|  |  |
| --- | --- |
| Community Business Market Survey 2022 | |
| Client: | Power to Change (PtC) |
| Project: | Understanding the Community Business Market |
| **Date:** | June 2022 |
| **Contact:** | John Higton, Research Director |
|  | [john.higton@cfe.org.uk](mailto:john.higton@cfe.org.uk) |

## Introductory text to the survey re: GDPR compliance

Welcome to Power to Change’s Community Business Market in 2022 survey, managed by CFE Research (CFE). Power to Change wants to understand more about the shape of the community business market in today’s society. **We are keen to receive your survey response even if your community business has stopped operating in the last year.** The findings will inform a public report about the experiences of community businesses and feed into other related research.

The survey is entirely voluntary and includes mostly tick box questions. It should take **approximately 20 minutes to complete**. You can use the arrow buttons at the bottom of each page to move through the questions.

The associated privacy notice explains your rights concerning the data we collect about your community business. If you have any questions or wish to withdraw your consent, please email David Merrett at [community.businesses@cfe.org.uk](mailto:david.merrett@cfe.org.uk). If you would like to contact Power to Change’s Impact and Learning Manager directly regarding this survey, please email [chloe.nelson@powertochange.org.uk](mailto:suzanne.perry@powertochange.org.uk).

# Consent

ASK ALL

**Do you agree to complete the survey based on the information in the privacy notices?**

Please select one option.

|  |  |
| --- | --- |
| *SINGLE CODE ONLY.* |  |
| **Yes** | 1 |
| **No** | 2 |

IF NO, THANK AND CLOSE

[PROGRAMMER: Unless specified all questions should be mandatory]

# Prize draw

ASK ALL

**Respondents to this survey have the opportunity to be randomly selected for a prize draw. Five community businesses will receive a cash prize of £900.**

**The prize will given up to one month after the closing date of this survey, which is currently set at 22 July 2022. CFE Research will draw the winners and contact the successful organisations.**

**If you would like to participate in this prize draw, we will need contact details for you and your business. These details will only be used for the draw.**

**Do you wish to take part in the prize draw?**

Please select one option.

|  |  |
| --- | --- |
| *SINGLE CODE ONLY.* |  |
| **Yes** | 1 |
| **No** | 2 |

IF YES, COLLECT DETAILS

IF NO, GO TO **ABOUT YOUR BUSINESS**

**Please provide your contact details for the prize draw only.**

|  |  |
| --- | --- |
| First and last name |  |
| Community business name |  |
| Email address |  |
| Phone number |  |

# About you and your business

ASK ALL

1. **Which of the following apply to your business?**

Please select one option per statement.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | *SINGLE CODE EACH ITEM* | *Yes* | *No* | *Don’t know* |
| Q1A | My business was started by members of the local community | 1 | 2 | 3 |
| Q1B | My business is led by members of the local community | 1 | 2 | 3 |
| Q1C | My business exists to meet a local need | 1 | 2 | 3 |
| Q1D | My business is defined by its link to a local area | 1 | 2 | 3 |
| Q1E | My business’s primary purpose is generating economic and social and/or environmental benefit in the local community | 1 | 2 | 3 |

CONTINUE IF Q1B **AND** TWO OTHER ITEMS CODED ‘Yes’ AT Q1. ELSE THANK AND CLOSE

ASK IF NAME / POSTCODE / ORGANISATIONAL REFERENCE LISTED ON SAMPLE

1. **We have the following details about your organisation. If they are incorrect, please type in the correct details.**

|  |  |  |
| --- | --- | --- |
| *OPEN TEXT* | *Don’t know / prefer not to say* | |
| *[NAME FROM SAMPLE]* | *-99* |
| *[POSTCODE]* | *-99* |
| *[COMPANIES HOUSE OR CHARITY COMMISSION NUMBER]* | *-99* |

ASK IF NO SAMPLE DETAILS

1. **Please provide the name and postcode of your community business, and its company house / charity commission register reference number if you know it.**

|  |  |
| --- | --- |
| *OPEN TEXT* | *Don’t know / prefer not to say* |
| *[type the name of the business here]* | *-99* |
| *[type the postcode of businesses site or main site here]* | *-99* |
| *[type the company house or charity commission register reference here if known]* | *-99* |

ASK ALL

1. **In which year did your community business start operating?**

Please insert the year in full using four digits e.g. 1999 or 2010

|  |  |
| --- | --- |
| OPEN TEXT |  |
| ALLOW “My organisation has not started operating yet” |  |

NOTE TO PROGRAMMER: Allow current year as well.

