

Public First Business Poll for REC

Fieldwork: Sample 1: 28th Oct - 1st Nov 2020 & Sample 2: 30th Nov - 6th Dec 2020
Interview method: Online Survey
Population represented: UK Businesses
Sample size: Sample 1: 501 & Sample 2: 1011
Sample questions: Sample 1: Question 1-76 & Sample 2: 77-84

Methodology:

All results are weighted using Iterative Proportional Fitting, or 'Raking'. The results are weighted by share of employees and region to Nationally Representative Proportions

Public First is a member of the BPC and abides by its rules. For more information please contact Seb Wride (seb@publicfirst.co.uk)

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53 Do you offer any of the following to your existing staff? Please select all that apply 108

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79 Does your company currently use any external agencies or outside companies to help with recruitment? Please select yes if you have used any recruiters or headhunting firms - but not if you have only used external jobs boards (eg Indeed, LinkedIn)Please select all that apply 160

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84 How easy or difficult do you think it would have been to hire your temporary workforce without the use of an agency? 170

(1.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Restructuring workspace

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes, have experienced this	60%	62%	50%	44%	61%	77%	52%	65%	61%	63%	66%	51%	100%	50%	71%	70%	46%
No, have not experienced this	29%	26%	38%	37%	23%	19%	37%	26%	28%	27%	26%	37%	0%	33%	24%	25%	35%
N/A - This does not make sense for my business	10%	10%	11%	13%	13%	4%	9%	6%	10%	10%	8%	13%	0%	15%	4%	5%	17%
Don't Know	1%	2%	0%	6%	3%	0%	2%	3%	0%	0%	0%	0%	0%	1%	2%	1%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(1.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Restructuring workspace

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes, have experienced this	60%	19%	34%	38%	43%	79%	57%	72%	70%	71%	71%	66%	70%	67%	45%	49%
No, have not experienced this	29%	37%	53%	48%	38%	12%	33%	21%	25%	24%	22%	31%	26%	22%	43%	41%
N/A - This does not make sense for my business	10%	40%	10%	14%	19%	9%	3%	7%	2%	5%	6%	1%	4%	10%	10%	9%
Don't Know	1%	3%	2%	0%	0%	0%	6%	0%	4%	1%	1%	2%	0%	1%	2%	1%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(2.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Furloughing staff

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes, have experienced this	47%	47%	53%	36%	41%	45%	47%	45%	43%	44%	60%	49%	61%	45%	49%	54%	37%
No, have not experienced this	37%	42%	33%	39%	36%	40%	37%	42%	48%	37%	30%	35%	14%	35%	40%	37%	37%
N/A - This does not make sense for my business	14%	8%	12%	15%	23%	15%	12%	12%	9%	19%	10%	16%	25%	19%	9%	9%	22%
Don't Know	2%	2%	2%	9%	0%	0%	3%	0%	0%	0%	0%	0%	0%	1%	2%	0%	4%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(2.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Furloughing staff

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes, have experienced this	47%	2%	39%	50%	42%	61%	57%	61%	52%	48%	53%	58%	52%	58%	24%	32%
No, have not experienced this	37%	38%	45%	28%	35%	35%	39%	29%	38%	41%	39%	30%	38%	28%	53%	56%
N/A - This does not make sense for my business	14%	59%	14%	16%	23%	4%	4%	9%	6%	10%	7%	11%	9%	14%	16%	11%
Don't Know	2%	1%	2%	6%	0%	0%	0%	1%	4%	1%	0%	1%	0%	0%	6%	1%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(3.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Making staff redundant

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes, have experienced this	32%	41%	34%	24%	36%	28%	15%	32%	34%	30%	26%	42%	24%	26%	38%	41%	18%
No, have not experienced this	55%	49%	53%	57%	47%	55%	80%	59%	56%	51%	64%	45%	76%	57%	53%	53%	60%
N/A - This does not make sense for my business	11%	7%	12%	15%	17%	17%	5%	9%	9%	16%	10%	13%	0%	15%	7%	6%	19%
Don't Know	2%	4%	2%	4%	0%	0%	0%	0%	0%	2%	0%	0%	0%	1%	2%	1%	3%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(3.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Making staff redundant

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes, have experienced this	32%	1%	5%	28%	23%	39%	38%	37%	34%	40%	37%	46%	45%	39%	12%	26%
No, have not experienced this	55%	46%	82%	59%	63%	49%	59%	56%	59%	51%	57%	46%	48%	50%	74%	60%
N/A - This does not make sense for my business	11%	52%	10%	13%	15%	10%	2%	7%	3%	8%	6%	6%	6%	11%	11%	14%
Don't Know	2%	1%	2%	0%	0%	3%	2%	1%	4%	1%	0%	3%	1%	0%	4%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(4.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Moving to remote working

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes, have experienced this	69%	75%	66%	53%	79%	78%	69%	70%	71%	68%	61%	46%	87%	56%	84%	82%	51%
No, have not experienced this	19%	18%	19%	30%	10%	15%	21%	20%	23%	23%	28%	20%	0%	27%	11%	14%	27%
N/A - This does not make sense for my business	10%	4%	13%	13%	11%	7%	10%	9%	6%	10%	10%	30%	13%	16%	4%	4%	20%
Don't Know	1%	3%	2%	4%	0%	0%	0%	0%	0%	0%	0%	3%	0%	1%	2%	1%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(4.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Moving to remote working

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes, have experienced this	69%	28%	34%	37%	62%	77%	66%	73%	84%	83%	84%	73%	83%	73%	56%	76%
No, have not experienced this	19%	30%	39%	44%	24%	15%	32%	16%	9%	11%	12%	24%	13%	16%	32%	17%
N/A - This does not make sense for my business	10%	40%	24%	19%	14%	9%	0%	10%	2%	5%	4%	3%	3%	11%	8%	7%
Don't Know	1%	1%	2%	0%	0%	0%	2%	1%	4%	1%	0%	1%	1%	0%	4%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(5.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Loss of profit

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes, have experienced this	64%	67%	69%	62%	54%	79%	44%	55%	43%	71%	79%	47%	67%	66%	61%	66%	60%
No, have not experienced this	28%	25%	27%	24%	34%	19%	45%	29%	57%	22%	17%	32%	20%	28%	28%	28%	27%
N/A - This does not make sense for my business	6%	4%	1%	8%	10%	2%	7%	9%	0%	7%	4%	21%	13%	5%	7%	5%	8%
Don't Know	3%	3%	4%	6%	2%	0%	3%	6%	0%	0%	0%	0%	0%	1%	4%	1%	5%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(5.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Loss of profit

	Total	Employee Number								Recruitment Agency Use			Covid Impact on Revenue			
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes, have experienced this	64%	71%	64%	72%	63%	74%	56%	60%	64%	60%	66%	68%	63%	87%	20%	22%
No, have not experienced this	28%	26%	26%	28%	33%	15%	33%	33%	28%	27%	28%	27%	29%	10%	63%	70%
N/A - This does not make sense for my business	6%	2%	2%	0%	4%	12%	12%	4%	1%	10%	5%	3%	6%	2%	12%	9%
Don't Know	3%	1%	7%	0%	0%	0%	0%	3%	7%	3%	1%	1%	1%	1%	5%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(6.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Shutting down some or part of your operations

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes, have experienced this	50%	46%	54%	29%	50%	67%	55%	48%	38%	45%	53%	58%	82%	48%	53%	55%	43%
No, have not experienced this	40%	41%	42%	46%	38%	27%	39%	38%	48%	45%	43%	34%	18%	42%	38%	39%	41%
N/A - This does not make sense for my business	9%	11%	4%	21%	12%	4%	5%	14%	14%	10%	4%	8%	0%	10%	9%	5%	15%
Don't Know	1%	2%	0%	4%	0%	2%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(6.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Shutting down some or part of your operations

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes, have experienced this	50%	27%	48%	54%	48%	63%	38%	55%	45%	56%	52%	54%	63%	58%	33%	38%
No, have not experienced this	40%	42%	44%	40%	44%	34%	56%	35%	46%	34%	43%	38%	30%	32%	59%	53%
N/A - This does not make sense for my business	9%	31%	5%	6%	9%	2%	6%	9%	7%	9%	5%	6%	6%	10%	6%	9%
Don't Know	1%	1%	2%	0%	0%	0%	0%	1%	2%	1%	0%	1%	0%	0%	3%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(7.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Shutting down entirely for the duration of the pandemic

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes, have experienced this	21%	27%	21%	18%	19%	23%	17%	15%	20%	18%	31%	21%	0%	26%	15%	24%	16%
No, have not experienced this	59%	54%	61%	62%	53%	54%	77%	49%	67%	62%	53%	58%	87%	56%	63%	57%	63%
N/A - This does not make sense for my business	18%	17%	17%	20%	24%	21%	7%	33%	14%	18%	16%	21%	13%	16%	21%	18%	19%
Don't Know	2%	2%	2%	0%	5%	2%	0%	3%	0%	2%	0%	0%	0%	2%	1%	1%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(7.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Shutting down entirely for the duration of the pandemic

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes, have experienced this	21%	24%	31%	12%	21%	31%	34%	32%	16%	15%	28%	10%	26%	26%	7%	22%
No, have not experienced this	59%	47%	57%	77%	54%	50%	54%	54%	60%	64%	54%	76%	51%	55%	68%	60%
N/A - This does not make sense for my business	18%	27%	9%	11%	18%	19%	12%	12%	22%	20%	16%	13%	24%	18%	22%	18%
Don't Know	2%	1%	2%	0%	7%	0%	0%	1%	2%	1%	2%	1%	0%	1%	3%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(8.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Select "Don't Know" if you are paying attention

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes, have experienced this	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
No, have not experienced this	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N/A - This does not make sense for my business	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't Know	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(8.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Select "Don't Know" if you are paying attention

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes, have experienced this	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
No, have not experienced this	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N/A - This does not make sense for my business	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't Know	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(9.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Increased use of temporary workers

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes, have experienced this	21%	27%	19%	12%	7%	21%	44%	30%	12%	16%	25%	20%	18%	17%	27%	28%	11%
No, have not experienced this	60%	54%	64%	67%	66%	55%	50%	57%	78%	55%	59%	58%	82%	58%	61%	60%	59%
N/A - This does not make sense for my business	17%	15%	15%	17%	27%	23%	7%	13%	9%	29%	16%	22%	0%	24%	10%	11%	27%
Don't Know	2%	4%	2%	4%	0%	2%	0%	0%	0%	0%	0%	0%	0%	1%	2%	1%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(9.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Increased use of temporary workers

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes, have experienced this	21%	2%	9%	14%	11%	22%	28%	26%	28%	26%	26%	23%	38%	20%	15%	42%
No, have not experienced this	60%	36%	76%	52%	60%	67%	65%	60%	61%	61%	61%	67%	55%	61%	64%	44%
N/A - This does not make sense for my business	17%	60%	13%	31%	29%	12%	6%	12%	6%	11%	13%	5%	8%	18%	16%	14%
Don't Know	2%	1%	2%	3%	0%	0%	0%	1%	4%	1%	0%	5%	0%	0%	4%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(10.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Putting on hold recruitment plans

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes, have experienced this	58%	59%	49%	43%	49%	74%	62%	59%	72%	59%	67%	58%	82%	47%	70%	68%	43%
No, have not experienced this	32%	30%	40%	38%	43%	15%	33%	34%	22%	26%	27%	19%	18%	38%	24%	28%	37%
N/A - This does not make sense for my business	10%	7%	10%	15%	8%	11%	5%	8%	6%	15%	6%	23%	0%	15%	4%	4%	19%
Don't Know	1%	3%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(10.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Putting on hold recruitment plans

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes, have experienced this	58%	7%	36%	42%	36%	85%	50%	65%	62%	74%	63%	74%	75%	65%	40%	50%
No, have not experienced this	32%	37%	48%	42%	53%	12%	47%	30%	35%	20%	34%	21%	20%	26%	47%	40%
N/A - This does not make sense for my business	10%	55%	14%	16%	11%	3%	3%	6%	1%	5%	4%	3%	5%	9%	11%	10%
Don't Know	1%	1%	2%	0%	0%	0%	0%	0%	2%	1%	0%	3%	0%	0%	2%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(11.A) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Cancelling job offers

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes, have experienced this	38%	39%	32%	31%	26%	52%	43%	25%	42%	41%	44%	38%	82%	33%	44%	48%	23%
No, have not experienced this	48%	49%	52%	52%	64%	33%	43%	56%	55%	44%	49%	31%	18%	50%	45%	43%	55%
N/A - This does not make sense for my business	11%	9%	13%	11%	8%	11%	11%	16%	3%	13%	8%	30%	0%	15%	7%	6%	19%
Don't Know	3%	3%	3%	6%	3%	4%	3%	3%	0%	2%	0%	0%	0%	2%	4%	2%	3%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(11.B) Has your business experienced any of the following as a result of the Coronavirus pandemic? : Cancelling job offers

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes, have experienced this	38%	14%	17%	37%	28%	48%	28%	48%	31%	50%	45%	51%	52%	47%	13%	35%
No, have not experienced this	48%	48%	58%	47%	58%	46%	59%	40%	62%	38%	47%	37%	39%	40%	72%	52%
N/A - This does not make sense for my business	11%	38%	23%	17%	12%	6%	10%	9%	5%	8%	6%	12%	4%	11%	11%	13%
Don't Know	3%	1%	2%	0%	2%	0%	4%	3%	2%	4%	2%	1%	5%	2%	4%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(12.A) Compared to the same time period in 2019, how has the revenue of your company changed since the arrival of the Coronavirus pandemic? If you are unsure, please just give an estimate.

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Declined by over 50%	7%	6%	18%	2%	4%	12%	3%	0%	0%	5%	10%	0%	0%	11%	2%	4%	10%
Declined by 26-50%	9%	15%	7%	4%	5%	18%	3%	3%	14%	10%	9%	11%	0%	10%	7%	9%	8%
Declined by 11-25%	20%	16%	17%	29%	8%	15%	25%	28%	12%	16%	31%	37%	33%	23%	17%	18%	23%
Declined by 6-10%	15%	16%	12%	15%	17%	19%	18%	14%	14%	14%	12%	2%	18%	10%	19%	16%	13%
Declined by 2-5%	15%	18%	11%	19%	12%	10%	8%	22%	9%	25%	12%	3%	31%	14%	16%	18%	11%
Stayed about the same size	21%	16%	20%	28%	38%	9%	21%	18%	35%	15%	15%	33%	18%	21%	21%	18%	26%
Grown by 2-5% a year	6%	2%	8%	0%	11%	4%	10%	8%	6%	5%	8%	0%	0%	4%	7%	8%	2%
Grown by 6-10%	2%	4%	1%	0%	5%	4%	2%	0%	9%	0%	0%	0%	0%	2%	2%	3%	1%
Grown by 11-25%	2%	2%	0%	4%	0%	7%	2%	6%	0%	2%	0%	0%	0%	1%	3%	2%	2%
Grown by 26-50%	1%	1%	4%	0%	0%	0%	3%	0%	0%	0%	0%	5%	0%	1%	2%	1%	1%
Grown by over 50%	0%	1%	0%	0%	0%	0%	0%	2%	0%	0%	0%	5%	0%	0%	1%	1%	0%
Don't Know	2%	3%	3%	0%	0%	2%	3%	0%	0%	7%	2%	5%	0%	2%	3%	2%	3%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(12.B) Compared to the same time period in 2019, how has the revenue of your company changed since the arrival of the Coronavirus pandemic? If you are unsure, please just give an estimate.

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Declined by over 50%	7%	20%	21%	15%	8%	6%	4%	7%	0%	3%	4%	2%	6%	10%	0%	0%
Declined by 26-50%	9%	17%	6%	11%	5%	16%	7%	9%	6%	8%	12%	8%	4%	13%	0%	0%
Declined by 11-25%	20%	18%	20%	32%	29%	24%	22%	13%	14%	18%	16%	26%	18%	31%	0%	0%
Declined by 6-10%	15%	3%	5%	5%	17%	13%	7%	17%	22%	19%	12%	22%	22%	23%	0%	0%
Declined by 2-5%	15%	9%	15%	7%	16%	19%	12%	19%	23%	14%	21%	14%	13%	23%	0%	0%
Stayed about the same size	21%	26%	26%	25%	15%	9%	36%	18%	24%	19%	16%	17%	22%	0%	100%	0%
Grown by 2-5% a year	6%	3%	0%	5%	3%	6%	7%	6%	6%	7%	9%	4%	8%	0%	0%	49%
Grown by 6-10%	2%	1%	4%	0%	5%	3%	2%	4%	1%	2%	3%	1%	3%	0%	0%	18%
Grown by 11-25%	2%	0%	0%	0%	0%	3%	2%	4%	3%	2%	3%	0%	1%	0%	0%	17%
Grown by 26-50%	1%	0%	0%	0%	3%	0%	0%	0%	1%	2%	1%	3%	0%	0%	0%	11%
Grown by over 50%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%	0%	0%	4%
Don't Know	2%	1%	2%	0%	0%	3%	2%	4%	0%	5%	2%	3%	1%	0%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(13.A) How important is recruitment to your success as a company?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very important	41%	47%	39%	32%	41%	44%	43%	41%	42%	43%	21%	51%	56%	28%	55%	51%	27%
Somewhat important	38%	41%	37%	29%	36%	31%	45%	41%	46%	35%	45%	40%	44%	40%	37%	41%	35%
Neither important or unimportant	12%	7%	11%	26%	16%	13%	5%	11%	3%	4%	29%	7%	0%	16%	6%	7%	18%
Somewhat unimportant	2%	4%	0%	6%	2%	0%	0%	3%	0%	7%	2%	0%	0%	4%	1%	1%	5%
Not at all important	6%	1%	13%	8%	6%	11%	7%	3%	9%	10%	2%	3%	0%	12%	0%	0%	15%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(13.B) How important is recruitment to your success as a company?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very important	41%	2%	6%	20%	30%	39%	42%	44%	59%	54%	50%	42%	60%	41%	33%	61%
Somewhat important	38%	7%	33%	25%	59%	54%	44%	43%	33%	39%	41%	47%	37%	39%	38%	33%
Neither important or unimportant	12%	21%	13%	39%	11%	7%	14%	10%	8%	6%	8%	10%	3%	11%	20%	1%
Somewhat unimportant	2%	5%	21%	7%	0%	0%	0%	3%	0%	2%	1%	0%	1%	3%	1%	2%
Not at all important	6%	65%	27%	9%	0%	0%	0%	0%	0%	0%	0%	2%	0%	7%	7%	3%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(14.A) In a normal year, how difficult would you say your company finds it to attract suitable staff?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very easy	12%	11%	13%	15%	10%	4%	9%	14%	12%	24%	16%	8%	0%	13%	12%	9%	16%
Somewhat easy	32%	40%	27%	29%	27%	46%	30%	38%	32%	26%	27%	28%	27%	30%	35%	40%	21%
Neither easy or difficult	27%	20%	33%	27%	35%	28%	27%	30%	22%	28%	26%	18%	35%	29%	25%	24%	32%
Somewhat difficult	22%	26%	16%	25%	22%	15%	30%	15%	20%	16%	17%	40%	38%	18%	26%	24%	18%
Very difficult	4%	4%	4%	0%	0%	2%	4%	3%	7%	3%	14%	6%	0%	4%	3%	2%	6%
Don't Know	3%	0%	7%	4%	7%	6%	0%	0%	6%	4%	0%	0%	0%	6%	0%	0%	7%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(14.B) In a normal year, how difficult would you say your company finds it to attract suitable staff?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very easy	12%	13%	24%	17%	12%	10%	14%	7%	13%	11%	10%	5%	11%	10%	16%	17%
Somewhat easy	32%	4%	9%	25%	33%	54%	28%	41%	31%	36%	37%	39%	45%	34%	21%	42%
Neither easy or difficult	27%	48%	39%	42%	19%	9%	24%	32%	28%	24%	22%	28%	25%	24%	36%	20%
Somewhat difficult	22%	2%	13%	16%	29%	16%	27%	19%	23%	27%	27%	24%	18%	24%	22%	11%
Very difficult	4%	2%	6%	0%	8%	8%	4%	2%	4%	2%	2%	4%	1%	4%	1%	7%
Don't Know	3%	31%	9%	0%	0%	3%	4%	0%	0%	0%	1%	0%	0%	3%	3%	1%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(15.A) What percentage, if any, of your current staff have you hired on a temporary contract?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
None (0%)	36%	21%	45%	54%	39%	36%	22%	46%	37%	40%	42%	33%	24%	58%	13%	20%	60%
Less than 5%	19%	26%	8%	15%	30%	33%	7%	7%	18%	21%	16%	12%	39%	13%	25%	22%	14%
5-10%	22%	24%	24%	19%	25%	22%	30%	19%	12%	20%	10%	25%	18%	13%	32%	28%	13%
10-20%	13%	16%	12%	2%	7%	2%	27%	15%	19%	13%	24%	10%	6%	9%	17%	19%	4%
20-50%	5%	7%	2%	8%	0%	4%	7%	10%	6%	4%	4%	15%	0%	4%	7%	7%	3%
Over 50%	2%	2%	3%	2%	0%	2%	2%	3%	7%	0%	0%	0%	0%	2%	1%	1%	2%
Don't Know	3%	4%	5%	0%	0%	2%	3%	0%	0%	2%	4%	5%	13%	1%	5%	3%	3%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(15.B) What percentage, if any, of your current staff have you hired on a temporary contract?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
None (0%)	36%	95%	78%	73%	62%	47%	35%	28%	19%	10%	28%	12%	7%	37%	45%	21%
Less than 5%	19%	0%	4%	8%	11%	18%	22%	22%	21%	28%	24%	16%	20%	18%	21%	20%
5-10%	22%	2%	3%	14%	11%	10%	22%	23%	42%	27%	24%	32%	33%	25%	18%	18%
10-20%	13%	0%	0%	3%	5%	14%	19%	20%	12%	19%	16%	16%	29%	11%	13%	26%
20-50%	5%	0%	0%	3%	8%	6%	2%	4%	4%	8%	5%	13%	6%	6%	0%	13%
Over 50%	2%	2%	12%	0%	2%	5%	0%	0%	2%	1%	0%	4%	2%	2%	0%	2%
Don't Know	3%	1%	2%	0%	0%	0%	0%	3%	0%	7%	2%	6%	3%	1%	3%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(16.A) And what percentage of your temporary staff have you hired through a recruitment agency? Please do NOT select yes if you have only used an external jobs boards (eg Indeed, LinkedIn), but not a separate recruitment agency.

