

LCCI – QES Q2 2016

METHODOLOGY NOTE

ComRes interviewed 508 London business decision makers online between 16th May and 6th June 2016. Data were weighted to be representative of all London businesses by company size and broad industry sector. ComRes is a member of the British Polling Council and abides by its rules.

All press releases or other publications must be checked with ComRes before use. ComRes requires 48 hours to check a press release unless otherwise agreed.

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To register for Pollwatch, a monthly newsletter update on the polls, please email: pollwatch@comres.co.uk

Topical Q2 2016

Q6_SUM. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

SUMMARY TABLE

Base: All respondents

	Total	Agree strongly	Tend to agree	Tend to disagree	Disagree strongly	Don't know	Net: Agree	Net: Disagree	Mean
HMRC actively seek a cooperative relationship with my business	508 100%	19 4%	106 21%	154 30%	91 18%	139 27%	124 24%	245 48%	2.1
HMRC's decision-making process is transparent	508 100%	18 3%	102 20%	151 30%	90 18%	147 29%	120 24%	241 47%	2.1
HMRC take my business's needs into account in the way they deal with my business	508 100%	14 3%	121 24%	159 31%	69 14%	144 28%	136 27%	228 45%	2.2
HMRC make it clear what my business needs to do to be compliant	508 100%	38 7%	203 40%	106 21%	57 11%	105 21%	241 47%	162 32%	2.6
HMRC's staff have the necessary levels of technical expertise	508 100%	16 3%	169 33%	112 22%	64 13%	148 29%	185 36%	175 35%	2.4
HMRC online customer support services are easy to access	508 100%	27 5%	170 33%	122 24%	79 15%	111 22%	197 39%	201 40%	2.4
HMRC telephone customer support services are easy to access	508 100%	18 4%	99 19%	136 27%	128 25%	127 25%	117 23%	264 52%	2.0
HMRC provide a prompt response to my queries	508 100%	18 4%	124 24%	140 28%	93 18%	133 26%	142 28%	233 46%	2.2
HMRC provide a helpful response to my queries	508 100%	20 4%	166 33%	120 24%	73 14%	129 25%	186 37%	193 38%	2.4
HMRC treat my business fairly	508 100%	25 5%	214 42%	96 19%	42 8%	131 26%	239 47%	138 27%	2.6

Topical Q2 2016

Q6_1. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC actively seek a cooperative relationship with my business

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 19 4%	15 3%	4 7%	2 9%	2 2%	5 5%	- -	1 2%	4 3%	3 9%	2 5%	3 7%	16 3%
Tend to agree	(3) 106 21%	86 19%	19 37% a	4 21%	14 20%	21 20%	11 17%	15 26%	20 17%	9 29%	11 28%	9 22%	96 21%
Tend to disagree	(2) 154 30%	141 31%	14 26%	3 18%	25 35%	34 33%	19 29%	13 22%	43 35%	8 25%	9 24%	8 19%	146 31%
Disagree strongly	(1) 91 18%	84 19%	6 12%	- -	20 28% e	12 12%	12 18%	12 20%	23 19%	5 16%	7 19%	7 16%	83 18%
Don't know	139 27%	129 28% b	10 19%	9 51%	10 14%	32 31% d	24 36% d	17 29% d	31 26%	6 21%	9 24%	16 37%	123 27%
NETS													
Net: Agree	124 24%	101 22%	23 44% a	6 30%	16 22%	27 25%	11 17%	16 28%	24 20%	11 38% fh	13 33% f	12 28%	112 24%
Net: Disagree	245 48%	225 49% b	20 37%	3 18%	45 64% egij	46 44%	32 47%	25 42%	65 54%	12 41%	16 42%	15 35%	229 49%
Mean score	2.1	2.1	2.5 a	2.8	2.0	2.3 d	2.0	2.1	2.1	2.4 dfh	2.3	2.3	2.1
Standard deviation	.85	.84	.85	.77	.83	.83	.75	.87	.81	.95	.92	.98	.83

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_1. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC actively seek a cooperative relationship with my business

Base: All respondents

	BUSINESS SIZE			INDUSTRY								MANUFACTURING/SERVICES	
	Total	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%	a	b	*c	d	e	f	g	h	i	j	k	l	
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
Standard error	.04	.05	.08	.32	.12	.10	.13	.12	.09	.15	.13	.20	.04

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_1. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC actively seek a cooperative relationship with my business

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	*e	f	g	h	i	j	k	*l
Significance Level: 95%													
Unweighted Total	508	284	224	85	400	23	128	380	200	308	106	381	21
Weighted Total	508	268	240	67	419	22	87	421	187	321	107	381	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	19 4%	10 4%	9 4%	5 7%	14 3%	- -	6 7%	12 3%	8 4%	11 3%	5 5%	12 3%	1 7%
Tend to agree (3)	106 21%	53 20%	52 22%	16 23%	85 20%	5 23%	22 25%	84 20%	34 18%	72 22%	20 19%	82 22%	4 18%
Tend to disagree (2)	154 30%	83 31%	71 30%	23 34%	127 30%	4 20%	28 32%	126 30%	64 34%	90 28%	32 30%	117 31%	5 27%
Disagree strongly (1)	91 18%	55 21%	35 15%	6 10%	77 18%	7 33%	12 14%	79 19%	36 19%	54 17%	30 28%	57 15%	3 16%
Don't know	139 27%	67 25%	72 30%	17 26%	117 28%	5 25%	19 22%	121 29%	45 24%	95 29%	20 18%	113 30%	7 33%
NETS													
Net: Agree	124 24%	63 24%	61 26%	21 31%	99 24%	5 23%	28 32%	96 23%	42 22%	83 26%	25 24%	94 25%	5 24%
Net: Disagree	245 48%	138 52%	106 44%	29 44%	204 49%	12 53%	40 46%	205 49%	100 54%	144 45%	62 58%	174 46%	9 42%
Mean score	2.1	2.1	2.2	2.4 d	2.1	1.9	2.3 g	2.1	2.1	2.2	2.0	2.2	2.2
Standard deviation	.85	.85	.83	.84	.84	.87	.88	.83	.84	.85	.91	.82	.96
Standard error	.04	.06	.07	.10	.05	.21	.09	.05	.07	.06	.10	.05	.26