ASK ALL

1. **How would you describe your organisation’s legal status?**

|  |  |
| --- | --- |
| SINGLE CODE ONLY |  |
| Charitable Incorporated Organisation | 1 |
| Charitable Company Limited by Guarantee | 2 | |
| Charitable Community Benefit Society (Industrial Provident Society) | 3 | |
| Charitable Unincorporated Association | 4 | |
| Community Benefit Society (Industrial Provident Society) | 5 | |
| Co-Operative Society (Industrial Provident Society) | 6 | |
| Community Interest Company (Limited by Guarantee) | 7 | |
| Community Interest Company (Limited by Shares) | 8 | |
| Private Company Limited by Guarantee without Share Capital (non charity) | 9 | |
| Private Company Limited by Shares (non charity) | 10 | |
| Constituted not-for-profit group (unincorporated) | 11 | |
| Limited Liability Partnership | 12 | |
| Limited Partnership | 13 | |
| Other (please specify) | 14 | |
| Don’t know | 15 | |

ASK ALL

**The next set of questions cover any buildings or land your community business may own and / or manage. We refer to these buildings or land as “assets”.**

1. **Does your community business own or manage any assets?**

Please select one option.

|  |  |
| --- | --- |
| *SINGLE CODE ONLY* |  |
| Yes, the business owns one or more assets | 1 |
| Yes, the business manages one of more assets | 2 |
| Yes, the business owns **and** manages one or more assets | 3 |
| No, the business does not own or manage any assets | 4 |
| Don't know / Prefer not to say | 5 |

ASK IF CODE 1 OR 3 AT Q6

1. **What is the value of the building or buildings you own?**

If you do not know the exact figure, please provide an estimate.

|  |  |
| --- | --- |
| *NUMERIC* |  |
| Don't know / Prefer not to say | -99 |

ASK IF CODE 2 OR 3 AT Q6

1. **What is the value of the building or buildings you manage?**

If you do not know the exact figure, please provide an estimate.

|  |  |
| --- | --- |
| *NUMERIC* |  |
| Don't know / Prefer not to say | -99 |

ASK ALL

1. **Is your business currently operating?**

Please select one option.

|  |  |
| --- | --- |
| *SINGLE CODE ONLY* |  |
| Yes, the business is fully operational | 1 |
| Yes, part of the business is still operating | 2 |
| No, all operations have ceased but we anticipate re-opening | 3 |
| No, all operations have ceased and we don’t anticipate re-opening | 4 |
| Don't know / Prefer not to say | 5 |

ASK ALL

1. **Which of the following describes the activities undertaken by your community business <**IF CODE 1, 2 OR 5 AT Q9**: at the time of completing this survey><**IF CODE 3 OR 4 AT Q9**: when it was operating>?**

Please select all that apply.

|  |  |
| --- | --- |
| *MULTICODE* |  |
| An arts centre / space | 1 |
| A business centre / business support facility | 2 |
| A cafe | 3 |
| A community hub / facility | 4 |
| Childcare | 5 |
| Craft, industry and production | 6 |
| Digital / technology services, consultancy or products | 7 |
| Energy services, consultancy or generation | 8 |
| Environmental / nature conservation services, consultancy or products | 9 |
| Finance services, consultancy or products | 10 |
| Food catering and production / farming | 11 |
| Health and social care services, consultancy or management | 12 |
| Housing services, consultancy or management | 13 |
| Information, advice and guidance / employability support | 14 |
| A library | 15 |
| A pub | 16 |
| A shop | 17 |
| Sports and leisure services, consultancy or management | 18 |
| Training and education | 19 |
| Transport services, consultancy or management | 20 |
| A village hall | 21 |
| Waste reduction re-use or recycling | 22 |
| Youth services | 23 |
| Education and education support | 24 |
| Law and advocacy | 25 |
| Other (please specify) | 26 |
| Don’t know / Prefer not to say [EXCLUSIVE] | 27 |

ASK ALL IF MORE THAN 1 ACTIVITY AT Q10

1. **Of the activities undertaken by your community business which would best describe your main activity?**

Please select one option.