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	297	91	31	14	17	19	26	19	12	32	16	14	6	127	170	227	70
Weighted	305	72	38	20	31	21	30	19	8	29	17	12	9	108	197	231	74
None (0%)	15%	11%	25%	12%	10%	12%	17%	6%	10%	22%	7%	12%	42%	21%	12%	6%	43%
Less than 5%	25%	20%	17%	17%	53%	30%	13%	24%	35%	9%	37%	34%	49%	20%	27%	26%	23%
5-10%	16%	22%	17%	12%	14%	15%	21%	24%	15%	11%	0%	16%	0%	14%	17%	18%	12%
10-20%	20%	15%	17%	17%	15%	22%	25%	24%	21%	33%	33%	9%	0%	26%	16%	23%	10%
20-50%	11%	12%	13%	33%	0%	6%	10%	3%	5%	18%	8%	16%	9%	10%	12%	12%	7%
Over 50%	12%	16%	12%	8%	8%	10%	14%	17%	15%	7%	15%	12%	0%	7%	15%	15%	4%
Don't Know	1%	3%	0%	0%	0%	6%	0%	3%	0%	0%	0%	0%	0%	1%	2%	1%	1%

Note:

BASE: only people who responded; "10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(16.B) And what percentage of your temporary staff have you hired through a recruitment agency? Please do NOT select yes if you have only used an external jobs boards (eg Indeed, LinkedIn), but not a separate recruitment agency.

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	297	3	5	7	12	16	32	52	50	120	118	42	67	200	52	42
Weighted	305	1	3	11	20	21	23	28	59	138	121	43	67	205	54	45
None (0%)	15%	42%	60%	43%	26%	11%	15%	14%	10%	12%	9%	5%	1%	16%	14%	11%
Less than 5%	25%	0%	20%	34%	24%	17%	15%	20%	21%	30%	27%	29%	21%	23%	27%	30%
5-10%	16%	30%	0%	12%	13%	5%	21%	19%	19%	16%	18%	15%	18%	17%	16%	12%
10-20%	20%	0%	20%	12%	25%	39%	30%	23%	18%	15%	23%	22%	23%	21%	18%	15%
20-50%	11%	28%	0%	0%	0%	15%	13%	17%	15%	10%	10%	9%	18%	11%	9%	16%
Over 50%	12%	0%	0%	0%	12%	13%	6%	4%	16%	14%	11%	20%	19%	11%	14%	13%
Don't Know	1%	0%	0%	0%	0%	0%	0%	3%	0%	2%	3%	0%	0%	1%	2%	3%

Note:

BASE: only people who responded; "10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(17.A) On average, how much of your time, would you say you spend on recruitment?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
None (0%)	12%	8%	15%	17%	14%	16%	9%	10%	9%	11%	12%	15%	6%	21%	2%	2%	26%
Less than 5%	26%	16%	27%	36%	25%	28%	21%	21%	29%	26%	38%	34%	25%	30%	21%	21%	33%
5-10%	30%	36%	33%	32%	32%	21%	28%	33%	36%	27%	16%	2%	45%	25%	35%	35%	21%
10-20%	21%	25%	21%	8%	17%	31%	25%	18%	9%	26%	24%	19%	24%	17%	26%	29%	11%
20-50%	7%	11%	3%	8%	11%	4%	7%	12%	0%	9%	4%	7%	0%	6%	10%	8%	6%
Over 50%	2%	2%	0%	0%	0%	0%	7%	6%	16%	0%	0%	7%	0%	0%	4%	3%	1%
Don't Know	2%	2%	0%	0%	0%	0%	3%	0%	0%	0%	5%	15%	0%	1%	3%	2%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(17.B) On average, how much of your time, would you say you spend on recruitment?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
None (0%)	12%	87%	33%	25%	5%	3%	3%	5%	1%	3%	3%	3%	1%	10%	19%	8%
Less than 5%	26%	9%	50%	39%	36%	32%	37%	16%	20%	21%	21%	24%	17%	25%	30%	21%
5-10%	30%	1%	8%	23%	37%	32%	27%	33%	32%	36%	38%	31%	32%	36%	20%	18%
10-20%	21%	0%	9%	5%	19%	18%	22%	40%	29%	25%	31%	19%	31%	20%	22%	30%
20-50%	7%	0%	0%	3%	2%	15%	11%	5%	14%	8%	6%	14%	10%	7%	4%	18%
Over 50%	2%	1%	0%	0%	0%	0%	0%	1%	2%	5%	1%	5%	6%	2%	1%	5%
Don't Know	2%	1%	0%	4%	0%	0%	0%	0%	1%	3%	1%	4%	3%	0%	4%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(18.A) And how much time would you say management at your company on average spends on recruitment?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
None (0%)	10%	5%	15%	18%	14%	15%	9%	7%	9%	12%	4%	3%	0%	19%	0%	0%	24%
Less than 5%	26%	17%	28%	35%	19%	25%	23%	20%	32%	27%	54%	41%	11%	35%	17%	22%	33%
5-10%	33%	40%	35%	30%	43%	31%	20%	36%	29%	26%	23%	2%	76%	25%	42%	39%	23%
10-20%	18%	22%	16%	9%	13%	15%	30%	20%	23%	25%	14%	18%	0%	15%	21%	24%	9%
20-50%	9%	11%	3%	8%	11%	13%	12%	11%	6%	4%	4%	21%	13%	5%	14%	10%	7%
Over 50%	1%	2%	0%	0%	0%	0%	3%	6%	0%	4%	0%	0%	0%	0%	3%	2%	1%
Don't Know	2%	3%	4%	0%	0%	2%	3%	0%	0%	1%	0%	15%	0%	1%	4%	3%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(18.B) And how much time would you say management at your company on average spends on recruitment?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
None (0%)	10%	87%	34%	27%	0%	3%	2%	1%	0%	0%	0%	2%	0%	10%	14%	4%
Less than 5%	26%	9%	50%	50%	46%	26%	39%	28%	9%	20%	24%	27%	13%	26%	34%	15%
5-10%	33%	2%	9%	18%	39%	31%	25%	33%	53%	37%	43%	31%	35%	35%	30%	30%
10-20%	18%	0%	6%	5%	12%	31%	19%	29%	18%	22%	20%	26%	33%	18%	9%	32%
20-50%	9%	0%	0%	0%	3%	10%	11%	6%	16%	13%	10%	6%	14%	7%	11%	17%
Over 50%	1%	0%	0%	0%	0%	0%	2%	1%	3%	3%	1%	4%	1%	2%	0%	2%
Don't Know	2%	1%	0%	0%	0%	0%	2%	1%	1%	5%	2%	4%	4%	1%	2%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(19.A) On average, how many hours of combined management time do you think it takes to recruit your average new starter?

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Under 1 hour	5%	3%	9%	11%	6%	4%	5%	2%	6%	8%	2%	0%	0%	10%	0%	0%	13%
1-2 hours	6%	7%	9%	0%	0%	6%	5%	5%	10%	2%	12%	7%	14%	9%	3%	4%	8%
2-5 hours	19%	20%	16%	17%	30%	11%	15%	18%	12%	19%	16%	17%	37%	20%	17%	20%	17%
5-10 hours	26%	20%	24%	24%	33%	40%	16%	35%	29%	30%	14%	29%	24%	24%	27%	29%	21%
10-20 hours	20%	23%	19%	18%	10%	19%	36%	29%	14%	9%	32%	15%	13%	16%	24%	24%	14%
20-40 hours	11%	17%	9%	10%	8%	8%	5%	6%	13%	16%	8%	8%	13%	8%	14%	12%	9%
Over 40 hours	5%	6%	7%	8%	3%	4%	8%	5%	6%	2%	6%	5%	0%	2%	9%	6%	4%
Don't Know	8%	5%	7%	12%	10%	9%	10%	0%	9%	15%	9%	18%	0%	11%	6%	4%	15%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(19.B) On average, how many hours of combined management time do you think it takes to recruit your average new starter?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Under 1 hour	5%	46%	24%	11%	0%	0%	4%	0%	0%	0%	0%	1%	0%	5%	9%	2%
1-2 hours	6%	5%	14%	18%	7%	11%	6%	4%	2%	3%	5%	2%	5%	6%	6%	6%
2-5 hours	19%	4%	8%	34%	21%	23%	17%	26%	18%	17%	19%	31%	15%	19%	24%	11%
5-10 hours	26%	4%	18%	13%	39%	29%	23%	34%	28%	27%	32%	30%	20%	26%	26%	26%
10-20 hours	20%	4%	11%	8%	18%	22%	31%	17%	35%	20%	24%	17%	32%	21%	15%	29%
20-40 hours	11%	2%	4%	0%	14%	12%	10%	8%	9%	16%	13%	9%	13%	13%	3%	14%
Over 40 hours	5%	1%	4%	0%	0%	3%	4%	4%	9%	9%	3%	4%	13%	3%	8%	11%
Don't Know	8%	34%	18%	15%	2%	0%	7%	6%	0%	8%	4%	5%	2%	7%	10%	1%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(20.A) Which of the following methods does your company normally use to find staff? Please select all that apply

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Advertising in your company premises	21%	20%	11%	12%	21%	24%	28%	26%	32%	22%	22%	35%	38%	15%	27%	26%	14%
Advertising on your company website	42%	41%	34%	37%	33%	42%	54%	42%	42%	47%	44%	42%	69%	29%	56%	49%	30%
Referrals from other / former employees	31%	34%	31%	33%	15%	35%	34%	42%	16%	32%	36%	26%	11%	30%	31%	35%	25%
Word of mouth	36%	30%	43%	46%	36%	21%	36%	37%	13%	31%	51%	54%	13%	46%	24%	30%	44%
Referrals from other business contacts	25%	26%	27%	27%	27%	34%	28%	20%	20%	17%	25%	29%	13%	23%	27%	31%	17%
Online jobs boards	45%	49%	37%	40%	43%	38%	65%	51%	52%	33%	35%	77%	44%	33%	58%	51%	36%
Newspaper or magazine advertisement	19%	18%	14%	10%	36%	19%	10%	18%	0%	11%	23%	26%	70%	15%	23%	20%	17%
Job Centres	27%	24%	24%	21%	21%	40%	27%	17%	55%	23%	32%	47%	39%	22%	32%	34%	16%
Recruitment agencies	50%	62%	45%	37%	43%	60%	44%	56%	38%	47%	40%	59%	57%	36%	65%	68%	22%
People approach us	31%	30%	41%	24%	20%	28%	40%	33%	17%	41%	37%	19%	24%	32%	31%	33%	29%
Social media and professional networks	36%	36%	32%	22%	31%	55%	35%	41%	9%	43%	32%	57%	30%	28%	44%	42%	26%
N/A - have never made new hires	5%	2%	8%	6%	4%	11%	5%	0%	6%	9%	4%	3%	0%	10%	0%	0%	13%
None of the above	2%	1%	3%	8%	4%	0%	0%	2%	9%	3%	0%	0%	0%	3%	2%	1%	4%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(20.B) Which of the following methods does your company normally use to find staff? Please select all that apply

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Advertising in your company premises	21%	1%	7%	8%	16%	23%	19%	26%	24%	29%	22%	36%	26%	21%	18%	23%
Advertising on your company website	42%	3%	14%	14%	31%	36%	41%	51%	57%	55%	45%	47%	62%	45%	35%	30%
Referrals from other / former employees	31%	5%	13%	41%	35%	50%	29%	26%	37%	29%	29%	27%	54%	34%	18%	40%
Word of mouth	36%	20%	51%	77%	58%	52%	31%	30%	35%	20%	29%	31%	30%	40%	32%	21%
Referrals from other business contacts	25%	6%	18%	22%	26%	47%	13%	25%	30%	26%	29%	32%	36%	26%	17%	37%
Online jobs boards	45%	3%	17%	21%	40%	45%	38%	54%	54%	60%	46%	58%	59%	45%	46%	46%
Newspaper or magazine advertisement	19%	1%	7%	0%	25%	20%	28%	18%	26%	21%	24%	17%	13%	17%	19%	30%
Job Centres	27%	4%	11%	19%	21%	32%	31%	30%	31%	32%	34%	37%	32%	26%	27%	34%
Recruitment agencies	50%	2%	16%	22%	40%	45%	54%	56%	62%	66%	60%	78%	79%	52%	46%	46%
People approach us	31%	9%	31%	28%	44%	41%	35%	29%	42%	26%	31%	36%	37%	34%	19%	41%
Social media and professional networks	36%	11%	17%	32%	24%	32%	41%	36%	36%	47%	40%	42%	46%	38%	26%	39%
N/A - have never made new hires	5%	59%	17%	4%	0%	0%	0%	0%	0%	0%	0%	1%	0%	5%	6%	3%
None of the above	2%	12%	10%	0%	0%	0%	0%	1%	4%	1%	1%	1%	0%	2%	5%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(21.A) How would you say the experience of finding suitable workers has changed since the arrival of the Coronavirus pandemic?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Significantly easier to find suitable workers	15%	14%	18%	8%	18%	6%	23%	7%	10%	20%	8%	21%	25%	14%	16%	18%	11%
Around the same	41%	38%	38%	40%	34%	39%	42%	52%	32%	50%	41%	51%	37%	40%	41%	43%	38%
Significantly harder to find suitable workers	19%	23%	17%	13%	18%	23%	25%	19%	39%	10%	10%	18%	33%	14%	25%	24%	11%
Not applicable - we have not been trying to recruit	22%	21%	27%	39%	25%	25%	7%	22%	20%	16%	37%	8%	6%	29%	16%	15%	33%
Don't Know	3%	4%	1%	0%	6%	7%	3%	0%	0%	4%	4%	3%	0%	4%	2%	0%	7%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(21.B) How would you say the experience of finding suitable workers has changed since the arrival of the Coronavirus pandemic?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Significantly easier to find suitable workers	15%	4%	9%	0%	19%	21%	21%	17%	20%	15%	23%	7%	14%	15%	6%	31%
Around the same	41%	15%	46%	46%	41%	41%	50%	45%	44%	40%	38%	43%	54%	35%	54%	47%
Significantly harder to find suitable workers	19%	4%	3%	10%	21%	11%	17%	20%	20%	27%	24%	29%	20%	24%	9%	12%
Not applicable - we have not been trying to recruit	22%	67%	39%	33%	17%	28%	10%	18%	16%	15%	15%	22%	12%	25%	25%	9%
Don't Know	3%	9%	2%	11%	2%	0%	2%	1%	0%	3%	1%	0%	0%	2%	7%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(22.A) Has your business experimented with any of the following as a result of the Coronavirus pandemic? Please select any which apply

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Interviewing through video call, rather than in person	43%	48%	43%	22%	29%	52%	57%	48%	48%	51%	24%	47%	69%	27%	61%	55%	26%
Supporting more flexible working hours	45%	57%	51%	18%	42%	50%	54%	49%	54%	43%	38%	33%	24%	34%	58%	55%	32%
Hiring people who do not live close to your office	13%	19%	10%	12%	12%	14%	17%	18%	3%	7%	10%	5%	20%	12%	15%	19%	5%
Hiring/Increasing the number of temporary workers	15%	20%	12%	10%	10%	15%	26%	15%	9%	10%	10%	10%	18%	13%	17%	19%	7%
None of the above	29%	17%	31%	52%	31%	24%	12%	22%	23%	32%	53%	38%	18%	44%	13%	13%	53%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(22.B) Has your business experimented with any of the following as a result of the Coronavirus pandemic? Please select any which apply

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Interviewing through video call, rather than in person	43%	2%	17%	13%	21%	39%	44%	50%	53%	65%	55%	42%	65%	43%	37%	58%
Supporting more flexible working hours	45%	3%	17%	37%	31%	49%	46%	43%	63%	56%	51%	48%	68%	48%	34%	55%
Hiring people who do not live close to your office	13%	4%	2%	5%	13%	15%	16%	19%	13%	16%	20%	13%	19%	13%	8%	27%
Hiring/Increasing the number of temporary workers	15%	2%	0%	16%	10%	21%	13%	20%	17%	16%	14%	29%	24%	13%	12%	32%
None of the above	29%	92%	73%	42%	47%	24%	22%	22%	16%	11%	12%	17%	11%	27%	40%	15%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(23.A) Do you think your business is likely to experiment or continue with any of the following in future? Please select any which apply

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Interviewing through video call, rather than in person	43%	52%	32%	35%	35%	51%	47%	47%	59%	47%	34%	34%	55%	28%	60%	56%	24%
Supporting more flexible working hours	51%	61%	45%	30%	41%	70%	53%	62%	51%	60%	46%	38%	49%	36%	67%	58%	41%
Hiring people who do not live close to your office	22%	32%	25%	11%	21%	27%	26%	24%	19%	13%	24%	3%	11%	17%	28%	28%	14%
Hiring/Increasing the number of temporary workers	19%	17%	21%	8%	18%	17%	31%	34%	22%	7%	18%	23%	20%	17%	20%	25%	10%
None of the above	24%	10%	32%	47%	25%	7%	20%	15%	23%	26%	38%	28%	13%	37%	9%	8%	47%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(23.B) Do you think your business is likely to experiment or continue with any of the following in future? Please select any which apply

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Interviewing through video call, rather than in person	43%	4%	14%	16%	32%	39%	36%	40%	56%	61%	50%	56%	68%	45%	28%	61%
Supporting more flexible working hours	51%	10%	37%	44%	27%	43%	43%	52%	64%	69%	58%	51%	63%	53%	37%	66%
Hiring people who do not live close to your office	22%	3%	13%	0%	17%	29%	23%	28%	26%	29%	30%	11%	36%	23%	14%	39%
Hiring/Increasing the number of temporary workers	19%	4%	4%	13%	11%	33%	21%	29%	19%	21%	16%	29%	42%	18%	17%	27%
None of the above	24%	83%	57%	43%	44%	14%	20%	9%	12%	8%	9%	11%	4%	20%	41%	8%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(24.A) How did you find the experience of a video interview compared to an in person interview?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	215	60	26	6	8	16	20	17	8	29	8	10	7	87	128	166	49
Weighted	218	47	33	9	14	17	23	17	6	25	8	9	10	72	146	166	52
Significantly easier to form a good judgment of the candidate	13%	15%	18%	20%	0%	7%	16%	10%	13%	19%	8%	11%	0%	15%	12%	15%	5%
Slightly easier to form a good judgment of the candidate	17%	26%	4%	0%	32%	21%	18%	20%	0%	12%	17%	5%	37%	22%	15%	19%	10%
Around the same	19%	14%	22%	17%	29%	18%	15%	14%	46%	29%	10%	18%	0%	15%	20%	17%	24%
Slightly hard to form a good judgement of the candidate	40%	40%	43%	63%	31%	50%	45%	36%	41%	32%	17%	45%	26%	37%	41%	38%	44%
Significantly harder to form a good judgment of the candidate	10%	6%	9%	0%	9%	4%	7%	19%	0%	8%	15%	22%	36%	10%	10%	9%	11%
Don't Know	2%	0%	4%	0%	0%	0%	0%	0%	0%	0%	33%	0%	0%	0%	3%	1%	5%

Note:

BASE: only people who responded; "Interviewing through video call, rather than in person" to Has your business experimented with any of the following as a result of the Coronavirus pandemic? Please select any which apply

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(24.B) How did you find the experience of a video interview compared to an in person interview?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	215	2	5	3	6	12	21	38	35	93	95	22	49	136	38	35
Weighted	218	1	3	5	11	15	16	20	38	108	96	22	48	140	39	33
Significantly easier to form a good judgment of the candidate	13%	52%	17%	28%	14%	23%	15%	6%	11%	12%	18%	12%	12%	13%	8%	23%
Slightly easier to form a good judgment of the candidate	17%	0%	15%	0%	40%	13%	16%	31%	23%	12%	24%	12%	13%	18%	11%	26%
Around the same	19%	48%	23%	0%	0%	15%	18%	23%	19%	21%	18%	6%	20%	14%	29%	22%
Slightly hard to form a good judgement of the candidate	40%	0%	45%	72%	46%	28%	36%	33%	36%	43%	28%	60%	48%	42%	45%	18%
Significantly harder to form a good judgment of the candidate	10%	0%	0%	0%	0%	21%	16%	8%	8%	10%	12%	9%	4%	11%	5%	11%
Don't Know	2%	0%	0%	0%	0%	0%	0%	0%	3%	2%	0%	0%	3%	2%	3%	0%

Note:

BASE: only people who responded; "Interviewing through video call, rather than in person" to Has your business experimented with any of the following as a result of the Coronavirus pandemic? Please select any which apply

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(25.A) Which of the following practices does your company use for recruitment? Please select ALL that apply

