

UK Road and Rail Networks not meeting business needs

Businesses are even less satisfied with UK infrastructure than they were a year ago, according to research published by the British Chambers of Commerce (BCC) and Stagecoach on 26 Nov 2019.

Satisfaction with UK Rail Network

24% 

of business leaders 'agree' that the UK rail network is meeting their needs in accessing new and existing customers, suppliers, and employees.

This is a reduction from 34% in 2018.

Satisfaction with UK Road Network

35% 

of business leaders 'agree' that the UK road network is meeting their needs in accessing new and existing customers, suppliers, and employees.

This is a reduction from 47% in 2018.

60% 

of business leaders said their business had experienced delays resulting in increased travel costs, loss of business or client dissatisfaction.

The majority of businesses do not feel that their views are taken into account when decisions are made about infrastructure

27%  feel that their business view is taken into account in local decisions.

11%  feel that views are considered at the national level.



"Unless we see real action in the early months of the new parliament, our hard-pressed firms will struggle to deliver the economic resurgence we desperately need. Upgrading our road and rail capacity would send a vital signal that businesses are finally being heard, would kick-start business investment across the country and will pay dividends long after the current crop of politicians are forgotten."

Claire Walker Co-Executive Director



"Britain's congestion crisis is getting worse, directly impacting businesses and their employees, as well as causing further damage to air quality in our towns and cities. This research underlines a growing frustration that, despite transport authorities having powers right now to improve our road infrastructure, there is a lack of radical action to address the problem."

Martin Griffiths Stagecoach Group Chief Executive

The British Chambers of Commerce (BCC) surveyed 1,245 businesses leaders online from 9 to 28 October 2019. Around 95% of respondents are SMEs. 63% are service sector firms and 37% are manufacturers.