SHOW ACTIVITIES LISTED AT Q10 BUT DON’T SHOW FOR RESPONDENTS WHO SELECTED ‘DON’T KNOW / PREFER NOT TO SAY’ I.E. Q10 = 27.

|  |  |
| --- | --- |
| *SINGLE CODE.* |  |
| An arts centre / space | 1 |
| A business centre / business support facility | 2 |
| A cafe | 3 |
| A community hub / facility | 4 |
| Childcare | 5 |
| Craft, industry and production | 6 |
| Digital / technology services, consultancy or products | 7 |
| Energy services, consultancy or generation | 8 |
| Environmental / nature conservation services, consultancy or products | 9 |
| Finance services, consultancy or products | 10 |
| Food catering and production / farming | 11 |
| Health and social care services, consultancy or management | 12 |
| Housing services, consultancy or management | 13 |
| Information, advice and guidance / employability support | 14 |
| A library | 15 |
| A pub | 16 |
| A shop | 17 |
| Sports and leisure services, consultancy or management | 18 |
| Training and education | 19 |
| Transport services, consultancy or management | 20 |
| A village hall | 21 |
| Waste reduction re-use or recycling | 22 |
| Youth services | 23 |
| Education and education support | 25 |
| Law and advocacy | 26 |
| Other [Piped in from Q10 response] | 27 |

THANK AND CLOSE NOW FOR ALL SELECTING 3 OR 4 AT Q9.

ASK ALL

1. **What positive impact, if any, does your community business have on the following issues affecting the communities you serve?**

Please select all that apply.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *SINGLE CODE A THROUGH H* | | *No impact* | *Some impact* | *A lot of impact* | *Does not apply to us* | *Don’t know* |
| A | Reducing social isolation | 1 | 2 | 3 | 4 | 5 |
| B | Improving health and wellbeing | 1 | 2 | 3 | 4 | 5 |
| C | Increasing employability | 1 | 2 | 3 | 4 | 5 |
| D | Achieving better access to basic services | 1 | 2 | 3 | 4 | 5 |
| E | Improving the environment and taking climate action | 1 | 2 | 3 | 4 | 5 |
| F | Greater community cohesion | 1 | 2 | 3 | 4 | 5 |
| G | Greater community pride and empowerment | 1 | 2 | 3 | 4 | 5 |
| H | High street regeneration | 1 | 2 | 3 | 4 | 5 | |
| I | Tackling injustice and inequality | 1 | 2 | 3 | 4 | 5 | |
| J | Digital inclusion | 1 | 2 | 3 | 4 | 5 | |
| K | Financial inclusion | 1 | 2 | 3 | 4 | 5 | |
| L | Addressing poverty and the cost of living | 1 | 2 | 3 | 4 | 5 | |
| M | Other (please specify) | 1 | 2 | 3 | 4 | 5 | |

ASK ALL

1. **Has demand from your community for support associated with the costs of food and / or energy increased, decreased or stayed the same over the last 12 months?**

Please select one option.

|  |  |  |  |
| --- | --- | --- | --- |
| *SINGLE CODE ONLY* |  | *Costs for food* | *Costs for energy* |
| Decreased | 1 |  |  |
| Stayed the same | 2 |  |  |
| Increased | 3 |  |  |
| Don’t know | 4 |  |  |

# Details of environmental activities undertaken by community businesses

ASK ALL

1. **Do the activities of your community business aim to improve the environment or address the climate crisis in any of the following ways?**

Please select all that apply.

|  |  |
| --- | --- |
| *MULTICODE* |  |
| Improving buildings (e.g. renovating buildings; energy efficiency) | 1 |
| Energy collection or supply (e.g. measures to generate or store renewable energy locally) | 2 |
| Improving or protecting the natural environment (e.g. biodiversity conservation, land use/management, connecting with the natural world) | 3 |
| Supporting adaptions to limit a community’s impact on the climate | 4 | |
| Transportation (e.g. active travel, public or community transport, electric vehicles, last mile delivery) | 5 |
| Waste management and/or resource consumption (e.g. recycling, composting, food waste, repair and reuse, retail and consumerism) | 6 |
| Food growing, provision or education (e.g. community food growing and provision, diet and education, farming) | 7 |
| Adaptation to climate impacts (e.g. resilience measures) | 8 | |
| Other (please specify) | 9 |
| Don’t know / Prefer not to say [EXCLUSIVE] | 10 |
| None of the above [EXCLUSIVE] | 11 |

