



Services Turnover Survey

Please do not discard this important document - your response is legally required

00001 49100
CONTACT NAME
OFFICE FOR NATIONAL STATISTICS
GOVERNMENT BUILDINGS
CARDIFF ROAD
NEWPORT
NP10 8XG
***** EXAMPLE PRINT *****

Please write any changes to your name and address in the box below, using black ink

To be completed for: THE BUSINESS NAMED ABOVE

Please complete and return by 9 September 2016

Dear Sir or Madam,

Please find the questionnaire for the Services Turnover Survey (STS) attached. Please complete for the period 1 January 2015 to 31 December 2015. Once complete, the questionnaire can be returned by post using the details in the box below. You are advised to retain a copy of this questionnaire for your records.

We guarantee that while your employment is less than 10, you will receive no more than 1 questionnaire for this ONS business survey. You must complete and return this questionnaire on time, after which you will be excluded from all business surveys for at least 3 years. The Annual Survey of Hours and Earnings is not covered by this guarantee.

You are required by law to complete this questionnaire. If you do not complete and return this questionnaire by 9 September 2016, penalties may be incurred (under section 4 of the Statistics of Trade Act 1947). All the information you provide is kept strictly confidential. It is illegal for us to reveal your data or identify your business to unauthorised persons.

Thank you for your co-operation,
Office for National Statistics

Questionnaire return details

To return via post: Please use the prepaid envelope provided which is addressed to:
Office for National Statistics, Government Buildings, Cardiff Road, Newport, NP10 8XG

Contact numbers

Er mwyn gwneud cais am ffurflen Gymraeg (To request a questionnaire in Welsh)	0300 1234 921
If you would like to use our Minicom service for the Deaf	01633 815 044
To complete the questionnaire in Euros	0300 1238 058
For any other queries, please contact Survey Team or go to www.ons.gov.uk/surveys	0300 1238 058

When contacting the office you may be asked for the following information

Survey code: 195 **Reference number:** 195 4990 0000 000D **Period:** 201512

- Telephone calls may be recorded for training and quality purposes



Services Turnover Survey

Purpose of the survey

The Services Turnover Survey is run every two years to measure turnover generated by UK businesses. You have received this survey as your business has been classified as predominantly providing services within the passenger rail transport sector. The information supplied is used within the Services Producer Price Indices; a key economic indicator used by the bank of England during their monetary policy making process as well as the National Accounts in their calculation of Gross Domestic Product (GDP).

Information required

This questionnaire is divided into five sections, which ask for:

- Section A** - total turnover generated by the business for the period stated on the front page
- Section B** - a breakdown of turnover generated from passenger rail transport services supplied within and/or outside the UK
- Section C** - turnover generated from services classified outside the passenger rail transport sector supplied within and/or outside the UK
- Section D** - turnover generated from sales of goods and products from any other non-service means within and/or outside the UK
- Section E** - any comments, contact details and completion time

Turnover definitions and coverage

- **Turnover** consists of sales to any individual, business entity or other parts of your organisation. Please exclude from all turnover figures provided:
 - VAT
 - capital receipts from disposal of assets
 - interest and dividends
 - grants and subsidies
- **UK turnover** consists of sales to any customers located within the UK. The United Kingdom (UK) includes England, Scotland, Wales and Northern Ireland, but excludes Channel Islands and the Isle of Man.
- **Export turnover** consists of sales to any customers located outside the UK. This information may be available in your VAT returns.

How to complete the questionnaire

- Report all figures for the period stated on the front page.
- Complete this questionnaire on an accruals accounting (invoices raised), rather than a cash accounting basis.
- Report all figures to the nearest £1,000 For example, £16,805 = £ ,
- If precise figures are not available, then informed estimates based on your knowledge of the business are acceptable.
- Please complete this questionnaire for the organisation on the front page. Figures for subsidiaries of the business should not be included, unless specified otherwise on the front page.

This questionnaire will be scanned, therefore please:

- complete in **black ink**
- ensure letters and numbers are printed and centred within each box
- do not cross sevens or zeros
- do not use commas or dashes



Section A - Total turnover

1. What was the total turnover generated by the business from 1 January to 31 December 2015?

£ , , , 1000

NFD

2. Did the amount reported in question 1 include turnover generated from the provision of services?

Yes → Go to section **B**

No → Go to section **D** 1010

MRK

Section B - Turnover generated from passenger rail transport services supplied within and/or outside the UK

Not all of the services listed below may apply to the business. If actual figures are not available please provide informed estimates.

Include turnover generated from:

- passenger rail transport services

Exclude turnover generated from:

- services classified outside the passenger rail transport sector
- sales of goods and products from any other non-service means

3. What was the turnover generated from each of the services listed below?

a. Interurban passenger rail transport services

Customers within the UK

£ , , ,

Customers outside the UK

£ , , , 2020 0502

NPX

b. Passenger rail transport services for sightseeing

Customers within the UK

£ , , ,

Customers outside the UK

£ , , , 2020 0504

NPX

This section continues overleaf



Section B (Continued)

4. What was the turnover generated from any other passenger rail transport services not included in question 3?

Customers within the UK

£ , , , 2110

Customers outside the UK

£ , , , 2120

NPX

Please provide a breakdown of the turnover supplied in question 4 in the boxes provided below specifying the service it relates to.

<input type="text"/>	
<input type="text"/>	£ <input type="text"/> <input type="text"/> , <input type="text"/> <input type="text"/> <input type="text"/> , <input type="text"/> <input type="text"/> <input type="text"/> , <input type="text"/> <input type="text"/> <input type="text"/> 2230 0590
<input type="text"/>	
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MZB

MZB

MZB

MZB

MZB

5. What was the total turnover generated from supplying passenger rail transport services?

This is the sum of question 3.a to 3.b and question 4.

Customers within the UK

£ , , , 2310

Customers outside the UK

£ , , , 2320

NPX



Section D - Turnover generated from sales of goods and products from any other non-service means within and/or outside the UK

If the entire turnover is generated from providing services, this question does not apply to you. If actual figures are not available please provide informed estimates.

Include turnover generated from:

- sales of goods and products from any other non-service means

Exclude turnover generated from:

- any services

7. What was the turnover generated from sales of goods and products from any other non-service means?

The sum of the figures provided under questions 5, 6 and 7 should be the total turnover figure provided under question 1.

Customers within the UK

£ , , , 0 0 0 4010

Customers outside the UK

£ , , , 0 0 0 4020

NPX



Section E - Any comments, contact details and completion time

8. Please use the space below to provide additional information about the turnover figures that you have supplied and any comments on the questionnaire.

Include:

- explanation of information provided
- ease of providing requested information
- suggestions of improvements to questionnaire (instructions, terminology, layout)

0003

FGI

9. Please provide details of the person to contact if we have any queries regarding the information provided in this questionnaire.

Contact person

5040

QVA

Position in business

5050

QVA

Telephone number Ext.

5060

QVE

E-mail address

QVI

5070

You may find it useful to take a copy of this questionnaire for future reference or to answer any queries that may arise

10. How long did it take you to complete this questionnaire?

(Please note this question is voluntary)

Please include:

- time taken to become familiar with the questionnaire
- time of everyone who helped you to complete the questionnaire
- time spent extracting and preparing information from your systems
- any other time spent in relation to completing the questionnaire

hrs 5080

mins 5090

ABB



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