

Introduction

Welcome to the Scottish Government's Social Enterprise Census 2024. This is the fifth official review of enterprising charities and social enterprises in Scotland.

Every two years, this official study helps inform policy and funding, and shows the impact of the sector in your area. Find out previous results at www.socialenterprisecensus.org.uk.

If your organisation has social or environmental goals and generates income through contracts or fees of any kind, then we want to hear from you. This could include things like running a business in your community generating energy, providing arts activities, running a hotel which provides housing, or delivering social care services.

So, we ask you to commit just 15-20 minutes of your time to share information about the work of your organisation and its needs. Each and every question you answer is important to us.

The Social Enterprise Census is conducted on behalf of the Scottish Government by Diffley Partnership. Any information you provide will be treated in the strictest confidence and no information will be released that can identify the specific views of you or your organisation. See full Privacy Notice.

Join thousands of others contributing to this important source of knowledge about the sector. Just click below to get started.



About your orgai	nisation	
* 1. Please provide	a few basic contact details:	
Registered name of organisation		
Postcode		
Email address		
* 2. Please provide	relevant registration numbers (if known	wn):
Company No.:		
Charity No.:		
IPS/Society No.:		
* 3. Please state w	hether the following statements about	your organisation are true or false:
	True	False
We have social or environmental objectives		
We earn income from selling goods, charging for services or delivering contracts		
Profits/surpluses are reinvested in furthering our social/environmental goals		
Our constitution ensures that the assets of our organisation cannot be sold for private gain		
* 4. Is your organeighbourhood/ Yes No	unisation led and accountable to people community?	e in a particular