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Interviews	73%	74%	79%	66%	64%	64%	63%	83%	91%	70%	65%	97%	87%	63%	83%	75%	69%
Giving Assignments or tests	34%	39%	36%	11%	27%	49%	36%	25%	38%	40%	29%	26%	49%	22%	46%	41%	23%
Requesting Covering letters	33%	28%	35%	31%	33%	30%	32%	40%	29%	35%	23%	54%	51%	29%	37%	36%	29%
Requesting Work samples	18%	22%	9%	13%	15%	13%	18%	18%	0%	28%	24%	19%	42%	18%	19%	22%	12%
Requesting references	61%	55%	63%	54%	58%	52%	62%	71%	68%	52%	63%	76%	100%	51%	71%	66%	53%
Anonymised CVs	26%	24%	28%	16%	22%	26%	32%	22%	48%	32%	24%	29%	27%	19%	34%	33%	15%
Providing feedback	38%	39%	38%	28%	31%	47%	34%	47%	20%	35%	32%	59%	63%	30%	47%	46%	25%
Offering transparency over salary	32%	30%	36%	23%	32%	27%	29%	39%	35%	18%	40%	38%	63%	28%	36%	33%	30%
Ability to negotiate / offering negotiable salaries	26%	25%	31%	22%	6%	43%	32%	41%	22%	10%	23%	45%	24%	22%	29%	30%	19%
Asking for feedback from candidates	25%	26%	17%	19%	44%	20%	18%	29%	22%	20%	32%	32%	43%	16%	36%	32%	15%
Using diverse panels	20%	29%	11%	8%	18%	13%	26%	29%	18%	16%	30%	12%	43%	11%	30%	26%	12%
None of the above	8%	5%	10%	13%	6%	11%	9%	2%	6%	11%	11%	3%	0%	15%	0%	0%	19%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(25.B) Which of the following practices does your company use for recruitment? Please select ALL that apply

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Interviews	73%	20%	50%	78%	77%	64%	75%	65%	76%	86%	72%	77%	82%	74%	73%	59%
Giving Assignments or tests	34%	7%	10%	15%	7%	32%	36%	45%	40%	49%	34%	47%	54%	35%	27%	40%
Requesting Covering letters	33%	3%	11%	7%	51%	45%	34%	34%	35%	38%	30%	39%	47%	37%	22%	29%
Requesting Work samples	18%	10%	8%	21%	9%	24%	24%	26%	20%	18%	25%	19%	19%	21%	13%	11%
Requesting references	61%	12%	40%	53%	57%	60%	54%	72%	72%	70%	59%	68%	80%	60%	62%	58%
Anonymised CVs	26%	5%	5%	12%	22%	24%	25%	27%	33%	34%	33%	24%	39%	26%	21%	38%
Providing feedback	38%	8%	7%	20%	27%	42%	44%	47%	46%	47%	45%	36%	57%	36%	35%	51%
Offering transparency over salary	32%	5%	16%	24%	42%	36%	25%	36%	47%	31%	31%	29%	40%	32%	28%	38%
Ability to negotiate / offering negotiable salaries	26%	5%	10%	25%	24%	27%	23%	34%	33%	27%	29%	21%	38%	26%	24%	25%
Asking for feedback from candidates	25%	1%	4%	11%	17%	30%	20%	20%	46%	32%	32%	25%	38%	27%	16%	38%
Using diverse panels	20%	1%	6%	3%	4%	24%	17%	23%	31%	29%	28%	24%	22%	18%	21%	33%
None of the above	8%	75%	35%	8%	2%	3%	2%	0%	0%	0%	0%	1%	0%	7%	12%	3%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(26.A) And how important do you think the following are to finding the right candidate? : Interviews

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very important	61%	61%	62%	61%	46%	49%	67%	64%	84%	64%	58%	77%	57%	57%	66%	61%	61%
Somewhat important	28%	26%	29%	20%	43%	35%	28%	28%	6%	19%	36%	20%	43%	28%	28%	31%	25%
Neither important or unimportant	6%	8%	2%	12%	9%	6%	3%	3%	9%	7%	4%	3%	0%	8%	4%	6%	6%
Somewhat unimportant	1%	2%	0%	2%	0%	4%	0%	5%	0%	2%	2%	0%	0%	1%	2%	2%	1%
Not at all important	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	1%	0%	0%	0%
Don't Know	3%	2%	6%	6%	2%	5%	2%	0%	0%	5%	0%	0%	0%	6%	0%	0%	7%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(26.B) And how important do you think the following are to finding the right candidate? : Interviews

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very important	61%	41%	54%	67%	53%	65%	56%	59%	63%	67%	60%	57%	66%	64%	55%	51%
Somewhat important	28%	16%	24%	29%	37%	24%	36%	27%	26%	29%	31%	34%	28%	27%	32%	36%
Neither important or unimportant	6%	16%	0%	0%	5%	11%	8%	10%	9%	2%	6%	7%	4%	4%	10%	8%
Somewhat unimportant	1%	0%	4%	0%	3%	0%	0%	3%	1%	2%	2%	0%	3%	2%	1%	2%
Not at all important	0%	1%	0%	0%	2%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%
Don't Know	3%	26%	18%	4%	0%	0%	0%	1%	0%	1%	0%	3%	0%	3%	3%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(27.A) And how important do you think the following are to finding the right candidate? : Assignments or tests

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very important	22%	26%	20%	14%	26%	30%	34%	19%	31%	22%	5%	29%	6%	18%	28%	26%	17%
Somewhat important	42%	45%	46%	36%	45%	34%	32%	56%	36%	44%	40%	23%	56%	40%	44%	47%	35%
Neither important or unimportant	21%	17%	18%	29%	10%	22%	18%	10%	19%	21%	46%	39%	20%	21%	21%	18%	24%
Somewhat unimportant	6%	6%	6%	0%	4%	4%	13%	0%	10%	5%	8%	7%	13%	8%	3%	6%	6%
Not at all important	4%	4%	3%	11%	4%	6%	2%	11%	0%	3%	0%	0%	6%	5%	4%	2%	7%
Don't Know	5%	2%	6%	11%	10%	4%	2%	4%	3%	5%	0%	3%	0%	9%	0%	1%	11%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(27.B) And how important do you think the following are to finding the right candidate? : Assignments or tests

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very important	22%	17%	7%	7%	14%	23%	22%	29%	39%	23%	24%	27%	30%	22%	16%	41%
Somewhat important	42%	23%	33%	40%	34%	62%	41%	45%	30%	50%	49%	46%	43%	45%	39%	34%
Neither important or unimportant	21%	25%	15%	13%	31%	10%	29%	16%	18%	22%	20%	16%	17%	18%	30%	11%
Somewhat unimportant	6%	1%	4%	18%	11%	5%	6%	7%	6%	2%	6%	2%	7%	7%	2%	7%
Not at all important	4%	4%	23%	5%	7%	0%	2%	2%	7%	3%	2%	4%	3%	5%	4%	4%
Don't Know	5%	30%	18%	17%	2%	0%	0%	1%	0%	1%	0%	3%	0%	4%	8%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(28.A) And how important do you think the following are to finding the right candidate? : Covering letters

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very important	23%	24%	25%	22%	16%	16%	23%	24%	25%	32%	11%	42%	11%	20%	26%	26%	19%
Somewhat important	40%	39%	29%	44%	39%	51%	41%	34%	36%	41%	58%	22%	70%	41%	39%	43%	36%
Neither important or unimportant	20%	21%	23%	20%	25%	14%	15%	23%	18%	10%	24%	25%	13%	18%	22%	19%	22%
Somewhat unimportant	8%	12%	10%	4%	10%	8%	6%	8%	3%	4%	6%	7%	6%	9%	7%	8%	8%
Not at all important	4%	2%	5%	4%	0%	4%	13%	6%	17%	4%	2%	0%	0%	4%	5%	4%	5%
Don't Know	5%	2%	7%	6%	10%	7%	2%	4%	0%	9%	0%	3%	0%	9%	0%	1%	11%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(28.B) And how important do you think the following are to finding the right candidate? : Covering letters

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very important	23%	13%	6%	13%	16%	35%	33%	16%	27%	26%	28%	17%	27%	24%	16%	32%
Somewhat important	40%	26%	31%	32%	56%	44%	40%	45%	43%	38%	41%	43%	49%	42%	41%	34%
Neither important or unimportant	20%	18%	25%	24%	12%	8%	17%	25%	22%	23%	16%	27%	18%	17%	26%	20%
Somewhat unimportant	8%	4%	7%	20%	5%	10%	8%	12%	4%	8%	9%	8%	6%	9%	7%	8%
Not at all important	4%	6%	13%	0%	7%	2%	0%	1%	3%	5%	5%	4%	0%	4%	6%	2%
Don't Know	5%	34%	18%	11%	5%	0%	2%	1%	0%	1%	1%	3%	0%	4%	6%	4%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(29.A) And how important do you think the following are to finding the right candidate? : Work samples

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very important	23%	26%	16%	10%	26%	23%	29%	19%	26%	37%	18%	23%	6%	20%	25%	25%	19%
Somewhat important	33%	31%	33%	40%	35%	30%	35%	47%	23%	28%	38%	14%	31%	33%	33%	37%	27%
Neither important or unimportant	27%	26%	27%	30%	23%	23%	25%	11%	34%	24%	32%	51%	45%	26%	28%	27%	26%
Somewhat unimportant	7%	11%	6%	6%	4%	7%	4%	11%	7%	2%	10%	9%	18%	6%	8%	7%	8%
Not at all important	5%	4%	7%	9%	4%	6%	5%	8%	6%	3%	2%	0%	0%	5%	4%	3%	8%
Don't Know	5%	2%	10%	6%	8%	11%	2%	4%	3%	5%	0%	3%	0%	9%	1%	1%	11%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(29.B) And how important do you think the following are to finding the right candidate? : Work samples

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very important	23%	22%	14%	14%	14%	32%	21%	24%	32%	22%	24%	19%	31%	21%	21%	38%
Somewhat important	33%	20%	16%	45%	34%	39%	41%	30%	34%	33%	39%	41%	31%	35%	33%	30%
Neither important or unimportant	27%	20%	22%	12%	33%	18%	35%	37%	15%	34%	27%	23%	31%	25%	31%	25%
Somewhat unimportant	7%	0%	8%	9%	7%	12%	2%	6%	13%	6%	5%	13%	6%	10%	3%	1%
Not at all important	5%	5%	21%	5%	10%	0%	0%	3%	4%	4%	3%	3%	1%	5%	6%	4%
Don't Know	5%	34%	18%	16%	2%	0%	0%	0%	2%	1%	1%	3%	0%	5%	6%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(30.A) And how important do you think the following are to finding the right candidate? : Providing references

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very important	45%	40%	44%	53%	38%	31%	46%	50%	55%	54%	46%	59%	31%	45%	44%	44%	45%
Somewhat important	35%	42%	35%	19%	45%	34%	39%	40%	19%	17%	39%	23%	69%	32%	38%	41%	27%
Neither important or unimportant	11%	10%	6%	18%	6%	30%	6%	0%	27%	19%	9%	13%	0%	11%	12%	10%	13%
Somewhat unimportant	3%	4%	6%	2%	0%	2%	3%	4%	0%	2%	6%	5%	0%	3%	3%	3%	4%
Not at all important	1%	2%	0%	4%	0%	0%	3%	0%	0%	2%	0%	0%	0%	2%	1%	1%	2%
Don't Know	4%	2%	8%	4%	10%	4%	2%	7%	0%	5%	0%	0%	0%	7%	1%	1%	10%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(30.B) And how important do you think the following are to finding the right candidate? : Providing references

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very important	45%	22%	47%	53%	46%	47%	55%	47%	46%	44%	43%	42%	49%	43%	48%	45%
Somewhat important	35%	22%	23%	18%	46%	37%	30%	40%	39%	38%	43%	40%	37%	38%	26%	40%
Neither important or unimportant	11%	23%	9%	14%	3%	7%	11%	10%	9%	13%	9%	15%	8%	10%	16%	6%
Somewhat unimportant	3%	3%	7%	5%	0%	6%	2%	3%	4%	3%	3%	0%	5%	4%	1%	5%
Not at all important	1%	1%	0%	0%	4%	3%	2%	0%	0%	1%	1%	0%	1%	1%	3%	0%
Don't Know	4%	29%	14%	11%	2%	0%	0%	0%	2%	1%	1%	3%	0%	3%	6%	4%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(31.A) And how important do you think the following are to finding the right candidate? : Anonymised CVs

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very important	19%	16%	18%	20%	15%	23%	22%	16%	39%	18%	21%	43%	6%	15%	24%	25%	10%
Somewhat important	34%	36%	21%	31%	45%	24%	49%	37%	19%	38%	38%	13%	58%	33%	35%	40%	25%
Neither important or unimportant	24%	27%	24%	21%	22%	42%	15%	20%	35%	18%	33%	22%	6%	21%	27%	21%	28%
Somewhat unimportant	10%	16%	17%	6%	9%	0%	6%	6%	0%	7%	0%	14%	13%	11%	8%	8%	12%
Not at all important	6%	3%	10%	12%	0%	2%	2%	11%	7%	13%	2%	0%	18%	8%	4%	3%	10%
Don't Know	7%	2%	9%	11%	10%	9%	6%	10%	0%	6%	6%	8%	0%	11%	2%	2%	14%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(31.B) And how important do you think the following are to finding the right candidate? : Anonymised CVs

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very important	19%	10%	0%	8%	9%	25%	19%	27%	27%	23%	27%	15%	31%	18%	15%	38%
Somewhat important	34%	24%	25%	20%	51%	46%	31%	26%	25%	39%	43%	35%	37%	36%	32%	28%
Neither important or unimportant	24%	22%	24%	23%	6%	14%	35%	32%	30%	26%	20%	28%	20%	23%	29%	19%
Somewhat unimportant	10%	1%	3%	22%	18%	12%	7%	8%	12%	6%	7%	9%	9%	11%	7%	9%
Not at all important	6%	9%	23%	11%	9%	2%	8%	4%	0%	6%	2%	11%	1%	7%	7%	4%
Don't Know	7%	33%	25%	17%	8%	0%	0%	3%	5%	1%	1%	3%	2%	6%	10%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(32.A) And how important do you think the following are to finding the right candidate? : Providing feedback

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very important	28%	31%	27%	32%	33%	38%	28%	26%	31%	22%	19%	35%	6%	24%	33%	31%	24%
Somewhat important	42%	36%	38%	48%	30%	28%	46%	48%	49%	54%	52%	49%	55%	36%	48%	47%	35%
Neither important or unimportant	20%	24%	21%	8%	27%	26%	16%	15%	13%	13%	25%	7%	39%	24%	15%	17%	24%
Somewhat unimportant	3%	5%	3%	2%	0%	0%	4%	5%	7%	3%	4%	7%	0%	5%	1%	3%	5%
Not at all important	2%	1%	2%	4%	0%	2%	5%	6%	0%	3%	0%	0%	0%	3%	1%	1%	3%
Don't Know	4%	2%	8%	6%	10%	5%	2%	0%	0%	5%	0%	3%	0%	7%	1%	0%	10%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(32.B) And how important do you think the following are to finding the right candidate? : Providing feedback

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very important	28%	20%	15%	23%	16%	33%	33%	26%	42%	29%	32%	28%	32%	31%	19%	35%
Somewhat important	42%	23%	28%	32%	31%	54%	36%	45%	40%	52%	44%	47%	55%	44%	38%	36%
Neither important or unimportant	20%	21%	19%	25%	37%	11%	26%	22%	14%	15%	20%	21%	8%	16%	30%	22%
Somewhat unimportant	3%	2%	9%	9%	12%	2%	3%	1%	2%	1%	3%	0%	3%	4%	3%	0%
Not at all important	2%	3%	10%	0%	4%	0%	2%	4%	0%	2%	1%	2%	2%	1%	3%	5%
Don't Know	4%	30%	18%	11%	0%	0%	0%	1%	2%	1%	0%	3%	0%	3%	7%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(33.A) And how important do you think the following are to finding the right candidate? : Transparency over salary

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very important	28%	20%	31%	37%	28%	29%	36%	25%	48%	21%	20%	42%	18%	23%	33%	30%	25%
Somewhat important	42%	51%	30%	25%	40%	39%	38%	47%	34%	50%	58%	40%	55%	42%	41%	47%	34%
Neither important or unimportant	20%	19%	25%	20%	18%	26%	19%	22%	12%	17%	19%	7%	27%	20%	20%	18%	24%
Somewhat unimportant	3%	4%	3%	8%	4%	0%	2%	0%	6%	5%	4%	5%	0%	4%	3%	4%	3%
Not at all important	2%	2%	3%	4%	0%	0%	4%	3%	0%	2%	0%	0%	0%	3%	1%	1%	4%
Don't Know	5%	4%	8%	6%	10%	5%	2%	3%	0%	5%	0%	6%	0%	8%	2%	1%	10%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(33.B) And how important do you think the following are to finding the right candidate? : Transparency over salary

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very important	28%	31%	15%	6%	27%	27%	30%	20%	38%	31%	29%	30%	30%	28%	27%	31%
Somewhat important	42%	20%	38%	49%	44%	55%	36%	49%	37%	43%	45%	44%	53%	44%	36%	43%
Neither important or unimportant	20%	17%	22%	18%	20%	15%	28%	22%	18%	21%	21%	15%	11%	19%	25%	17%
Somewhat unimportant	3%	0%	2%	11%	2%	3%	5%	5%	4%	2%	4%	4%	3%	4%	3%	3%
Not at all important	2%	1%	4%	5%	7%	0%	0%	2%	1%	1%	0%	2%	2%	2%	2%	2%
Don't Know	5%	30%	18%	11%	0%	0%	2%	2%	2%	2%	1%	4%	0%	3%	7%	4%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(34.A) And how important do you think the following are to finding the right candidate? : Ability to negotiate / offering negotiable salaries

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very important	19%	19%	16%	15%	22%	15%	23%	18%	23%	15%	12%	49%	11%	20%	17%	21%	15%
Somewhat important	40%	41%	38%	48%	33%	59%	39%	38%	22%	47%	35%	10%	70%	38%	43%	51%	25%
Neither important or unimportant	25%	24%	26%	22%	22%	15%	31%	28%	34%	21%	42%	27%	6%	25%	25%	19%	34%
Somewhat unimportant	6%	12%	8%	0%	4%	6%	0%	1%	6%	6%	6%	5%	0%	4%	7%	5%	7%
Not at all important	5%	2%	3%	9%	8%	0%	5%	11%	12%	4%	2%	3%	13%	4%	5%	4%	7%
Don't Know	5%	2%	9%	6%	10%	5%	2%	4%	3%	7%	4%	6%	0%	8%	2%	1%	12%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(34.B) And how important do you think the following are to finding the right candidate? : Ability to negotiate / offering negotiable salaries

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very important	19%	15%	0%	23%	13%	30%	24%	26%	27%	13%	20%	17%	26%	19%	14%	28%
Somewhat important	40%	20%	27%	28%	53%	42%	40%	44%	40%	44%	51%	53%	49%	43%	35%	40%
Neither important or unimportant	25%	28%	30%	28%	18%	26%	30%	20%	18%	28%	19%	16%	21%	24%	31%	21%
Somewhat unimportant	6%	1%	10%	10%	4%	3%	2%	4%	8%	7%	6%	5%	2%	7%	3%	5%
Not at all important	5%	6%	10%	0%	10%	0%	2%	3%	6%	5%	4%	5%	2%	4%	10%	4%
Don't Know	5%	30%	22%	11%	2%	0%	2%	2%	2%	2%	1%	3%	0%	4%	8%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(35.A) And how important do you think the following are to finding the right candidate? : Asking for feedback from candidates

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very important	22%	16%	17%	20%	35%	15%	20%	33%	26%	27%	21%	32%	18%	19%	26%	24%	19%
Somewhat important	42%	46%	33%	52%	26%	56%	47%	42%	48%	37%	50%	41%	31%	38%	46%	48%	33%
Neither important or unimportant	21%	27%	27%	14%	22%	13%	21%	15%	16%	19%	23%	15%	26%	22%	20%	19%	25%
Somewhat unimportant	5%	5%	7%	4%	8%	4%	2%	4%	0%	4%	0%	9%	13%	7%	3%	4%	5%
Not at all important	5%	4%	7%	4%	0%	6%	9%	6%	10%	6%	6%	0%	13%	6%	4%	4%	7%
Don't Know	4%	2%	8%	6%	10%	5%	2%	0%	0%	7%	0%	3%	0%	7%	1%	0%	10%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(35.B) And how important do you think the following are to finding the right candidate? : Asking for feedback from candidates

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very important	22%	15%	11%	27%	15%	19%	21%	22%	33%	23%	24%	20%	28%	20%	20%	39%
Somewhat important	42%	20%	18%	37%	40%	48%	51%	42%	49%	45%	47%	50%	47%	46%	34%	40%
Neither important or unimportant	21%	26%	30%	4%	28%	22%	24%	26%	11%	24%	20%	18%	18%	19%	29%	15%
Somewhat unimportant	5%	0%	4%	16%	11%	8%	0%	4%	2%	3%	6%	1%	4%	6%	4%	0%
Not at all important	5%	9%	19%	5%	7%	2%	4%	4%	3%	5%	3%	9%	3%	5%	6%	5%
Don't Know	4%	30%	18%	11%	0%	0%	0%	1%	2%	1%	0%	3%	0%	3%	7%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(36.A) And how important do you think the following are to finding the right candidate? : Using diverse panels

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very important	22%	18%	13%	19%	24%	17%	44%	29%	34%	19%	20%	16%	45%	14%	31%	27%	14%
Somewhat important	30%	34%	25%	22%	26%	23%	28%	33%	35%	35%	39%	29%	30%	27%	32%	33%	25%
Neither important or unimportant	27%	32%	35%	18%	34%	33%	14%	26%	14%	18%	30%	31%	25%	28%	27%	27%	28%
Somewhat unimportant	6%	8%	7%	8%	4%	14%	2%	3%	10%	5%	2%	14%	0%	7%	5%	7%	5%
Not at all important	7%	5%	9%	16%	2%	0%	7%	9%	6%	15%	6%	7%	0%	12%	3%	4%	13%
Don't Know	7%	2%	12%	17%	10%	13%	5%	0%	0%	7%	5%	3%	0%	11%	2%	1%	15%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(36.B) And how important do you think the following are to finding the right candidate? : Using diverse panels

