

Small business and infrastructure:

Transport

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Ulrika joined the FSB in February 2007 as a Policy Advisor for Trade and Industry after four years as a

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Clare recently joined the FSB, as Policy Advisor on Infrastructure – including transport, broadband, planning and energy. Prior to that, Clare was a Policy Advisor for the Department for Communities and Local Government (DCLG). At DCLG she worked within the Economic Development team and most recently was involved in the introduction of Local Enterprise Partnerships across England.

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Foreword

Over the next five years the Government expects investment in UK infrastructure to be some £200 billion. The National Infrastructure Plan, launched by Government in October 2010, sets out the challenges facing UK infrastructure, a prioritisation of what needs to be delivered, and the Government's role in enabling and mobilising resources to tackle the infrastructure challenge.

As the UK emerges from the economic downturn, it is crucial that small businesses are given the tools and the incentives to prosper and grow. This report, which forms

part of a series considering the infrastructure needs of small businesses, discusses how critical transport infrastructure is for creating the right conditions to support this growth. Taking the needs of small businesses into account when planning, operating and maintaining core infrastructure is essential to promote the economic powerhouse that small businesses represent.



Professor Neil Hoose

Chairman of the Infrastructure Policy Unit, Federation of Small Businesses

“it is crucial that small businesses are given the tools and the incentives to prosper and grow”

Introduction

In February 2011, the Federation of Small Businesses (FSB) invited its members to take part in an infrastructure survey, which looked at the infrastructure issues affecting small businesses in the UK today. The survey asked for views on transport, broadband access, utilities and issues relating to the current planning system and its proposed reforms under the current localism agenda.

This report, which forms part of an infrastructure series, contains some of the findings of that survey. It sets out some of the challenges that small businesses face with regard to UK infrastructure and proposes actions that Government, its agencies and local authorities should take to create the best environment for small businesses to grow and prosper. The FSB is the UK's leading business organisation, existing to protect and promote the interests of the self-employed and owners of small firms. The FSB is non-party-political and with in excess of 200,000 members it represents just under five per cent of the 4.5 million small and medium sized

businesses in the UK, making it the largest organisation promoting and protecting the interests of small businesses.

Small businesses make up 99.3 per cent of all businesses in the UK, and make a huge contribution to the UK economy. They contribute 51 per cent of GDP and employ 58 per cent of the private-sector workforce.

If you ask the UK's small businesses what their infrastructure priorities are, you will invariably receive different replies. However, based on the 1,700-strong sample that responded to the infrastructure survey, a number of themes are common across the small business sector.

The focus of this report is transport, and here we explore the modes of transport most commonly used by small businesses, the problems small businesses face with regard to the UK's transport infrastructure and the costs incurred, and the impact of rising fuel duty on small businesses, particularly in the haulage industry.

“Small businesses make up 99.3 per cent of all businesses in the UK, and make a huge contribution to the UK economy”

Method

The infrastructure survey took place online during two weeks in February 2011 and received a total number of 1,739 responses. All UK regions and devolved areas were represented consistently, in accordance with the FSB membership throughout the UK, and the data has been weighted to the membership profile.¹

An appendix setting out a breakdown of the size, sector and geographical location of those small businesses responding to the FSB infrastructure survey can be found at the end of this report.

The infrastructure survey attracted responses from all parts of the

UK, and the results presented and conclusions drawn apply to all regions and nations unless otherwise indicated, such as a reference to a result in a particular region.

The FSB recognises that responsibilities for some of the issues discussed in this document are devolved to the respective governments of Scotland, Northern Ireland and Wales. While the devolved nations have different agencies, departments and institutions, and sometimes even separate legislation, we believe that our recommendations are relevant and apply in principle across the UK.

¹ Where results do not add up to 100 per cent, this may be owing to multiple responses or rounding. Results are based on all respondents (1,739) unless otherwise stated. The survey was undertaken by Research by Design on behalf of the Federation of Small Businesses.