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l

Topical Q2 2016

Q6_2. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC's decision-making process is transparent

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
		a	b	*c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 18 3%	13 3%	5 9% a	2 9%	3 4%	5 5%	1 2%	2 3%	3 2%	2 6%	1 2%	3 6%	15 3%
Tend to agree	(3) 102 20%	85 19%	17 31% a	* 2%	22 31% h	18 17%	10 15%	15 26%	18 15%	7 24%	12 32% efh	10 22%	92 20%
Tend to disagree	(2) 151 30%	140 31% b	11 21%	5 28%	25 35%	28 27%	15 23%	15 26%	47 39% fj	9 29%	7 19%	12 27%	140 30%
Disagree strongly	(1) 90 18%	83 18%	7 14%	2 12%	15 22%	15 14%	14 21%	11 18%	23 19%	5 18%	5 12%	6 14%	84 18%
Don't know	147 29%	134 30%	13 24%	9 49%	7 9%	39 37% d	27 40% d	15 26% d	30 25% d	7 23%	13 35% d	14 32%	133 29%
NETS													
Net: Agree	120 24%	98 22%	21 41% a	2 12%	24 34% fh	23 22%	11 17%	17 29%	21 17%	9 31%	13 33% fh	12 28%	107 23%
Net: Disagree	241 47%	223 49% b	19 35%	7 40%	40 56% j	43 41%	30 44%	26 45%	69 58% ej	14 47%	12 32%	18 40%	224 48%
Mean score	2.1	2.1	2.5 a	2.2	2.2	2.2	1.9	2.2	2.0	2.2	2.4 fh	2.3	2.1
Standard deviation	.84	.82	.94	1.04	.85	.87	.85	.87	.77	.93	.83	.90	.84

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_2. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC's decision-making process is transparent

Base: All respondents

	BUSINESS SIZE			INDUSTRY								MANUFACTURING/SERVICES	
	Total	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%	a	b	*c	d	e	f	g	h	i	j	k	l	
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
Standard error	.04	.05	.09	.39	.12	.12	.15	.11	.09	.15	.13	.18	.05

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_2. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC's decision-making process is transparent

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	*e	f	g	h	i	j	k	*l
Significance Level: 95%													
Unweighted Total	508	284	224	85	400	23	128	380	200	308	106	381	21
Weighted Total	508	268	240	67	419	22	87	421	187	321	107	381	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	18 3%	11 4%	7 3%	6 9% d	12 3%	- -	7 8% g	10 2%	9 5%	8 3%	7 7% k	9 2%	1 7%
Tend to agree (3)	102 20%	52 20%	50 21%	15 23%	81 19%	6 26%	25 29% g	77 18%	45 24%	57 18%	20 19%	79 21%	3 14%
Tend to disagree (2)	151 30%	81 30%	70 29%	15 23%	132 32%	4 16%	22 26%	129 31%	58 31%	93 29%	24 23%	121 32%	6 28%
Disagree strongly (1)	90 18%	49 18%	41 17%	6 9%	75 18%	9 41%	10 12%	80 19%	33 18%	57 18%	30 28% k	58 15%	2 10%
Don't know	147 29%	75 28%	73 30%	24 36%	119 29%	4 17%	21 25%	126 30%	41 22%	106 33% h	25 24%	114 30%	8 41%
NETS													
Net: Agree	120 24%	63 23%	57 24%	21 32%	93 22%	6 26%	33 38% g	87 21%	54 29% i	65 20%	27 26%	88 23%	4 21%
Net: Disagree	241 47%	131 49%	111 46%	21 32%	207 49% c	13 57%	32 37%	209 50% f	91 49%	150 47%	54 51%	179 47%	8 38%
Mean score	2.1	2.1	2.1	2.5 d	2.1	1.8	2.5 g	2.1	2.2	2.1	2.1	2.1	2.3
Standard deviation	.84	.86	.83	.92	.82	.91	.89	.82	.87	.83	.99	.79	.93
Standard error	.04	.06	.07	.12	.05	.21	.09	.05	.07	.06	.11	.05	.25

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l

Topical Q2 2016

Q6_3. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC take my business's needs into account in the way they deal with my business

