

## **Survey Questions -all groups**

A - First can I confirm how many employees the business has?

- Micro 0-9
- Small 10-49
- Medium 50 - 249

B - What Sector / What does the business do?

- Advanced Manufacturing
- Consumer Goods & Retail
- Creative industries
- Health
- Higher education and research
- Infrastructure, Construction, & Housing
- Materials
- Media and Broadcasting
- Other
- Other services
- Professional and Business Services
- Sea, Road and Rail Transport
- Tourism and Hospitality

C- Are you happy for us to stay in touch and send relevant information via?

- Email
- No contact required
- Telephone
- Telephone, Email

1. How did you first hear about the Business Gateway? (please select)

- Social Media
- Chamber of Commerce
- Federation of Small Business
- Accountant
- Bank
- Other (please specify ) .....

2. Have you used our website? <https://bizgateway.org.uk/> (Yes/No) if no move on to groups

3. Did you find it easy to navigate?

**Rating scale**

- 1-Extremely Difficult
- 2-Difficult
- 3-As Expected
- 4-Easy
- 5-Very Easy

4. Were our contact details easy to find? (Yes/No)
5. If no, what was the issue? (free text)
6. Did you submit an enquiry through the website form?
7. Was the information on the form relevant to capture your enquiry? (free text)
8. Was the form easy to navigate (yes/no, if no why free text)
9. Was the information on the website

**Rating Scale**

- 1 – Not at all Helpful
- 2 – Not so Helpful
- 3 – Somewhat Helpful
- 4 – Very Helpful
- 5 – Extremely Helpful

**Group 1:** - Frontline Business Advisers (Team of 2, - receiving inbound calls from businesses seeking support)

1. Was this your first time speaking with the **Business Gateway**? (Yes/no)

2. How did you feel about the initial call, was your adviser helpful?

**Rating Scale**

- 1 – Not at all Helpful
- 2 – Not so Helpful
- 3 – Somewhat Helpful
- 4 – Very Helpful
- 5 – Extremely Helpful

3. How did you get in touch with the **Business Gateway**? (Telephone, Email, Referral, Webforms)

4. Was your enquiry answered within an acceptable timeframe? (Yes/No)

5. Were you signposted to support providers? (Yes/No) \* if no, Ask Why? (Free text) \*

a. \*If no, skip to 8

6. Did you follow up on the providers you were signposted to? (Yes/No) \* if no, Ask Why? (Free text) \*skip to 8

7. Did you get the support needed from being signposted? (Yes/no) \* if no, Ask Why? (Free text) \*

8. How did you feel about the initial call, was your adviser helpful?

**Rating Scale**

- 1 – Not at all Helpful
- 2 – Not so Helpful
- 3 – Somewhat Helpful
- 4 – Very Helpful
- 5 – Extremely Helpful

9. Is there anything that could have been done better by your advisor? (free text)

10. How would you rate the advised solution to your enquiry?

**Rating Scale**

- 1 – Not at all Helpful
- 2 – Not so Helpful
- 3 – Somewhat Helpful
- 4 – Very Helpful
- 5 – Extremely Helpful

**Group 2:** - Businesses have been referred to Business Advisers and have at least 3 hours talk-time with them.

1. Did the **Business Gateway** Adviser respond to your enquiry within an acceptable timeframe? (this should be within 2 working days) (Yes/No)
2. Was this your first time speaking with a **Business Gateway** Business Adviser? (Yes/no)
3. How did you feel about the initial call, was your adviser helpful?

**Rating Scale**

- 1- Not at all Helpful
  - 2 – Not so Helpful
  - 3 – Somewhat Helpful
  - 4 – Very Helpful
  - 5 – Extremely Helpful
4. Thinking about your reason for speaking with a business adviser, did the support that was provided meet with your expectation? (Yes/No)
  5. Is there anything that could have been done better by your adviser? (Free text)
  6. Do you feel the business advisor knowledgeable in the area you sought support in? (Free text)
  7. How would you rate communication between yourself and the business advisers

**Rating Scale?**

- 1-Extremely Difficult
  - 2-Difficult
  - 3-As Expected
  - 4-Easy
  - 5-Very Easy
8. How would you rate the support of your business adviser overall?