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very important	22%	18%	0%	3%	11%	20%	19%	21%	30%	31%	29%	22%	27%	19%	16%	52%
Somewhat important	30%	12%	18%	16%	22%	45%	34%	38%	35%	31%	33%	31%	35%	30%	34%	19%
Neither important or unimportant	27%	15%	15%	25%	41%	28%	33%	28%	27%	26%	27%	27%	29%	27%	32%	19%
Somewhat unimportant	6%	4%	7%	16%	6%	7%	5%	8%	4%	6%	8%	11%	3%	9%	2%	3%
Not at all important	7%	16%	38%	13%	16%	0%	8%	4%	2%	3%	4%	3%	4%	8%	8%	5%
Don't Know	7%	34%	22%	27%	5%	0%	0%	1%	2%	2%	0%	6%	2%	7%	8%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(37.A) How well do you think your company does at the following aspects of recruitment? : Defining the role, and the skills, knowledge and personal qualities required

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very well	39%	38%	41%	28%	46%	43%	33%	45%	62%	41%	19%	49%	37%	39%	39%	39%	40%
Somewhat well	40%	42%	29%	49%	30%	38%	52%	41%	25%	43%	56%	23%	51%	36%	44%	43%	35%
Around average	14%	12%	18%	12%	19%	8%	9%	4%	9%	11%	21%	26%	13%	14%	13%	15%	12%
Not that well	2%	4%	1%	0%	0%	2%	3%	5%	0%	0%	5%	0%	0%	2%	2%	2%	2%
Not at all well	0%	1%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Don't Know	5%	3%	10%	11%	4%	9%	2%	4%	3%	5%	0%	3%	0%	9%	1%	1%	12%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(37.B) How well do you think your company does at the following aspects of recruitment? : Defining the role, and the skills, knowledge and personal qualities required

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very well	39%	31%	39%	41%	38%	39%	52%	33%	51%	34%	35%	43%	44%	40%	36%	42%
Somewhat well	40%	18%	42%	26%	41%	49%	20%	53%	32%	50%	43%	41%	45%	41%	34%	46%
Around average	14%	14%	0%	23%	16%	7%	21%	11%	13%	13%	18%	13%	8%	14%	15%	8%
Not that well	2%	0%	0%	0%	3%	3%	4%	1%	2%	2%	3%	0%	2%	1%	5%	0%
Not at all well	0%	0%	0%	0%	0%	3%	0%	0%	0%	1%	1%	0%	0%	0%	1%	2%
Don't Know	5%	37%	19%	9%	2%	0%	2%	1%	2%	1%	0%	3%	0%	4%	9%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(38.A) How well do you think your company does at the following aspects of recruitment? : Ensuring recruitment communication reflects and promotes the company brand, vision and values

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very well	36%	39%	34%	29%	35%	38%	21%	39%	35%	49%	38%	29%	30%	32%	39%	37%	34%
Somewhat well	40%	36%	33%	45%	45%	38%	62%	44%	55%	24%	36%	29%	52%	39%	41%	44%	34%
Around average	16%	18%	20%	16%	7%	15%	11%	11%	6%	19%	20%	32%	18%	16%	16%	16%	16%
Not that well	2%	3%	1%	4%	0%	0%	2%	0%	0%	0%	6%	7%	0%	1%	2%	2%	2%
Not at all well	1%	2%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	1%	0%	1%	1%
Don't Know	6%	3%	12%	6%	14%	9%	3%	4%	3%	8%	0%	3%	0%	11%	1%	1%	14%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(38.B) How well do you think your company does at the following aspects of recruitment? : Ensuring recruitment communication reflects and promotes the company brand, vision and values

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very well	36%	21%	35%	32%	34%	38%	30%	36%	47%	36%	37%	27%	41%	36%	30%	44%
Somewhat well	40%	16%	30%	41%	48%	48%	45%	35%	29%	46%	40%	56%	44%	39%	38%	43%
Around average	16%	14%	9%	13%	15%	11%	18%	28%	17%	16%	21%	8%	12%	18%	17%	9%
Not that well	2%	2%	0%	4%	0%	0%	5%	0%	5%	1%	1%	3%	3%	2%	3%	0%
Not at all well	1%	0%	2%	0%	0%	3%	0%	0%	0%	1%	1%	1%	0%	0%	1%	2%
Don't Know	6%	48%	23%	11%	2%	0%	2%	1%	2%	1%	0%	4%	0%	5%	11%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(39.A) How well do you think your company does at the following aspects of recruitment? : Assessing the suitability of applicants

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very well	34%	32%	31%	29%	34%	39%	41%	33%	43%	48%	31%	27%	18%	35%	34%	35%	33%
Somewhat well	41%	39%	41%	47%	42%	35%	44%	46%	45%	33%	40%	36%	63%	36%	47%	45%	35%
Around average	17%	22%	18%	15%	17%	11%	12%	11%	0%	10%	25%	29%	13%	19%	14%	15%	20%
Not that well	3%	5%	2%	2%	0%	4%	0%	6%	9%	3%	4%	5%	0%	1%	5%	4%	1%
Not at all well	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	6%	0%	0%	0%	0%
Don't Know	5%	2%	8%	6%	6%	11%	2%	4%	3%	6%	0%	3%	0%	9%	0%	0%	11%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(39.B) How well do you think your company does at the following aspects of recruitment? : Assessing the suitability of applicants

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very well	34%	23%	37%	39%	31%	42%	41%	34%	38%	32%	33%	34%	40%	34%	32%	45%
Somewhat well	41%	17%	32%	27%	46%	45%	36%	42%	44%	48%	43%	48%	50%	41%	41%	39%
Around average	17%	17%	12%	31%	21%	11%	18%	20%	13%	14%	19%	13%	6%	18%	19%	6%
Not that well	3%	0%	0%	0%	0%	3%	5%	1%	5%	5%	5%	2%	4%	3%	3%	8%
Not at all well	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	1%	0%
Don't Know	5%	44%	19%	4%	2%	0%	0%	1%	0%	1%	0%	3%	0%	5%	5%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(40.A) How well do you think your company does at the following aspects of recruitment? : Communicating frequently to applicants the status of their application

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very well	27%	27%	30%	33%	22%	28%	25%	27%	28%	31%	12%	39%	33%	28%	26%	27%	28%
Somewhat well	37%	38%	32%	38%	43%	35%	44%	44%	28%	39%	43%	10%	31%	30%	45%	45%	26%
Around average	23%	28%	19%	20%	19%	22%	17%	22%	30%	21%	30%	31%	37%	25%	21%	23%	24%
Not that well	6%	4%	8%	4%	3%	6%	10%	3%	0%	3%	14%	14%	0%	5%	7%	5%	8%
Not at all well	0%	1%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%	0%	1%	0%	0%	1%
Don't Know	6%	2%	11%	6%	14%	9%	3%	4%	6%	6%	0%	6%	0%	11%	1%	0%	15%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(40.B) How well do you think your company does at the following aspects of recruitment? : Communicating frequently to applicants the status of their application

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very well	27%	22%	31%	26%	26%	42%	30%	23%	24%	27%	28%	17%	32%	28%	24%	33%
Somewhat well	37%	15%	20%	38%	33%	33%	25%	40%	53%	41%	42%	52%	45%	39%	31%	43%
Around average	23%	13%	23%	22%	33%	20%	33%	28%	16%	23%	24%	27%	17%	22%	30%	17%
Not that well	6%	3%	2%	4%	6%	0%	10%	7%	4%	8%	5%	2%	6%	6%	4%	5%
Not at all well	0%	0%	0%	0%	0%	5%	0%	1%	0%	0%	1%	0%	1%	0%	1%	0%
Don't Know	6%	48%	23%	11%	2%	0%	2%	1%	2%	1%	0%	3%	0%	5%	11%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(41.A) How well do you think your company does at the following aspects of recruitment? : Giving good feedback to unsuccessful applicants

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very well	24%	19%	21%	20%	26%	30%	30%	24%	35%	26%	27%	26%	33%	23%	25%	24%	24%
Somewhat well	39%	43%	33%	41%	56%	43%	39%	28%	9%	45%	28%	17%	43%	37%	40%	43%	32%
Around average	24%	26%	32%	19%	6%	13%	24%	33%	43%	19%	30%	40%	24%	21%	28%	25%	23%
Not that well	6%	7%	4%	8%	0%	2%	5%	8%	10%	4%	9%	12%	0%	5%	6%	6%	4%
Not at all well	1%	2%	1%	0%	0%	0%	0%	3%	0%	0%	5%	2%	0%	2%	1%	0%	2%
Don't Know	6%	3%	9%	13%	12%	11%	2%	4%	3%	6%	0%	3%	0%	11%	0%	0%	15%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(41.B) How well do you think your company does at the following aspects of recruitment? : Giving good feedback to unsuccessful applicants

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very well	24%	25%	18%	26%	26%	17%	25%	22%	28%	24%	22%	14%	38%	25%	20%	27%
Somewhat well	39%	11%	26%	37%	45%	55%	36%	41%	38%	40%	47%	31%	41%	38%	38%	43%
Around average	24%	19%	24%	13%	21%	19%	27%	26%	27%	28%	25%	42%	13%	25%	26%	17%
Not that well	6%	0%	4%	7%	4%	6%	9%	8%	7%	5%	5%	10%	6%	6%	3%	6%
Not at all well	1%	0%	0%	0%	3%	3%	2%	2%	0%	1%	0%	0%	2%	1%	1%	4%
Don't Know	6%	45%	28%	17%	2%	0%	0%	1%	0%	1%	0%	3%	0%	5%	11%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(42.A) How well do you think your company does at the following aspects of recruitment? : Offering flexible working arrangements

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very well	29%	26%	27%	29%	32%	33%	31%	27%	41%	35%	19%	26%	31%	27%	31%	32%	24%
Somewhat well	38%	45%	37%	36%	40%	31%	33%	39%	20%	36%	45%	15%	58%	34%	42%	39%	36%
Around average	20%	18%	17%	19%	20%	12%	26%	20%	16%	14%	26%	48%	11%	21%	19%	19%	21%
Not that well	6%	6%	5%	10%	2%	11%	4%	6%	14%	7%	6%	0%	0%	6%	5%	7%	4%
Not at all well	3%	3%	5%	0%	0%	4%	2%	3%	7%	2%	4%	5%	0%	3%	2%	3%	3%
Don't Know	5%	2%	9%	6%	6%	9%	3%	4%	3%	6%	0%	6%	0%	9%	0%	0%	12%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(42.B) How well do you think your company does at the following aspects of recruitment? : Offering flexible working arrangements

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very well	29%	31%	28%	19%	38%	23%	15%	27%	36%	29%	34%	18%	38%	26%	30%	49%
Somewhat well	38%	14%	36%	39%	29%	49%	37%	40%	49%	39%	38%	39%	43%	41%	34%	28%
Around average	20%	14%	4%	24%	22%	21%	29%	21%	9%	23%	19%	25%	14%	20%	23%	12%
Not that well	6%	0%	2%	9%	9%	2%	10%	9%	6%	5%	7%	10%	4%	7%	3%	5%
Not at all well	3%	0%	3%	5%	0%	5%	8%	2%	0%	3%	2%	5%	2%	2%	4%	3%
Don't Know	5%	40%	27%	4%	2%	0%	2%	3%	0%	1%	0%	3%	0%	4%	7%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(43.A) How well do you think your company does at the following aspects of recruitment? : Reaching a wide variety of candidates

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very well	24%	23%	21%	15%	20%	38%	20%	15%	31%	40%	20%	23%	45%	19%	30%	26%	22%
Somewhat well	43%	44%	44%	48%	48%	31%	54%	44%	46%	35%	44%	21%	30%	42%	44%	49%	33%
Around average	20%	24%	14%	22%	12%	16%	17%	29%	20%	14%	24%	47%	13%	20%	20%	20%	20%
Not that well	6%	5%	6%	9%	6%	2%	3%	9%	0%	6%	12%	6%	13%	7%	6%	5%	8%
Not at all well	1%	1%	2%	0%	0%	2%	2%	0%	0%	0%	0%	0%	0%	2%	0%	0%	2%
Don't Know	6%	3%	13%	6%	14%	11%	3%	4%	3%	6%	0%	3%	0%	12%	0%	0%	15%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(43.B) How well do you think your company does at the following aspects of recruitment? : Reaching a wide variety of candidates

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very well	24%	15%	9%	13%	17%	26%	21%	26%	39%	26%	23%	18%	37%	23%	26%	28%
Somewhat well	43%	15%	39%	30%	55%	45%	54%	45%	38%	46%	51%	47%	45%	47%	33%	38%
Around average	20%	14%	9%	29%	11%	25%	18%	27%	16%	22%	21%	23%	15%	17%	23%	28%
Not that well	6%	3%	20%	12%	11%	0%	5%	1%	7%	5%	5%	7%	3%	6%	8%	1%
Not at all well	1%	2%	0%	0%	3%	3%	2%	0%	0%	0%	0%	2%	0%	1%	1%	1%
Don't Know	6%	51%	23%	16%	2%	0%	0%	1%	0%	1%	0%	3%	0%	6%	9%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(44.A) How well do you think your company does at the following aspects of recruitment? : Ensuring a diverse pool of applicants

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very well	27%	27%	27%	23%	34%	36%	32%	19%	34%	33%	12%	21%	26%	23%	32%	31%	21%
Somewhat well	35%	38%	30%	44%	31%	27%	38%	36%	33%	33%	47%	26%	43%	33%	39%	39%	30%
Around average	24%	25%	21%	21%	13%	22%	17%	39%	24%	22%	33%	33%	31%	24%	23%	24%	23%
Not that well	7%	8%	5%	6%	13%	4%	4%	6%	6%	3%	8%	18%	0%	8%	5%	6%	9%
Not at all well	1%	1%	2%	0%	0%	0%	0%	0%	0%	1%	0%	3%	0%	1%	0%	0%	2%
Don't Know	6%	2%	15%	6%	8%	11%	8%	0%	3%	8%	0%	0%	0%	11%	1%	0%	15%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(44.B) How well do you think your company does at the following aspects of recruitment? : Ensuring a diverse pool of applicants

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very well	27%	10%	16%	16%	25%	26%	27%	34%	36%	30%	31%	27%	33%	28%	22%	37%
Somewhat well	35%	18%	36%	35%	31%	41%	38%	32%	35%	40%	38%	43%	39%	37%	32%	34%
Around average	24%	17%	18%	23%	27%	25%	29%	26%	25%	22%	23%	25%	24%	22%	29%	20%
Not that well	7%	3%	7%	18%	11%	5%	6%	5%	4%	6%	8%	2%	3%	7%	9%	5%
Not at all well	1%	3%	0%	0%	3%	3%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%
Don't Know	6%	49%	23%	9%	3%	0%	0%	3%	0%	2%	0%	3%	0%	6%	7%	4%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(45.A) How well do you think your company does at the following aspects of recruitment? : Reducing unconscious bias

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very well	28%	21%	27%	26%	40%	34%	31%	27%	25%	37%	18%	23%	24%	25%	32%	30%	25%
Somewhat well	36%	44%	29%	43%	36%	27%	40%	34%	22%	30%	45%	24%	39%	32%	40%	42%	27%
Around average	22%	27%	20%	18%	9%	30%	5%	32%	40%	19%	32%	34%	37%	23%	22%	22%	24%
Not that well	4%	5%	9%	0%	0%	0%	8%	5%	10%	0%	5%	17%	0%	4%	5%	5%	4%
Not at all well	1%	1%	2%	0%	0%	0%	0%	0%	0%	3%	0%	3%	0%	2%	0%	0%	2%
Don't Know	8%	2%	14%	13%	16%	9%	16%	2%	3%	10%	0%	0%	0%	14%	2%	1%	19%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(45.B) How well do you think your company does at the following aspects of recruitment? : Reducing unconscious bias

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very well	28%	19%	25%	26%	19%	32%	32%	23%	33%	31%	28%	27%	36%	27%	28%	35%
Somewhat well	36%	11%	33%	22%	43%	34%	42%	34%	41%	40%	42%	35%	46%	40%	28%	34%
Around average	22%	18%	9%	17%	24%	30%	20%	34%	18%	23%	23%	27%	14%	22%	26%	16%
Not that well	4%	0%	2%	4%	9%	2%	6%	5%	6%	4%	5%	8%	2%	4%	4%	8%
Not at all well	1%	3%	0%	0%	5%	3%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%
Don't Know	8%	49%	30%	32%	0%	0%	0%	4%	2%	2%	0%	4%	3%	6%	14%	7%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(46.A) How well do you think your company does at the following aspects of recruitment? : Making it possible for anyone to apply to roles

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very well	30%	27%	31%	28%	23%	30%	36%	30%	28%	33%	26%	42%	24%	27%	32%	28%	31%
Somewhat well	40%	37%	27%	52%	49%	39%	43%	48%	39%	41%	50%	28%	39%	37%	44%	45%	33%
Around average	18%	27%	19%	10%	14%	17%	10%	12%	16%	14%	22%	27%	25%	17%	19%	19%	16%
Not that well	4%	4%	6%	4%	3%	2%	9%	4%	14%	2%	0%	0%	11%	5%	3%	5%	3%
Not at all well	2%	3%	3%	0%	0%	0%	0%	6%	0%	3%	2%	0%	0%	3%	1%	1%	3%
Don't Know	6%	2%	14%	6%	12%	11%	2%	0%	3%	7%	0%	3%	0%	10%	1%	0%	14%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(46.B) How well do you think your company does at the following aspects of recruitment? : Making it possible for anyone to apply to roles

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very well	30%	24%	33%	30%	25%	19%	28%	32%	41%	29%	28%	27%	30%	30%	29%	32%
Somewhat well	40%	16%	25%	21%	51%	53%	43%	39%	37%	47%	44%	46%	48%	42%	32%	48%
Around average	18%	11%	15%	25%	12%	13%	21%	24%	18%	19%	21%	17%	18%	16%	26%	12%
Not that well	4%	2%	0%	5%	7%	12%	5%	4%	1%	4%	5%	5%	4%	5%	2%	6%
Not at all well	2%	3%	4%	3%	5%	3%	2%	0%	1%	1%	2%	2%	0%	2%	2%	0%
Don't Know	6%	45%	23%	16%	0%	0%	0%	1%	2%	1%	0%	3%	0%	5%	9%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(47.A) How well do you think your company does at the following aspects of recruitment? : Receiving and processing feedback from unsuccessful candidates

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Very well	21%	21%	23%	21%	21%	17%	23%	15%	25%	31%	14%	18%	0%	19%	23%	22%	18%
Somewhat well	34%	37%	22%	23%	48%	45%	29%	36%	12%	28%	55%	29%	52%	31%	38%	38%	28%
Around average	27%	30%	31%	38%	9%	19%	35%	30%	22%	22%	12%	36%	42%	26%	28%	29%	23%
Not that well	7%	8%	3%	2%	2%	8%	2%	10%	30%	5%	15%	12%	6%	6%	7%	5%	9%
Not at all well	4%	2%	5%	4%	5%	0%	4%	6%	7%	6%	0%	2%	0%	5%	2%	4%	3%
Don't Know	8%	3%	16%	11%	16%	11%	7%	4%	3%	7%	4%	3%	0%	14%	2%	1%	19%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(47.B) How well do you think your company does at the following aspects of recruitment? : Receiving and processing feedback from unsuccessful candidates

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Very well	21%	12%	21%	21%	21%	21%	16%	19%	28%	21%	22%	15%	27%	20%	15%	33%
Somewhat well	34%	15%	31%	32%	33%	32%	33%	36%	39%	38%	39%	37%	38%	35%	32%	39%
Around average	27%	14%	19%	21%	23%	27%	41%	32%	25%	30%	27%	37%	30%	27%	30%	22%
Not that well	7%	9%	6%	4%	6%	8%	5%	6%	6%	7%	5%	8%	4%	8%	6%	2%
Not at all well	4%	0%	0%	0%	11%	11%	6%	2%	0%	3%	6%	0%	1%	4%	4%	2%
Don't Know	8%	50%	23%	22%	5%	0%	0%	5%	2%	2%	1%	3%	0%	7%	13%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(48.A) In the last couple of years, has your company focused more on increasing the diversity of your workforce?

