority	29%	31%	28%	26%	29%
High priority	19%	19%	17%	17%	23%
Don't know	11%	10%	10%	10%	14%

Helping employees further their education (e.g. supporting them to study for a qualification such as a professional qualification, Masters, PhD etc.)

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Low priority	48%	49%	49%	49%	45%
Medium priority	28%	29%	28%	27%	28%
High priority	12%	12%	13%	11%	14%
Don't know	11%	10%	10%	13%	13%

Providing secondment opportunities

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Low priority	64%	67%	61%	61%	60%
Medium priority	15%	14%	19%	13%	16%
High priority	5%	4%	5%	5%	7%
Don't know	16%	15%	15%	20%	17%

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	M	N	O	P

Do you expect that your business will recruit staff in the next 12 months? This could be either through an expansion of your business' workforce or to replace employees who are leaving.

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Yes	54%	63% N.O.P	41%	46%	51%
No	32%	23%	38% M	44% M	39% M
Don't know	14%	14%	21% M.O.P	10%	10%

Has your business recruited or tried to recruit staff in the last 12 months in London?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Yes	49%	58% N.O.P	45%	36%	43%
No	49%	41%	51% M	62% M	57% M
Don't know	2%	1%	4% M.P	2%	0%

How do you expect your business' total headcount to change over the next 12 months, compared to the previous 12 months?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Increase a lot	6%	7%	4%	3%	7%
Increase a bit	36%	41% N.O	29%	29%	37%
Stay about the same	47%	42%	55% M	56% M	48%
Decrease a bit	4%	4%	5%	5%	3%
Decrease a lot	2%	2%	5%	3%	1%
Don't know	4%	4%	3%	4%	4%
Net: Increase	42%	48% N.O	33%	32%	44% N.O
Net: Decrease	7%	6%	10%	8%	4%

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	M	N	O	P

And in which of the following categories has your business recruited or tried to recruit staff in the last 12 months in London?

Unweighted base	755	427	111	85	132
Base: Those who have recruited in the last 12 months	628	344	107	73	104
Skilled manual / technical	36%	34%	43% *	36% *	38% *
Professional / managerial	50%	59% N.O.P	40% *	32% *	42% *
Unv semi-skilled	23%	19%	30% M*	33% M*	25% *
Clerical	21%	23%	17% *	18% *	20% *
Don't know	3%	2%	2% *	7% *	6% *

Did you meet any difficulties recruiting for those roles / any of those roles?

Unweighted base	728	415	109	81	123
Base: Those who have recruited for the following roles in the last 12 months	608	337	105	68	98
Did not meet any difficulties recruiting	28%	29%	25% *	27% *	32% *
Skilled manual / technical	28%	23%	37% M*	36% *	31% *
Professional / managerial	27%	30%	26% *	20% *	21% *
Unv semi-skilled	14%	11%	16% *	18% *	19% *
Clerical	9%	9%	9% *	10% *	6% *
Don't know	11%	15% N.P	4% *	9% *	3% *

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	M	N	O	P

What are the main difficulties your business has faced during the past 12 months when recruiting? (please select all that apply)

Unweighted base	437	233	74	48	82
Base: Those who have had difficulties recruiting for the following roles	371	189	75	43	63
Applicants lacked sufficient technical ability / skills	45%	41%	51% *	56% **	42% *
Applicants lacked sufficient experience	47%	48%	50% *	49% **	40% *
Low number of applicants/ not enough people interested in the role	52%	47%	62% *	54% **	55% *
Applicants lacked CV writing/ interviewing skills	18%	18%	19% *	10% **	21% *
Too much competition from other employers	25%	32% N	9% *	25% **	26% N*
Other	8%	8%	5% *	8% **	15% *
Don't know	3%	3%	6% *	- **	4% *

Does your company currently employ any apprentices?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Yes	7%	7%	8%	6%	10%
No	91%	91%	91%	92%	90%
Don't know	2%	2%	1%	2%	0%

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	Central	East	South	West
	M	N	O	P

