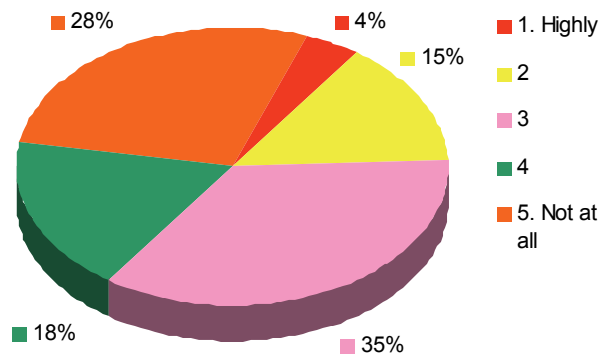


**How has advice to clients changed following recent financial turbulence?**

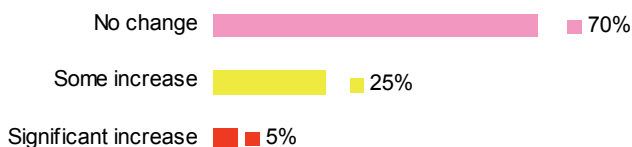
The Chancellor, Alistair Darling, said that the UK economy's growth has been damaged by this summer's financial turmoil and the UK growth forecast for 2008 was reduced for the pre-budget report. The global credit crunch and the weakening US housing market were the prime factors that are likely to make it harder and more expensive to borrow money in the UK.

Panellists were asked to what extent their advice to clients has changed in the light of the recent financial market turbulence, and 19% said their advice has changed highly or relatively highly although 46% say that their financial advice has not been affected very much, if at all. Several panellists pointed out that they are not financial advisers – consequently their responses will be included in the latter categories but one panellist commented that “the impact has yet to be fully felt – watch out in Q1 2008!”

**To what extent do you feel that the advice you give to clients on finance has changed in the light of the recent turbulence in financial markets?**



**To what extent have you noticed an increase in your clients' requests for advice on sources and uses of finance in the wake of recent market turbulence?**



**Has there been an increase in requests for advice?**

25% of respondents have noticed some increase in client's requests for advice on financial matters recently, and 5% say that they have had a significant increase in these requests.

In the parallel survey of smaller businesses, the UKBB, 21% of respondents say that their financial decision making has been highly or reasonably highly affected by the recent financial turmoil although 52% say that their financial decision making has not been affected very much, if at all.

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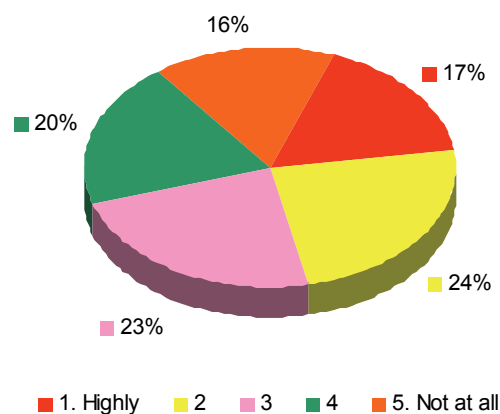
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> NOVEMBER EDITION — KEYNOTES FROM OCTOBER 2007 - BAB62

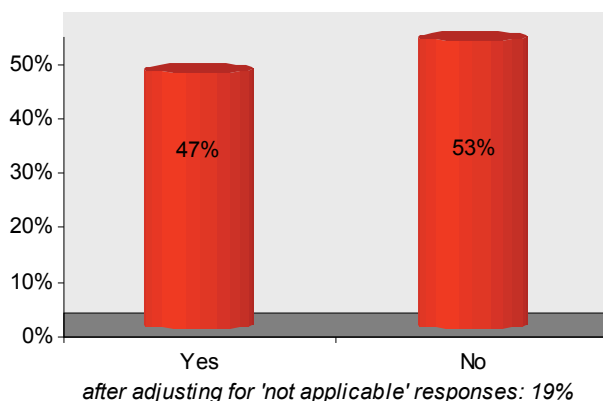
### Urban regeneration — an emerging agenda for clients?

Urban regeneration through the re-development of under utilised brownfield sites, often in the city centres, is becoming more attractive as the prices of centrally located land and premises rise. This is reflected in the percentage of respondents who find regeneration is an emerging agenda with their clients: 41% are highly or reasonably highly aware of this in terms of the opportunities it presents to their clients, and 21% (after adjusting for 'not applicable' responses) have been highly or relatively highly involved in regeneration projects through their clients. A panellist commented that "the area of urban regeneration is not fully appreciated as a driver of business growth and development"

To what extent are you aware of regeneration as an emerging agenda in terms of the opportunities it presents to your clients?



In the last two years, have you seen an increase in the number of clients who are seeking to start or have already started a community / social enterprise?



### Social Enterprise start ups — are they on the increase?

The Social Enterprise Action Plan was published back in 2002 and the government is continuing to press RDAs and local authorities to encourage the formation and development of social enterprise. Appointments have recently been announced of Social Enterprise Ambassadors to promote and explain the concept more widely.

After adjusting for 'not applicable' responses, 47% of respondents have seen an increase over the last two years in the number of clients trying to start or operating a community/social enterprise.

