

LEP - Business Support Management Board

**Wednesday, 28th October, 2015 in The John of Gaunt Room,
County Hall, Preston, at 12.00 pm**

Agenda

Part I (Items Publicly Available)

1. Appointment of Chair

The Committee has been asked to note that in accordance with the Terms of Reference, Mr M Blackburn has been appointed as the Chair.

2. Welcome and Apologies for Absence

3. Declarations of Interest

4. Terms of Reference (Pages 1 - 4)

5. Reporting to Lancashire Enterprise Partnership Board

6. Publicly Funded Business Support Provision in Lancashire - Purpose and Priorities (Pages 5 - 8)

7. European Structural and Investment Funds (ESIF) Update (Pages 9 - 20)

8. Performance Data on National Business Support Activity in Lancashire (Pages 21 - 50)

- National Business Support Helpline
- Business Growth Service

9. Format of Meetings / Ways of Working

10. Any Other Business

11. Dates of Future Meetings (Pages 51 - 52)

The next meeting has been proposed to take place on the 20th January at 12pm in The John of Gaunt Room, at County Hall, Preston.

Future dates have been circulated and attached for information.



LANCASHIRE BUSINESS SUPPORT MANAGEMENT BOARD **TERMS OF REFERENCE**

Composition

1. Unless otherwise agreed by the Lancashire Enterprise Partnership, the Business Support Management Board shall comprise a minimum of 4 members and a maximum of 10.
2. The Members of the Business Support Management Board shall be appointed by the Lancashire Enterprise Partnership and shall draw members be drawn from business, business representative organisations, business support providers and business finance specialists.
3. The proposed members of the Business Support Management Board, as at the date of adoption of these Terms of Reference, are as follows:

| | |
|----------------|---|
| Mike Blackburn | Proposed Chair / LEP Board Member |
| Mike Damms | Proposed Vice Chair / LEP Board Member / EL |
| Babs Murphy | NWL Chamber |
| Frank McKenna | Downtown in Business Lancashire |
| Gary Lovatt | Federation of Small Business |
| John Kersey | Lancashire Institute of Directors |
| Tim Webber | Regenerate Pennine Lancashire |

In addition the group will seek by nomination members offering expertise on:-

HEI's as a provider of Business Support
Business Finance as a constraint on business growth ambitions.

4. The Business Support Management Board may invite any persons it sees fit to attend meetings as observers.
5. When considering the appointment of additional members to the Business Support Management Board, perceived gaps in knowledge / experience, together with sectoral and geographical coverage will be taken into account.

Chair and Deputy Chair

6. The Lancashire Enterprise Partnership shall appoint the Chair.
7. The Chair shall not have a casting vote.
8. The Business Support Management Board may appoint one of its number to act as Deputy Chair ("Deputy Chair").

Quorum

9. The quorum for Business Support Management Board meetings shall be 4.
10. If within fifteen minutes from the time appointed for the holding of a Business Support Management Board meeting a quorum is not present, the meeting shall be adjourned. The Secretary shall arrange for the meeting to take place within two weeks.

Secretary

11. The Company Secretary of the Lancashire Enterprise Partnership (or their nominee) shall serve as the Secretary ("The Secretary") to the Business Support Management Board.
12. The Secretary shall produce minutes of all meetings of the Business Support Management Board and will maintain a list of conflicts of interests. Future Business Support Management Board agendas will include a standard item requiring declarations to be made in relation to specific items of business.
13. The Secretary shall produce and maintain an action list of all outstanding Business Support Management Board matters, a copy of which shall be circulated to meetings of the Business Support Management Board.

Meeting Frequency

14. The Business Support Management Board shall meet according to operational need.

Decisions in Writing

15. A resolution in writing signed by the majority of the members of the Business Support Management Board for the time being shall be as valid and effectual as if it had been passed at a meeting of the Business Support Management Board.

Remit

16. The Business Support Management Board's primary responsibility is to consider skills development priorities within across the LEP geography and any related issues and make recommendations on the same to the relevant bodies. In doing so, the Business Support Management Board shall:
 - a. Develop and promote business support strategy, initiatives and programmes aligned with agreed priorities, as part of the LEP's Strategic Economic Plan;
 - b. Seek to co-ordinate and commission a publicly funded business support offer which is clear, fit for purpose and which complements both commercial and national offers.
 - c. Commission and maintain an evidence-base to help understand key business support demands in the LEP area;
 - d. Identify and work with other LEP areas on business support issues of strategic and cross-boundary significance; and

- e. Advise on the deployment of business support funding directly accessed or influenced by the LEP and make best use of public investment in this policy area.

Governance Relationship with the LEP

17. The LEP is responsible for agreeing the Terms of Reference of the Business Support Management Board and has the power to vary the same.
18. The Business Support Management Board shall review its Terms of Reference from time to time as necessary and report their findings to the LEP.
19. Minutes of Business Support Management Board meetings shall be submitted to the LEP Board at the LEP's request and significant action points will be reported as part of a Chair's Update.
20. The Chair shall provide update reports to the LEP Board at the LEP's request.