To the best of your knowledge, will your company be required to pay the apprenticeship levy?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Yes	5%	6%	3%	5%	6%
No	57%	53%	54%	65%	64%
Don't know	38%	42%	43%	30%	30%
		O.P	O.P	M	M

Following the way apprenticeships are now funded, does your business plan to use apprenticeship funding over the next 12 months?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Yes	9%	8%	10%	5%	10%
No	62%	59%	62%	71%	64%
Don't know	29%	33%	28%	23%	26%
		O	O	M	M

How does your business plan to use the apprenticeship funding that is available over the next 12 months? (Please select all that apply)

Unweighted base	178	97	27	18	36
Base: Those who plan to use apprenticeship funding in the next 12 months	109	50	24	11	24
My business will employ an increased number of apprentices	39%	39%	40%	16%	51%
	*	*	**	**	**
My business will use apprenticeship funding to employ the same number of apprentices as before the funding changes	31%	30%	24%	56%	30%
	*	*	**	**	**
My business will use the funding to train existing employees as an apprentice	24%	16%	35%	20%	32%
	*	*	**	**	**
My business will use apprenticeship funding but will employ fewer apprentices than before the funding changes	6%	11%	4%	-	0%
	*	*	**	**	**
Other	11%	12%	23%	10%	-
	*	*	**	**	**

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	Central	East	South	West
	M	N	O	P

Earlier you said that you plan to use apprenticeship funding over the next 12 months. What percentage of your Apprenticeship Levy funds do you expect to use over the next 12 months?

Unweighted base	178	97	27	18	36
Base: Those who have before and plan to in the next 12 months use apprenticeship funding	109	50	24	11	24
0%	1%	-	1%	10%	-
		*	**	**	**
1-25%	20%	19%	29%	24%	10%
		*	**	**	**
26-50%	22%	22%	10%	33%	29%
		*	**	**	**
51-75%	4%	6%	1%	0%	6%
		*	**	**	**
76-100%	15%	11%	17%	0%	29%
		*	**	**	**
Don't know	38%	42%	43%	32%	26%
		*	**	**	**

London boroughs and the GLA will continue to make the case to retain more of the revenue from business rates, instead of passing it to central government. From your business' point of view what, if anything, should be a priority for investing these funds?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Building more homes	28%	30%	23%	28%	32%
Progressing London's Strategic Infrastructure Projects (LSIPs)	16%	17%	16%	13%	17%
Improving public transport	39%	46%	34%	33%	32%
		N.O.P			
Building more affordable work spaces	21%	19%	23%	17%	25%
Upskilling London's workforce	24%	24%	26%	24%	21%
Improving air quality in the capital	33%	38%	20%	27%	35%
		N.O			N
Other	9%	6%	13%	11%	9%
			M		
Don't know	14%	17%	10%	10%	12%
		N.O			
None of the above	8%	5%	12%	12%	7%
			M	M	

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	M	N	O	P

The government is considering alternatives to business rates, as part of a wider programme of business rates reform. Which of the following, if any, alternatives to business rates do you think should be considered?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
On-line sales tax	25%	25%	26%	22%	26%
Additional corporation tax	14%	16%	12%	14%	13%
Turn-over tax (similar to turn-over rents whereby part or all of a business's tax is determined in accordance with the turn-over generated by the tenant)	23%	27%	19%	24%	17%
Environmental taxes	23%	N.P	18%	18%	20%
Tax related to land values	10%	29% N.O.P	8%	6%	8%
Other taxes	4%	O	3%	3%	3%
Don't know	24%	26%	20%	22%	27%
Not applicable - I don't think any alternatives should be considered	16%	10%	21%	24%	17%
		M	M	M	

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	Central	East	South	West
	M	N	O	P

To what extent, if at all, do you think your local council acts on the concerns of local businesses?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
A great deal	3%	4%	2%	3%	3%
A fair amount	20%	22%	16%	16%	21%
Not very much	37%	36%	36%	43%	38%
Not at all	21%	15%	32% M.P	24% M	22% M
Don't know	19%	23% N.O.P	13%	14%	16%
Net: A great deal/fair amount	23%	26%	18%	19%	24%
Net: Not very much/not at all	58%	51%	68% M	67% M	60% M