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	14 3%	11 2%	3 6% a	2 9%	1 2%	4 4%	* *	2 3%	3 2%	2 6%	1 2%	3 6%	12 3%
Tend to agree (3)	121 24%	102 22%	19 37% a	* 3%	21 30%	21 20%	11 16%	17 29%	30 25%	8 28%	13 33% f	8 18%	114 24%
Tend to disagree (2)	159 31%	145 32%	14 27%	3 18%	23 33%	38 37% g	21 31%	11 18%	45 37% gj	10 32%	8 22%	9 20%	151 32%
Disagree strongly (1)	69 14%	64 14%	5 9%	2 9%	14 19% e	8 8%	9 13%	12 20% e	18 15%	3 10%	4 10%	5 13%	63 14%
Don't know	144 28%	133 29%	11 21%	11 60%	11 16%	33 32% d	27 40% dh	17 29%	25 21%	7 24%	13 33% d	19 44% l	125 27%
NETS													
Net: Agree	136 27%	113 25%	23 43% a	2 12%	22 32%	25 24%	11 17%	19 32%	32 27%	10 34% f	13 35% f	10 24%	125 27%
Net: Disagree	228 45%	209 46%	19 36%	5 28%	37 52% j	46 44%	30 44%	23 39%	63 52% j	13 42%	12 32%	14 32%	214 46%
Mean score	2.2	2.2	2.5 a	2.3	2.2	2.3	2.1	2.2	2.2	2.4	2.4	2.3	2.2

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_3. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC take my business's needs into account in the way they deal with my business

Base: All respondents

	BUSINESS SIZE			INDUSTRY								MANUFACTURING/SERVICES	
	Total	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
	a	b	*c	d	e	f	g	h	i	j	k	l	
Significance Level: 95%													
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Standard deviation	.80	.79	.81	1.15	.81	.74	.72	.92	.76	.84	.78	.95	.78
Standard error	.04	.05	.08	.51	.12	.09	.13	.12	.08	.14	.12	.20	.04

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_3. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC take my business's needs into account in the way they deal with my business

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	*e	f	g	h	i	j	k	*l
Significance Level: 95%													
Unweighted Total	508	284	224	85	400	23	128	380	200	308	106	381	21
Weighted Total	508	268	240	67	419	22	87	421	187	321	107	381	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	14 3%	8 3%	6 3%	5 7% d	10 2%	- -	5 5%	10 2%	9 5%	6 2%	5 5%	10 3%	- -
Tend to agree (3)	121 24%	64 24%	57 24%	21 31%	95 23%	5 23%	28 32% g	93 22%	41 22%	80 25%	22 20%	93 25%	6 30%
Tend to disagree (2)	159 31%	87 33%	72 30%	18 26%	139 33%	3 12%	24 28%	135 32%	63 34%	96 30%	38 35%	116 31%	5 26%
Disagree strongly (1)	69 14%	40 15%	29 12%	7 10%	53 13%	9 40%	10 11%	59 14%	32 17%	37 12%	22 20% k	45 12%	2 9%
Don't know	144 28%	69 26%	76 31%	17 25%	122 29%	5 25%	20 23%	124 30%	42 22%	102 32% h	21 20%	116 30% j	7 35%
NETS													
Net: Agree	136 27%	72 27%	64 27%	26 38% d	105 25%	5 23%	33 38% g	103 24%	50 27%	86 27%	26 25%	103 27%	6 30%
Net: Disagree	228 45%	127 47%	101 42%	25 37%	192 46%	12 52%	34 39%	194 46%	95 51% i	133 41%	59 56% k	162 42%	7 35%
Mean score	2.2	2.2	2.3	2.5 d	2.2	1.8	2.4 g	2.2	2.2	2.2	2.1	2.3	2.3
Standard deviation	.80	.80	.79	.85	.77	.92	.83	.78	.84	.76	.85	.78	.73
Standard error	.04	.06	.06	.10	.05	.22	.08	.05	.07	.05	.09	.05	.19

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l

Topical Q2 2016

Q6_4. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC make it clear what my business needs to do to be compliant

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	38 7%	32 7%	5 10%	- -	7 10%	13 12% h	2 3%	5 8%	4 4%	4 12%	3 9%	5 11%	33 7%
Tend to agree (3)	203 40%	179 39%	24 46%	9 49%	30 43%	34 33%	25 37%	28 49% e	46 38%	14 48%	16 43%	16 36%	188 40%
Tend to disagree (2)	106 21%	95 21%	11 21%	2 9%	17 24% g	23 22% g	15 22% g	5 8%	32 26% g	6 21% g	6 15%	7 16%	98 21%
Disagree strongly (1)	57 11%	54 12% b	3 5%	* 3%	13 19% e	4 4%	5 8%	9 15% e	19 16% e	2 8%	3 9%	5 12%	51 11%
Don't know	105 21%	95 21%	10 18%	7 40%	3 5%	30 29% dhi	20 29% di	11 19% d	20 16% d	4 12%	9 24% d	11 24%	94 20%
NETS													
Net: Agree	241 47%	212 46%	29 56%	9 49%	37 53%	47 45%	27 40%	33 57% h	50 42%	18 59% h	20 52%	21 47%	220 47%
Net: Disagree	162 32%	148 33%	14 26%	2 12%	30 42% gi	28 27%	21 31%	14 23%	51 42% egj	8 28%	9 24%	12 29%	150 32%
Mean score	2.6	2.5	2.7 a	2.8	2.5	2.7 h	2.5	2.6	2.4	2.7 h	2.7 h	2.6	2.5

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_4. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC make it clear what my business needs to do to be compliant