**Rating Scale**

- 1 – Not at all Helpful
  - 2 – Not so Helpful
  - 3 – Somewhat Helpful
  - 4 – Very Helpful
  - 5 – Extremely Helpful
9. If given a rating less than 5 – what can we do to improve our rating? (free text)

**Group 3:** - Businesses that attended Webinars since April 2021.

1. How did you find out about the webinar you attended?  
(website/email/referral/telephone call/other free text)
2. How did you find the booking process?

**Rating Scale**

- 1-Extremely Difficult
  - 2-Difficult
  - 3-As Expected
  - 4-Easy
  - 5-Very Easy
3. Did you receive a reminder for the webinar? (Yes/No)
  4. Was it easy to join a webinar? (free text)
  5. Was the timeframe of the webinar convenient for you? (Yes/no other Free text) If no, ask what times would be better?
  6. How helpful would you rate the webinars relevance to your needs?

**Rating Scale**

- 1 – Not at all Helpful
  - 2 – Not so Helpful
  - 3 – Somewhat Helpful
  - 4 – Very Helpful
  - 5 – Extremely Helpful
6. Did you take up any further support from us after the webinar, if so what? (free text)
  7. Would you attend another webinar if invited? (Yes / No)
  8. Would you recommend the webinars to other businesses? (Yes/No)
  9. How could we improve our webinars? (free text)
  10. Do you enjoy taking part in virtual Webinars? (Yes / No)
  11. Would you prefer to attend face to face meetings? (Yes / No)

12. We aim to provide our support programmes at times to suit you so that you can attend easily. Our webinars usually last 90 minutes Please let us know which sector you're from and which time of the day would suit you best to attend a webinar or seminar.

Your sector: .....[free text]

Best time:

- 07.30- 09.00
- 08.30-10.00
- 12.-00-13.30
- 16.00-17.30
- 18.00-19.30
- Other .....

13. Are there any topic areas that you would like the webinar to focus on?

- Hr & Employment Law
- Trading internationally
- Importing
- PR & Communication
- Marketing
- Digital skills
- Growing your business
- Finance
- Crisis Management
- E commerce
- Sales
- Bookkeeping and Tax
- Intellectual property law
- Business planning
- Management and leadership skills
- Other.... please state

**Group 4:** - Businesses who have received or are in the process of applying for a Business Gateway's Grant

1. How did you find the process of applying for grant funding?

**Rating scale**

1. Extremely Difficult
2. Difficult
3. As Expected,
4. Easy
5. Very Easy

2. How would you rate the support received from your adviser in applying for the grant?

**Rating Scale**

- 1 – Not at all Helpful
- 2 – Not so Helpful
- 3 – Somewhat Helpful
- 4 – Very Helpful
- 5 – Extremely Helpful

3. Do you feel you were given the right information to make your process smooth and hassle-free? (yes / no)
4. Was the timeframe from start to finish as expected? (free text)
5. Did your business adviser keep you updated at each stage of the grant application process (yes/no)?
6. Did your business adviser support you after you had received the grant?

**Group 5** - Business who have been part of the Peer Networks Programme:

1. How did you find out about the programme you attended?  
(website/email/referral/telephone call/other free text)
2. Was it easy to join the programme?  
**Rating scale**
  1. Extremely Difficult
  2. Difficult
  3. As Expected
  4. Easy
  5. Very Easy
3. Was the timeframe of the webinar convenient for you? (Yes/no other Free text) If no, ask what times would be better?
4. Were the topics discussed at the group learning sessions useful?  
**Rating Scale**
  - 1 – Not at all Helpful
  - 2 – Not so Helpful
  - 3 – Somewhat Helpful
  - 4 – Very Helpful
  - 5 – Extremely Helpful
5. To what extent the Peer Networks Programme was useful and responding to your business needs? (Free text)
6. What are other business needs that you have and was not tackled at the group meetings? (Free text)
7. Would you prefer to attend the group learning sessions as face-to-face meetings? (yes / no)
8. Would you recommend Peer Networks Programme to others? (yes / no)



## All groups

1. Overall, how would you rate our services?

**scale rating**

1 – Not at all Helpful

2 – Not so Helpful

3 – Somewhat Helpful

4 – Very Helpful

5 – Extremely Helpful

2. Would you use the Business Gateway again? (Yes/No)
3. Would recommend the Business Gateway to other businesses? (Yes/No)
4. How could we improve our services? (Free text)