And thinking about the last 6 months specifically... To what extent, if at all, do you think your local council has acted on the concerns of local businesses?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
A great deal	3%	4%	2%	4%	3%
A fair amount	18%	18%	14%	18%	23% N
Not very much	34%	34%	36%	35%	33%
Not at all	22%	17%	31% M	26% M	23%
Don't know	22%	27% N.O.P	16%	17%	18%
Net: A great deal/fair amount	22%	22%	16%	22%	26% N
Net: Not very much/not at all	57%	51%	68% M.P	62% M	56%

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	M	N	O	P

The transition period for the UK leaving the European Union ended on the 31st December 2020. In the period since, what has been the impact of leaving the European Union on your business in each of the following areas?

Business growth

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
A very positive impact	2%	1%	3%	3%	3%
			M		
A positive impact	6%	3%	5%	10%	7%
			M	M	
No impact	44%	43%	50%	41%	46%
A negative impact	25%	30%	20%	24%	21%
		N.P			
A very negative impact	15%	14%	15%	15%	15%
Don't know	8%	9%	7%	6%	8%
Net: Positive	7%	4%	8%	13%	10%
			M	M	M
Net: Negative	40%	44%	35%	40%	36%
		N			

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Total	Office region			
	Central	East	South	West
	M	N	O	P

Staff retention

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
A very positive impact	2%	1%	3%	3%	2%
			M	M	
A positive impact	3%	2%	1%	4%	4%
			N	N	
No impact	63%	60%	69%	66%	62%
A negative impact	14%	16%	13%	12%	12%
A very negative impact	11%	12%	8%	8%	12%
Don't know	8%	9%	7%	7%	7%
Net: Positive	4%	3%	4%	7%	6%
			M	M	
Net: Negative	25%	28%	21%	20%	24%

Recruitment

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
A very positive impact	2%	1%	3%	3%	2%
			M		
A positive impact	2%	1%	1%	3%	3%
No impact	55%	52%	55%	58%	58%
A negative impact	20%	23%	21%	18%	13%
		P			
A very negative impact	14%	15%	12%	12%	15%
Don't know	8%	9%	8%	7%	9%
Net: Positive	4%	2%	4%	6%	5%
			M	M	
Net: Negative	34%	38%	33%	29%	28%
		P			

Were you aware that the UK government has a target to bring all greenhouse gas emissions to net zero by 2050?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Yes	89%	89%	84%	90%	91%
No	11%	11%	16%	10%	9%

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	Central	East	South	West
	M	N	O	P

And were you aware that the UK government has a target to reduce the UK's emissions by at least 78% by 2035, compared to 1990 levels.

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Yes	64%	60%	61%	71%	69%
				M	M
No	36%	40%	39%	29%	31%
		O,P			

The 'Race to Zero' campaign is a United Nations initiative which encourages businesses, organisations and governments to commit to achieving net zero carbon emissions by 2050. The campaign is supported by the UK government. Were you aware of the Race to Zero campaign before taking this survey?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Yes	48%	46%	49%	50%	49%
No	52%	54%	51%	50%	51%

And has your business signed up to the 'Race to Zero' campaign?

Unweighted base	641	317	106	96	122
Base: All aware of the Race to Zero campaign	613	274	118	101	120
Yes	9%	12%	4%*	9%*	9%*
No	75%	70%	77%*	84%*	76%*
Don't know	16%	18%	19%*	7%*	15%*
		O	O*	*	*

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Total	Office region			
	Central	East	South	West
	M	N	O	P

Which, if any, of the following actions is your business taking to reduce its environmental impact? (Please select all that apply)

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Using greener technologies (e.g. more energy efficient, lower emission technology)	33%	34%	30%	30%	36%
Adapting our products/ services to be greener (e.g. using recycled materials)	33%	36%	29%	31%	32%
Using sustainable suppliers/ sustainable procurement policies	30%	33%	27%	24%	33%
Encouraging tele-commuting/ remote working	32%	36% N	20%	34% N	29%
Offsetting greenhouse gasses	7%	9% N	3%	6%	8% N
Other	4%	4%	4%	8%	3%
Don't know	8%	9%	6%	5%	11% O
Not applicable – our business is not taking any actions to reduce its environmental impact	23%	20%	28% M	29% M	21%
Net: Any actions	69%	72%	66%	66%	68%