Base: All respondents

	BUSINESS SIZE			INDUSTRY								MANUFACTURING/SERVICES	
	Total	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
	a	b	*c	d	e	f	g	h	i	j	k	l	
Significance Level: 95%													
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Standard deviation	.85	.85	.77	.55	.93	.81	.76	.92	.83	.82	.84	.94	.84
Standard error	.04	.05	.07	.19	.13	.10	.13	.12	.09	.12	.12	.18	.04

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_4. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC make it clear what my business needs to do to be compliant

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	*e	f	g	h	i	j	k	*l
Significance Level: 95%													
Unweighted Total	508	284	224	85	400	23	128	380	200	308	106	381	21
Weighted Total	508	268	240	67	419	22	87	421	187	321	107	381	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 38 7%	16 6%	22 9%	10 14% d	27 6%	1 6%	13 15%	25 6%	14 8%	24 7%	15 14% k	19 5%	4 20%
Tend to agree	(3) 203 40%	107 40%	97 40%	28 41%	171 41%	5 21%	33 37%	171 41%	80 43%	124 38%	42 39%	156 41%	5 27%
Tend to disagree	(2) 106 21%	63 23%	43 18%	13 19%	87 21%	6 25%	15 18%	90 21%	41 22%	65 20%	23 21%	80 21%	3 15%
Disagree strongly	(1) 57 11%	31 11%	26 11%	4 7%	45 11%	7 33%	9 11%	48 11%	22 12%	34 11%	13 13%	41 11%	2 10%
Don't know	105 21%	52 19%	53 22%	12 18%	89 21%	3 15%	16 19%	88 21%	30 16%	75 23%	15 14%	84 22%	6 27%
NETS													
Net: Agree	241 47%	122 46%	119 49%	37 56%	198 47%	6 27%	46 52%	195 46%	94 50%	147 46%	56 52%	175 46%	10 47%
Net: Disagree	162 32%	93 35%	69 29%	17 26%	132 32%	13 58%	25 28%	138 33%	63 34%	99 31%	36 34%	121 32%	5 26%
Mean score	2.6	2.5	2.6	2.8 d	2.5	2.0	2.7	2.5	2.5	2.6	2.6	2.5	2.8
Standard deviation	.85	.83	.87	.84 d	.83	.99	.92	.83	.85	.85	.92	.81	1.04
Standard error	.04	.05	.07	.10	.05	.22	.09	.05	.06	.06	.10	.05	.26

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l

Topical Q2 2016

Q6_5. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC's staff have the necessary levels of technical expertise

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 16 3%	11 2%	5 9% a	* 3%	3 5%	3 3%	2 3%	2 3%	3 2%	2 6%	* 1%	3 8%	12 3%
Tend to agree	(3) 169 33%	148 33%	21 40%	7 39%	30 42% h	32 30%	19 28%	22 38%	31 26%	13 45% h	15 40%	17 40%	152 33%
Tend to disagree	(2) 112 22%	100 22%	11 21%	2 9%	20 28% g	26 24% g	11 17%	7 12%	32 27% g	4 15%	10 26% g	7 17%	104 22%
Disagree strongly	(1) 64 13%	60 13%	4 8%	2 9%	11 16%	9 8%	5 8%	12 22% efij	20 17% j	2 6%	2 5%	3 8%	61 13%
Don't know	148 29%	136 30%	11 21%	7 40%	7 9%	36 34% d	30 44% dg	15 25% d	34 29% d	8 28% d	11 28% d	12 28%	135 29%
NETS													
Net: Agree	185 36%	159 35%	26 50% a	8 42%	33 46% h	35 33%	21 31%	24 41%	34 28%	15 51% efh	16 41%	21 47%	164 35%
Net: Disagree	175 35%	160 35%	15 29%	3 18%	31 44% fi	35 33%	17 25%	19 33%	52 43% fi	6 21%	12 31%	11 25%	165 35%
Mean score	2.4	2.3	2.7 a	2.6	2.4	2.4	2.5	2.3	2.2	2.7 gh	2.5 h	2.7	2.4

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_5. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC's staff have the necessary levels of technical expertise

Base: All respondents

	BUSINESS SIZE			INDUSTRY								MANUFACTURING/SERVICES	
	Total	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
	a	b	*c	d	e	f	g	h	i	j	k	l	
Significance Level: 95%													
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Standard deviation	.82	.82	.82	.84	.84	.77	.82	.94	.83	.76	.66	.82	.82
Standard error	.04	.05	.08	.30	.12	.10	.15	.12	.09	.13	.10	.16	.04

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_5. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC's staff have the necessary levels of technical expertise

