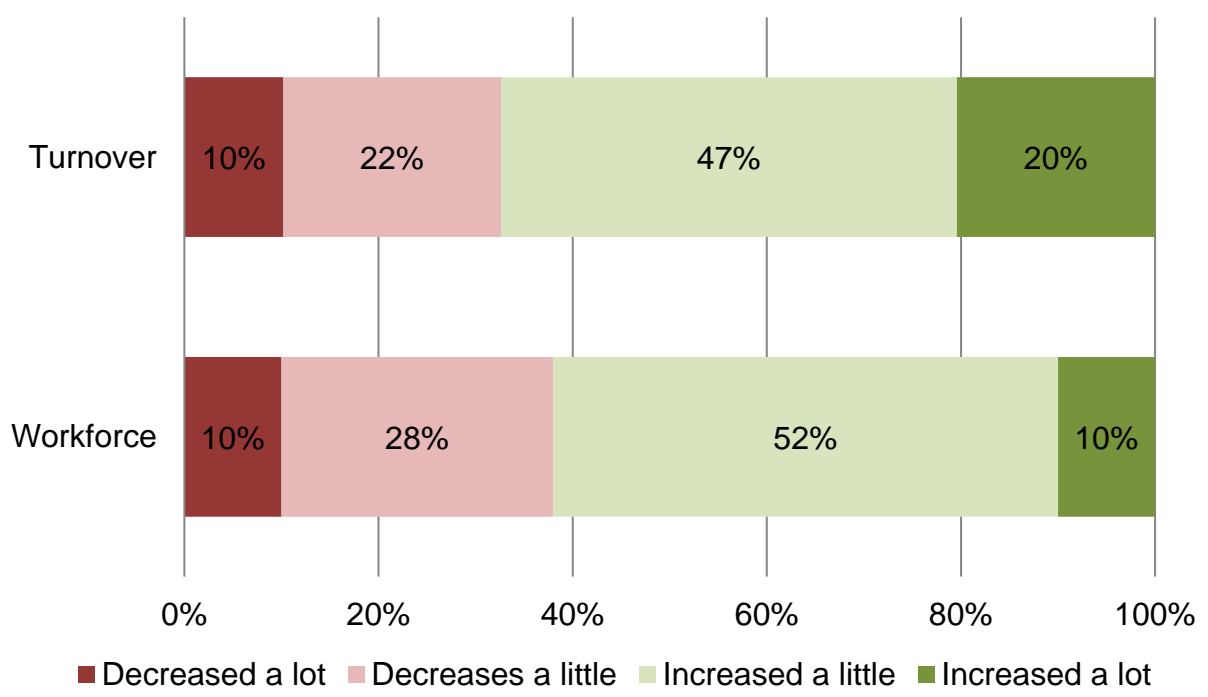




# Enterprise panel

## WAVE 1: June 2017

### In the last 12 months:



### Over the next 12 months:

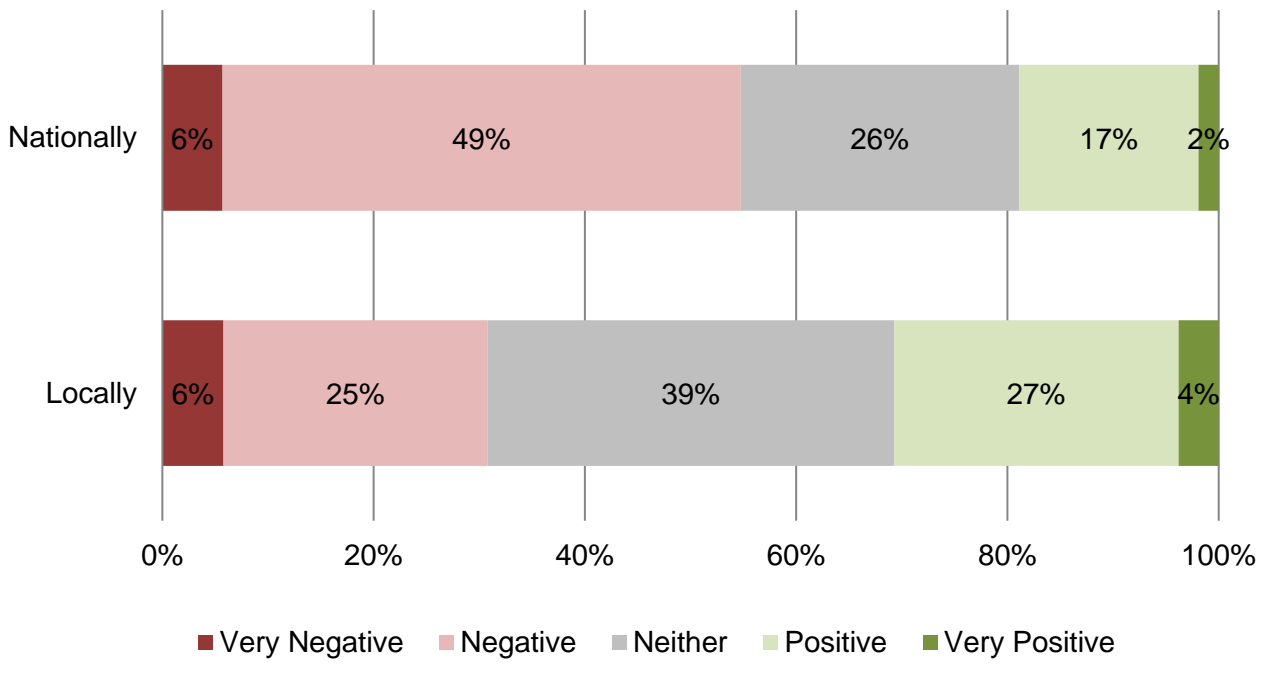
#### Most likely to agree:

- We are looking for ways to reduce costs (88%)
- The cost of doing business will increase (79%)
- We are looking to do more in partnership (57%)

#### Least likely to agree:

- Our workforce will increase (29%)
- We expect to increase wages (29%)
- We are looking to expand overseas (14%)

### Faith in the economy:



### Internet Connection:

- 70% Fixed broadband (via phone line)
- 20% Wireless broadband (via aerial)
- 17% Mobile broadband (via dongle)
- 7% Don't know what type
- 4% No internet access

## Internet Usage and Satisfaction:



86% can be contacted by email



82% have a website



13% have been the victim of a cyber-attack in the last 12 months



We use the web and / or social media to market our company (59%)



We develop our website and / or IT systems in – house (48%)



We are always looking at new ways to do more business digitally (46%)



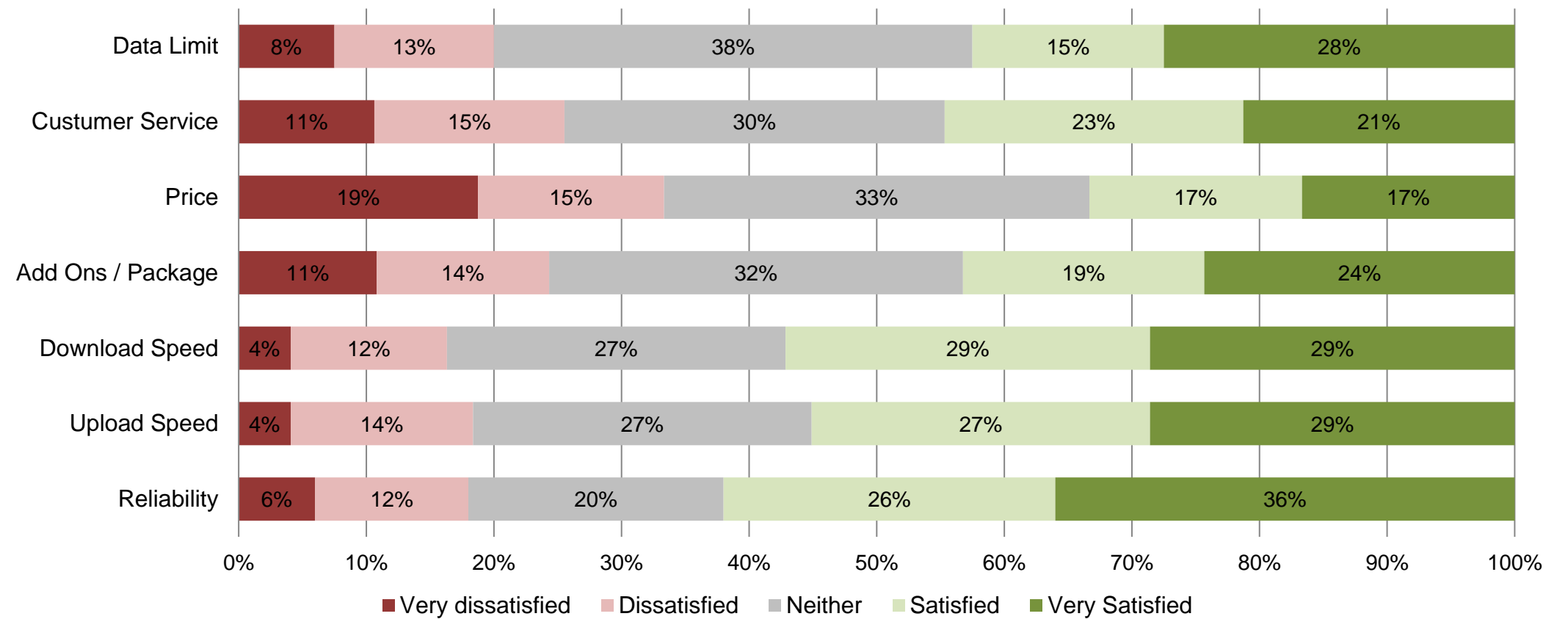
We buy in our IT / web development skills (33%)



We exploit technology to the fullest extent (22%)



We would like to employ more people with the skills to help us do more business digitally (20%)



## Dealing With the Council:

### Most likely to agree:



I want to tell the council about changes to my circumstances once and have all my records updated (75%)



I would like the council to tell me about opportunities to get involved in decisions that affect me (74%)



I would like the council to hold my customer history in one place and not across many departments (65%)



I would like to be able to log in securely via the council website to view or update information held about me (65%)

### Least likely to agree:



I would like to sign up for updates for news and events that are of interest (46%)