Summary of Asks

The FSB calls on the Government to:

- Reconsider road infrastructure spending to correct the current imbalance between funds collected by HMRC (Her Majesty's Revenue and Customs) from road users and the funds invested in the UK road infrastructure
- Take into account the importance of all categories of road for small businesses when allocating future funding across the network
- Undertake a robust and transparent appraisal of the UK's transport priorities, including a long-term cost benefit analysis of alternative investments, before signing off on the high-speed rail programme
- Introduce a true Fuel Duty Stabiliser to adjust fuel duties in order to mitigate the impact of oil-price shocks on pump prices

- Implement the HGV (heavy goods vehicle) road-user charging scheme in a way that does not create any additional burdens for UK hauliers, but enables them to compete on an equal footing
- Monitor the development of parking policy in local authorities to ensure that local town-centre trade does not become negatively affected by disproportionate parking charges on the high street
- Work more closely with and encourage collaboration between highway authorities at local, sub-national and national levels, and utilities companies, to minimise disruption on the UK road network.

The FSB calls on local councils to:

- Carefully consider the impact of the availability and cost of parking on local trade, when developing their Local Plan.

Transport Survey

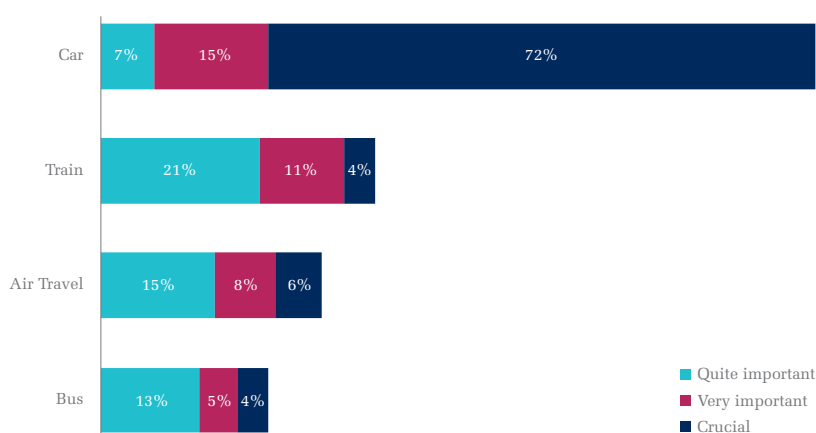
Transport, particularly road transport, is fundamental to small businesses. Every day business owners rely on access to cost-effective and reliable transport for the running of their business: for access to their customer base; for the delivering and receiving of goods and services; and to enable employees to reach their workplace. Small businesses need a transport network that allows them, and their suppliers and customers, to move quickly and easily, without undue cost. Inadequate transport infrastructure creates delays, damage to vehicles and, in turn, lost productivity and unnecessary costs.

The FSB infrastructure survey highlights the extent to which small businesses are dependent on cars and vans for their business operations. An overwhelming 72 per cent of respondents say their car or van is **crucial** to their business operation, a further 15 per cent say their car or van is very important, and seven per cent say their car or van is quite important to their business operation. Only four per cent of small businesses say that their car or van is quite or very unimportant.

With regard to reliance on public transport, it is clear that rail, air and bus travel are far less important for small businesses. This is partly because of the nature of the work that such businesses carry out, but also because of concerns about the accessibility, cost and reliability of the public transport network. We return to this shortly.

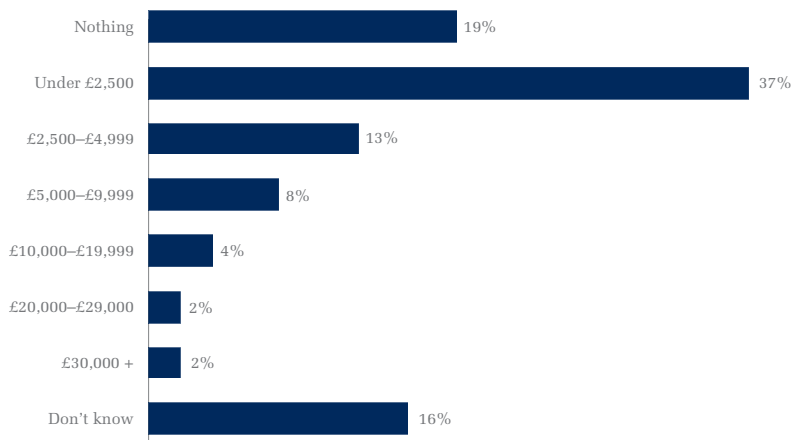
Half of small businesses say that problems with the UK's transport infrastructure have cost them up to £5,000 in the 12 months to February 2011. This is a staggering amount considering that the average turnover of FSB members is £500,000. Having to spend one per cent of a firm's annual turnover as a result of failing infrastructure is a significant waste, and when you

Fig 1: How important are each of the following methods of transport to your business operation?