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	*e	f	g	h	i	j	k	*l
Significance Level: 95%													
Unweighted Total	508	284	224	85	400	23	128	380	200	308	106	381	21
Weighted Total	508	268	240	67	419	22	87	421	187	321	107	381	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 16 3%	8 3%	8 3%	8 12% d	6 1%	1 6%	6 7%	9 2%	10 5%	6 2%	3 2%	13 3%	- -
Tend to agree	(3) 169 33%	91 34%	78 33%	22 32%	143 34%	5 22%	30 35%	139 33%	65 35%	105 33%	32 30%	131 34%	6 28%
Tend to disagree	(2) 112 22%	62 23%	49 21%	15 23%	92 22%	5 21%	27 31%	85 20%	42 23%	69 22%	23 22%	82 22%	6 30%
Disagree strongly	(1) 64 13%	32 12%	32 13%	5 7%	51 12%	8 37%	5 6%	59 14% f	22 12%	41 13%	22 21% k	42 11%	- -
Don't know	148 29%	75 28%	73 30%	17 25%	128 30%	3 14%	19 22%	129 31%	48 26%	100 31%	27 25%	112 29%	9 42%
NETS													
Net: Agree	185 36%	99 37%	86 36%	30 45%	149 36%	6 28%	37 42%	149 35%	74 40%	111 34%	35 32%	145 38%	6 28%
Net: Disagree	175 35%	94 35%	81 34%	20 30%	142 34%	13 58%	31 36%	144 34%	65 35%	111 34%	45 42%	124 33%	6 30%
Mean score	2.4	2.4	2.4	2.7 d	2.4	2.0	2.6 g	2.3	2.4	2.3	2.2	2.4 j	2.5
Standard deviation	.82	.81	.84	.87	.79	1.01	.77	.83	.84	.81	.88	.81	.52
Standard error	.04	.06	.07	.11	.05	.23	.08	.05	.07	.06	.10	.05	.14

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l

Topical Q2 2016

Q6_6. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC online customer support services are easy to access

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 27 5%	21 5%	5 10% a	2 9%	5 7%	7 6%	* *	3 5%	4 3%	2 6%	4 11% fh	5 11%	22 5%
Tend to agree	(3) 170 33%	150 33%	19 37%	10 55%	21 30%	41 39%	21 32%	19 32%	32 27%	10 34%	15 39%	15 35%	155 33%
Tend to disagree	(2) 122 24%	110 24%	12 22%	- -	30 42% eghj	24 23%	18 26%	10 16%	28 24%	7 24%	6 15%	12 28%	110 24%
Disagree strongly	(1) 79 15%	72 16%	6 12%	* 3%	8 12%	9 8%	8 12%	15 26% de	27 23% e	5 17%	6 17%	2 5%	77 16%
Don't know	111 22%	101 22%	10 19%	6 33%	7 9%	25 24% d	20 29% d	12 21%	29 24% d	6 19%	7 18%	9 21%	101 22%
NETS													
Net: Agree	197 39%	172 38%	25 47%	12 64%	26 37%	48 46% h	22 32%	21 37%	36 30%	12 41%	19 50% h	20 46%	177 38%
Net: Disagree	201 40%	183 40%	18 34%	* 3%	38 53% ej	32 31%	26 38%	24 42%	56 46% e	12 41%	12 32%	14 33%	186 40%
Mean score	2.4	2.3	2.6 a	3.1	2.4	2.6 gh	2.3	2.2	2.1	2.4	2.5 h	2.7	2.3
Standard deviation	.87	.87	.91	.57	.81	.80	.76	.97	.90	.92	.98	.80	.88

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_6. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC online customer support services are easy to access

Base: All respondents

	BUSINESS SIZE			INDUSTRY								MANUFACTURING/SERVICES	
	Total	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%	a	b	*c	d	e	f	g	h	i	j	k	l	
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
Standard error	.04	.05	.09	.20	.11	.10	.13	.12	.10	.14	.14	.15	.05

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_6. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC online customer support services are easy to access

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	*e	f	g	h	i	j	k	*l
Significance Level: 95%													
Unweighted Total	508	284	224	85	400	23	128	380	200	308	106	381	21
Weighted Total	508	268	240	67	419	22	87	421	187	321	107	381	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 27 5%	11 4%	16 7%	5 7%	22 5%	- -	6 7%	21 5%	9 5%	18 5%	6 6%	18 5%	3 13%
Tend to agree	(3) 170 33%	84 31%	86 36%	24 36%	141 34%	5 22%	31 36%	138 33%	62 33%	107 33%	36 33%	128 34%	6 31%
Tend to disagree	(2) 122 24%	81 30% b	41 17%	13 20%	105 25%	3 15%	22 25%	100 24%	49 26%	73 23%	21 19%	97 26%	4 21%
Disagree strongly	(1) 79 15%	42 16%	37 15%	6 8%	63 15%	10 46%	11 12%	68 16%	27 14%	52 16%	20 19%	56 15%	3 13%
Don't know	111 22%	50 19%	60 25%	19 28%	88 21%	4 17%	17 20%	94 22%	39 21%	72 22%	24 22%	82 22%	4 21%
NETS													
Net: Agree	197 39%	95 35%	102 42%	29 43%	163 39%	5 22%	38 43%	159 38%	72 38%	125 39%	42 39%	145 38%	9 44%
Net: Disagree	201 40%	123 46% b	78 32%	19 28%	168 40% c	14 62%	32 37%	169 40%	76 41%	125 39%	41 38%	153 40%	7 35%
Mean score	2.4	2.3	2.5	2.6	2.4	1.7	2.5	2.3	2.4	2.4	2.3	2.4	2.6
Standard deviation	.87	.83	.92	.83	.86	.88	.86	.88	.85	.89	.93	.85	.99
Standard error	.04	.05	.07	.10	.05	.20	.08	.05	.07	.06	.10	.05	.24

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l

Topical Q2 2016

Q6_7. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC telephone customer support services are easy to access