Yes			
O No			



Your activities and services

Please select all that apply. Arts and Creative Industries Community Centres and Halls Information, Consumer of Community Centres and Halls Early Learning and Childcare Education, Training, and Employment Environment and Recycling Financial Services Tourism, Heritage Food, Catering & Hospitality Health and Social Care Other (please specify) None 8. Does your organisation mainly sell goods or services? Mainly goods Mainly services Both goods and services	Housing Information, Consultancy & Support Services Property, Energy, Utilities, and Land Managemer Retailing Sport and Leisure Tourism, Heritage and Festivals Transport goods or services? across which your organisation operates?		‡
Arts and Creative Industries	Housing Information, Consultancy & Support Services Property, Energy, Utilities, and Land Manageme Retailing Sport and Leisure Tourism, Heritage and Festivals Transport goods or services? across which your organisation operates?		
Please select all that apply. Arts and Creative Industries Community Centres and Halls Early Learning and Childcare Education, Training, and Employment Environment and Recycling Financial Services Food, Catering & Hospitality Health and Social Care Other (please specify) None 8. Does your organisation mainly sell goods or services? Mainly goods Mainly services Both goods and services 9. What is the widest geographic area across which your organisation at the widest geographic area across which your organisation at the widest geographic area across which your organisation at the widest geographic area across which your organisation at the widest geographic area across which your organisation at the widest geographic area across which your organisation at the widest geographic area across which your organisation at the widest geographic area across which your organisation at the widest geographic area across which your organisation at the widest geographic area across which your organisation authority area Multiple local authority areas Regionally (e.g. Greater Glasgow, Lothian)	Housing Information, Consultancy & Support Services Property, Energy, Utilities, and Land Manageme Retailing Sport and Leisure Tourism, Heritage and Festivals Transport goods or services? across which your organisation operates?		
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Early Learning and Childcare Property, Energy, Use Education, Training, and Employment Retailing Sport and Leisure Financial Services Tourism, Heritage Food, Catering & Hospitality Transport Health and Social Care Other (please specify) None 8. Does your organisation mainly sell goods or services? Mainly goods Mainly services Both goods and services 9. What is the widest geographic area across which your organisation A single neighbourhood/community A local authority area Multiple local authority areas Regionally (e.g. Greater Glasgow, Lothian)	Property, Energy, Utilities, and Land Managemer Retailing Sport and Leisure Tourism, Heritage and Festivals Transport goods or services? across which your organisation operates?	Arts and Creative Industries	Housing
Education, Training, and Employment Retailing Environment and Recycling Sport and Leisure Financial Services Tourism, Heritage Food, Catering & Hospitality Transport Health and Social Care Other (please specify) None 8. Does your organisation mainly sell goods or services? Mainly goods Mainly services Both goods and services 9. What is the widest geographic area across which your organisation A single neighbourhood/community A local authority area Multiple local authority areas Regionally (e.g. Greater Glasgow, Lothian)	Retailing Sport and Leisure Tourism, Heritage and Festivals Transport goods or services? across which your organisation operates?	Community Centres and Halls	Information, Consultancy & Support Services
Environment and Recycling Sport and Leisure Financial Services Tourism, Heritage Food, Catering & Hospitality Transport Health and Social Care Other (please specify) None 8. Does your organisation mainly sell goods or services? Mainly goods Mainly services Both goods and services 9. What is the widest geographic area across which your organisation A single neighbourhood/community A local authority area Multiple local authority areas Regionally (e.g. Greater Glasgow, Lothian)	Sport and Leisure Tourism, Heritage and Festivals Transport goods or services? across which your organisation operates?	Early Learning and Childcare	Property, Energy, Utilities, and Land Manageme
Financial Services Tourism, Heritage Food, Catering & Hospitality Transport Health and Social Care Other (please specify) None 8. Does your organisation mainly sell goods or services? Mainly goods Mainly services Both goods and services 9. What is the widest geographic area across which your organisa A single neighbourhood/community A local authority area Multiple local authority areas Regionally (e.g. Greater Glasgow, Lothian)	Transport goods or services? across which your organisation operates?	Education, Training, and Employment	Retailing
Food, Catering & Hospitality Transport Health and Social Care Other (please specify) None 8. Does your organisation mainly sell goods or services? Mainly goods Mainly services Both goods and services 9. What is the widest geographic area across which your organisa A single neighbourhood/community A local authority area Multiple local authority areas Regionally (e.g. Greater Glasgow, Lothian)	goods or services? across which your organisation operates?	Environment and Recycling	Sport and Leisure
Health and Social Care Other (please specify) None 8. Does your organisation mainly sell goods or services? Mainly goods Mainly services Both goods and services 9. What is the widest geographic area across which your organisa A single neighbourhood/community A local authority area Multiple local authority areas Regionally (e.g. Greater Glasgow, Lothian)	goods or services? across which your organisation operates?	Financial Services	Tourism, Heritage and Festivals
Other (please specify) None 8. Does your organisation mainly sell goods or services? Mainly goods Mainly services Both goods and services 9. What is the widest geographic area across which your organisation mainly sell goods or services? Mainly goods A single neighbourhood/community A local authority area Multiple local authority areas Regionally (e.g. Greater Glasgow, Lothian)	across which your organisation operates?	Food, Catering & Hospitality	Transport
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8. Does your organisation mainly sell goods or services? Mainly goods Mainly services Both goods and services 9. What is the widest geographic area across which your organisation of the property of the	across which your organisation operates?	Other (please specify)	
8. Does your organisation mainly sell goods or services? Mainly goods Mainly services Both goods and services 9. What is the widest geographic area across which your organisation of the property of the	across which your organisation operates?		
8. Does your organisation mainly sell goods or services? Mainly goods Mainly services Both goods and services 9. What is the widest geographic area across which your organisation of the property of the	across which your organisation operates?	None	
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9. What is the widest geographic area across which your organisa A single neighbourhood/community A local authority area Multiple local authority areas Regionally (e.g. Greater Glasgow, Lothian)		Mainly services	
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A single neighbourhood/community A local authority area Multiple local authority areas Regionally (e.g. Greater Glasgow, Lothian)			
A local authority area Multiple local authority areas Regionally (e.g. Greater Glasgow, Lothian)			ross which your organisation operates?
Multiple local authority areas Regionally (e.g. Greater Glasgow, Lothian)		A single neighbourhood/community	
Regionally (e.g. Greater Glasgow, Lothian)		A local authority area	
Scotland-wide		Regionally (e.g. Greater Glasgow, Lothian)	
		Scotland-wide	