Base: varies between 1,519 and 1,717

Fig 2: Approximately how much have problems with the UK transport infrastructure cost your business in the past 12 months?



Base: 1,727

consider this aggregated across all small businesses, and indeed those medium and large businesses also affected, the cost to the economy is enormous.

A further eight per cent of respondents say the cost to their business was between £5,000 and £9,999. Clearly, hundreds of millions of pounds of additional costs are being incurred by the small business sector alone.

These figures highlight the need for a coherent, coordinated, and actively managed and maintained transport infrastructure. In this challenging economic climate, small businesses have to avoid every additional cost to their business, to ensure that they remain competitive and maintain their margins to help them survive and grow.

Roads

On his first day in office in May 2010, Philip Hammond, Secretary of State for Transport, announced that the Coalition Government would

'end the war on the motorists'. In January 2011, Communities Secretary Eric Pickles repeated that pledge and announced the removal of a number of planning rules that in the past restricted residential parking spaces and instructed councils to push up parking charges to encourage use of alternative transport.

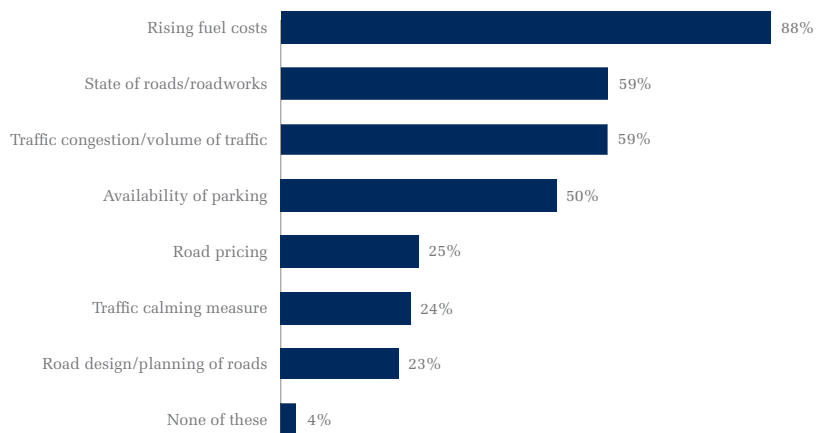
Unfortunately, small businesses have not yet seen an end to the so-called 'war on motorists' and continue to feel plagued by the poor state of repair of UK roads, levels of congestion and disruption caused by local roadworks, significant increases in petrol prices and a lack of availability of parking for themselves and their customers.

We know that the road network is central to the operations of small businesses, as they rely heavily on their cars or vans (87 per cent say that their car is crucial or very important to their business operations); however, around three in five small businesses say that the state of repair of their local roads and roadworks have a negative impact on their business.

Poor road surfaces, due to decades of neglect, have led to pot holes which, in turn, cause delay, damage to working vehicles and increased insurance and repair costs for the small business owner.

A YouGov survey of SMEs, commissioned by the Asphalt

Fig 3: Thinking about your use of the UK's road infrastructure, which of the following, if any, have a negative impact on your business?



Base: 1,736

Industry Alliance (AIA) in 2010,² found that over half (52%) of businesses believe that poorly maintained roads have caused an increase in their business costs. Just under half (48%) of SMEs reported that poorly maintained roads harm their business productivity and just over a third (34%) said that poorly maintained roads caused them to be less competitive. The businesses that incurred costs estimated that, over the period mid March to mid September 2010, it cost them £4,500 on average in relation to damage and increased fuel charges and £7,500 in being less competitive. In addition, they estimated that they lost 108 hours in staff time, over the same period, due to delays caused by poorly maintained roads.

The 2011 Budget allocated £200 million to pothole repairs. However, a quick fix such as this is not a sufficient remedy for the poor state of Britain's road network, which requires a long-term maintenance and spending plan. The latest results from the Annual Local Authority Road Maintenance Survey estimate that the cost of bringing the local roads (those falling under the remit of local highway authorities) of England and Wales up to scratch is £10.65 billion, having risen by more than £1 billion in the last year.³

As well as the state of repair of the road network, the capacity for and management of traffic create significant costs for small businesses. Around three in five

small businesses say that traffic congestion and the sheer volume of local traffic have a negative impact on their business. Congested roads mean that small business owners and staff spend valuable working time in traffic queues, time which could otherwise be used productively for the benefit of the business. A 2008 survey of small businesses⁴ found that the average number of hours lost to congestion each week was 7.9. Forty-five per cent of small businesses lost between one and five hours per week, 18 per cent lost between six and seven hours, and 13 per cent lost more than ten hours. This represents significant lost productivity.