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 18 4%	15 3%	3 6%	2 9%	3 5%	6 5%	* *	2 3%	3 3%	2 5%	1 3%	5 10%	14 3%
Tend to agree	(3) 99 19%	84 18%	15 28% a	6 30%	16 23%	17 16%	10 15%	15 25% h	16 14%	7 24%	12 31% eh	10 24%	89 19%
Tend to disagree	(2) 136 27%	126 28% b	10 19%	2 9%	25 35% gi	36 34% gj	15 22%	8 14%	36 30% g	8 28%	7 18%	7 17%	129 28%
Disagree strongly	(1) 128 25%	113 25%	14 27%	* 3%	20 28%	20 19%	17 25%	21 37% e	32 27%	8 25%	8 22%	9 21%	118 25%
Don't know	127 25%	116 26%	11 20%	9 49%	7 9%	26 25% d	25 37% dgi	12 21%	33 27% d	5 18%	10 27% d	12 28%	115 25%
NETS													
Net: Agree	117 23%	99 22%	18 34% a	7 39%	19 27%	23 21%	11 16%	16 28% h	20 16%	9 30%	13 33% fh	15 34%	103 22%
Net: Disagree	264 52%	240 53%	24 46%	2 12%	45 63% j	56 54%	32 47%	30 51%	68 57% j	16 53%	15 39%	17 38%	247 53%
Mean score	2.0	2.0	2.2	2.9	2.0	2.1	1.9	1.9	1.9	2.1	2.2	2.3	2.0
Standard deviation	.89	.88	.99	.79	.88	.87	.82	.98	.83	.94	.93	1.06	.87

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_7. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC telephone customer support services are easy to access

Base: All respondents

	BUSINESS SIZE			INDUSTRY								MANUFACTURING/SERVICES	
	Total	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%	a	b	*c	d	e	f	g	h	i	j	k	l	
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
Standard error	.05	.05	.10	.30	.12	.11	.14	.12	.09	.15	.14	.20	.05

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_7. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC telephone customer support services are easy to access

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	*e	f	g	h	i	j	k	*l
Significance Level: 95%													
Unweighted Total	508	284	224	85	400	23	128	380	200	308	106	381	21
Weighted Total	508	268	240	67	419	22	87	421	187	321	107	381	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	18 4%	11 4%	7 3%	6 9% d	12 3%	- -	7 8%	11 3%	10 5%	9 3%	5 5%	12 3%	1 7%
Tend to agree (3)	99 19%	47 17%	52 22%	12 18%	81 19%	6 28%	24 28% g	75 18%	39 21%	60 19%	17 16%	82 21%	- -
Tend to disagree (2)	136 27%	82 31% b	54 23%	19 29%	114 27%	3 13%	22 25%	114 27%	51 27%	85 27%	27 25%	102 27%	7 34%
Disagree strongly (1)	128 25%	70 26%	57 24%	9 14%	109 26% c	9 43%	15 18%	112 27% f	48 26%	80 25%	36 34% k	85 22%	7 32%
Don't know	127 25%	57 21%	69 29%	20 30%	103 25%	4 16%	18 21%	108 26%	40 21%	87 27%	21 20%	100 26%	6 27%
NETS													
Net: Agree	117 23%	58 22%	59 25%	18 27%	93 22%	6 28%	31 36% g	86 20%	48 26%	69 21%	23 21%	93 25%	1 7%
Net: Disagree	264 52%	153 57% b	111 46%	29 43%	223 53%	12 56%	37 43%	227 54% f	99 53%	165 51%	63 59%	187 49%	13 66%
Mean score	2.0	2.0	2.1	2.3 d	2.0	1.8	2.3 g	2.0	2.1	2.0	1.9	2.1	1.7
Standard deviation	.89	.88	.90	.94	.87	.93	.95	.86	.93	.86	.94	.87	.89
Standard error	.05	.06	.07	.12	.05	.21	.09	.05	.07	.06	.10	.05	.23

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l

Topical Q2 2016

Q6_8. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC provide a prompt response to my queries

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 18 4%	15 3%	4 7%	2 9%	5 7%	4 4%	* *	3 5%	3 2%	2 6%	- -	6 13%	12 3%
Tend to agree	(3) 124 24%	106 23%	18 33%	6 33%	15 21%	23 22%	12 18%	14 24%	27 22%	12 38%	15 40%	12 26%	112 24%
Tend to disagree	(2) 140 28%	129 28%	11 21%	3 18%	24 34%	28 26%	24 35%	12 20%	35 29%	7 22%	8 20%	9 20%	131 28%
Disagree strongly	(1) 93 18%	82 18%	11 20%	- -	19 27%	16 15%	12 18%	13 22%	25 21%	4 14%	4 11%	4 9%	89 19%
Don't know	133 26%	123 27%	10 19%	7 40%	8 12%	35 33%	19 29%	17 29%	30 25%	6 19%	11 30%	14 32%	120 26%
NETS													
Net: Agree	142 28%	121 26%	21 40%	8 42%	20 28%	27 26%	13 19%	17 29%	29 24%	13 45%	15 40%	17 40%	124 27%
Net: Disagree	233 46%	211 46%	22 41%	3 18%	43 60%	43 41%	35 53%	25 43%	61 50%	11 36%	12 31%	12 28%	221 47%
Mean score	2.2	2.2	2.3	2.8	2.1	2.2	2.0	2.1	2.1	2.5	2.4	2.7	2.1
Standard deviation	.86	.85	.96	.69	.92	.87	.73	.95	.83	.89	.75	.95	.84