Yes		
○ No		



Governance	
* 11. Does your	organisation have any paid employees? (including yourself)
O No	
* 12. Including you	rself, how many employees work for your organisation across all sites?
Please provide nun	nbers. Enter '0' if none.
Full-time paid staff (30 hours or more per week)	
Part-time paid staff (less than 30 hours per week)	
Full-time unpaid volunteers	
Part-time unpaid volunteers	
* 13. Approximately employee in your o	y what is the ratio between the salary of the highest and lowest paid organisation?
To estimate divide	the highest by the lowest salary, e.g. 5:1

Real Living wage commitment	Taking action to tackle the gender pay gap
Secure employment with fair pay and conditions	Employee representation in decision-making
Hybrid working	Training and development opportunities
Flexible and family friendly working arrangements	Safe and healthy work environment Recognition or awards for fair work practices
No inappropriate use of zero hour contacts	Recognition of awards for fall work practices
No use of fire and rehire practices	
Equal opportunities and diversity policies	
Other (please specify)	
None of the above	
nployees? (Living Wage Foundation rate of f Yes No	E12 per hour as of 1 January 2024)
nployees? (Living Wage Foundation rate of f Yes No 16. Is your organisation a Real Living Hours	E12 per hour as of 1 January 2024)
	E12 per hour as of 1 January 2024)
nployees? (Living Wage Foundation rate of formula in the Yes No	E12 per hour as of 1 January 2024)
nployees? (Living Wage Foundation rate of formula of formula yes) No 16. Is your organisation a Real Living Hours theme can be found here) Yes	E12 per hour as of 1 January 2024)
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Governance

* 17. Do you intend to become a Real Living Hours accredited employer in the next 12
months?
Yes
○ No



Governance
st 18. Is your organisation a Living Pension accredited employer (Information on the scheme can be found $\underline{\text{here}}$)
Yes
○ No



Governance

Governance
* 19. Do you intend to become a Living Pension accredited employer in the next 12 months?



Governance

* 20. Which of the following formal arrangeme engage employees in organisation decisions? F	-
Staff representatives on the Board	Have a recognition agreement with a trade union
Staff have voting rights on certain matters under the organisation's articles of association Staff can submit or present items for Board meetings 'Open door' policies between employees and leaders Use of staff council/representative employee groups Other (please specify) None of the above	Staff engagement forums Staff feedback is sought through emails, surveys and so on Don't know
* 21. Does your business offer any of the follow employees? Please select all that apply Flexitime (flexible working hours) An annualised hours contract Hybrid working Term-time working Job-sharing	wing working hours arrangements for Compressed hours Zero hours contracts On call working Other flexible working patterns
Other (please specify) None of the above	



The difference you make

* 22. In the last financial year, approximately how many people, if any, DIRECTLY benefited from the projects, programmes, goods or services of your organisation? Please provide numbers. Enter '0' if none and 'Unknown' if Don't know * 23. To what extent, has the number of beneficiaries changed in the last year? Increased a lot Decreased a little Increased a little Decreased a lot No change Don't know 24. Tell us more to help us understand any big changes * 25. Do you target services or support to any of the following beneficiary groups? Please select all that apply People experiencing socio-economic disadvantage People identifying as LGBTIQA+ Alcohol or drug addiction/dependency People with convictions Carers People with mental illness or mental health conditions or illnesses Homeless/coming out of homelessness Refugees and asylum seekers Individuals with a physical disability or long-term Veterans/ex-military condition Individuals with a learning disability Victims of crime Long-term unemployed Women and girls People from rural and island communities Young people Older people People from a minority ethnic background Other (please specify) None of the above

Enabled children and young people to grow up loved, safe and respected so they realise their full potential	Enable people to become more healthy and acti Enabled people to respect protect and fulfil human rights and live free from discrimination
Enabled communities to be more inclusive, empowered, resilient, and safe Enabled creativity and vibrant and diverse cultures to be expressed and enjoyed widely	 Enabled Scotland to be open, connected and make a positive contribution internationally Enabled poverty to be decreased by sharing opportunities, wealth and power more equally
Enabled a more globally competitive, entrepreneurial, inclusive and sustainable economy Enabled people to become more educated, skilled and able to contribute to society	Don't know None of the above
Enabled people to value, enjoy, protect and enhance our environment	
Enabling thriving and innovative businesses, with quality jobs and fair work for everyone	



Measuring social impact

This section focuses on measuring social impact. Social impact is often understood as the effects on people and communities that happen as a result of an action, activity, project, programme or policy. A common way to think about social impact is to consider it as the change that happens for or to people as a result of an action or activity.