Poorly maintained roads and roads that have reached their capacity represent a huge cost to small businesses up and down the country. Lost productivity and increased costs can compromise a small business's competitiveness as it struggles to receive or deliver goods and services efficiently, as it incurs greater fuel costs owing to delays, or as it simply wastes valuable staff time.

The Government, the Highways Agency and local authorities must recognise the drain that poor road infrastructure creates on businesses and the economy as a whole, and commit to more investment in the repair, maintenance and upgrading of UK roads.

There is a desire among the UK's small businesses to see a rebalancing of the funds collected by HMRC from road users and the amount of resources that are invested in the improvement of the road network. The total sum that HMRC collects annually through various taxes, including fuel duty, vehicle excise duty, VAT on vehicle sales and VAT on fuel and on company car tax,

amounts to £48.2 billion. Of that, £4.8 billion is spent on network improvements and £5.0 billion on road maintenance.⁵ This is a huge imbalance. Small businesses believe they are paying unduly for the use of their vehicle, but see little benefit coming back to them in terms of the maintenance and improvement of the road network. In the current financial climate, all overheads and costs incurred by small businesses are impediments to growth, and the FSB urges the Government to reconsider road infrastructure spending to correct this imbalance.

Furthermore, as small businesses typically operate within a 40-mile radius of their base and their journeys encompass all categories of road, it is crucial that there is a predictable and consistently good level of service throughout the network, not just on those roads that form the national strategic network. The FSB therefore urges the Government to take this into account as it allocates future funding across the network.

Parking problems affecting small businesses

Many small businesses have expressed concern about the availability and cost of parking for themselves and for their customers. Half of small businesses say that lack of parking has a negative impact on their business.

“Parking charges are a major factor in the dwindling numbers of customers in the city centre, especially when out-of-town shopping centres have free parking.”

² The Economic Impact of Local Road Condition, AIA, October 2010

³ Annual Local Authority Road Maintenance Survey, 2011, AIA

⁴ Lifting the Barriers to Growth in UK Small Businesses 2008, FSB

⁵ http://www.rua.org.uk/RoadFile_2010-11.pdf, based on 2010 DfT statistics

The lack of affordable parking is detrimental to local trade and many town centres are running the risk of driving shoppers away from the high street to out-of-town retail areas, where parking is often free of charge. The message to local authorities is therefore to think carefully about the risk of unintended consequences before using parking charges as a convenient source of income or an attempt to change behaviour. Any responsible Local Plan must look at the impact of the availability and cost of parking on local trade. Customers will not opt for shopping in the high street if parking is expensive or severely limited; instead, they will use the out-of-town shopping centres where parking is often free and readily available.

“My business currently has two offices, one in Lichfield, Staffordshire and one in Ewell, Surrey. At the Lichfield office, parking at the daily rate would cost me £4 per day; however, the Council allows me to buy a six-month or annual season ticket for either £200 or £400 respectively. This reduces my parking charge per working day to £1.54. This is acceptable; however, Surrey County Council is going to impose parking charges outside our Surrey office from November 2011. The cost of parking is yet to be announced but, even at the lowest rate, is likely to be £0.60 per hour, meaning my staff, clients and I will now have to pay to park outside our own business. For a full day this means at least £5.40 per day, £260 per annum per member of staff. There is no problem with parking currently at our Surrey location and we and the other businesses in the

area will be greatly affected by the imposition of these parking charges. Not only will it cost our business, staff and clients more – it can prevent trade, as people will be less likely to come to our office.”