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes - this is something we are focusing more on	30%	35%	24%	27%	25%	32%	44%	23%	40%	30%	23%	31%	37%	18%	43%	42%	12%
We have always focused on this	41%	44%	33%	30%	55%	38%	35%	51%	47%	39%	37%	47%	51%	38%	45%	43%	38%
No - this is not a priority for us	25%	18%	36%	38%	21%	24%	18%	26%	14%	24%	30%	23%	13%	40%	9%	14%	41%
Don't Know	4%	3%	6%	4%	0%	5%	3%	0%	0%	7%	9%	0%	0%	5%	3%	0%	9%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(48.B) In the last couple of years, has your company focused more on increasing the diversity of your workforce?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes - this is something we are focusing more on	30%	6%	5%	16%	12%	31%	28%	22%	47%	42%	45%	24%	49%	28%	21%	60%
We have always focused on this	41%	18%	30%	35%	38%	40%	47%	48%	37%	48%	41%	56%	39%	43%	41%	30%
No - this is not a priority for us	25%	62%	58%	40%	49%	26%	24%	25%	12%	8%	13%	20%	12%	27%	30%	7%
Don't Know	4%	14%	6%	8%	0%	3%	0%	5%	3%	2%	0%	0%	0%	1%	9%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(49.A) Thinking back over the last few years, what percentage of your hires would you say have been a good fit for the position they were hired to?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
All of them (100%)	10%	4%	19%	17%	12%	4%	9%	12%	3%	9%	12%	5%	0%	14%	5%	4%	19%
91%-99%	17%	23%	15%	15%	20%	18%	11%	15%	9%	15%	15%	17%	27%	17%	17%	18%	16%
76%-90%	35%	29%	33%	28%	30%	37%	40%	44%	53%	37%	34%	46%	55%	30%	41%	40%	28%
51-75%	19%	23%	16%	15%	19%	19%	17%	16%	13%	23%	18%	19%	13%	15%	23%	26%	7%
26-50%	7%	12%	5%	8%	2%	8%	14%	8%	9%	2%	6%	0%	6%	6%	9%	8%	6%
10-25%	2%	3%	2%	0%	4%	4%	0%	3%	6%	2%	2%	5%	0%	1%	4%	3%	2%
Under 10%	1%	1%	0%	2%	0%	0%	2%	0%	0%	0%	0%	5%	0%	1%	0%	1%	1%
None of them (0%)	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N/A - have not made any hires	9%	3%	11%	16%	14%	11%	7%	3%	6%	11%	13%	3%	0%	16%	0%	1%	20%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(49.B) Thinking back over the last few years, what percentage of your hires would you say have been a good fit for the position they were hired to?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
All of them (100%)	10%	13%	31%	41%	12%	4%	6%	3%	6%	5%	6%	3%	0%	8%	19%	3%
91%-99%	17%	5%	6%	8%	20%	36%	25%	11%	19%	17%	19%	11%	19%	19%	14%	15%
76%-90%	35%	1%	20%	20%	50%	27%	27%	47%	41%	41%	40%	41%	39%	38%	21%	45%
51-75%	19%	1%	8%	7%	14%	22%	27%	20%	21%	23%	23%	33%	29%	19%	17%	20%
26-50%	7%	1%	0%	5%	4%	5%	9%	12%	7%	9%	7%	7%	11%	5%	11%	9%
10-25%	2%	0%	0%	0%	0%	3%	0%	3%	5%	4%	4%	0%	1%	3%	1%	2%
Under 10%	1%	0%	0%	0%	0%	3%	2%	3%	0%	1%	1%	1%	1%	0%	2%	3%
None of them (0%)	0%	1%	2%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%
N/A - have not made any hires	9%	77%	32%	20%	0%	0%	3%	0%	0%	1%	1%	3%	0%	8%	15%	4%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(50.A) Thinking back to the last hiring mistake you are personally aware of, how much LESS value for your company do you think that particular worker created than the average worker in that position? If you are unsure, try to make a guess

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Significantly less value (over 50%)	6%	6%	10%	2%	15%	2%	2%	5%	10%	2%	8%	0%	0%	5%	6%	8%	3%
Moderately less value (25% - 50%)	21%	26%	25%	17%	22%	10%	16%	15%	23%	29%	19%	10%	18%	18%	24%	28%	10%
Slightly less value (0 - 25%)	38%	37%	36%	38%	36%	51%	53%	37%	31%	37%	27%	29%	45%	36%	41%	43%	32%
Lost the company money, or destroyed value (Under 0%)	8%	8%	3%	0%	8%	10%	0%	13%	22%	7%	5%	27%	18%	7%	9%	7%	8%
Not applicable - there have been no hiring mistakes	13%	10%	12%	22%	7%	18%	12%	21%	7%	11%	16%	10%	0%	15%	10%	9%	18%
Not applicable - there have been no new hires	9%	5%	11%	21%	8%	7%	7%	3%	6%	10%	14%	8%	0%	16%	2%	1%	20%
Don't know	6%	8%	4%	0%	4%	2%	10%	7%	0%	2%	12%	15%	18%	4%	8%	5%	8%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(50.B) Thinking back to the last hiring mistake you are personally aware of, how much LESS value for your company do you think that particular worker created than the average worker in that position? If you are unsure, try to make a guess

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Significantly less value (over 50%)	6%	1%	6%	0%	5%	14%	4%	6%	7%	6%	11%	3%	4%	6%	3%	14%
Moderately less value (25% - 50%)	21%	0%	6%	12%	7%	44%	27%	28%	23%	25%	27%	26%	32%	23%	13%	30%
Slightly less value (0 - 25%)	38%	8%	18%	43%	63%	16%	43%	38%	43%	40%	41%	38%	50%	41%	35%	32%
Lost the company money, or destroyed value (Under 0%)	8%	3%	7%	7%	7%	8%	8%	6%	6%	10%	9%	5%	5%	7%	12%	8%
Not applicable - there have been no hiring mistakes	13%	13%	25%	20%	11%	18%	13%	13%	15%	8%	9%	14%	4%	12%	16%	10%
Not applicable - there have been no new hires	9%	71%	35%	14%	3%	0%	3%	2%	4%	1%	1%	2%	0%	9%	12%	3%
Don't know	6%	4%	2%	4%	5%	0%	2%	7%	2%	11%	3%	12%	5%	3%	10%	3%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(51.A) And now thinking back to the last hire which exceeded expectations you are personally aware of, how much ADDITIONAL value for your company do you think that particular worker created than the average worker in that position? If you are unsure, try to make a guess

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Extremely more value (over 100%)	5%	6%	2%	8%	4%	4%	2%	5%	14%	5%	2%	11%	0%	6%	3%	5%	5%
Significantly more value (50% - 100%)	24%	24%	33%	17%	15%	16%	35%	23%	19%	16%	41%	17%	18%	19%	29%	30%	15%
Moderately more value (25% - 50%)	32%	38%	24%	45%	37%	35%	29%	34%	19%	34%	22%	36%	0%	29%	36%	37%	24%
Slightly more value (0 - 25%)	19%	19%	17%	9%	26%	19%	12%	19%	22%	27%	10%	10%	51%	19%	18%	20%	17%
Not applicable - there have been no hires which exceeded expectations	7%	5%	9%	2%	6%	13%	3%	13%	7%	9%	8%	7%	0%	8%	6%	3%	13%
Not applicable - there have been no new hires	8%	4%	9%	18%	8%	11%	7%	3%	13%	10%	9%	3%	0%	15%	1%	1%	19%
Don't know	6%	6%	6%	0%	4%	3%	12%	4%	6%	0%	8%	15%	31%	4%	7%	4%	9%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(51.B) And now thinking back to the last hire which exceeded expectations you are personally aware of, how much ADDITIONAL value for your company do you think that particular worker created than the average worker in that position? If you are unsure, try to make a guess

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Extremely more value (over 100%)	5%	5%	10%	0%	6%	12%	10%	1%	3%	4%	4%	4%	6%	3%	7%	8%
Significantly more value (50% - 100%)	24%	3%	6%	16%	26%	23%	19%	28%	25%	31%	29%	22%	37%	25%	16%	35%
Moderately more value (25% - 50%)	32%	1%	24%	34%	30%	36%	49%	24%	43%	32%	38%	38%	35%	33%	32%	29%
Slightly more value (0 - 25%)	19%	3%	8%	15%	27%	23%	15%	32%	21%	17%	21%	20%	18%	20%	17%	18%
Not applicable - there have been no hires which exceeded expectations	7%	7%	21%	17%	6%	5%	5%	4%	8%	5%	3%	7%	0%	7%	6%	6%
Not applicable - there have been no new hires	8%	77%	28%	14%	0%	0%	0%	0%	0%	1%	1%	1%	0%	8%	11%	2%
Don't know	6%	4%	2%	4%	5%	0%	2%	10%	1%	10%	3%	8%	4%	3%	11%	2%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(52.A) Do you offer any of the following to your new recruits? Please select all that apply

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Formal training courses	54%	45%	60%	43%	56%	62%	59%	50%	51%	57%	46%	74%	76%	44%	65%	63%	40%
Dedicated time to train	53%	51%	45%	70%	46%	66%	69%	51%	55%	60%	24%	62%	55%	46%	62%	59%	46%
Provide regular feedback	56%	59%	60%	46%	55%	60%	62%	52%	54%	61%	47%	37%	82%	52%	61%	61%	49%
Flexible working hours	52%	56%	52%	51%	62%	40%	49%	70%	50%	41%	36%	35%	82%	46%	58%	56%	46%
None of the above	11%	9%	18%	11%	6%	7%	5%	3%	14%	14%	30%	3%	0%	17%	4%	2%	24%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(52.B) Do you offer any of the following to your new recruits? Please select all that apply

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Formal training courses	54%	10%	25%	44%	54%	46%	63%	52%	61%	67%	62%	56%	72%	54%	49%	59%
Dedicated time to train	53%	14%	25%	45%	51%	59%	51%	59%	65%	60%	57%	49%	70%	54%	49%	63%
Provide regular feedback	56%	17%	29%	53%	58%	71%	51%	67%	62%	61%	58%	54%	74%	57%	49%	68%
Flexible working hours	52%	19%	38%	46%	47%	66%	57%	45%	64%	55%	53%	50%	68%	50%	53%	62%
None of the above	11%	65%	36%	23%	7%	2%	2%	2%	2%	5%	2%	4%	1%	10%	13%	6%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(53.A) Do you offer any of the following to your existing staff? Please select all that apply

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Formal training courses	59%	49%	55%	53%	74%	70%	65%	68%	57%	60%	44%	64%	87%	48%	72%	67%	48%
Dedicated time to train	48%	52%	40%	52%	46%	45%	53%	55%	41%	50%	35%	52%	63%	39%	58%	53%	41%
Provide regular feedback	56%	59%	66%	53%	53%	57%	70%	49%	51%	54%	36%	39%	69%	51%	63%	62%	48%
Flexible working hours	57%	59%	58%	49%	53%	59%	61%	66%	57%	53%	46%	51%	82%	48%	66%	62%	49%
None of the above	10%	6%	19%	13%	6%	7%	9%	0%	21%	11%	26%	3%	0%	18%	3%	2%	23%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(53.B) Do you offer any of the following to your existing staff? Please select all that apply

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Formal training courses	59%	11%	24%	44%	64%	61%	56%	58%	66%	74%	66%	53%	78%	58%	57%	66%
Dedicated time to train	48%	15%	28%	34%	50%	44%	37%	52%	61%	57%	49%	55%	59%	47%	46%	56%
Provide regular feedback	56%	11%	36%	59%	63%	65%	54%	53%	62%	63%	55%	66%	76%	55%	58%	64%
Flexible working hours	57%	27%	54%	45%	48%	62%	54%	49%	72%	64%	58%	59%	73%	60%	48%	56%
None of the above	10%	64%	25%	23%	10%	5%	2%	4%	6%	1%	2%	2%	1%	10%	15%	5%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(54.A) Does your company currently use any external agencies or outside companies to help with recruitment? Please select yes if you have are using any recruiters or headhunting firms - but NOT if you are only using external jobs boards (eg Indeed, LinkedIn)Please select all that apply

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Yes - for permanent roles	49%	61%	40%	36%	51%	55%	48%	53%	45%	51%	50%	46%	42%	37%	63%	82%	0%
Yes - for temporary roles	25%	34%	20%	15%	13%	34%	37%	36%	35%	22%	14%	25%	18%	18%	33%	42%	0%
No	40%	26%	49%	56%	45%	33%	40%	32%	32%	45%	43%	44%	39%	54%	25%	0%	100%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(54.B) Does your company currently use any external agencies or outside companies to help with recruitment? Please select yes if you have are using any recruiters or headhunting firms - but NOT if you are only using external jobs boards (eg Indeed, LinkedIn)Please select all that apply

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Yes - for permanent roles	49%	2%	9%	12%	37%	58%	63%	59%	61%	64%	100%	0%	100%	49%	42%	72%
Yes - for temporary roles	25%	7%	14%	16%	14%	28%	21%	25%	30%	35%	0%	100%	100%	26%	24%	25%
No	40%	91%	81%	77%	54%	30%	27%	31%	29%	24%	0%	0%	0%	40%	50%	21%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(55.A) How senior are the roles within you organisation that you tend to use recruiting firms for? Please select all that apply

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes	No
Unweighted	297	93	31	13	15	19	22	25	12	30	19	11	7	140	157	297	0
Weighted	300	71	38	19	28	22	24	24	9	27	18	11	8	121	179	300	0
Junior roles	49%	45%	67%	58%	40%	61%	63%	61%	42%	31%	31%	59%	9%	50%	49%	49%	
Intermediate roles	70%	75%	83%	75%	63%	77%	61%	69%	75%	66%	63%	50%	40%	66%	73%	70%	
Senior roles	55%	49%	59%	36%	59%	43%	59%	53%	53%	59%	67%	64%	79%	50%	58%	55%	
Other (Please Specify)	1%	1%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	
Don't Know	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%	0%	1%	1%	

Note:

BASE: only people who responded; "Yes - for permanent roles, Yes - for temporary roles" to Does your company currently use any external agencies or outside companies to help with recruitment? Please select yes if you have are using any recruiters or headhunting firms - but NOT if you are only using external jobs boards (eg Indeed, LinkedIn) Please select all that apply

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(55.B) How senior are the roles within your organisation that you tend to use recruiting firms for? Please select all that apply

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	297	7	6	6	15	20	35	51	45	112	170	53	74	195	52	43
Weighted	300	3	3	9	24	27	26	28	52	127	173	53	74	197	53	45
Junior roles	49%	29%	33%	16%	47%	61%	61%	48%	46%	50%	43%	51%	64%	48%	51%	58%
Intermediate roles	70%	61%	67%	79%	63%	73%	57%	67%	76%	71%	64%	60%	90%	73%	70%	58%
Senior roles	55%	28%	0%	37%	49%	57%	48%	57%	58%	58%	57%	29%	67%	52%	58%	60%
Other (Please Specify)	1%	0%	0%	0%	0%	0%	0%	0%	0%	2%	1%	0%	0%	0%	0%	3%
Don't Know	1%	13%	0%	0%	0%	0%	0%	0%	0%	2%	1%	2%	0%	1%	0%	0%

Note:

BASE: only people who responded; "Yes - for permanent roles, Yes - for temporary roles" to Does your company currently use any external agencies or outside companies to help with recruitment? Please select yes if you have are using any recruiters or headhunting firms - but NOT if you are only using external jobs boards (eg Indeed, LinkedIn) Please select all that apply

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(56.A) Regardless of whether you use recruitment agencies yourself, which services do you think you would be able to access through a recruitment agency? Please select all that apply.

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Access to a diverse pool of candidates	47%	47%	46%	44%	47%	49%	57%	51%	54%	43%	47%	40%	37%	42%	53%	53%	39%
Advice on workforce planning	25%	28%	18%	8%	28%	25%	36%	30%	26%	23%	24%	33%	33%	18%	33%	33%	13%
Expertise in a specific sector	51%	55%	59%	39%	42%	52%	61%	52%	36%	42%	50%	46%	49%	45%	57%	54%	46%
Regional expertise	36%	36%	31%	40%	32%	53%	32%	44%	23%	32%	38%	29%	39%	28%	44%	42%	27%
Actions to eliminate bias during the recruitment process	29%	26%	28%	24%	15%	34%	18%	45%	49%	31%	37%	30%	57%	25%	33%	35%	21%
Strengthening our employer brand	26%	35%	23%	7%	29%	18%	26%	41%	19%	21%	18%	19%	51%	19%	32%	34%	13%
Advice on providing training and development to new recruits and staff	29%	31%	26%	21%	31%	30%	25%	32%	28%	26%	33%	34%	33%	28%	29%	33%	21%
Quick access to temporary/contract workers	41%	36%	43%	38%	36%	53%	47%	43%	47%	34%	45%	38%	62%	36%	47%	43%	39%
None of the above	6%	4%	9%	2%	2%	7%	3%	2%	0%	16%	11%	3%	6%	10%	2%	1%	13%
Don't Know	7%	2%	9%	22%	18%	4%	2%	5%	0%	3%	5%	13%	0%	11%	4%	1%	18%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(56.B) Regardless of whether you use recruitment agencies yourself, which services do you think you would be able to access through a recruitment agency? Please select all that apply.

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Access to a diverse pool of candidates	47%	32%	33%	34%	44%	57%	41%	45%	52%	53%	46%	46%	72%	50%	39%	44%
Advice on workforce planning	25%	6%	6%	3%	30%	15%	20%	33%	42%	29%	34%	22%	38%	25%	22%	34%
Expertise in a specific sector	51%	27%	35%	50%	39%	54%	48%	57%	54%	58%	51%	53%	59%	53%	39%	61%
Regional expertise	36%	9%	25%	20%	44%	35%	23%	32%	43%	44%	39%	27%	58%	38%	31%	34%
Actions to eliminate bias during the recruitment process	29%	15%	18%	13%	28%	22%	34%	41%	30%	35%	32%	26%	47%	30%	23%	35%
Strengthening our employer brand	26%	8%	4%	10%	30%	22%	22%	25%	39%	29%	33%	32%	38%	25%	21%	36%
Advice on providing training and development to new recruits and staff	29%	17%	21%	22%	46%	38%	20%	21%	31%	29%	30%	18%	52%	30%	22%	38%
Quick access to temporary/contract workers	41%	30%	38%	27%	33%	36%	48%	40%	41%	50%	29%	55%	69%	43%	38%	38%
None of the above	6%	28%	21%	4%	9%	6%	3%	5%	0%	3%	1%	0%	1%	5%	9%	2%
Don't Know	7%	19%	23%	28%	5%	0%	2%	6%	6%	3%	1%	0%	1%	6%	12%	3%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(57.A) Has your company used external agencies or outside companies in the past to help with recruitment? Please select all that apply

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	204	32	34	19	14	15	15	13	7	29	12	11	3	155	49	0	204
Weighted	201	25	38	24	22	11	16	11	4	22	14	9	6	140	61	0	201
Yes - for permanent roles	16%	31%	17%	0%	9%	5%	17%	51%	29%	8%	4%	13%	36%	11%	26%		16%
Yes - for temporary roles	10%	16%	16%	0%	0%	23%	17%	10%	29%	5%	0%	23%	0%	4%	24%		10%
No	77%	53%	74%	100%	91%	72%	74%	49%	52%	92%	96%	63%	64%	86%	58%		77%

Note:

BASE: only people who responded; "No" to Does your company currently use any external agencies or outside companies to help with recruitment? Please select yes if you have are using any recruiters or headhunting firms - but NOT if you are only using external jobs boards (eg Indeed, LinkedIn) Please select all that apply

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(57.B) Has your company used external agencies or outside companies in the past to help with recruitment? Please select all that apply

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	204	52	23	16	19	10	13	22	17	32	0	0	0	132	52	13
Weighted	201	33	14	30	28	12	10	13	21	40	0	0	0	130	52	12
Yes - for permanent roles	16%	2%	5%	0%	29%	19%	7%	27%	46%	15%				15%	13%	24%
Yes - for temporary roles	10%	2%	0%	11%	0%	9%	0%	8%	4%	35%				11%	5%	9%
No	77%	98%	95%	89%	71%	72%	93%	73%	50%	62%				76%	83%	76%

Note:
 BASE: only people who responded; "No" to Does your company currently use any external agencies or outside companies to help with recruitment? Please select yes if you have are using any recruiters or headhunting firms - but NOT if you are only using external jobs boards (eg Indeed, LinkedIn) Please select all that apply
 Fieldwork: 28th Oct - 1st Nov 2020
 Data weighted by share of employees and region to Nationally Representative Proportions

(58.A) You said that you had never used any external agencies or outside companies to help with recruitment. What are the most important reasons for this? Please select all that apply

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	161	20	25	19	13	12	12	8	4	27	11	8	2	135	26	0	161
Weighted	155	13	28	24	20	8	12	6	2	20	13	6	4	120	35	0	155
Too expensive	35%	30%	8%	37%	36%	54%	66%	49%	62%	36%	41%	34%	50%	36%	34%		35%
Don't trust recruitment agencies to find good candidates	15%	13%	24%	21%	0%	0%	19%	0%	0%	10%	16%	37%	50%	17%	10%		15%
Don't need any additional workers	26%	20%	31%	39%	29%	47%	23%	19%	19%	16%	16%	9%	0%	32%	4%		26%
Quicker or more efficient to recruit in-house	21%	32%	14%	33%	15%	7%	23%	39%	0%	28%	21%	8%	0%	19%	30%		21%
We have a better understanding of our precise needs than an outside agency	29%	24%	33%	30%	16%	8%	33%	39%	0%	28%	22%	48%	100%	27%	33%		29%
We prefer to manage the recruitment process ourselves	39%	39%	49%	27%	47%	8%	41%	61%	0%	37%	22%	46%	100%	34%	54%		39%
We have a dedicated team to manage recruitment activities	9%	14%	0%	7%	6%	0%	12%	29%	19%	20%	0%	8%	50%	3%	31%		9%
None of the above	11%	21%	7%	7%	5%	7%	6%	0%	0%	15%	38%	0%	0%	14%	0%		11%

Note:

BASE: only people who responded; "No" to Has your company used external agencies or outside companies in the past to help with recruitment? Please select all that apply

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(58.B) You said that you had never used any external agencies or outside companies to help with recruitment. What are the most important reasons for this? Please select all that apply

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	161	51	22	14	13	7	12	16	7	19	0	0	0	104	42	10
Weighted	155	32	14	27	20	8	9	9	11	25	0	0	0	99	43	9
Too expensive	35%	27%	29%	28%	39%	76%	58%	34%	55%	24%				39%	31%	5%
Don't trust recruitment agencies to find good candidates	15%	5%	8%	17%	41%	17%	7%	24%	32%	0%				19%	1%	49%
Don't need any additional workers	26%	64%	28%	32%	15%	0%	18%	10%	0%	6%				28%	24%	23%
Quicker or more efficient to recruit in-house	21%	7%	27%	10%	27%	31%	33%	32%	45%	23%				23%	12%	35%
We have a better understanding of our precise needs than an outside agency	29%	14%	21%	31%	42%	29%	46%	18%	42%	29%				35%	13%	43%
We prefer to manage the recruitment process ourselves	39%	14%	29%	33%	63%	29%	74%	16%	56%	54%				42%	32%	36%
We have a dedicated team to manage recruitment activities	9%	1%	8%	0%	0%	0%	14%	10%	10%	39%				9%	7%	24%
None of the above	11%	19%	14%	18%	7%	12%	0%	13%	0%	0%				9%	16%	0%

Note:

BASE: only people who responded; "No" to Has your company used external agencies or outside companies in the past to help with recruitment? Please select all that apply

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(59.A) You said that you were not currently using external agencies or outside companies to help with recruitment. What are the most important reasons for this? Please select all that apply