And what, if anything, are the barriers to your organisation taking the below action to reduce its greenhouse gas emissions? Please select all that apply

Using greener technologies (e.g. more energy efficient, lower emission technology)

Unweighted base	663	309	130	107	117
Base: All who are not taking action	754	342	152	131	129
Initial/ upfront costs	24%	21%	25%	26% *	26% *
Higher operating costs	20%	19%	27%	18% *	16% *
Lack of resources/ time within the business	19%	19%	20%	16% *	20% *
Lack of appropriate substitutes/ alternatives	16%	11%	28% M.P	20% M*	14% *
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	15%	11%	20% M	17% *	15% *
Lack of knowledge/ skills within the business	13%	14%	13%	13% *	12% *
Business priorities focussed elsewhere	17%	20%	16%	14% *	13% *
Not appropriate for our business	26%	31% N	18%	27% *	24% *
Other	4%	2%	1%	10% M.N*	3% *
Don't know	10%	12% N	5%	9% *	12% *
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	16%	15%	18%	18% *	15% *
Net: Any barriers	73%	72%	77%	72% *	73% *

YouGov Survey Results
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Total	Office region			
	Central	East	South	West
	M	N	O	P

Adapting our products/ services to be greener (e.g. using recycled materials)

Unweighted base	676	313	131	107	125
Base: All who are not taking action	752	329	156	128	140
Initial/ upfront costs	17%	12%	20%	23%	20%
				M*	*
Higher operating costs	16%	11%	25%	16%	16%
			M	*	*
Lack of resources/ time within the business	14%	13%	11%	15%	16%
				*	*
Lack of appropriate substitutes/ alternatives	13%	7%	20%	14%	17%
			M	*	M*
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	11%	9%	6%	18%	17%
				M.N*	M.N*
Lack of knowledge/ skills within the business	9%	10%	10%	8%	10%
				*	*
Business priorities focussed elsewhere	10%	9%	13%	11%	9%
				*	*
Not appropriate for our business	24%	25%	28%	20%	23%
				*	*
Other	3%	2%	4%	4%	3%
				*	*
Don't know	9%	11%	2%	9%	10%
		N		N*	N*
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	28%	32%	28%	31%	18%
		P		P*	*
Net: Any barriers	63%	57%	69%	60%	73%
			M	*	M*

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Using sustainable suppliers/ sustainable procurement policies

Unweighted base	696	322	134	114	126
Base: All who are not taking action	790	348	160	143	138
Initial/ upfront costs	13%	10%	18%	12%	16%
			M	*	*
Higher operating costs	19%	15%	26%	16%	23%
			M	*	*
Lack of resources/ time within the business	16%	15%	21%	18%	11%
				*	*
Lack of appropriate substitutes/ alternatives	15%	11%	20%	16%	18%
			M	*	*
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	12%	7%	16%	17%	13%
			M	M*	*
Lack of knowledge/ skills within the business	12%	11%	13%	11%	13%
				*	*
Business priorities focussed elsewhere	12%	14%	12%	13%	5%
		P		*	*
Not appropriate for our business	20%	19%	24%	16%	22%
				*	*
Other	2%	2%	1%	5%	2%
				*	*
Don't know	11%	12%	7%	11%	16%
				*	N*
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	23%	25%	18%	28%	17%
				*	*
Net: Any barriers	66%	63%	75%	61%	67%
			M.O	*	*

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Encouraging tele-commuting/ remote working