Public transport

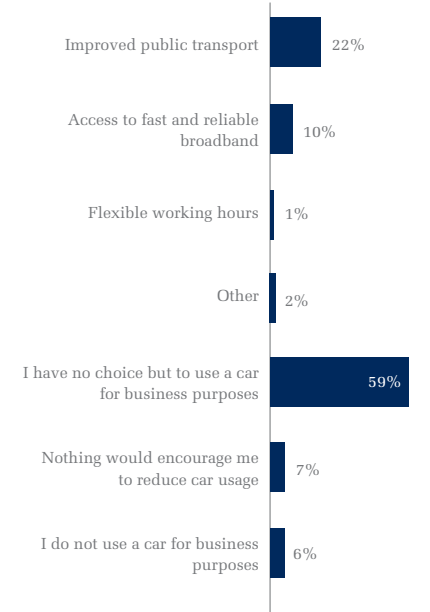
We have seen that rail, bus and air travel are less important as modes of transport for small businesses than the use of a car. Few respondents said that rail (4%), bus (4%) and car travel (6%) were **crucial** to their business operations, while as many as 30 per cent of small businesses say that bus travel is **very unimportant** for their operations. The figures for rail and air travel (18 and 20% respectively) are similarly high. This modest usage is partly a reflection of the high cost and unpredictable or infrequent nature of these modes of transport. Referring to rail travel, a number of small businesses pointed to markedly higher journey costs and increased journey times over the comparative car journey.

“I find the cost of train travel during business hours extremely expensive; I can drive to London and back for about £10. If I have a colleague we are averaging £50 per person. I can go door to door without hanging around stations.”

It is therefore fair to say that public transport is not likely to replace the use of a car or van for small businesses. The nature of the work carried out by those dependent on a car or van (i.e. transporting large or

heavy goods and equipment) and the unreliability, cost and infrequency of public transport are such that it is not possible to replace the car journey with public transport. An overwhelming three-fifths of small businesses say that they have **no choice but to use a car for business purposes**.

Fig 4: Which of the following initiatives, if any, would enable you to reduce your use of a car for business purposes?

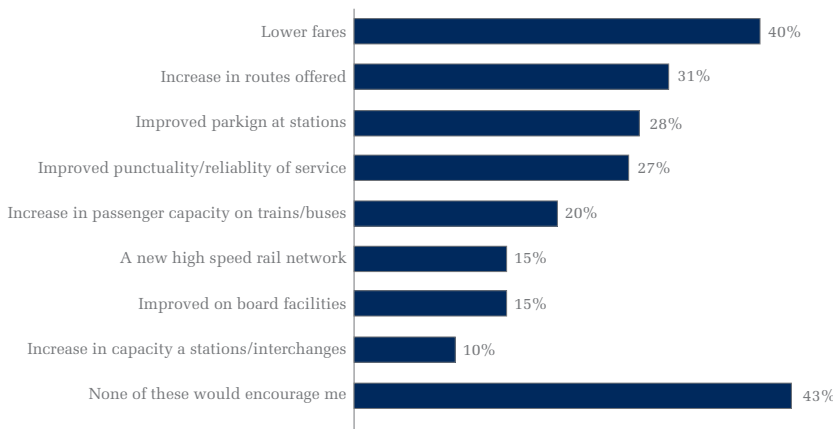


Base: 1,731

When asked what would encourage them to use the public transport network more, nearly half of small businesses (43%) said that nothing would encourage them. Thus the state of repair of roads is a crucial element in creating an environment in which small businesses are allowed to grow and prosper.

Of those that might be encouraged to use public transport more, 40 per cent say that lower fares would encourage them, 31 per cent say an increase in routes offered would encourage them, 28 per cent say improved car parking at stations, 27 per cent say improved

Fig 5: Which of the following initiatives would be likely to encourage you to use the public transport network more?



Base: 1,732

punctuality and reliability of service, and 20 per cent would be encouraged by an increase in passenger capacity on trains and buses.

Interestingly, 10 per cent of small businesses say that access to a fast and reliable broadband connection would enable them to reduce the use of their car or van for business purposes. We explore the current use of and future demand for broadband by small businesses further in this series' broadband report.

Focus on rail travel

Despite the Coalition Government's commitment to fair pricing for rail travel,⁶ the cost of travel on the UK's rail network is a significant deterrent to small businesses. Almost half (48%) of small businesses say they have been, or will be, negatively affected by the rail fare rises since January 2011. However, the majority of businesses

say that it will be a small or moderate impact – a reflection of the low level of usage of rail as a mode of travel by small businesses.

Fifteen per cent of small businesses say that a new high-speed rail network would encourage them to use public transport more.