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	43	12	9	0	1	3	3	5	3	2	1	3	1	20	23	0	43
Weighted	46	12	10	0	2	3	4	6	2	2	1	3	2	20	26	0	46
Too expensive	30%	42%	7%		0%	41%	67%	22%	41%	62%	0%	36%	0%	31%	30%		30%
Don't trust recruitment agencies to find good candidates	7%	9%	7%		0%	0%	0%	19%	0%	0%	100%	0%	0%	11%	4%		7%
Don't currently need any additional workers	13%	25%	0%		0%	41%	0%	0%	18%	0%	100%	32%	0%	15%	12%		13%
Quicker or more efficient to recruit in-house	16%	17%	15%		0%	0%	0%	38%	41%	0%	0%	32%	0%	5%	25%		16%
We have a better understanding of our precise needs than an outside agency	38%	49%	28%		100%	0%	67%	59%	0%	0%	100%	0%	0%	26%	47%		38%
We prefer to manage the recruitment process ourselves	31%	35%	7%		100%	41%	67%	38%	0%	62%	0%	0%	0%	15%	43%		31%
Bad experience of recruitment agencies in the past	23%	24%	24%		100%	18%	0%	0%	0%	0%	100%	0%	100%	32%	15%		23%
We have a dedicated team to manage recruitment activities	16%	8%	41%		0%	0%	33%	0%	0%	62%	0%	0%	0%	13%	18%		16%
None of the above	3%	0%	7%		0%	0%	0%	0%	0%	38%	0%	0%	0%	7%	0%		3%

Note:

BASE: only people who responded; "Yes - for permanent roles, Yes - for temporary roles" to Has your company used external agencies or outside companies in the past to help with recruitment? Please select all that apply

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(59.B) You said that you were not currently using external agencies or outside companies to help with recruitment. What are the most important reasons for this? Please select all that apply

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	43	1	1	2	6	3	1	6	10	13	0	0	0	28	10	3
Weighted	46	1	1	3	8	3	1	3	11	15	0	0	0	31	9	3
Too expensive	30%	0%	0%	0%	42%	62%	0%	19%	8%	45%				30%	33%	0%
Don't trust recruitment agencies to find good candidates	7%	100%	0%	0%	0%	31%	0%	17%	0%	7%				5%	8%	39%
Don't currently need any additional workers	13%	0%	0%	0%	25%	0%	0%	28%	8%	15%				20%	0%	0%
Quicker or more efficient to recruit in-house	16%	0%	0%	0%	0%	31%	0%	0%	26%	23%				14%	10%	68%
We have a better understanding of our precise needs than an outside agency	38%	100%	0%	0%	0%	100%	0%	35%	76%	26%				38%	34%	32%
We prefer to manage the recruitment process ourselves	31%	0%	0%	39%	0%	31%	0%	19%	59%	32%				33%	26%	0%
Bad experience of recruitment agencies in the past	23%	100%	0%	0%	45%	31%	0%	33%	36%	0%				25%	29%	0%
We have a dedicated team to manage recruitment activities	16%	0%	0%	61%	0%	0%	0%	19%	21%	16%				17%	23%	0%
None of the above	3%	0%	100%	0%	0%	0%	100%	0%	0%	0%				0%	15%	0%

Note:

BASE: only people who responded; "Yes - for permanent roles, Yes - for temporary roles" to Has your company used external agencies or outside companies in the past to help with recruitment? Please select all that apply

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(60.A) What were the most important reasons for you using a recruitment agency? Please select up to three

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Save time for management	36%	47%	34%	19%	18%	47%	47%	36%	45%	33%	33%	25%	49%	29%	43%	49%	15%
Allow management to focus on other things	33%	33%	29%	36%	26%	52%	31%	33%	53%	27%	37%	36%	30%	27%	40%	45%	16%
Access a broader range of candidates	35%	43%	35%	14%	32%	34%	33%	40%	29%	42%	39%	27%	24%	31%	39%	41%	26%
Access higher quality candidates	35%	41%	22%	30%	26%	32%	50%	45%	16%	39%	39%	44%	48%	27%	45%	49%	15%
Hiring short term or flexible workers	23%	26%	23%	17%	10%	43%	37%	29%	29%	16%	14%	25%	13%	14%	33%	32%	9%
The agency approached us	14%	16%	6%	10%	14%	8%	22%	15%	16%	17%	17%	11%	27%	13%	15%	18%	8%
Other (Please Specify)	0%	1%	0%	0%	0%	0%	0%	0%	3%	2%	0%	0%	0%	1%	0%	0%	1%
None of the above	21%	10%	32%	40%	35%	15%	14%	10%	3%	22%	21%	14%	13%	33%	8%	0%	51%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(60.B) What were the most important reasons for you using a recruitment agency? Please select up to three

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Save time for management	36%	8%	19%	18%	26%	41%	44%	41%	42%	44%	49%	52%	49%	37%	35%	35%
Allow management to focus on other things	33%	3%	8%	11%	25%	40%	49%	43%	36%	41%	44%	48%	44%	33%	26%	50%
Access a broader range of candidates	35%	10%	19%	17%	37%	52%	32%	40%	37%	39%	42%	25%	51%	37%	25%	36%
Access higher quality candidates	35%	6%	11%	28%	24%	30%	32%	47%	50%	42%	52%	35%	52%	35%	32%	43%
Hiring short term or flexible workers	23%	7%	16%	14%	10%	19%	15%	21%	34%	33%	20%	55%	47%	23%	24%	25%
The agency approached us	14%	1%	9%	11%	14%	20%	13%	18%	17%	15%	19%	14%	19%	14%	13%	20%
Other (Please Specify)	0%	3%	0%	0%	0%	0%	2%	0%	0%	1%	1%	0%	0%	0%	1%	0%
None of the above	21%	75%	63%	47%	33%	10%	11%	9%	12%	6%	0%	0%	1%	21%	25%	12%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(61.A) How did you find the recruitment agency or agencies that you are using/have used in the past? If you have used multiple, please think only of the agency that you use most often, or have used most recently. Please select all that apply.

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	340	105	40	13	16	22	25	30	15	32	20	14	8	160	180	297	43
Weighted	346	83	48	19	30	25	28	29	11	29	19	14	10	141	204	300	46
The agency approached us	37%	33%	43%	27%	24%	31%	49%	35%	11%	60%	44%	27%	42%	35%	38%	37%	33%
Word of mouth	46%	43%	61%	53%	44%	58%	35%	48%	43%	37%	40%	49%	32%	50%	44%	45%	52%
Online search	51%	58%	44%	23%	46%	60%	62%	54%	58%	72%	46%	25%	24%	53%	51%	54%	37%
Advertisement	31%	30%	15%	36%	37%	25%	51%	39%	42%	31%	37%	18%	24%	31%	32%	33%	17%
Other (Please Specify)	2%	2%	0%	0%	7%	0%	0%	0%	8%	0%	0%	7%	0%	0%	3%	2%	2%
None of the above	4%	10%	1%	0%	7%	0%	0%	4%	0%	0%	0%	7%	17%	1%	7%	4%	5%

Note:

BASE: Only people who responded; "Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(61.B) How did you find the recruitment agency or agencies that you are using/have used in the past? If you have used multiple, please think only of the agency that you use most often, or have used most recently. Please select all that apply.

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	340	8	7	8	21	23	36	57	55	125	170	53	74	223	62	46
Weighted	346	4	4	12	32	30	27	32	62	142	173	53	74	229	61	48
The agency approached us	37%	22%	17%	26%	14%	47%	37%	50%	35%	40%	36%	33%	44%	37%	34%	38%
Word of mouth	46%	68%	56%	48%	53%	53%	42%	48%	51%	41%	43%	43%	54%	47%	45%	48%
Online search	51%	11%	66%	88%	52%	50%	54%	45%	66%	44%	55%	42%	59%	53%	42%	61%
Advertisement	31%	10%	0%	36%	29%	23%	48%	29%	23%	35%	29%	29%	46%	31%	30%	34%
Other (Please Specify)	2%	0%	0%	0%	0%	0%	0%	0%	1%	3%	2%	2%	1%	1%	1%	4%
None of the above	4%	0%	17%	0%	0%	0%	2%	0%	3%	9%	3%	11%	4%	2%	13%	2%

Note:

BASE: Only people who responded; "Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(62.A) All in all, how satisfied were you with your experience using an employment agency?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	340	105	40	13	16	22	25	30	15	32	20	14	8	160	180	297	43
Weighted	346	83	48	19	30	25	28	29	11	29	19	14	10	141	204	300	46
Very satisfied	29%	22%	30%	36%	26%	37%	34%	25%	45%	31%	34%	37%	8%	26%	31%	32%	10%
Somewhat satisfied	50%	55%	45%	42%	33%	51%	58%	55%	28%	56%	50%	49%	85%	53%	48%	52%	40%
Neither satisfied nor dissatisfied	15%	16%	19%	21%	34%	13%	8%	2%	19%	13%	10%	14%	8%	17%	14%	14%	27%
Somewhat dissatisfied	3%	3%	3%	0%	0%	0%	0%	19%	8%	0%	7%	0%	0%	3%	4%	2%	13%
Very dissatisfied	1%	2%	3%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	8%
Don't Know	1%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	2%

Note:

BASE: Only people who responded; "Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(62.B) All in all, how satisfied were you with your experience using an employment agency?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	340	8	7	8	21	23	36	57	55	125	170	53	74	223	62	46
Weighted	346	4	4	12	32	30	27	32	62	142	173	53	74	229	61	48
Very satisfied	29%	50%	11%	26%	23%	35%	15%	28%	46%	24%	34%	23%	31%	24%	30%	55%
Somewhat satisfied	50%	22%	73%	48%	41%	54%	76%	48%	32%	56%	47%	55%	61%	56%	41%	35%
Neither satisfied nor dissatisfied	15%	0%	17%	26%	32%	3%	5%	23%	14%	14%	16%	19%	4%	16%	24%	2%
Somewhat dissatisfied	3%	17%	0%	0%	0%	7%	3%	0%	3%	4%	2%	0%	3%	3%	5%	6%
Very dissatisfied	1%	0%	0%	0%	5%	0%	0%	1%	5%	0%	1%	0%	1%	2%	0%	1%
Don't Know	1%	11%	0%	0%	0%	0%	0%	0%	0%	1%	0%	3%	0%	0%	1%	0%

Note:

BASE: Only people who responded;"Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(63.A) Which services and support from the agency did you find most valuable? Please select up to three.

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	340	105	40	13	16	22	25	30	15	32	20	14	8	160	180	297	43
Weighted	346	83	48	19	30	25	28	29	11	29	19	14	10	141	204	300	46
Access to a diverse pool of candidates	41%	38%	29%	54%	24%	34%	50%	52%	44%	58%	54%	31%	32%	38%	42%	41%	37%
Advice on workforce planning	20%	18%	15%	23%	15%	15%	22%	25%	19%	23%	27%	14%	44%	20%	20%	21%	14%
Expertise in a specific sector	40%	47%	50%	30%	43%	54%	40%	23%	27%	28%	40%	26%	40%	39%	41%	42%	26%
Regional expertise	25%	15%	15%	61%	19%	41%	40%	21%	15%	38%	22%	28%	17%	25%	25%	27%	14%
Actions to eliminate bias during the recruitment process	17%	19%	18%	0%	15%	20%	27%	12%	23%	11%	30%	21%	8%	13%	20%	20%	3%
Strengthening our employer brand	21%	21%	18%	24%	19%	15%	19%	32%	23%	22%	30%	8%	27%	24%	19%	21%	19%
Advice on providing training and development to new recruits and staff	17%	14%	12%	37%	4%	13%	20%	26%	30%	23%	13%	15%	34%	15%	19%	18%	16%
Quick access to temporary/contract workers	31%	30%	32%	23%	27%	56%	27%	30%	43%	34%	24%	21%	17%	30%	32%	32%	22%
Other (Please Specify)	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	8%	0%	1%	0%	0%	3%
None of the above	3%	6%	5%	0%	10%	0%	0%	0%	0%	4%	0%	0%	0%	4%	3%	1%	17%

Note:

BASE: Only people who responded; "Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(63.B) Which services and support from the agency did you find most valuable? Please select up to three.

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	340	8	7	8	21	23	36	57	55	125	170	53	74	223	62	46
Weighted	346	4	4	12	32	30	27	32	62	142	173	53	74	229	61	48
Access to a diverse pool of candidates	41%	42%	33%	53%	32%	43%	37%	37%	33%	46%	41%	35%	48%	45%	36%	30%
Advice on workforce planning	20%	0%	16%	20%	14%	19%	26%	22%	26%	18%	22%	15%	20%	21%	13%	25%
Expertise in a specific sector	40%	13%	23%	52%	27%	52%	34%	44%	42%	41%	45%	26%	49%	38%	44%	45%
Regional expertise	25%	15%	0%	42%	32%	9%	22%	33%	29%	24%	29%	11%	33%	26%	25%	24%
Actions to eliminate bias during the recruitment process	17%	28%	16%	10%	15%	7%	15%	14%	20%	21%	19%	25%	17%	18%	13%	24%
Strengthening our employer brand	21%	11%	0%	16%	29%	30%	20%	25%	29%	14%	26%	8%	20%	23%	10%	27%
Advice on providing training and development to new recruits and staff	17%	21%	0%	10%	6%	14%	22%	22%	18%	19%	18%	23%	14%	18%	10%	25%
Quick access to temporary/contract workers	31%	15%	27%	0%	25%	48%	33%	27%	32%	32%	22%	37%	52%	30%	39%	29%
Other (Please Specify)	1%	0%	0%	0%	4%	0%	0%	0%	0%	1%	1%	0%	0%	0%	2%	0%
None of the above	3%	11%	17%	10%	5%	0%	0%	4%	5%	2%	1%	2%	1%	3%	3%	2%

Note:

BASE: Only people who responded;" Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(64.A) On average, how good a match do you think the permanent workers you have recruited through an agency are for their positions?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	340	105	40	13	16	22	25	30	15	32	20	14	8	160	180	297	43
Weighted	346	83	48	19	30	25	28	29	11	29	19	14	10	141	204	300	46
Very good match	24%	20%	26%	27%	29%	30%	18%	23%	34%	18%	20%	40%	15%	22%	25%	26%	11%
Somewhat good match	54%	61%	42%	35%	48%	52%	79%	52%	46%	56%	66%	32%	44%	54%	53%	54%	53%
Neither a good or bad match	13%	12%	20%	32%	16%	6%	3%	9%	20%	9%	14%	7%	17%	13%	13%	14%	9%
Somewhat bad match	3%	3%	5%	5%	0%	2%	0%	8%	0%	4%	0%	7%	8%	7%	1%	3%	5%
Very bad match	2%	0%	3%	0%	0%	3%	0%	0%	0%	7%	0%	7%	0%	2%	2%	1%	4%
Don't Know	1%	3%	0%	0%	0%	0%	0%	0%	0%	6%	0%	0%	0%	1%	1%	0%	8%
N/A - have never recruited any permanent staff through an agency	4%	2%	4%	0%	7%	7%	0%	8%	0%	0%	0%	7%	17%	2%	5%	3%	10%

Note:

BASE: Only people who responded; "Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(64.B) On average, how good a match do you think the permanent workers you have recruited through an agency are for their positions?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	340	8	7	8	21	23	36	57	55	125	170	53	74	223	62	46
Weighted	346	4	4	12	32	30	27	32	62	142	173	53	74	229	61	48
Very good match	24%	45%	27%	12%	24%	22%	24%	17%	31%	23%	32%	12%	21%	20%	23%	44%
Somewhat good match	54%	28%	56%	88%	54%	49%	46%	56%	51%	54%	49%	52%	66%	59%	43%	41%
Neither a good or bad match	13%	0%	0%	0%	9%	19%	19%	16%	13%	13%	14%	18%	10%	13%	18%	8%
Somewhat bad match	3%	0%	17%	0%	4%	11%	7%	8%	0%	1%	3%	5%	2%	3%	6%	4%
Very bad match	2%	0%	0%	0%	5%	0%	3%	0%	0%	2%	2%	0%	1%	2%	0%	2%
Don't Know	1%	0%	0%	0%	0%	0%	2%	1%	1%	1%	0%	0%	0%	0%	4%	0%
N/A - have never recruited any permanent staff through an agency	4%	26%	0%	0%	4%	0%	0%	2%	3%	5%	1%	12%	0%	4%	7%	0%

Note:

BASE: Only people who responded; "Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(65.A) On average, how good a match do you think the temporary workers you have recruited through an agency are for their positions?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	340	105	40	13	16	22	25	30	15	32	20	14	8	160	180	297	43
Weighted	346	83	48	19	30	25	28	29	11	29	19	14	10	141	204	300	46
Very good match	17%	15%	17%	17%	15%	17%	29%	22%	19%	18%	10%	21%	8%	16%	18%	19%	6%
Somewhat good match	50%	58%	42%	47%	34%	57%	55%	39%	54%	52%	61%	42%	60%	48%	52%	51%	43%
Neither a good or bad match	17%	13%	18%	27%	34%	9%	8%	22%	19%	19%	7%	14%	24%	18%	16%	17%	18%
Somewhat bad match	4%	2%	5%	0%	0%	10%	0%	9%	0%	4%	10%	7%	0%	3%	5%	3%	8%
Very bad match	1%	2%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%
Don't Know	2%	2%	0%	0%	0%	0%	5%	4%	0%	4%	0%	0%	0%	1%	2%	0%	9%
N/A - have never recruited any temporary staff through an agency	10%	8%	18%	9%	17%	5%	3%	4%	9%	4%	13%	16%	8%	13%	7%	9%	16%

Note:

BASE: Only people who responded;"Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(65.B) On average, how good a match do you think the temporary workers you have recruited through an agency are for their positions?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	340	8	7	8	21	23	36	57	55	125	170	53	74	223	62	46
Weighted	346	4	4	12	32	30	27	32	62	142	173	53	74	229	61	48
Very good match	17%	39%	45%	22%	7%	15%	17%	16%	24%	16%	16%	20%	24%	17%	12%	29%
Somewhat good match	50%	21%	27%	62%	48%	44%	47%	52%	40%	57%	46%	63%	54%	51%	42%	50%
Neither a good or bad match	17%	28%	17%	16%	23%	19%	16%	14%	21%	14%	16%	16%	20%	17%	29%	4%
Somewhat bad match	4%	0%	0%	0%	0%	3%	5%	5%	4%	5%	5%	0%	2%	4%	1%	7%
Very bad match	1%	11%	0%	0%	0%	0%	3%	0%	1%	0%	1%	1%	0%	1%	0%	0%
Don't Know	2%	0%	0%	0%	4%	0%	0%	0%	1%	2%	1%	0%	0%	1%	5%	0%
N/A - have never recruited any temporary staff through an agency	10%	0%	11%	0%	18%	19%	12%	13%	9%	6%	15%	0%	0%	9%	11%	10%

Note:

BASE: Only people who responded; "Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(66.A) In your experience, to what extent did working with an agency help you increase the diversity of the candidates you considered?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	340	105	40	13	16	22	25	30	15	32	20	14	8	160	180	297	43
Weighted	346	83	48	19	30	25	28	29	11	29	19	14	10	141	204	300	46
Significant increase in diversity of candidates	14%	12%	13%	9%	31%	15%	10%	21%	24%	18%	7%	4%	8%	19%	11%	15%	8%
Moderate increase in diversity of candidates	48%	48%	43%	50%	35%	45%	60%	44%	54%	63%	47%	36%	51%	44%	51%	51%	30%
No increase in diversity of candidates	31%	35%	37%	32%	25%	40%	23%	27%	22%	15%	33%	46%	24%	31%	31%	29%	44%
Moderate reduction in diversity of candidates	3%	0%	5%	0%	0%	0%	2%	8%	0%	0%	13%	7%	0%	3%	2%	2%	11%
Significant reduction in diversity of candidates	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Don't Know	4%	3%	1%	9%	8%	0%	5%	0%	0%	4%	0%	7%	17%	2%	5%	3%	7%

Note:

BASE: Only people who responded; "Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(66.B) In your experience, to what extent did working with an agency help you increase the diversity of the candidates you considered?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	340	8	7	8	21	23	36	57	55	125	170	53	74	223	62	46
Weighted	346	4	4	12	32	30	27	32	62	142	173	53	74	229	61	48
Significant increase in diversity of candidates	14%	35%	0%	28%	11%	31%	17%	15%	15%	10%	19%	6%	13%	10%	9%	44%
Moderate increase in diversity of candidates	48%	36%	50%	20%	46%	40%	45%	53%	48%	52%	51%	43%	56%	53%	32%	44%
No increase in diversity of candidates	31%	28%	50%	36%	36%	21%	39%	25%	30%	31%	27%	42%	25%	32%	49%	7%
Moderate reduction in diversity of candidates	3%	0%	0%	16%	0%	4%	0%	5%	5%	1%	1%	0%	3%	3%	3%	4%
Significant reduction in diversity of candidates	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
Don't Know	4%	0%	0%	0%	7%	0%	0%	2%	1%	6%	1%	9%	3%	1%	8%	2%

Note:

BASE: Only people who responded;" Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(67.A) And to what extent did working with an agency help you increase the diversity of new recruits?

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	340	105	40	13	16	22	25	30	15	32	20	14	8	160	180	297	43
Weighted	346	83	48	19	30	25	28	29	11	29	19	14	10	141	204	300	46
Significant increase in diversity of new recruits	15%	16%	11%	0%	20%	20%	17%	26%	32%	9%	10%	11%	8%	18%	13%	16%	8%
Moderate increase in diversity of new recruits	48%	46%	42%	68%	32%	40%	57%	45%	34%	76%	61%	36%	44%	45%	51%	51%	33%
No increase in diversity of new recruits	29%	32%	40%	23%	24%	37%	19%	27%	34%	11%	22%	39%	32%	27%	30%	26%	49%
Moderate reduction in diversity of new recruits	3%	3%	0%	0%	16%	0%	2%	2%	0%	4%	7%	0%	0%	5%	1%	4%	0%
Significant reduction in diversity of new recruits	1%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	1%	0%	1%	0%
Don't Know	4%	3%	5%	9%	8%	2%	5%	0%	0%	0%	0%	7%	17%	4%	4%	3%	9%

Note:

BASE: Only people who responded;"Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(67.B) And to what extent did working with an agency help you increase the diversity of new recruits?