# The workforce aspects of your community business

ASK ALL

1. **How many paid staff currently work for your community business?**

Please provide an estimate if unsure and if you do not have any employees, please insert 0. Please include all employees on your payroll (whether full or part time).

Please enter a number using digits only e.g. 1000 rather than 1,000

|  |  |
| --- | --- |
|  |  |
| NUMERIC | Don’t know / Prefer not to say |

ASK IF 1 OR MORE AT Q15

1. **How many of your paid staff live in your local community?**

Please provide an estimate if unsure and if you do not have any people in these roles, please insert 0. Please include all employees on your payroll (whether full or part time).

Please enter a number using digits only e.g. 1000 rather than 1,000

|  |  |
| --- | --- |
| *NUMERIC Q16 MUST NOT EXCEED Q15* | |
| NUMERIC | Don’t know / Prefer not to say |

ASK ALL

1. **How many people currently volunteer with your community business?**

Please provide an estimate if unsure and if you do not have any volunteers, please insert 0.

Please enter a number using digits only e.g. 1000 rather than 1,000

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *NUMERIC* |  | |  | |
|  | | NUMERIC | | Don’t know / Prefer not to say | |

ASK IF 1 OR MORE AT Q17

1. **How many of your volunteers live in your local community?**

Please provide an estimate if unsure and if you do not have any local volunteers, please type 0.

Please enter a number using digits only e.g. 1000 rather than 1,000

|  |  |
| --- | --- |
| *NUMERIC Q18 MUST NOT EXCEED Q17* | |
| NUMERIC | Don’t know / Prefer not to say |

ASK ALL

1. **What proportion, if any, of your senior leadership team (including your board) have lived experience of each of the following characteristics?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *SINGLE CODE A THROUGH K* | | *None* | *Between 1% & 50%* | *51% or more* | *Don’t know* |
| A | People with a disability | 1 | 2 | 3 | 4 |
| B | Ex-offenders | 1 | 2 | 3 | 4 |
| C | Long term unemployed (for a year or longer) | 1 | 2 | 3 | 4 |
| D | Older people (aged 60 or older) | 1 | 2 | 3 | 4 |
| E | People experiencing homelessness | 1 | 2 | 3 | 4 |
| F | People who are economically or educationally disadvantaged | 1 | 2 | 3 | 4 |
| G | Refugees and migrants | 1 | 2 | 3 | 4 |
| H | Women and girls | 1 | 2 | 3 | 4 |
| I | Young people (aged 35 or younger) | 1 | 2 | 3 | 4 |
| J | LGBTQIA+ | 1 | 2 | 3 | 4 | |
| K | Minoritised ethnicity | 1 | 2 | 3 | 4 | |

ASK ALL

1. **To what extent, if at all, do people with the following characteristics use or benefit from your organisation’s support or services?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | *How much each group uses or benefits from your organisation’s support or services* | | | |  |
| *SINGLE CODE A THROUGH K* | | | *No use or benefit by this group* | *Low use or benefit by this group* | *Moderate use or benefit by this group* | *High use or benefit by this group* | *Don’t know* |
| A | | People with a disability | 1 | 2 | 3 | 4 | 5 |
| B | | Ex-offenders | 1 | 2 | 3 | 4 | 5 |
| C | | Long term unemployed (for a year or longer) | 1 | 2 | 3 | 4 | 5 |
| D | | Older people (aged 60 or older) | 1 | 2 | 3 | 4 | 5 |
| E | | People experiencing homelessness | 1 | 2 | 3 | 4 | 5 |
| F | | People who are economically or educationally disadvantaged | 1 | 2 | 3 | 4 | 5 |
| G | | Refugees and migrants | 1 | 2 | 3 | 4 | 5 |
| H | | Women and girls | 1 | 2 | 3 | 4 | 5 |
| I | | Young people (aged 35 or younger) | 1 | 2 | 3 | 4 | 5 |
| J | LGBTQIA+ | 1 | 2 | 3 | 4 | 5 | |
| K | Minoritised ethnicity | 1 | 2 | 3 | 4 | 5 | |