"I recently had to travel between Birmingham and Aberdeen; the rail fare cost would have been some £250.00; the cost of travelling by car would have been in the order of £150.00. The flight cost, and this allowed me to travel there and back in the same day, was £96.00. I went by air. If we are to have a truly green economy we need to ensure that the rail network is fit for purpose and that rail fares at the point of purchase are no higher than those for domestic air travel."

⁶ Coalition Programme for Government ,2010, http://www.cabinetoffice.gov.uk/sites/default/files/resources/coalition_programme_for_government.pdf

The small business view on high-speed rail

Small businesses recognise that the UK rail network needs to be upgraded and brought into line with European standards, to ensure connectivity with the continent. Having said that, the cost of the proposed high-speed rail network (HS2) – £32 billion to construct – is significant in relation to the annual spend on the road network (£9.8 billion). The FSB would question whether it is appropriate to spend this much on new rail capacity when the existing road infrastructure is deteriorating to such an extent.

FSB regions hold differing positions regarding the economic and environmental impact of the scheme. Some members support HS2, recognising the economic benefits created by providing shorter journey times between the UK's major cities, while other members are concerned about the adverse impact on their business during and after construction. Most members agree that the estimated £32 billion cost of HS2 could be better spent elsewhere.

For the reasons given above, it is vital that the Government undertakes a robust and transparent appraisal of the UK's transport priorities and alternative infrastructure investments (including the deployment of broadband) before signing off on the HS2 programme.

The cost of fuel is hampering growth

In addition to the state of repair of the road network and levels of congestion on local roads, the price of fuel is of concern to small businesses. Almost nine in ten small businesses (88%) say that rising

fuel costs have a negative impact on their business.

The current high price of fuel and the lack of mid- to long-term certainty over future prices mean that small businesses are hit hard at a time when they can ill afford it. In January 2011, an FSB survey found that a quarter of small businesses would face an additional cost of £101–£250 over the following six months, as a result of the fuel-duty increase (the increase in January was 0.79 pence per litre). A further 19 per cent said that the duty increase would cost their business £251–£500, 16 per cent said it would cost them £501–£1,000, and 11 per cent said that it would cost them £1,000–£2,000. Only two per cent of small businesses said that it would have no impact. Small businesses are unable to absorb the rising cost of fuel as big businesses can, and thus are being badly hurt by the current prices.

The January 2011 survey found that 63 per cent of small businesses would be forced to increase their prices if the cost of fuel continued

to rise, and an overwhelming 79 per cent of small businesses said that they would see reduced profitability. One in ten said they would lay off staff, and over a quarter (27%) said they would freeze wages.

But perhaps more than the high price of fuel it is the uncertainty over future prices that stops small businesses from being able to plan effectively and develop their business in the future.

“The main issue for us is fuel costs to run our cars, which we have no choice but to use to visit clients, and we cannot reclaim any increases in fuel from our clients! This has a direct effect on the speed of the UK’s economic recovery, as we and many other small businesses have little control over the variable fuel costs we face weekly. As a business owner I have therefore decided not to increase staff numbers and will only start to recruit when things are looking better again.”

At the Budget this year, the Chancellor announced the cancelling of the fuel duty escalator, the introduction of a one pence reduction in fuel duty and a form of fuel stabiliser, whereby fuel duty will only increase by inflation when oil prices are high. Fuel duty will only increase above the rate of inflation when oil prices are low. Whilst this will give much needed help to small businesses and motorists this is not the fuel stabiliser many have been calling for whereby high oil prices would trigger an actual reduction in fuel duty; something the Conservative Party mooted in opposition and that the FSB has been calling for.

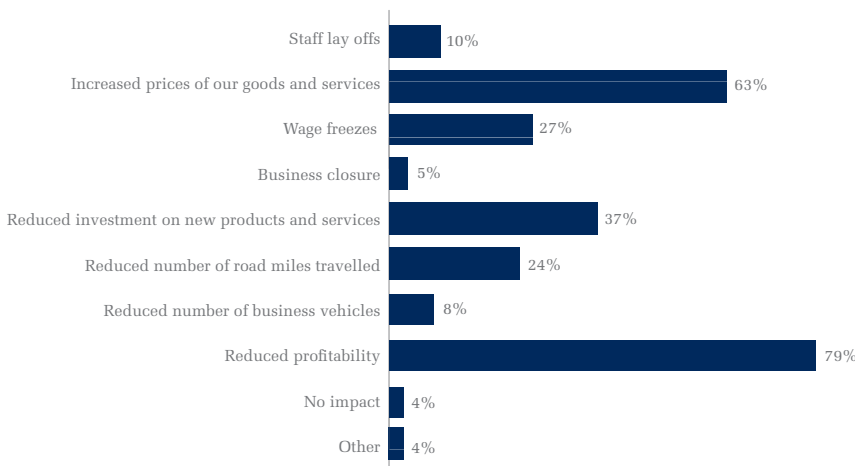
The UK has one of the highest rates of fuel taxation in the EU yet this form of ‘stabiliser’ does not offer any relief from this high level of taxation but merely acts to ensure there are no further increases, at least whilst oil prices are high, but never any reduction in fuel duty.