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	340	8	7	8	21	23	36	57	55	125	170	53	74	223	62	46
Weighted	346	4	4	12	32	30	27	32	62	142	173	53	74	229	61	48
Significant increase in diversity of new recruits	15%	34%	0%	10%	11%	31%	14%	21%	19%	10%	17%	8%	21%	13%	8%	39%
Moderate increase in diversity of new recruits	48%	22%	50%	48%	38%	57%	39%	45%	43%	54%	52%	38%	56%	53%	42%	37%
No increase in diversity of new recruits	29%	28%	50%	26%	25%	12%	45%	27%	33%	29%	26%	36%	18%	29%	40%	17%
Moderate reduction in diversity of new recruits	3%	0%	0%	0%	18%	0%	0%	5%	3%	1%	3%	7%	3%	3%	1%	4%
Significant reduction in diversity of new recruits	1%	0%	0%	0%	0%	0%	3%	0%	0%	1%	1%	0%	0%	0%	0%	2%
Don't Know	4%	15%	0%	16%	7%	0%	0%	2%	1%	5%	1%	10%	3%	2%	8%	2%

Note:

BASE: Only people who responded; "Yes" to: Rebase 1

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(68.A) What are the most important reasons your company uses temporary workers? : More flexibility

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	297	91	31	14	17	19	26	19	12	32	16	14	6	127	170	227	70
Weighted	305	72	38	20	31	21	30	19	8	29	17	12	9	108	197	231	74
Very important	31%	31%	21%	25%	18%	53%	49%	38%	45%	36%	15%	20%	32%	26%	34%	34%	23%
Somewhat important	50%	51%	65%	47%	54%	38%	44%	36%	19%	45%	75%	46%	40%	51%	49%	49%	51%
Neither important or unimportant	13%	14%	4%	25%	24%	6%	7%	15%	36%	13%	11%	8%	9%	17%	11%	11%	20%
Somewhat unimportant	3%	4%	6%	4%	0%	0%	0%	6%	0%	0%	0%	16%	0%	2%	3%	3%	1%
Not at all important	2%	0%	4%	0%	4%	3%	0%	6%	0%	0%	0%	0%	20%	2%	2%	2%	3%
Don't Know	1%	0%	0%	0%	0%	0%	0%	0%	0%	6%	0%	9%	0%	2%	1%	1%	2%

Note:

BASE: only people who responded;"10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(68.B) What are the most important reasons your company uses temporary workers? : More flexibility

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	297	3	5	7	12	16	32	52	50	120	118	42	67	200	52	42
Weighted	305	1	3	11	20	21	23	28	59	138	121	43	67	205	54	45
Very important	31%	58%	20%	41%	30%	13%	27%	27%	28%	36%	26%	46%	40%	30%	27%	43%
Somewhat important	50%	42%	39%	48%	52%	66%	53%	42%	55%	46%	52%	35%	55%	53%	48%	35%
Neither important or unimportant	13%	0%	23%	12%	18%	15%	9%	26%	12%	11%	14%	12%	5%	11%	23%	9%
Somewhat unimportant	3%	0%	0%	0%	0%	0%	4%	5%	2%	4%	4%	5%	1%	2%	2%	8%
Not at all important	2%	0%	18%	0%	0%	0%	5%	0%	3%	2%	2%	3%	0%	2%	0%	3%
Don't Know	1%	0%	0%	0%	0%	6%	3%	0%	0%	1%	1%	0%	0%	1%	0%	1%

Note:

BASE: only people who responded; "10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(69.A) What are the most important reasons your company uses temporary workers? : One-off project

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	297	91	31	14	17	19	26	19	12	32	16	14	6	127	170	227	70
Weighted	305	72	38	20	31	21	30	19	8	29	17	12	9	108	197	231	74
Very important	33%	36%	23%	37%	33%	40%	46%	11%	41%	31%	45%	12%	29%	25%	37%	34%	29%
Somewhat important	38%	30%	42%	55%	57%	33%	26%	59%	14%	38%	25%	41%	29%	37%	39%	41%	28%
Neither important or unimportant	20%	30%	21%	8%	7%	27%	12%	15%	40%	18%	27%	16%	23%	27%	17%	19%	26%
Somewhat unimportant	5%	4%	2%	0%	3%	0%	11%	9%	5%	6%	3%	12%	0%	7%	3%	5%	5%
Not at all important	2%	0%	4%	0%	0%	0%	0%	6%	0%	4%	0%	10%	20%	1%	3%	2%	4%
Don't Know	2%	0%	9%	0%	0%	0%	5%	0%	0%	4%	0%	9%	0%	3%	2%	1%	8%

Note:

BASE: only people who responded;"10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(69.B) What are the most important reasons your company uses temporary workers? : One-off project

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	297	3	5	7	12	16	32	52	50	120	118	42	67	200	52	42
Weighted	305	1	3	11	20	21	23	28	59	138	121	43	67	205	54	45
Very important	33%	30%	61%	0%	40%	16%	28%	23%	35%	37%	35%	22%	38%	32%	27%	45%
Somewhat important	38%	0%	39%	0%	37%	63%	31%	38%	39%	38%	37%	40%	48%	42%	31%	25%
Neither important or unimportant	20%	42%	0%	64%	22%	10%	30%	28%	19%	16%	22%	27%	8%	18%	33%	15%
Somewhat unimportant	5%	28%	0%	18%	0%	5%	6%	11%	2%	4%	3%	8%	6%	3%	4%	12%
Not at all important	2%	0%	0%	0%	0%	0%	5%	0%	3%	3%	2%	3%	0%	2%	2%	3%
Don't Know	2%	0%	0%	18%	0%	6%	0%	0%	2%	2%	1%	0%	0%	3%	3%	0%

Note:

BASE: only people who responded; "10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(70.A) What are the most important reasons your company uses temporary workers? : Meet short-term peaks or seasonal demand

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	297	91	31	14	17	19	26	19	12	32	16	14	6	127	170	227	70
Weighted	305	72	38	20	31	21	30	19	8	29	17	12	9	108	197	231	74
Very important	33%	30%	35%	37%	21%	42%	35%	58%	59%	33%	25%	12%	29%	22%	39%	34%	30%
Somewhat important	44%	45%	27%	59%	54%	49%	55%	15%	11%	44%	46%	46%	62%	48%	41%	46%	36%
Neither important or unimportant	16%	21%	25%	4%	17%	9%	7%	13%	19%	11%	28%	24%	9%	22%	13%	13%	27%
Somewhat unimportant	5%	1%	9%	0%	8%	0%	3%	8%	10%	12%	0%	8%	0%	6%	4%	5%	3%
Not at all important	1%	1%	0%	0%	0%	0%	0%	6%	0%	0%	0%	0%	0%	1%	1%	0%	1%
Don't Know	1%	1%	4%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%	1%	1%	1%	2%

Note:

BASE: only people who responded;"10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(70.B) What are the most important reasons your company uses temporary workers? : Meet short-term peaks or seasonal demand

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	297	3	5	7	12	16	32	52	50	120	118	42	67	200	52	42
Weighted	305	1	3	11	20	21	23	28	59	138	121	43	67	205	54	45
Very important	33%	58%	43%	12%	25%	26%	14%	24%	36%	41%	32%	30%	41%	35%	21%	41%
Somewhat important	44%	42%	57%	31%	57%	53%	58%	36%	43%	40%	43%	50%	48%	45%	43%	37%
Neither important or unimportant	16%	0%	0%	39%	6%	11%	25%	37%	17%	12%	15%	15%	9%	13%	32%	14%
Somewhat unimportant	5%	0%	0%	18%	12%	0%	4%	3%	0%	6%	8%	4%	2%	6%	2%	5%
Not at all important	1%	0%	0%	0%	0%	5%	0%	0%	0%	1%	1%	0%	0%	0%	0%	2%
Don't Know	1%	0%	0%	0%	0%	6%	0%	0%	4%	0%	2%	0%	0%	1%	3%	0%

Note:

BASE: only people who responded; "10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(71.A) What are the most important reasons your company uses temporary workers? : Uncertainty about future business revenue

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	297	91	31	14	17	19	26	19	12	32	16	14	6	127	170	227	70
Weighted	305	72	38	20	31	21	30	19	8	29	17	12	9	108	197	231	74
Very important	25%	32%	28%	21%	15%	33%	40%	9%	20%	14%	14%	20%	32%	29%	23%	24%	28%
Somewhat important	43%	36%	36%	67%	57%	33%	34%	60%	26%	39%	61%	41%	40%	42%	43%	49%	24%
Neither important or unimportant	24%	25%	23%	12%	29%	28%	23%	14%	39%	40%	18%	21%	0%	23%	24%	20%	38%
Somewhat unimportant	5%	5%	7%	0%	0%	6%	3%	6%	15%	7%	7%	8%	9%	3%	7%	5%	5%
Not at all important	2%	1%	4%	0%	0%	0%	0%	11%	0%	0%	0%	0%	20%	0%	3%	1%	4%
Don't Know	1%	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%	3%	0%	1%	1%

Note:

BASE: only people who responded;"10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(71.B) What are the most important reasons your company uses temporary workers? : Uncertainty about future business revenue

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	297	3	5	7	12	16	32	52	50	120	118	42	67	200	52	42
Weighted	305	1	3	11	20	21	23	28	59	138	121	43	67	205	54	45
Very important	25%	30%	80%	70%	10%	29%	20%	27%	24%	22%	22%	31%	22%	25%	16%	36%
Somewhat important	43%	0%	20%	0%	58%	50%	51%	40%	44%	43%	47%	48%	53%	45%	34%	43%
Neither important or unimportant	24%	70%	0%	30%	32%	11%	25%	23%	25%	24%	22%	12%	21%	21%	45%	15%
Somewhat unimportant	5%	0%	0%	0%	0%	0%	4%	8%	4%	8%	7%	5%	3%	6%	5%	3%
Not at all important	2%	0%	0%	0%	0%	0%	0%	0%	4%	3%	1%	3%	1%	2%	0%	3%
Don't Know	1%	0%	0%	0%	0%	11%	0%	2%	0%	0%	1%	1%	0%	1%	0%	0%

Note:

BASE: only people who responded; "10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(72.A) What are the most important reasons your company uses temporary workers? : Less financial overhead than permanent workers

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	297	91	31	14	17	19	26	19	12	32	16	14	6	127	170	227	70
Weighted	305	72	38	20	31	21	30	19	8	29	17	12	9	108	197	231	74
Very important	29%	29%	26%	46%	19%	33%	44%	38%	21%	31%	12%	8%	29%	33%	27%	30%	26%
Somewhat important	39%	41%	42%	22%	44%	28%	37%	36%	49%	37%	41%	49%	51%	40%	38%	44%	23%
Neither important or unimportant	23%	24%	17%	20%	38%	28%	20%	20%	29%	22%	25%	20%	0%	20%	25%	18%	39%
Somewhat unimportant	6%	5%	8%	12%	0%	9%	0%	0%	0%	9%	22%	8%	0%	5%	6%	6%	6%
Not at all important	2%	1%	4%	0%	0%	3%	0%	6%	0%	0%	0%	5%	20%	1%	3%	1%	4%
Don't Know	1%	0%	4%	0%	0%	0%	0%	0%	0%	2%	0%	9%	0%	2%	1%	1%	3%

Note:

BASE: only people who responded;"10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(72.B) What are the most important reasons your company uses temporary workers? : Less financial overhead than permanent workers

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	297	3	5	7	12	16	32	52	50	120	118	42	67	200	52	42
Weighted	305	1	3	11	20	21	23	28	59	138	121	43	67	205	54	45
Very important	29%	72%	82%	30%	26%	55%	21%	23%	23%	29%	26%	36%	35%	30%	11%	49%
Somewhat important	39%	28%	0%	41%	42%	22%	59%	41%	40%	38%	48%	34%	44%	42%	33%	33%
Neither important or unimportant	23%	0%	0%	16%	32%	10%	15%	28%	24%	25%	21%	15%	14%	19%	46%	13%
Somewhat unimportant	6%	0%	0%	13%	0%	8%	0%	7%	8%	6%	3%	12%	6%	7%	6%	1%
Not at all important	2%	0%	18%	0%	0%	0%	3%	0%	3%	2%	1%	3%	1%	2%	1%	3%
Don't Know	1%	0%	0%	0%	0%	6%	3%	0%	2%	0%	1%	0%	0%	1%	3%	1%

Note:

BASE: only people who responded;"10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(73.A) What are the most important reasons your company uses temporary workers? : Accessing additional skills in the short term

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	297	91	31	14	17	19	26	19	12	32	16	14	6	127	170	227	70
Weighted	305	72	38	20	31	21	30	19	8	29	17	12	9	108	197	231	74
Very important	27%	29%	17%	25%	25%	40%	44%	37%	56%	11%	11%	25%	9%	26%	27%	29%	19%
Somewhat important	49%	50%	45%	55%	54%	42%	38%	27%	29%	62%	71%	33%	71%	51%	48%	50%	44%
Neither important or unimportant	15%	14%	23%	12%	20%	6%	13%	24%	15%	13%	11%	21%	0%	16%	15%	13%	21%
Somewhat unimportant	6%	7%	2%	8%	0%	6%	5%	6%	0%	14%	7%	12%	0%	5%	7%	5%	9%
Not at all important	3%	0%	13%	0%	0%	6%	0%	6%	0%	0%	0%	0%	20%	2%	3%	2%	7%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%	1%	0%	1%	0%

Note:

BASE: only people who responded;"10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(73.B) What are the most important reasons your company uses temporary workers? : Accessing additional skills in the short term

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	297	3	5	7	12	16	32	52	50	120	118	42	67	200	52	42
Weighted	305	1	3	11	20	21	23	28	59	138	121	43	67	205	54	45
Very important	27%	30%	37%	12%	40%	26%	23%	23%	38%	22%	23%	31%	38%	23%	20%	50%
Somewhat important	49%	70%	40%	39%	48%	53%	59%	49%	37%	53%	56%	37%	48%	54%	44%	30%
Neither important or unimportant	15%	0%	23%	18%	12%	11%	14%	22%	19%	13%	13%	23%	9%	11%	33%	12%
Somewhat unimportant	6%	0%	0%	13%	0%	5%	4%	6%	3%	8%	5%	6%	3%	7%	3%	4%
Not at all important	3%	0%	0%	18%	0%	0%	0%	0%	3%	4%	1%	3%	2%	4%	0%	3%
Don't Know	0%	0%	0%	0%	0%	6%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%

Note:

BASE: only people who responded; "10-20%, 20-50%, 5-10%, Less than 5%, Over 50%" to What percentage, if any, of your current staff have you hired on a temporary contract?

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(74.A) Do you tend to agree or disagree with the following statements about the recruitment industry? : “The recruitment industry plays an important role in helping companies find workers”

	Total	Region												Grouped Business Size		Currently Using Agency	
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Strongly agree	23%	27%	22%	12%	20%	32%	22%	34%	16%	22%	30%	16%	6%	19%	27%	34%	7%
Somewhat agree	47%	47%	38%	50%	45%	45%	53%	42%	72%	49%	42%	51%	76%	43%	52%	50%	43%
Neither agree nor disagree	21%	22%	30%	22%	9%	18%	23%	14%	9%	23%	18%	27%	18%	23%	18%	14%	30%
Somewhat disagree	4%	1%	4%	4%	18%	2%	2%	3%	3%	1%	10%	0%	0%	7%	2%	2%	9%
Strongly disagree	1%	1%	3%	6%	0%	0%	0%	0%	0%	0%	0%	3%	0%	3%	0%	0%	3%
Don't Know	3%	2%	4%	6%	8%	4%	0%	7%	0%	5%	0%	3%	0%	6%	0%	0%	8%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(74.B) Do you tend to agree or disagree with the following statements about the recruitment industry? : “The recruitment industry plays an important role in helping companies find workers”

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Strongly agree	23%	11%	7%	3%	16%	47%	17%	25%	21%	30%	33%	37%	35%	23%	10%	50%
Somewhat agree	47%	28%	52%	28%	52%	39%	56%	46%	55%	51%	52%	39%	52%	48%	51%	33%
Neither agree nor disagree	21%	34%	20%	38%	17%	10%	17%	23%	19%	18%	12%	21%	13%	20%	26%	13%
Somewhat disagree	4%	6%	9%	17%	4%	4%	6%	4%	4%	1%	2%	0%	1%	4%	5%	4%
Strongly disagree	1%	2%	4%	3%	7%	0%	2%	0%	0%	0%	0%	0%	0%	1%	3%	0%
Don't Know	3%	19%	8%	11%	4%	0%	2%	2%	1%	0%	0%	2%	0%	4%	5%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(75.A) Do you tend to agree or disagree with the following statements about the recruitment industry? : “The recruitment industry makes it easier for companies to hire flexibly”

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Strongly agree	19%	19%	21%	16%	10%	23%	23%	20%	15%	23%	24%	13%	6%	13%	25%	25%	9%
Somewhat agree	48%	55%	35%	48%	47%	51%	44%	48%	59%	50%	45%	43%	82%	46%	51%	55%	37%
Neither agree nor disagree	24%	20%	33%	20%	23%	19%	25%	24%	26%	17%	29%	41%	13%	27%	21%	16%	36%
Somewhat disagree	3%	2%	3%	6%	11%	2%	3%	5%	0%	1%	2%	0%	0%	5%	2%	3%	5%
Strongly disagree	1%	1%	3%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	3%
Don't Know	5%	2%	6%	4%	10%	6%	5%	4%	0%	8%	0%	3%	0%	8%	1%	1%	10%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(75.B) Do you tend to agree or disagree with the following statements about the recruitment industry? : “The recruitment industry makes it easier for companies to hire flexibly”

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Strongly agree	19%	11%	7%	0%	0%	33%	20%	21%	37%	20%	26%	21%	25%	19%	14%	31%
Somewhat agree	48%	20%	44%	46%	52%	49%	48%	55%	48%	52%	53%	59%	58%	51%	42%	41%
Neither agree nor disagree	24%	43%	25%	43%	22%	12%	31%	14%	13%	24%	16%	18%	14%	21%	34%	21%
Somewhat disagree	3%	2%	8%	0%	11%	3%	0%	7%	3%	2%	4%	0%	2%	4%	1%	6%
Strongly disagree	1%	2%	4%	0%	7%	3%	0%	1%	0%	0%	0%	0%	1%	1%	2%	1%
Don't Know	5%	22%	11%	11%	7%	0%	2%	2%	0%	2%	1%	1%	0%	4%	6%	0%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(76.A) Do you tend to agree or disagree with the following statements about the recruitment industry? : “The recruitment industry is not very effective in my sector or industry”

	Total	Region											Grouped Business Size		Currently Using Agency		
		Greater London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland	Under 250	250+	Yes1	No
Unweighted	501	125	65	32	29	34	37	38	19	59	31	22	10	295	206	297	204
Weighted	501	96	76	43	50	33	40	35	13	49	32	20	14	261	240	300	201
Strongly agree	16%	12%	11%	17%	26%	13%	14%	22%	9%	18%	23%	11%	0%	16%	15%	15%	16%
Somewhat agree	28%	34%	26%	23%	32%	14%	30%	27%	17%	24%	40%	20%	33%	29%	26%	32%	22%
Neither agree nor disagree	25%	29%	30%	25%	20%	27%	24%	14%	26%	22%	17%	45%	24%	25%	25%	22%	30%
Somewhat disagree	16%	12%	19%	16%	6%	30%	10%	22%	32%	15%	15%	10%	38%	14%	18%	18%	14%
Strongly disagree	11%	12%	7%	8%	8%	13%	19%	11%	9%	13%	6%	14%	6%	7%	14%	13%	6%
Don't Know	5%	1%	7%	11%	8%	4%	3%	4%	6%	6%	0%	0%	0%	8%	0%	0%	11%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(76.B) Do you tend to agree or disagree with the following statements about the recruitment industry? : “The recruitment industry is not very effective in my sector or industry”

	Total	Employee Number									Recruitment Agency Use			Covid Impact on Revenue		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Permanent	Temporary	Both	Declined	Stayed the same	Grown
Unweighted	501	59	29	22	34	30	48	73	62	144	170	53	74	327	104	56
Weighted	501	36	18	39	52	39	36	41	73	167	173	53	74	328	105	57
Strongly agree	16%	19%	4%	13%	14%	16%	24%	16%	17%	14%	15%	16%	15%	17%	15%	14%
Somewhat agree	28%	27%	26%	28%	35%	36%	18%	30%	33%	24%	36%	23%	28%	28%	23%	39%
Neither agree nor disagree	25%	22%	38%	19%	31%	17%	28%	25%	24%	26%	22%	24%	19%	24%	34%	18%
Somewhat disagree	16%	5%	17%	19%	10%	13%	21%	18%	13%	20%	15%	22%	20%	18%	12%	13%
Strongly disagree	11%	4%	2%	0%	5%	18%	8%	11%	13%	15%	12%	14%	17%	10%	9%	14%
Don't Know	5%	23%	12%	22%	4%	0%	2%	0%	0%	1%	0%	0%	0%	4%	8%	1%

Note:

BASE: All Respondents

Fieldwork: 28th Oct - 1st Nov 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(77.A) Which of the following factors do you think are most important to your success as a company? Please choose up to three

	Total	Region											
		London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland
Unweighted	1011	191	139	75	76	52	98	85	33	128	78	36	20
Weighted	1011	134	144	90	98	73	87	80	38	110	82	48	27
The location of your office, shop or main business residence	9%	7%	6%	19%	12%	13%	9%	8%	8%	8%	7%	2%	8%
The software and IT hardware your company uses	22%	27%	16%	9%	11%	25%	27%	25%	31%	22%	34%	21%	30%
Quality of your main product or service	58%	54%	56%	68%	62%	65%	52%	59%	44%	55%	60%	62%	57%
Quality of your staff and recruitment	54%	59%	59%	50%	62%	52%	51%	54%	52%	51%	50%	54%	47%
Identifying a unique business niche	18%	26%	19%	13%	14%	16%	15%	21%	8%	18%	22%	22%	8%
Management expertise	34%	36%	37%	25%	30%	35%	39%	28%	33%	40%	37%	19%	62%
Your advertising and/or PR	10%	8%	8%	7%	10%	9%	5%	13%	10%	16%	10%	11%	8%
Internal R&D	9%	13%	6%	10%	9%	7%	12%	11%	19%	4%	4%	22%	0%
Proprietary intellectual capital	7%	10%	10%	9%	5%	4%	5%	7%	6%	7%	6%	14%	0%
Listening to customer feedback	30%	31%	32%	36%	39%	23%	30%	26%	40%	31%	19%	26%	16%
Investment in tools, machinery and vehicles	14%	10%	14%	12%	21%	15%	15%	20%	14%	10%	10%	15%	18%
Don't Know	1%	1%	1%	3%	0%	0%	0%	2%	0%	0%	3%	0%	6%

Note:

BASE: All Respondents

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(77.B) Which of the following factors do you think are most important to your success as a company? Please choose up to three

	Total	Employee Number									Grouped Business Size		Recruitment Agency Use		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Under 250	250+	Permanent	Temporary	Both
Unweighted	1011	188	111	49	69	58	74	100	113	249	649	362	258	115	173
Weighted	1011	14	94	79	99	85	73	84	61	422	528	483	304	132	215
The location of your office, shop or main business residence	9%	12%	10%	15%	8%	21%	8%	6%	11%	6%	11%	7%	10%	8%	8%
The software and IT hardware your company uses	22%	10%	4%	7%	18%	19%	25%	25%	31%	28%	16%	28%	26%	22%	33%
Quality of your main product or service	58%	65%	66%	61%	59%	73%	53%	56%	53%	55%	62%	54%	52%	58%	59%
Quality of your staff and recruitment	54%	10%	27%	56%	55%	56%	61%	60%	62%	58%	51%	59%	54%	53%	63%
Identifying a unique business niche	18%	33%	31%	18%	24%	19%	13%	19%	15%	15%	22%	15%	19%	15%	16%
Management expertise	34%	25%	29%	35%	31%	39%	35%	43%	32%	34%	35%	34%	37%	34%	36%
Your advertising and/or PR	10%	14%	10%	7%	15%	13%	16%	9%	9%	7%	12%	7%	10%	9%	9%
Internal R&D	9%	3%	1%	5%	13%	3%	7%	9%	10%	13%	7%	12%	11%	12%	9%
Proprietary intellectual capital	7%	8%	7%	8%	5%	4%	6%	9%	5%	9%	6%	9%	8%	8%	9%
Listening to customer feedback	30%	32%	30%	23%	34%	28%	28%	32%	33%	30%	29%	31%	27%	40%	29%
Investment in tools, machinery and vehicles	14%	4%	5%	12%	9%	12%	11%	19%	15%	17%	11%	17%	14%	18%	16%
Don't Know	1%	4%	1%	2%	0%	0%	0%	0%	0%	2%	1%	2%	0%	1%	0%

Note:

BASE: All Respondents

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(78.A) Thinking back over the last few years, what percentage of your hires would you say have been a good fit for the position they were hired to?