ASK FOR ALL CODED 1 AT Q20

1. **You said people with the following characteristics listed did not use or benefit from your business’s services.**

**Are you taking any other active inclusive steps to support them?**

Please select all that apply.

|  |  |
| --- | --- |
| *SELECT ALL CODED 1 AT Q20. MULTICODE* |  |
| People with a disability | 1 |
| Ex-offenders | 2 |
| Long term unemployed (for a year or longer) | 3 |
| Older people (aged 60 or older) | 4 |
| People experiencing homelessness | 5 |
| People who are economically or educationally disadvantaged | 6 |
| Refugees and migrants | 7 |
| Women and girls | 8 |
| Young people (aged 35 or younger) | 9 |
| LGBTQIA+ | 10 | |
| Minoritised ethnicity | 11 | |
| None of the above [EXCLUSIVE] | 12 |
| Don’t know / Prefer not to say [EXCLUSIVE] | 13 |

ASK ALL

1. **How many people has your community business employed who were not previously in paid employment?**

Please provide an estimate if unsure and if your organisation has not employed anyone who was not previously not in paid employment, please insert 0. Please include all employees on your payroll (whether full or part time).

|  |  |  |  |
| --- | --- | --- | --- |
|  | *NUMERIC* |  |  |
| a | In the last 12 months | NUMERIC | Don’t know / Prefer not to say |
| b | In total (all time) | NUMERIC | Don’t know / Prefer not to say |

ASK ALL

[PROGRAMMER: Use click and drag function to rank the top 3 options.]

1. **We are interested in what support your business would find most beneficial over the next year. From the following list of activities, please rank the top five where you would find support to be the most beneficial (where 1 means the most important, 2 the next most important, and 3 is the third most important, etc.,).**

|  |  |  |
| --- | --- | --- |
|  |  | Rank up to 5 |
| a | Digital - support with business processes/efficiencies (web, social media, data/finance/stock/asset management), and digital tools/IT infrastructure. |  |
| b | Measuring the impact your business makes in the community |  |
| c | Diversity, Equity and Inclusion - Ensuring your business operates fairly and tackles inequality internally and externally |  |
| d | Strategic and business planning |  |
| e | Financial management and control |  |
| f | Financial – sources and access to funding |  |
| g | Human Resources - professional development and staff/volunteer wellbeing |  |
| h | Managing buildings and facilities |  |
| i | Support with legal and governance issues |  |
| j | Climate change and environmental sustainability – support with technical, policy, community engagement and/or market opportunity related activity. |  |
| k | Community engagement and service delivery – support with service design, user research, network development, stakeholder mapping, facilitation of community activity etc. |  |
| l | Communications, public relations, social media management and marketing |  |
| m | Peer mentoring for professional development - share experience of leading/managing community business for teams or individuals |  |
| n | Coaching for professional development – for teams or individuals to support different leadership styles and emotional intelligence |  | |
| o | Mental health and wellbeing for professional development - support for individual or team resilience and wellbeing to support safe and supportive work environment |  | |
| p | Other (please specify) |  | |
| q | Don’t know / Prefer not to say [EXCLUSIVE] |  |
| r | No support needed [EXCLUSIVE] |  |

# The financial aspects of your community business

SHOW FOR ALL

**One of Power to Change’s missions is to provide and advocate for improved funding options for community businesses. In order to do this, Power to Change needs to know more about the current financial position of businesses in the sector. The next questions provide invaluable information to help Power to Change and other organisations to provide financial support where it is needed most.**

**Please note the following definitions for the terms we use in this section of the survey:**

* **Contracts - a binding agreement to provide a service or product(s) to another partner e.g. a local authority, clinical commissioning group.**
* **Trading - the exchange of goods or services for money as part of a contractual agreement or day to day business activity.**
* **Grants - awarded funding which is not repayable or stipulated under a contractual agreement.**

ASK ALL

1. **What was the total income of your organisation in the last complete financial year?**

**Total income includes all grants, loans, investments, shares and income derived from trading and/or contracts if appropriate.**

Please insert the full figure e.g. if your total income was one hundred thousand pounds, please insert 100000.