Whilst we appreciate the Treasury are operating within severe financial constraints, we believe there is a way to introduce a true fuel duty stabiliser that would see actual reductions in the level of fuel duty when oil prices are high and remain fiscally neutral.

For example, a fuel duty stabiliser should be based on official forecasts for the oil price cycle (the long-term prediction economists give for patterns in fluctuations in the price of oil over a period). Using the oil price cycle as a basis for a fuel duty stabiliser, the level of fuel duty would be calculated against a trend price for oil. This would then be adjusted following changes to the official view of the oil price cycle.

The FSB continues to call on the Government to introduce a true Fuel Duty Stabiliser, a mechanism to

Fig 6: If fuel prices continue to rise this year, what affect will this have on your business, if any? (multiple responses allowed)



Base = 432

adjust fuel duties in order to mitigate the impact of oil-price shocks on pump prices. The FSB, together with leading economists and senior politicians, believes such a stabiliser would help to take the pressure off hard-pressed businesses and families across the country, making them less exposed to volatile oil markets and allowing the economy a fighting chance of delivering growth.

Creating a level playing field for UK small hauliers

Among its membership, the FSB has 1,437 small haulage companies. These firms are currently being severely affected by continental competitors arriving in the UK with a full tank of fuel purchased on the continent, travelling on UK roads without having to pay any charges or taxes, and then leaving the UK with an empty tank.

Fuel-duty levels on the continent are typically around 24 pence a litre lower than in the UK. This puts considerable

pressure on UK road hauliers, who have to narrow their margins to remain competitive with foreign hauliers. For the sake of fair competition in the market, the Government must create a level playing field where foreign hauliers do not enjoy this distinct advantage over UK hauliers.

The Government has made a commitment to introduce an HGV road-user charging scheme in April 2014, which will apply to both UK- and foreign-registered HGVs. This scheme will be time-based rather than distance-based (as it is in France and Germany). This means that UK and foreign hauliers will both pay a daily, weekly or annual fee to use UK roads, rather than being charged a road toll for a particular stretch of road.

As EU legislation prevents a country from charging foreign lorries only, the Government intends to compensate UK hauliers for the additional costs incurred. This will happen by means of a reduced network excise duty for UK hauliers. The DVLA will collect this fee annually at the same time as excise duty is paid, so it is not

expected to cause an increased administrative burden for UK hauliers.

Foreign hauliers will be charged before crossing the UK border and, to ensure conformity to the scheme, will be monitored by speed cameras, which will be programmed so that they can pick up on whether a foreign lorry has paid or not.