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_8. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC provide a prompt response to my queries

Base: All respondents

	BUSINESS SIZE		INDUSTRY									MANUFACTURING/SERVICES	
	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services	
Total	a	b	*c	d	e	f	g	h	i	j	k	l	
Significance Level: 95%													
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
Standard error	.04	.05	.09	.24	.13	.11	.12	.13	.09	.14	.11	.19	.04

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_8. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC provide a prompt response to my queries

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	*e	f	g	h	i	j	k	*l
Significance Level: 95%													
Unweighted Total	508	284	224	85	400	23	128	380	200	308	106	381	21
Weighted Total	508	268	240	67	419	22	87	421	187	321	107	381	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	18 4%	11 4%	7 3%	8 11% d	11 3%	- -	6 7%	12 3%	10 5%	8 3%	5 5%	13 3%	- -
Tend to agree (3)	124 24%	69 26%	55 23%	16 24%	100 24%	8 34%	26 30%	98 23%	43 23%	80 25%	20 19%	96 25%	7 37%
Tend to disagree (2)	140 28%	75 28%	65 27%	17 25%	119 29%	3 16%	23 26%	117 28%	56 30%	84 26%	37 34%	99 26%	4 21%
Disagree strongly (1)	93 18%	52 19%	41 17%	10 15%	75 18%	8 34%	17 20%	76 18%	39 21%	54 17%	24 22%	67 18%	2 9%
Don't know	133 26%	61 23%	72 30%	16 24%	114 27%	4 16%	15 18%	118 28% f	39 21%	94 29% h	21 20%	105 28%	7 33%
NETS													
Net: Agree	142 28%	80 30%	61 26%	23 35%	111 26%	8 34%	32 37% g	110 26%	53 28%	89 28%	25 24%	109 29%	7 37%
Net: Disagree	233 46%	127 47%	106 44%	27 41%	195 46%	11 50%	40 46%	193 46%	95 51%	138 43%	60 57% k	166 44%	6 30%
Mean score	2.2	2.2	2.2	2.4 d	2.2	2.0	2.3	2.2	2.2	2.2	2.1	2.2	2.4
Standard deviation	.86	.88	.84	.98	.83	.93	.93	.84	.90	.84	.87	.86	.74
Standard error	.04	.06	.07	.12	.05	.21	.09	.05	.07	.06	.10	.05	.20

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l

Topical Q2 2016

Q6_9. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC provide a helpful response to my queries

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 20 4%	15 3%	6 11% a	- -	3 4%	6 6%	1 1%	5 8%	4 3%	2 6%	* 1%	3 6%	18 4%
Tend to agree	(3) 166 33%	145 32%	20 38%	8 42%	27 39% h	36 34%	21 31%	17 30%	27 22%	11 37%	18 48% gh	18 42%	147 32%
Tend to disagree	(2) 120 24%	110 24%	10 19%	3 18%	20 28% j	21 20%	19 28%	9 15%	36 30% gj	7 25%	5 13%	9 20%	111 24%
Disagree strongly	(1) 73 14%	66 15%	7 13%	- -	12 17%	10 10%	8 11%	13 22% ej	24 20% j	4 13%	3 8%	* 1%	72 16% k
Don't know	129 25%	119 26%	10 20%	7 40%	8 12%	32 30% d	19 29% d	15 26% d	30 25% d	6 20%	11 30% d	14 32%	115 25%
NETS													
Net: Agree	186 37%	160 35%	26 49% a	8 42%	31 43% h	42 40% h	22 32%	22 38%	31 25%	13 43% h	19 49% h	21 47%	165 36%
Net: Disagree	193 38%	176 39%	17 32%	3 18%	32 45% j	31 30%	26 39% j	21 37% j	60 49% ej	11 37%	8 21%	9 21%	184 40% k
Mean score	2.4	2.3	2.6 a	2.7	2.3	2.5 h	2.3	2.3	2.1	2.5 h	2.6 h	2.8	2.3

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_9. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC provide a helpful response to my queries

Base: All respondents

	BUSINESS SIZE			INDUSTRY								MANUFACTURING/SERVICES	
	Total	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%	a	b	*c	d	e	f	g	h	i	j	k	l	
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
Standard deviation	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Standard error	.85	.84	.92	.48	.85	.84	.76	1.02	.85	.87	.71	.63	.86
	.04	.05	.09	.17	.12	.11	.12	.13	.09	.14	.11	.12	.05

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_9. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC provide a helpful response to my queries