Unweighted base	730	317	159	112	142
Base: All who are not taking action	771	325	176	123	147
Initial/ upfront costs	9%	9%	9%	7% *	11%
Higher operating costs	11%	10%	9%	7% *	16%
Lack of resources/ time within the business	7%	7%	7%	7% *	8%
Lack of appropriate substitutes/ alternatives	10%	10%	11%	6% *	11%
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	6%	6%	5%	5% *	7%
Lack of knowledge/ skills within the business	5%	6%	5%	3% *	7%
Business priorities focussed elsewhere	10%	11%	10%	8% *	6%
Not appropriate for our business	32%	28%	39% M	38% *	29%
Other	5%	5%	5%	5% *	4%
Don't know	9%	12%	6%	7% *	10%
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	29%	33%	28%	30% *	23%
Net: Any barriers	61%	55%	67% M	62% *	68% M

Offsetting greenhouse gasses

Unweighted base	1016	479	189	159	189
Base: All who are not taking action	1085	488	218	180	200
Initial/ upfront costs	14%	12%	16%	16%	17%
Higher operating costs	17%	13%	23% M	19%	20%
Lack of resources/ time within the business	14%	14%	16%	12%	13%
Lack of appropriate substitutes/ alternatives	12%	8%	14% M	17% M	17% M
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	11%	7%	11%	12%	18% M
Lack of knowledge/ skills within the business	14%	15%	12%	16%	9%
Business priorities focussed elsewhere	12%	11%	14%	14%	8%
Not appropriate for our business	22%	22% P	24% P	28% P	14%
Other	3%	2%	3%	3%	4%
Don't know	14%	17% N	8%	12%	17% N
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions in this way	19%	21%	20%	18%	15%
Net: Any barriers	66%	61%	71% M	70%	68%

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Which, if any, of the following is the MAIN barrier to your organisation reducing its greenhouse gas emissions?

Unweighted base	1276	628	219	180	249
Base: All who are not taking action and selected an option at C5	1276	591	239	201	245
Initial/ upfront costs	9%	8%	11%	10%	10%
Higher operating costs	10%	6%	17%	9%	12%
			M		M
Lack of resources/ time within the business	8%	8%	9%	7%	7%
Lack of appropriate substitutes/ alternatives	7%	6%	8%	9%	8%
Lack of infrastructure (e.g. electric charging ports for vehicles, ultra-fast broadband)	5%	4%	4%	6%	7%
Lack of knowledge/ skills within the business	6%	8%	4%	4%	4%
Business priorities focussed elsewhere	8%	10%	8%	6%	5%
		P			
Not appropriate for our business	14%	12%	15%	17%	16%
Other	3%	2%	3%	3%	3%
Don't know	14%	18%	6%	10%	14%
		N.O			N
Not applicable – Nothing is a barrier to our business reducing its greenhouse gas emissions	17%	19%	14%	19%	14%
Net: Any barriers	69%	64%	79%	71%	72%
			M		

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	M	N	O	P

Does your business have the necessary skills to successfully reduce it's carbon emissions?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Yes	31%	34%	25%	39%	26%
		N		N.P	
No, but I know how to access the necessary skills	17%	14%	20%	14%	23%
				M.O	
No, and I don't know how to access the necessary skills	27%	27%	27%	25%	27%
Don't know	25%	25%	28%	22%	23%

What, if anything, could your borough provide to help improve your business's sustainability?

Unweighted base	1276	628	219	180	249
Base: All	1276	591	239	201	245
Direct support on retro-fitting – including technical advice	17%	17%	13%	18%	22%
				N	
Sustainability audits	10%	12%	9%	8%	9%
Green grants for energy efficiency works	32%	31%	29%	33%	37%
Green transport / freight support	22%	23%	13%	27%	22%
		N		N	
Enhanced recycling services	37%	36%	32%	45%	36%
				N	
Green skills support and business opportunities/ networking	17%	18%	19%	16%	15%
More information about how to improve sustainability	27%	29%	25%	33%	22%
				P	
Tax breaks for environmentally-friendly businesses	38%	41%	33%	32%	39%
Other	3%	3%	4%	2%	3%
Don't know	15%	18%	14%	7%	15%
		O	O		O
Not applicable - There is nothing that my borough could provide to help improve my business's sustainability	11%	10%	11%	17%	10%
				M	
Net: Anything	70%	67%	69%	73%	74%

Cell Contents (C)