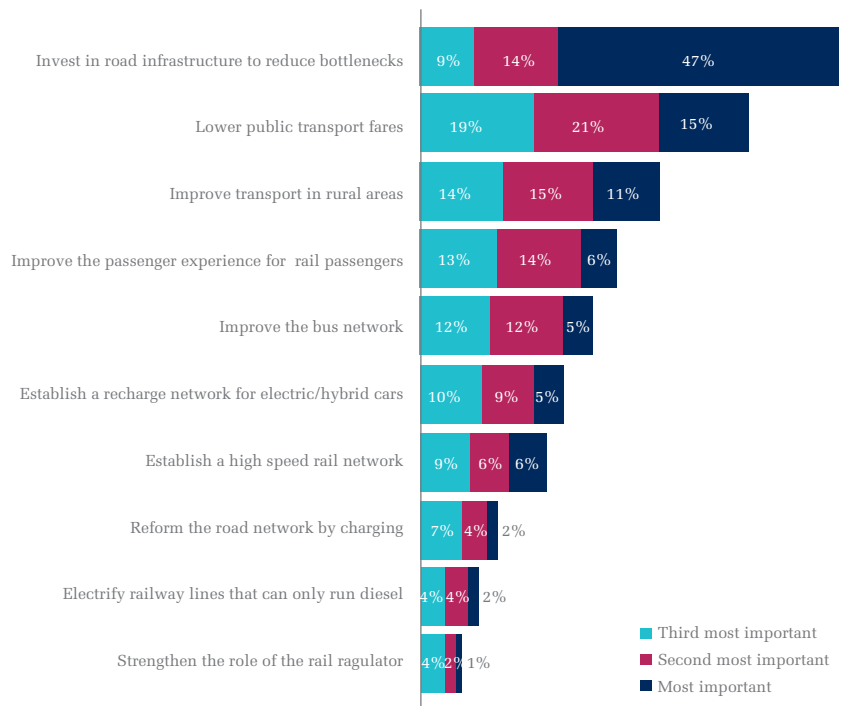
The net revenue collected, after deduction of operational costs, will be approximately £10m per annum – not a huge boost to the Treasury. These funds are intended to be allocated to councils to improve roadside facilities, for truck-stop promotion, and to convert park-and-ride schemes to truck stops.

The FSB supports these proposals, provided that there is no increased burden on small businesses, such as additional administration costs, and that the net revenue is used to benefit the haulage industry. The fundamental point is that UK hauliers should be given the opportunity to compete on a basis of equality, and not forced out of business by foreign counterparts.

Priorities for Government

Looking at the UK's transport infrastructure, it is very clear where small businesses expect government priorities to be. Seven in ten small businesses (68%) identify investment in road infrastructure as an important future priority, with almost half (47%) saying it is the most important priority. Just over half of small businesses (53%) highlight lower public transport fares, and four in ten (38%) identify improvements in public transport in rural areas. By comparison, 21 per cent of small businesses highlight high-speed rail as an important priority, with only 6 per cent saying it is the most important priority.

Fig 7: Thinking about the UK Government's future transport priorities, which are the three most important?



Base: varies between 108 and 1,172

Appendix

Breakdown of the size, sector and geographical location of those small businesses responding to the FSB infrastructure survey

Sector: Base 1739		
Business services	332	19.10%
Retailing	210	12.10%
Manufacturing	185	10.60%
Construction and building related activities	181	10.40%
Hotels, restaurants, bars and catering	107	6.20%
Computer and related activities	80	4.60%
Transport and activities related to transport	71	4.10%
Creative services	68	3.90%
Wholesale trade	62	3.60%
Financial services	54	3.10%
Agriculture, forestry, fishing	51	2.90%
Other	46	2.60%
Education	42	2.40%
Health and social work	40	2.30%
Sale, maintenance and repair of motor vehicles and fuel retail	39	2.20%
Real estate activities	37	2.10%
Personal services (e.g. dry cleaning, hairdressing)	31	1.80%
Leisure/sports/Entertainment	30	1.70%
Engineering	13	0.70%
Electricity, gas and water supply	12	0.70%
Renting of machinery, equipment, personal and household goods	11	0.60%
Research and development activities	10	0.60%
Post, courier and telecommunications services	8	0.50%
Electronics/Electrical	7	0.40%
Refused	6	0.30%
Repairs/Maintenance (other than motor vehicles)	5	0.30%
Mining & quarrying	1	0.10%

No. of Employees: Base 1679		
None	166	9.90%
Up to 10	1332	79.30%
11 to 20	107	6.40%
21 to 50	59	3.50%
51+	15	0.90%

Region: Base 1738		
South East	296t	17.00%
South West	291	16.70%
Scotland	194	11.20%
Eastern	185	10.60%
East Midlands	155	8.90%
West Midlands	123	7.10%
North West	122	7.00%
Wales	108	6.20%
Yorkshire and The Humber	100	5.80%
Northern Ireland	80	4.60%
London	50	2.90%
North East	34	2.00%

Gender: Base 1739		
Male	1318	75.80%
Female	421	24.20%

Age: Base 1739		
16 to 24	1	0.10%
25 to 34	63	3.60%
35 to 44	272	15.60%
45 to 54	597	34.30%
55 to 64	639	36.70%
65 to 74	149	8.60%
75+	14	0.80%
Refused	4	0.20%



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