Please enter a number using digits only e.g. 50000 rather than 50,000

|  |  |
| --- | --- |
| *NUMERIC* |  |
| *ALLOW “Don’t know” AND “Prefer not to say*” [Both to be exclusive] |  |

ASK IF DON’T KNOW AT Q24

1. **What is your estimate for the total income of your organisation in the last complete financial year?**

Please select one option.

|  |  |
| --- | --- |
| *SINGLE CODE ONLY* |  |
| Less than £100,000 | 1 |
| £100,000 to £249,999 | 2 |
| £250,000 to £499,999 | 3 |
| £500,000 to £749,999 | 4 |
| £750,000 to £999,999 | 5 |
| £1,000,000 or higher | 6 |
| Don’t know | 7 |
| Prefer not to say | 8 |

ASK ALL

1. **Approximately how much of your total income was drawn from the following in the last complete financial year?**

Please insert the full figure e.g. if you received seven thousand pounds, please insert 7000.

Please enter a number using digits only e.g. 50000 rather than 50,000

|  |  |  |  |
| --- | --- | --- | --- |
|  | *NUMERIC* |  |  |
| a | Income from trading / contracts | NUMERIC (£) | Don’t know / Prefer not to say |
| b | Grants | NUMERIC (£) | Don’t know / Prefer not to say |

ASK IF DON’T KNOW AT Q26a

1. **What is your estimate for the total income that was drawn from trading / contracts in the last complete financial year?**

Please select one option.

|  |  |
| --- | --- |
| *SINGLE CODE ONLY* |  |
| Less than £100,000 | 1 |
| £100,000 to £249,999 | 2 |
| £250,000 to £499,999 | 3 |
| £500,000 to £749,999 | 4 |
| £750,000 to £999,999 | 5 |
| £1,000,000 or higher | 6 |
| Don’t know | 7 |
| Prefer not to say | 8 |

ASK IF DON’T KNOW AT Q26b

1. **What is your estimate for the total income that was drawn from grants in the last complete financial year?**

Please select one option.

|  |  |
| --- | --- |
| *SINGLE CODE ONLY* |  |
| Less than £100,000 | 1 |
| £100,000 to £249,999 | 2 |
| £250,000 to £499,999 | 3 |
| £500,000 to £749,999 | 4 |
| £750,000 to £999,999 | 5 |
| £1,000,000 or higher | 6 |
| Don’t know | 7 |
| Prefer not to say | 8 |

ASK ALL

1. **In the next twelve months, do you expect to see an increase, decrease or no change in the following for your community business…?**

Please select one option per row.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | *SINGLE CODE EACH ITEM* | Decrease | No change | Increase | Don’t know / Prefer not to say |
| a | … income from trading / contracts | 1 | 2 | 3 | 4 |
| b | … income from grants | 1 | 2 | 3 | 4 |
| c | … total overall income | 1 | 2 | 3 | 4 |

ASK ALL

1. **How confident are you in the financial prospects of your community business over the next 12 months, compared to the previous 12 months?**

Please select one option.

|  |  |
| --- | --- |
| *SINGLE CODE ONLY* |  |
| Much less confident | 1 |
| Slightly less confident | 2 |
| No difference compared to the last 12 months | 3 |
| Slightly more confident | 4 |
| Much more confident | 5 |
| Don’t know / Prefer not to say | 6 |

ASK IF 1,2,4 OR 5 AT Q30

1. **Which of the following factors influence your level of confidence in the financial prospects of your community business over the next twelve months?**

|  |  |  |
| --- | --- | --- |
| *MULTICODE. RANDOMISE 1 TO 9* |  | |
| If the business can access loans | 1 | |
| If the business can access grants | 2 | |
| The financial sustainability of the business | 3 | |
| The trading prospects of the business | 4 | |
| Customer demand for our business’s services | 5 | |
| Competition from other businesses | 6 | |
| Partnership working opportunities with other community businesses | 7 | |
| Changes we have made to our business strategy | 8 | |
| Increase in the cost of living (i.e. energy bills) | 9 | |
| Other (please specify) | 10 | |
| None of the above [EXCLUSIVE] | 11 |
| Don’t know [EXCLUSIVE] | 12 |