×	*27. To what extent does your organisation measure its social impact?
	A large extent
	Some extent
	Not very much
	Not at all
	Oon't know



Measuring social impact

* 28. What specific methodologies or tools does your organisation use to measure social impact? Please select all that apply		
Surveys or questionnaires	Qualitative data analysis	
Interviews or focus groups	External evaluations or assessments	
Case studies or success stories		
Quantitative data analysis (e.g., metrics, indicators)		
Other (please specify)		
None of the above		



Measuring social impact

* 29. What are the main barriers your organisation faces to measuring social impact? Please
select all that apply
Lack of resources (financial, human, technological)
Lack of expertise or knowledge on how to measure impact
Perception that measuring impact is not relevant or necessary
Concerns about the complexity or feasibility of measuring impact
Prioritisation of other organisational activities over impact measurement
Other (please specify)
* 30. Which of the below does your organisation require to feel better prepared to measure
social impact? Please select all that apply
Impact measurement workshops
Online courses/resources
Funding for tools/software
Budget for hiring staff/consultants
Grants specifically for impact measurement
Access to impact measurement software
IT infrastructure upgrade
Best practice guidelines
Mentorship from experienced organisations
Networking opportunities
Promoting a culture of impact measurement
Overcoming resistance/scepticism
Other (please specify)



Net Zero

* 31. Has your organisation used either of the following?	
Growing Climate Confidence score card	
Net Zero Accelerator Tool	
No, I have used neither of these	



/·///·
Net Zero You can complete the Growing Climate Confidence score card at https://climateconfident.scot/scorecard after you have completed this survey.
* 32. Why have you not filled out the Growing Climate Confidence score card?



ľ

Net Zero
* 33. Beyond net-zero initiatives, how does your organisation incorporate sustainability into its daily operations? Please select all that apply
Sustainable sourcing and procurement policies
Waste reduction and management strategies
Biodiversity and conservation efforts
Sustainable transportation for employees
Other (please specify)



About the same

Challenges and prospects								
* 34. Has the ec			er the last	t 12 montl	hs positive	ely or neg	atively aff	ected the
Opositively								
Negatively								
Neither posit	ively nor ne	gatively						
On't know								
* 35. In the most refinances?	* 35. In the most recent financial year, what has happened to the following elements of your finances?							of your
	Increase > 50%	Increase 25-50%	Increase <25%	No effect	Decrease <25%	Decrease 25-50%	Decrease >50%	Don't know
Income								
Grants								
Debt								
Costs								
Profits								
Reserves								
* 36. What do you perceive to be the main factors that have influenced market conditions over the last 12 months?								
* 37. Do you bel over the next 12			nisation's	s financial	circumst	ances wil	l be better	or worse
Much better				○ Se	omewhat wo	orse		
O Somewhat be	Somewhat better Much worse							

Oon't know



Public sector contracts

* 38. Does your organisation sell goods or servany of the following customer groups? Please s	
Public sector	
Private sector	
Third sector (inc. social enterprises)	
General public	
* 39. Has your organisation bid for and won a please select all that apply	public sector contract in the last 12 months?
Yes, won a contract bidding alone	No, unsuccessful in bidding for contracts
Yes, won a contract as part of a consortium	No, didn't bid for any contracts
organisation require to feel better prepared to apply More capacity to write bids	Networking events with potential partners or
Streamlined procurement processes	clients
Diversification of offerings	Collaboration opportunities with other organisations
Lower levels of insurance to be eligible to bid	Support from industry associations or networks
Training or workshops on bidding processes	Feedback sessions on previous bid submissions
Consultation with bid writing experts	Legal support for contract review and compliance
Mentorship programs for bidding guidance	Financial assistance for bid preparation costs
Access to online resources or guides	
Other (please specify)	
None of the above	