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	*e	f	g	h	i	j	k	*l
Significance Level: 95%													
Unweighted Total	508	284	224	85	400	23	128	380	200	308	106	381	21
Weighted Total	508	268	240	67	419	22	87	421	187	321	107	381	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	20 4%	9 3%	11 5%	7 11% d	13 3%	- -	6 6%	15 4%	9 5%	11 4%	4 4%	16 4%	- -
Tend to agree (3)	166 33%	91 34%	75 31%	22 33%	137 33%	6 26%	35 41% g	130 31%	66 35%	100 31%	30 28%	126 33%	10 50%
Tend to disagree (2)	120 24%	64 24%	56 23%	14 20%	103 25%	3 14%	23 27%	97 23%	42 22%	78 24%	29 27%	89 23%	3 14%
Disagree strongly (1)	73 14%	44 17%	29 12%	7 11%	56 13%	10 44%	7 8%	66 16% f	31 17%	42 13%	24 22% k	49 13%	1 3%
Don't know	129 25%	60 22%	70 29%	16 24%	109 26%	4 16%	15 18%	114 27% f	39 21%	90 28%	21 20%	101 27%	7 33%
NETS													
Net: Agree	186 37%	100 37%	86 36%	30 44%	151 36%	6 26%	41 47% g	145 34%	75 40%	111 35%	34 32%	142 37%	10 50%
Net: Disagree	193 38%	108 40%	84 35%	21 31%	159 38%	13 57%	30 35%	162 39%	73 39%	120 37%	52 49% k	137 36%	3 17%
Mean score	2.4	2.3	2.4	2.6 d	2.3	1.8	2.6 g	2.3	2.4	2.3	2.2	2.4 j	2.7
Standard deviation	.85	.85	.85	.92	.82	.91	.78	.86	.88	.83	.89	.84	.58
Standard error	.04	.06	.07	.11	.05	.21	.08	.05	.07	.06	.10	.05	.15

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l

Topical Q2 2016

Q6_10. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC treat my business fairly

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	j	k	l
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly	(4) 25 5%	20 4%	5 9% a	2 9%	3 4%	7 7%	2 3%	2 4%	5 4%	3 10% j	* 1%	4 10%	20 4%
Tend to agree	(3) 214 42%	189 42%	25 47%	4 24%	27 39%	39 37%	29 42%	30 51%	48 40%	15 51%	21 55% e	15 35%	199 43%
Tend to disagree	(2) 96 19%	85 19%	11 20%	3 18%	20 28% gi	19 18%	12 18%	5 8%	29 24% gj	4 14%	4 11%	7 15%	90 19%
Disagree strongly	(1) 42 8%	39 9%	2 5%	- -	14 19% efhi	4 4%	4 6%	6 10%	9 8%	1 4%	4 10%	4 9%	38 8%
Don't know	131 26%	121 27%	10 19%	9 49%	7 9%	36 34% d	21 31% d	16 27% d	28 24% d	6 21%	9 23% d	14 32%	118 25%
NETS													
Net: Agree	239 47%	209 46%	30 56% a	6 33%	30 43%	46 44%	31 45%	32 55%	54 45%	18 61%	21 56%	19 44%	219 47%
Net: Disagree	138 27%	125 27%	13 25%	3 18%	34 48% efgij	23 22%	16 24%	10 18%	39 32% g	5 18%	8 20%	10 24%	128 27%
Mean score	2.6	2.6	2.7 a	2.8	2.3	2.7 d	2.6	2.7 d	2.5	2.9 dh	2.6	2.7	2.6

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_10. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC treat my business fairly

Base: All respondents

	BUSINESS SIZE		INDUSTRY									MANUFACTURING/SERVICES	
	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services	
Total	a	b	*c	d	e	f	g	h	i	j	k	l	
Significance Level: 95%													
Unweighted Total	508	375	133	13	54	90	52	78	108	49	64	35	473
Weighted Total	508	455	53	18	71	105	68	58	120	30	38	44	464
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Standard deviation	.77	.78	.73	.75	.86	.74	.70	.78	.76	.71	.73	.89	.76
Standard error	.04	.05	.07	.28	.12	.09	.12	.10	.08	.11	.11	.17	.04

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q2 2016

Q6_10. Thinking about your business' experience of dealing with HMRC, to what extent do you agree or disagree with each of the following statements?

HMRC treat my business fairly

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	*e	f	g	h	i	j	k	*l
Significance Level: 95%													
Unweighted Total	508	284	224	85	400	23	128	380	200	308	106	381	21
Weighted Total	508	268	240	67	419	22	87	421	187	321	107	381	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	25 5%	11 4%	14 6%	6 10% d	17 4%	1 6%	7 8%	17 4%	9 5%	16 5%	6 5%	18 5%	1 7%
Tend to agree (3)	214 42%	120 45%	94 39%	27 40%	180 43%	7 34%	42 49%	172 41%	83 45%	131 41%	41 38%	167 44%	6 29%
Tend to disagree (2)	96 19%	51 19%	45 19%	13 20%	77 18%	6 28%	13 15%	83 20%	41 22%	56 17%	25 23%	68 18%	3 13%
Disagree strongly (1)	42 8%	23 9%	19 8%	4 7%	34 8%	3 15%	5 6%	36 9%	14 7%	28 9%	16 15% k	26 7%	- -
Don't know	131 26%	63 24%	68 28%	16 24%	111 27%	4 18%	19 22%	112 27%	40 22%	91 28%	19 18%	102 27%	10 50%
NETS													
Net: Agree	239 47%	131 49%	108 45%	33 49%	197 47%	9 40%	49 57% g	189 45%	92 49%	147 46%	47 44%	185 48%	7 36%
Net: Disagree	138 27%	74 28%	64 27%	18 27%	111 26%	9 43%	18 21%	120 28%	54 29%	84 26%	41 38% k	94 25%	3 13%
Mean score	2.6	2.6	2.6	2.7	2.6	2.4	2.8 g	2.6	2.6	2.6	2.4	2.6 j	2.9
Standard deviation	.77	.76	.79	.81	.76	.89	.75 g	.77	.75	.79	.86	.74 j	.66
Standard error	.04	.05	.06	.10	.04	.20	.08 g	.05	.06	.05	.09	.04 j	.19

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l