# Changes to your community business

ASK ALL

1. **Has your community business done any of the following in the past 12 months?**

|  |  |
| --- | --- |
| MULTICODE |  |
| Taken action to boost trading revenue from existing sources | 1 |
| Opened up a new line of trading activity / diversified services (i.e. made services more varied) | 2 |
| Taken action to increase efficiency / reduce costs | 3 |
| Sought grant funding from new sources | 4 |
| Developed new partnerships / collaborations with other organisations | 5 |
| Taken a new asset into ownership (such as a building) / capital purchases | 6 |
| Taken on the management of a new asset (such as a building) | 7 |
| Other (please specify) | 8 |
| None of the above (SINGLE CODE ONLY) | 9 |
| Don’t know (SINGLE CODE ONLY) | 10 |

ASK ALL

1. **And do you expect your community business to do any of the following in the next 12 months?**

|  |  |  |
| --- | --- | --- |
| MULTICODE |  | |
| Take action to boost trading revenue from existing sources | 1 | |
| Open up a new line of trading activity / diversified (i.e. made services more varied) | 2 | |
| Take action to increase efficiency / reduce costs | 3 | |
| Seek grant funding from new sources | 4 | |
| Develop new partnerships / collaborations with other organisations | 5 | |
| Take on the ownership of a new asset (such as a building) / capital purchases | 6 | |
| Taken on the management of a new asset |  | |
| Other (please specify below) | 7 | |
| None of the above (SINGLE CODE ONLY) | | 8 |
| Don’t know (SINGLE CODE ONLY) | | 9 |

ASK ALL

**The next questions ask about high streets. We define a high street as both an established retail centre of a village, town or city as well as secondary high streets that you might find at the edges of village, town or city suburbs.**

1. **Is your community business, or one of its premises, currently located on or near a high street?**

|  |  |
| --- | --- |
| *SINGLE CODE* |  |
| Yes | 1 |
| No | 2 |
| Don’t know | 3 |

ASK ALL

1. **To what extent do you agree or disagree with the following statements about high streets?**

Please select one option per row.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | *SINGLE CODE EACH ITEM* | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Not applic-able | Don’t know / Prefer not to say |
| a | A high street is, or would be, a suitable location for our business | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| b | Placing our business on a high street would regenerate the area | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| c | High street shops, services and activities are important to our local community | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

ASK ALL

**Finally, we are interested in community businesses digital development and the growth of** [**community technology**](https://www.powertochange.org.uk/news/what-is-community-hardware-and-software/)**?**

1. **Can you tell us about whether your community business has taken on any of the following over past 12 months?**

Please select all that apply.

|  |  |
| --- | --- |
| *MULTICODE OK* |  |
| Improvements to digital systems or processes | 1 |
| Digitalizing existing or introducing new digital services | 2 |
| Creating or adapting new technologies to support your community | 3 |

ASK ALL

1. **CFE Research is planning to conduct follow up telephone interviews with a number of community businesses to understand in more detail the opportunities and challenges they face. Should you agree at this point you will be under no obligation to take part.**

**Do you provide permission for CFE Research to contact you about the follow up interviews in the next 12 months?**

Please select one option.

|  |  |
| --- | --- |
| Yes | 1 |
| No | 2 |

ASK ALL

1. **Power to Change carries out research with the community business sector on a wide range of topics. Power to Change, or the contractor’s it hires, may want to contact you in relation to this research within the next 12 months.**

**Do you provide permission for Power to Change’s or its research contractors to contact you about future research? If you consent to be contacted at this point, there will be no obligation to take part in any research in future.**

Please select one option.

|  |  |
| --- | --- |
| Yes | 1 |
| No | 2 |

ASK IF CODE 1 AT Q37 OR Q38

1. **Please provide your contact details.**

|  |  |
| --- | --- |
| First and last name | PIPE IN FROM PRIZE DRAW IF GIVEN |
| Email address | PIPE IN FROM PRIZE DRAW IF GIVEN |
| Phone number | [PROGRAMMER: This is a non-mandatory question.] |

Thank you very much for completing this survey. Please press the ‘OK’ button to send us your response.