Traini	ng or workshops o	on bidding processes	Support	from industry as:	sociations or networ
Consu	ıltation with bid wr	riting experts	Feedback	k sessions on pre	vious bid submissio
Mento	orship programs fo	or bidding guidance	Legal sup	oport for contrac	t review and compli
Acces	s to online resourc	ces or guides	Financial	l assistance for b	id preparation costs
Netwo		potential partners or			
	ooration opportunit izations	ties with other			
Other	(please specify)				
I have	not accessed any	support			



F

Public	sector contracts	
* 42.	. How helpful was the support you accessed	in preparing a bid?
	Very helpful	Somewhat unhelpful
	Somewhat helpful	Very unhelpful
\bigcirc	Neither helpful nor unhelpful	



A

accessing external financial assistance	
* 43. Has your organisation applied for any of months? Please select all the apply	the following external finance in the past 12
A grant	Equity finance
Community share capital	Crowdfunding
A loan	Don't know
Leasing/Hire Purchase	None of the above
An overdraft	



* 44. Was your organisation successful in accessing the following external finance in the past 12 months? Please select all that apply

	Yes	No - applied but was unsuccessful
A grant		\bigcirc
Community share capital		
A loan		\bigcirc
Leasing/Hire Purchase	\bigcirc	
An overdraft		
Equity finance		\bigcirc
Crowdfunding		\bigcirc
Don't know	\bigcirc	



* 45. Is your organisation willing to consider th	e use of repayable/loan finance?
Yes	
○ No	
On't know	
* 46. In what ways, if any, has your organisation last 12 months? Please select all that apply Increased openness to exploring loan funding options Actively seeking out loan opportunities for growth or expansion More cautious approach due to economic uncertainties	Shift towards alternative financing options instead of traditional loans Greater emphasis on financial sustainability, leading to more conservative loan strategies Increased reliance on loan funding to bridge gaps in revenue or cash flow
Greater willingness to consider loans as a strategic investment	Heightened awareness of the importance of loan terms and conditions
Expanded use of loan funding to support innovation or new projects	
Other (please specify)	
No change in attitude towards loan funding	
* 47. What is your current cashflow/financial po	osition?
We have funds to operate for up to 3 months	
For 3-6 months	
For 6-12 months	
12+ months	
On't know	
* 48. How concerned are you about your finance	cial sustainability in the coming year?
Very concerned	Not concerned at all
○ Somewhat concerned	On't know
Not very concerned	



If you are particularly concerned about your financial stability, there is free support available to help you find a new route forward. Just click here and fill in a very simple support request: https://sesupportmap.scot/recovery/



st 49. Please tell us about any changes in the last 12 months to...

	Increased	No change	Decreased	Don't Know
Total income				
Proportion of income from trading/contracts	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Contracts with the public sector				
Geographic coverage	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Product or goods service/range	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Demand for services or goods	\bigcirc	\bigcirc	\bigcirc	\circ
Operating costs				
Joint working with others	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Reliance on grants				
Total employees				
Total volunteers				
Digital delivery of activities	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Activity to reduce carbon footprint	\bigcirc	\bigcirc	\circ	\bigcirc
Support for staff wellbeing	\bigcirc	\bigcirc	\bigcirc	0
Operational processes	\bigcirc	\circ	\bigcirc	\circ

	Increase	No change	Decrease	Don't Know
otal income			\circ	
roportion of income rom rading/contracts	\bigcirc		\bigcirc	\bigcirc
Contracts with the public sector				
Geographic coverage				
Product or goods service/range			\circ	
Demand for services or goods	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Operating costs				
oint working with others				
Reliance on grants				
Total employees				
Total volunteers				
Digital delivery of activities				
Activity to reduce carbon footprint				
Support for staff wellbeing	\bigcirc			
Operational processes				\bigcirc
* 51. Overall, how organisation over to Much more conficulty Much more conficulty Market Mark	the next 12 mondent	•	•	
Slightly less conf	ident			
Much less confidence	ent			
	prospects for yo	our organisation ov		
* 52. What are the		_	31 11 ' ' ' '	1:00: 1.: .1 1
_	ng growth or expans	sion	nallenging, anticipating	g difficulties or setback
O Positive, expecting	ng growth or expans g consistent operati	ons N	nallenging, anticipating Negative, facing signific ustainability	