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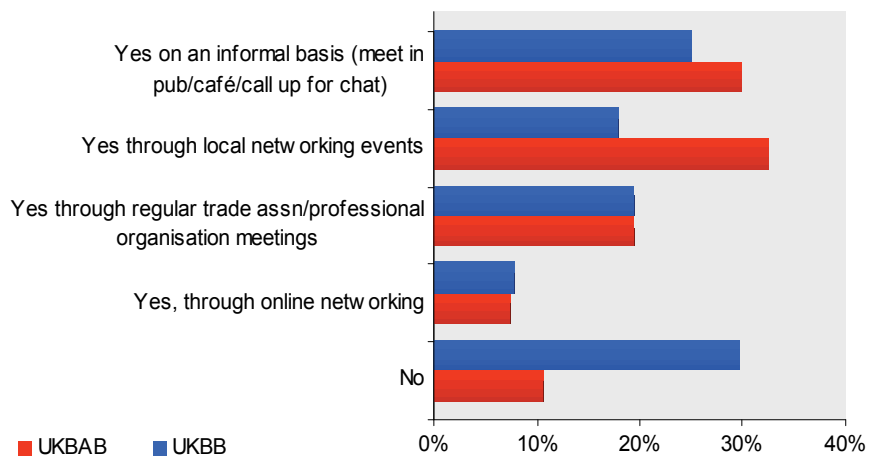
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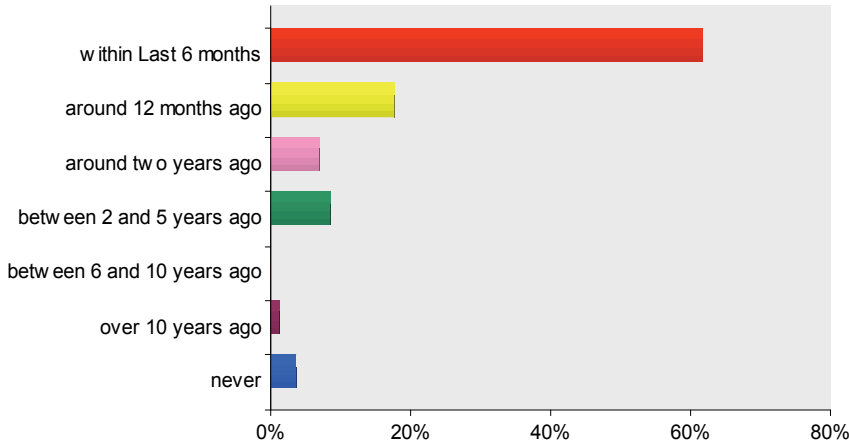
**89% of UKBAB panellists are regular networkers**

Connecting with like-minded people to chat about business is activity practised by the majority of respondents to the UKBAB and also a (slightly smaller) majority of the smaller businesses who respond to the parallel UKBB survey. 89% of UKBAB respondents do so regularly, at least monthly, and the greatest percentage (32%) does so through local networking events. Online networking emerged as the least popular medium with both sets of respondents, although more than one respondent sent in a comment saying that they could have chosen several or all of the YES options shown in the chart below (the question forced a single choice).

**Do you, on a regular basis (monthly at least) seek out people in related businesses or more generally, to chat about business related matters?**



**When did you last read a business book as a resource for your own business ideas?**



**Read any good books lately?**

There is a plethora of books on offer to provide businesses with advice of all kinds. The majority of respondents to the question have read a business book within the last 6 months: 62%. 17% think they last read a business book around 12 months ago and the remaining 21% confess it is much longer, or have never read one as a resource. Most of our respondents therefore do conform to the comment sent in by one panellist: "...Come on – Get real! Business Advisers are continuously updating their skills and market knowledge! As soon as I've finished one, I start the next!"

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> NOVEMBER EDITION — OCTOBER 2007 - BAB62—THE QUESTIONS

- Q1.** To what extent are you aware of regeneration as an emerging agenda in terms of the opportunities it presents to your clients?
- Q2.** To what extent have you been involved in any regeneration projects through your clients?
- Q3.** To what extent do you feel that the advice you give to clients on finance has changed in the light of the recent turbulence in financial markets?
- Q4.** To what extent have you noticed an increase in your clients' requests for advice on sources and uses of finance in the wake of recent market turbulence?
- Q5.** There is a plethora of books on offer to provide businesses with advice of all kinds. When did you last read a business book as a resource for your own business ideas?
- Q6.** What percentage of your clients have business mentors (other than yourself)?
- Q7.** If you use the services of a business group or local business network, which one do you use?
- Q8.** Recent research has shown that customers can be put off if the businesses with which they are dealing are perceived as 'small'. In your conversations with clients, how often has this been raised by them as a problem?
- Q9.** Do you, on a regular basis (monthly at least) seek out people in related businesses or more generally, to chat about business related matters?
- Q10.** In the last two years, have you seen an increase in the number of clients who are seeking to start or have already started a community / social enterprise?
- Q11.** If and when you discuss management training as an option for clients, to what extent are they receptive to the idea?
- Q12.** Research undertaken by IT bosses in larger firms leads them to believe that employees spend up to 48 minutes a day surfing the web for personal reasons. To what extent are your clients raising this as a concern in their discussions with you?

[Click here to view the complete set of results for this and for previous surveys:](#)

[www.ukbab.ac/UI/surveys.aspx](http://www.ukbab.ac/UI/surveys.aspx)

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**Greater transparency of business needs as observed by the adviser community**

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