	Region												
	Total	London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland
Unweighted	1011	191	139	75	76	52	98	85	33	128	78	36	20
Weighted	1011	134	144	90	98	73	87	80	38	110	82	48	27
All of them (100%)	11%	6%	12%	25%	9%	12%	13%	7%	5%	15%	6%	5%	16%
91%-99%	16%	13%	21%	15%	28%	7%	9%	17%	0%	9%	19%	19%	27%
76%-90%	33%	33%	36%	28%	35%	32%	34%	43%	25%	30%	39%	22%	38%
51-75%	21%	26%	15%	21%	13%	29%	26%	11%	49%	23%	17%	23%	0%
26-50%	6%	12%	2%	0%	7%	6%	4%	8%	0%	13%	5%	10%	4%
10-25%	3%	2%	2%	4%	3%	8%	3%	3%	3%	4%	0%	7%	0%
Under 10%	1%	3%	1%	0%	0%	0%	1%	1%	10%	0%	2%	0%	8%
N/A - have not made any new hires in the last few years	6%	2%	8%	7%	4%	6%	5%	8%	8%	5%	11%	8%	8%
Don't Know	2%	4%	3%	0%	0%	0%	5%	2%	0%	1%	0%	5%	0%

Note:

BASE: All Respondents

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(78.B) Thinking back over the last few years, what percentage of your hires would you say have been a good fit for the position they were hired to?

	Total	Employee Number									Grouped Business Size		Recruitment Agency Use		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Under 250	250+	Permanent	Temporary	Both
Unweighted	1011	188	111	49	69	58	74	100	113	249	649	362	258	115	173
Weighted	1011	14	94	79	99	85	73	84	61	422	528	483	304	132	215
All of them (100%)	11%	7%	27%	38%	14%	16%	3%	6%	5%	4%	17%	4%	7%	4%	2%
91%-99%	16%	2%	10%	7%	20%	13%	26%	18%	19%	16%	15%	16%	14%	15%	17%
76%-90%	33%	1%	9%	34%	31%	33%	40%	33%	36%	39%	29%	39%	34%	40%	45%
51-75%	21%	2%	6%	6%	27%	26%	21%	25%	20%	24%	18%	24%	25%	27%	22%
26-50%	6%	1%	1%	4%	1%	8%	6%	10%	15%	7%	5%	8%	10%	9%	10%
10-25%	3%	1%	1%	2%	4%	0%	2%	6%	3%	4%	2%	4%	6%	3%	2%
Under 10%	1%	0%	0%	0%	2%	4%	0%	1%	1%	2%	1%	2%	3%	1%	1%
N/A - have not made any new hires in the last few years	6%	84%	45%	9%	0%	0%	2%	0%	1%	0%	12%	1%	1%	0%	0%
Don't Know	2%	2%	1%	1%	0%	0%	0%	2%	1%	4%	1%	3%	0%	2%	2%

Note:

BASE: All Respondents

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(79.A) Does your company currently use any external agencies or outside companies to help with recruitment? Please select yes if you have used any recruiters or headhunting firms - but not if you have only used external jobs boards (eg Indeed, LinkedIn) Please select all that apply

	Region												
	Total	London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland
Unweighted	1011	191	139	75	76	52	98	85	33	128	78	36	20
Weighted	1011	134	144	90	98	73	87	80	38	110	82	48	27
Yes - for permanent roles	51%	64%	52%	39%	52%	47%	53%	56%	59%	55%	34%	49%	46%
Yes - for temporary roles	34%	48%	32%	22%	43%	29%	32%	38%	39%	26%	41%	22%	34%
No	34%	16%	38%	50%	32%	37%	31%	30%	39%	37%	37%	37%	43%
Don't Know	1%	2%	0%	0%	0%	0%	2%	3%	0%	0%	6%	5%	0%

Note:

BASE: All Respondents

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(79.B) Does your company currently use any external agencies or outside companies to help with recruitment? Please select yes if you have used any recruiters or headhunting firms - but not if you have only used external jobs boards (eg Indeed, LinkedIn) Please select all that apply

	Total	Employee Number									Grouped Business Size		Recruitment Agency Use		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Under 250	250+	Permanent	Temporary	Both
Unweighted	1011	188	111	49	69	58	74	100	113	249	649	362	258	115	173
Weighted	1011	14	94	79	99	85	73	84	61	422	528	483	304	132	215
Yes - for permanent roles	51%	3%	11%	15%	47%	59%	44%	65%	67%	65%	39%	65%	100%	0%	100%
Yes - for temporary roles	34%	2%	2%	11%	19%	32%	28%	49%	43%	48%	22%	47%	0%	100%	100%
No	34%	94%	86%	77%	43%	27%	39%	16%	16%	18%	50%	17%	0%	0%	0%
Don't Know	1%	1%	1%	0%	0%	0%	0%	1%	0%	3%	0%	2%	0%	0%	0%

Note:

BASE: All Respondents

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(80.A) Thinking back over the last few years, what percentage of your hires you have made through a permanent recruiter would you say have been a good fit for the position they were hired to?

	Region												
	Total	London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland
Unweighted	431	108	59	19	27	20	45	36	16	57	22	14	8
Weighted	519	85	76	35	51	34	46	45	22	60	28	23	12
All of them (100%)	5%	3%	8%	7%	10%	0%	8%	5%	0%	0%	2%	4%	17%
91%-99%	15%	10%	24%	23%	18%	12%	9%	23%	0%	7%	14%	16%	17%
76%-90%	33%	38%	36%	40%	21%	24%	29%	35%	34%	39%	41%	23%	9%
51-75%	20%	23%	12%	17%	27%	19%	29%	16%	22%	22%	16%	11%	14%
26-50%	12%	11%	6%	8%	6%	32%	13%	10%	31%	12%	12%	15%	8%
10-25%	9%	8%	6%	4%	15%	11%	7%	7%	3%	13%	0%	31%	0%
Under 10%	3%	3%	3%	0%	0%	0%	3%	4%	9%	3%	0%	0%	17%
N/A - have not made any new hires in the last few years	1%	2%	0%	0%	0%	0%	3%	0%	0%	3%	3%	0%	0%
Don't Know	3%	2%	5%	0%	3%	3%	0%	0%	0%	1%	12%	0%	17%

Note:

BASE: those who have used recruitment agency for permanent roles

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(80.B) Thinking back over the last few years, what percentage of your hires you have made through a permanent recruiter would you say have been a good fit for the position they were hired to?

	Total	Employee Number									Grouped Business Size		Recruitment Agency Use		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Under 250	250+	Permanent	Temporary	Both
Unweighted	431	6	12	7	32	34	33	67	75	165	191	240	258	0	173
Weighted	519	0	11	12	46	50	32	55	41	272	206	313	304	0	215
All of them (100%)	5%	41%	8%	12%	10%	2%	3%	6%	5%	4%	6%	4%	6%		3%
91%-99%	15%	13%	33%	0%	18%	11%	5%	18%	8%	16%	14%	15%	17%		11%
76%-90%	33%	0%	11%	64%	27%	28%	31%	42%	40%	32%	33%	33%	28%		40%
51-75%	20%	30%	14%	24%	8%	19%	25%	18%	22%	21%	18%	21%	17%		23%
26-50%	12%	0%	18%	0%	15%	22%	15%	10%	15%	10%	15%	11%	14%		9%
10-25%	9%	0%	8%	0%	14%	16%	17%	3%	7%	8%	11%	8%	10%		8%
Under 10%	3%	16%	0%	0%	0%	0%	0%	1%	2%	4%	0%	4%	2%		3%
N/A - have not made any new hires in the last few years	1%	0%	8%	0%	5%	2%	0%	0%	0%	1%	2%	0%	2%		0%
Don't Know	3%	0%	0%	0%	3%	0%	4%	1%	2%	4%	2%	3%	3%		3%

Note:

BASE: those who have used recruitment agency for permanent roles

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(81.A) How easy or difficult do you think it would have been to hire your permanent workforce without the use of an agency?

	Region												
	Total	London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland
Unweighted	431	108	59	19	27	20	45	36	16	57	22	14	8
Weighted	519	85	76	35	51	34	46	45	22	60	28	23	12
Very difficult	10%	13%	5%	12%	3%	12%	15%	7%	15%	3%	3%	29%	17%
Somewhat difficult	45%	48%	54%	19%	47%	40%	53%	33%	39%	51%	53%	45%	26%
Neither easy nor difficult	27%	15%	20%	55%	32%	41%	6%	39%	27%	29%	39%	6%	39%
Somewhat easy	13%	17%	18%	13%	19%	7%	17%	9%	20%	9%	6%	9%	0%
Very easy	4%	6%	0%	0%	0%	0%	9%	12%	0%	6%	0%	11%	0%
Don't Know	1%	1%	2%	0%	0%	0%	0%	0%	0%	3%	0%	0%	17%

Note:

BASE: those who have used recruitment agency for permanent roles

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(81.B) How easy or difficult do you think it would have been to hire your permanent workforce without the use of an agency?

	Total	Employee Number									Grouped Business Size		Recruitment Agency Use		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Under 250	250+	Permanent	Temporary	Both
Unweighted	431	6	12	7	32	34	33	67	75	165	191	240	258	0	173
Weighted	519	0	11	12	46	50	32	55	41	272	206	313	304	0	215
Very difficult	10%	18%	0%	0%	16%	8%	14%	13%	7%	9%	11%	9%	11%		7%
Somewhat difficult	45%	29%	60%	24%	45%	36%	44%	40%	45%	48%	41%	48%	42%		49%
Neither easy nor difficult	27%	36%	19%	68%	21%	33%	29%	30%	25%	24%	30%	24%	25%		28%
Somewhat easy	13%	16%	14%	0%	15%	19%	11%	15%	20%	12%	14%	13%	14%		13%
Very easy	4%	0%	7%	7%	3%	4%	2%	2%	2%	5%	3%	4%	6%		2%
Don't Know	1%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	2%	1%		1%

Note:

BASE: those who have used recruitment agency for permanent roles

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(82.A) Thinking back over the last few years, what percentage of your hires you have made through a temporary recruiter would you say have been a good fit for the position they were hired to?

	Region												
	Total	London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland
Unweighted	288	87	31	10	23	11	26	24	10	28	24	8	6
Weighted	347	64	45	20	42	21	28	31	15	29	34	10	9
All of them (100%)	3%	4%	1%	0%	5%	0%	10%	0%	0%	0%	0%	1%	23%
91%-99%	11%	6%	11%	17%	22%	0%	0%	11%	0%	5%	13%	33%	23%
76%-90%	30%	23%	48%	30%	16%	18%	38%	26%	46%	31%	28%	50%	31%
51-75%	23%	31%	8%	13%	22%	20%	19%	32%	18%	22%	39%	8%	11%
26-50%	13%	19%	5%	26%	10%	17%	19%	15%	0%	10%	11%	0%	11%
10-25%	10%	10%	9%	13%	12%	20%	4%	2%	21%	21%	8%	8%	0%
Under 10%	4%	3%	1%	0%	6%	11%	0%	14%	14%	5%	0%	0%	0%
N/A - have not made any new hires in the last few years	1%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Don't Know	5%	3%	12%	0%	6%	14%	10%	0%	0%	5%	0%	0%	0%

Note:

BASE: those who have used recruitment agency for temporary roles

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(82.B) Thinking back over the last few years, what percentage of your hires you have made through a temporary recruiter would you say have been a good fit for the position they were hired to?

	Total	Employee Number								Grouped Business Size		Recruitment Agency Use			
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Under 250	250+	Permanent	Temporary	Both
Unweighted	288	4	3	6	14	18	22	51	50	120	118	170	0	115	173
Weighted	347	0	2	8	19	28	21	41	26	203	118	229	0	132	215
All of them (100%)	3%	70%	34%	0%	11%	8%	2%	2%	2%	2%	5%	2%		3%	3%
91%-99%	11%	0%	42%	0%	17%	11%	2%	15%	18%	9%	12%	10%		12%	10%
76%-90%	30%	0%	24%	46%	28%	13%	21%	23%	26%	35%	23%	34%		24%	34%
51-75%	23%	0%	0%	25%	19%	27%	14%	33%	26%	21%	25%	22%		25%	21%
26-50%	13%	0%	0%	0%	5%	18%	36%	12%	12%	12%	15%	12%		12%	13%
10-25%	10%	0%	0%	15%	11%	14%	24%	14%	13%	7%	15%	8%		14%	8%
Under 10%	4%	0%	0%	0%	0%	8%	0%	2%	2%	6%	3%	5%		4%	4%
N/A - have not made any new hires in the last few years	1%	30%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%		0%	1%
Don't Know	5%	0%	0%	15%	8%	0%	0%	0%	0%	7%	2%	6%		4%	6%

Note:

BASE: those who have used recruitment agency for temporary roles

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(83.A) If your business was unable to find or hire temporary workers, what do you think the most likely impacts on your business would be, if any? Please select all that apply

	Region												
	Total	London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland
Unweighted	288	87	31	10	23	11	26	24	10	28	24	8	6
Weighted	347	64	45	20	42	21	28	31	15	29	34	10	9
Our business would not be able to operate	14%	14%	10%	0%	14%	18%	8%	11%	33%	14%	27%	9%	11%
Would hire more permanent staff	35%	36%	37%	41%	30%	52%	29%	38%	49%	33%	15%	50%	42%
Would be unable to service as much regular business	21%	19%	21%	10%	9%	11%	15%	26%	7%	12%	54%	40%	54%
Would be unable to meet peak demand	38%	33%	33%	37%	30%	27%	18%	50%	51%	39%	65%	40%	42%
Would reduce our business flexibility	42%	44%	42%	33%	30%	18%	28%	49%	42%	63%	47%	65%	77%
Would raise labour costs	22%	27%	36%	30%	13%	14%	13%	16%	33%	15%	17%	25%	11%
Would reduce our profitability	32%	28%	25%	57%	44%	26%	25%	14%	42%	26%	38%	34%	42%
Would have to raise the amount we charge to customers or clients	10%	6%	20%	26%	15%	14%	8%	8%	0%	4%	6%	0%	0%
It would have no impact	6%	3%	0%	13%	0%	14%	15%	8%	0%	11%	0%	1%	23%
Don't Know	2%	5%	0%	0%	0%	0%	8%	4%	0%	0%	0%	0%	0%

Note:

BASE: those who have used recruitment agency for temporary roles

Fieldwork: 30th Nov - 6th Dec 2020

(83.B) If your business was unable to find or hire temporary workers, what do you think the most likely impacts on your business would be, if any? Please select all that apply

	Total	Employee Number									Grouped Business Size		Recruitment Agency Use		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Under 250	250+	Permanent	Temporary	Both
Unweighted	288	4	3	6	14	18	22	51	50	120	118	170	0	115	173
Weighted	347	0	2	8	19	28	21	41	26	203	118	229	0	132	215
Our business would not be able to operate	14%	30%	42%	27%	9%	14%	12%	18%	16%	13%	15%	13%		18%	11%
Would hire more permanent staff	35%	0%	0%	29%	36%	39%	19%	29%	30%	39%	30%	38%		38%	33%
Would be unable to service as much regular business	21%	18%	0%	34%	36%	11%	22%	23%	35%	19%	23%	21%		23%	20%
Would be unable to meet peak demand	38%	22%	0%	19%	37%	29%	49%	38%	45%	38%	35%	39%		29%	43%
Would reduce our business flexibility	42%	0%	0%	15%	54%	40%	43%	48%	32%	43%	43%	42%		41%	43%
Would raise labour costs	22%	0%	0%	0%	18%	12%	21%	14%	6%	28%	14%	26%		18%	24%
Would reduce our profitability	32%	30%	24%	25%	24%	40%	54%	40%	25%	29%	38%	28%		37%	28%
Would have to raise the amount we charge to customers or clients	10%	0%	0%	0%	7%	0%	7%	9%	7%	13%	5%	13%		7%	12%
It would have no impact	6%	30%	0%	0%	7%	0%	0%	6%	2%	7%	3%	7%		8%	4%
Don't Know	2%	0%	34%	15%	0%	5%	0%	0%	2%	2%	3%	2%		3%	1%

Note:

BASE: those who have used recruitment agency for temporary roles

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(84.A) How easy or difficult do you think it would have been to hire your temporary workforce without the use of an agency?

	Region												
	Total	London	South East	South West	East of England	East Midlands	West Midlands	Yorkshire and the Humber	North East	North West	Scotland	Wales	Northern Ireland
Unweighted	288	87	31	10	23	11	26	24	10	28	24	8	6
Weighted	347	64	45	20	42	21	28	31	15	29	34	10	9
Very difficult	10%	13%	15%	0%	2%	0%	6%	2%	14%	11%	25%	9%	23%
Somewhat difficult	47%	45%	62%	34%	40%	62%	49%	55%	37%	44%	54%	25%	11%
Neither easy nor difficult	26%	23%	10%	46%	32%	38%	30%	23%	42%	27%	5%	58%	54%
Somewhat easy	12%	14%	7%	20%	20%	0%	8%	16%	0%	16%	10%	9%	11%
Very easy	2%	3%	2%	0%	0%	0%	0%	4%	0%	0%	6%	0%	0%
Don't Know	3%	2%	4%	0%	6%	0%	7%	0%	7%	3%	0%	0%	0%

Note:

BASE: those who have used recruitment agency for temporary roles

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions

(84.B) How easy or difficult do you think it would have been to hire your temporary workforce without the use of an agency?

	Total	Employee Number									Grouped Business Size		Recruitment Agency Use		
		1 - Sole Trader	2-4	5-9	10-24	25-49	50-99	100-249	250-499	500+	Under 250	250+	Permanent	Temporary	Both
Unweighted	288	4	3	6	14	18	22	51	50	120	118	170	0	115	173
Weighted	347	0	2	8	19	28	21	41	26	203	118	229	0	132	215
Very difficult	10%	30%	0%	0%	13%	6%	0%	9%	15%	11%	7%	12%		6%	12%
Somewhat difficult	47%	40%	0%	75%	38%	46%	55%	46%	38%	48%	48%	47%		48%	47%
Neither easy nor difficult	26%	0%	24%	0%	36%	19%	32%	23%	32%	27%	24%	27%		31%	23%
Somewhat easy	12%	30%	0%	10%	8%	25%	8%	15%	15%	10%	14%	11%		9%	14%
Very easy	2%	0%	42%	0%	5%	5%	0%	5%	0%	1%	4%	0%		4%	0%
Don't Know	3%	0%	34%	15%	0%	0%	5%	2%	0%	3%	3%	2%		2%	3%

Note:

BASE: those who have used recruitment agency for temporary roles

Fieldwork: 30th Nov - 6th Dec 2020

Data weighted by share of employees and region to Nationally Representative Proportions