Difficult marketing/trading cond	ditions	Insecure or declining grant funding	
Competition within the market		Increasing costs	
Difficulty complying with regular legislation Lack of time/capacity to develop Inadequate business support Difficulties securing Public Com Level Agreements	p trading potential	Cashflow difficulties Difficulty accessing finance Skills gaps or shortages Supply change disruption Lack of digital infrastructure	
Public awareness or preconcept enterprise Recruitment and retention diffic			
Other (please specify)	Cumics		

* 54. From this list below, which, if any, of the following might your organisation usefully benefit from help with during the next 12 months? Please select all that apply
Attracting new and young talent
Attracting repayable/loan finance
Collaborating with others to succeed
Developing digital capabilities
Developing leadership capabilities including developing board capacity
Developing new products or services
Developing your marketing strategy
Developing your workforce
Doing business in international markets
Finding a business mentor
Finding property solutions
Improving environmental sustainability
Improving your business practices
Learning new business skills
Managing your intellectual property
Measuring social impact
Planning for business change and succession
Preparing a business plan for growth
Recovering from business difficulties
Researching new opportunities
Starting up a new business venture
Tendering for public sector contracts
Other (please specify)
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Equalities and diversity

* 55. What workforce data on equality and dive select all that apply	rsity does your organisation collect? Please
Data on age	Data on marriage and civil partnership
Data on sex	Data on sexual orientation
Data on gender reassignment	Data on religion and belief
Data on disability	Data on caring responsibilities
Data on race	Don't know
Data on socio-economic background	None of the above
Data on pregnancy and maternity	

	None	1-24%	25-49%	50-74%	75-100%	Unknown
Identify as female						
Identify as non- binary		\bigcirc				
Are residents of the local area(s) in which your organisation is based	\circ	0	\circ	0	0	\circ
Are aged under 30						
Are aged over 55						
Have caring responsibilities	\bigcirc	\bigcirc	\bigcirc		\bigcirc	
Consider themselves to have a disability or a long-term condition		\bigcirc	\circ	\bigcirc	\circ	0
Consider themselves as from a minority ethnic background	\bigcirc	\bigcirc	\circ		\bigcirc	\bigcirc
Were previously unemployed before taking up post	\circ	\circ	\circ	\circ	\circ	\bigcirc
Were previously unemployed young people (aged under 30 years)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Received training or support intended to improve their employability	\circ	0	\circ	\circ	\circ	0
Identify as LGBTIQA+	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	

	mmittee? You might refe	categories currently serv r to them as trustees, boo		
Please provide num	nbers. Enter '0' if none or	'unknown' if Don't know		
Total trustees or board/committee members				
Of which identify as female				
Of which identify as non-binary				
Of which are people from minority ethnic backgrounds				
Of which are people aged under 30 years				
Of which are people aged over 55 years				
Of which consider themselves to have a disability or long-term health condition				
Of which identify as LGBTIQA+				
* 58. Please answer 'yes' or 'no' to the following statements about the characteristics of the most senior employee in your organisation (Chief Executive, Manager or equivalent):				
	Yes	No	Unknown	
Identifies as female				
Identifies as non- binary	\bigcirc	\bigcirc		
Is from a minority ethnic background	0	\circ	\bigcirc	
Is aged under 30 years	\bigcirc	\bigcirc		
Is aged over 55 years	\bigcirc	\circ	\bigcirc	
Considers themselves to have a disability or long- term health condition				
Identifies as LGBTIQA+	0	\bigcirc		



Accounts and financial data	
60. As part of the Social Enterprise Census, we will be collecting account information to make an assessment about the size and value of the Social Scotland. To aid us in collecting this information, please provide a link to MOST recent financial information below.	l Enterprise sector ir



Recruitment

across Scotland ab understanding of the either in-person or	out their experiences. The experiences of those online. If you would be	p is interested in speaking to Social Enterprises he purpose of these interviews is to gain a deeper in the sector. These interviews can be conducted interested in taking part in an interview of 60 d phone number where we can contact you at
Name:		
Email address:		
Phone number:		



* 62. If your organisation is not already a member of Social Enterprise Scotland would you be interested in joining? — Yes — No
* 63. Are you happy for your survey responses to be shared with Social Enterprise Scotland? Yes No