Relationship with Lancashire County Council

21. Lancashire County Council shall provide administrative and legal support to the Business Support Management Board.
22. Lancashire County Council shall maintain an official record of the Business Support Management Board proceedings and a library of all formal Business Support Management Board documents.

Item 6. LEP Business Support Management Board

Private & Confidential: NO

Date: 28 October 2015

Publicly Funded Business Support Provision in Lancashire – Purpose and Priorities

Report Author: Andy Walker, Head of Business Growth LCC

Executive Summary

There is a strong and developing evidence base that shows that businesses who seek external advice and support are both more ambitious for their business and more likely to achieve their growth targets. Chiefly, businesses will derive that support from commercial business support providers including accountants, solicitors and business membership networks, however there is clearly also a role for publicly funded business support provision.

Within Lancashire much has already been done to create a simpler landscape and offer for businesses making use of Boost – Lancashire's Business Growth Hub as a portal to match businesses with appropriate provision.

The work to fully understand the business support landscape needs to continue and the principles for a new audit are set out in Annex A to this paper. This work will be conducted by Regenerate Pennine Lancashire and the data gathered will be reported back to this Board.

At present there are a number of opportunities for Lancashire to take a greater stake in organising how public funds are used within this area:-

- Local devolution deals offer an opportunity for greater control of national business support offers
- ESIF monies offer the opportunity to promote the commissioning of key provision
- Better collaboration and new ways of working offer the opportunity for business support providers to

Recommendation

The LEP BSM Board is asked to:

- (i) agree to become the steering group for the Lancashire Business Support Simplification Review, and
- (ii) endorse the proposed methodology / principles set out in Annex A
- (iii) Establish a work programme to specify the desired business support landscape and gaps in provision.

PRESENTATION TO FOLLOW

Annex A

Proposal to conduct a business support provision audit

A Background

Small businesses that grow are more likely to have sought advice and support. The majority of businesses that do take advice say it adds value.

Whilst friends, family and peers are often the first port of call for most businesses seeking advice, there is a wide range of private and not for profit sector support. Government, nationally and locally, also provides support where there is an obvious gap in the market. However, small businesses indicate that to make the most of the support, it needs to be simpler and clearer to understand and easier to access. In Small Business: Great Ambition, BIS set out their commitment to making it easier for businesses to get the right support at the right time including by simplifying the landscape for business support. As part of this commitment BIS undertook a review of national Government business support to identify those schemes that were poorly targeted or under-performing and where there were opportunities for bringing schemes together to deliver a better, more efficient service.

The review concluded that Government's offer to businesses needed to be clearer and simpler to understand. The review recognised the role that Growth Hubs have in rationalising and simplifying the business support landscape at the local level, where confusion over access and proliferation of schemes is equally significant. Carrying out a local review of business support will underpin the creation of a more coherent local landscape for business support, which is a core aim for Growth Hubs. Critical to the success of the review is the involvement of local business support organisations within the area. It's important to have senior level buy-in and positive engagement from the outset to ensure organisations willingly provide the necessary information relating to their schemes, and crucially be part of the process by which duplication, support overlaps and gaps in provisions are identified.

BIS sponsored a number of pilot reviews and the emerging best practice suggests the formation of a senior level group to oversee the review. However, rather than establishing a new steering group it is recommended that the Business Support Management Board performs that role for the Lancashire review.

B Key Issues / Principles

The Lancashire Growth Hub is developing a methodology to undertake a local review. This will broadly adopt the principles set out in DBIS' Business Simplification Review Toolkit, and learning from the national pilots.

- **Economic Review:** Business support simplification must be linked to an in depth understanding of the Lancashire economy. There is a growing body of evidence through the LEP, including an assessment of key growth sectors, identifying barriers and opportunities in the local business base. The business support landscape must be designed to provide a platform for growth in those priority areas

and not operate in isolation. This part of the review would include a business needs assessment and synopsis of the LEP's evidence base.

- **Governance Review:** a review of local governance structures to understand what groups and organisations exist? What are their goals and objectives? And importantly, how do they communicate between themselves and the local business community? We also need an understanding of the flows of public funding to organisations and programmes. For example, through effective European Programme governance, less duplication and greater transparency of roles can be achieved in a much more strategic manner.
- **Programme Gap/Duplication Analysis:** a mapping exercise to understand the full range of support available, both national and local products, this will seek to identify the type of business that are being targeted and the support on offer. Alongside the governance and economic review this will provide a better understanding of where duplication occurs and also identify the gaps and improve provision in those thematic areas linked to the strategic ambitions of the LEP.
- **Project evaluation:** The short term nature of many business support projects and programmes, has often led to projects being 'recommissioned' or scrapped without the benefit of a robust evaluation. Boost Business Lancashire has undertaken a 'mid-term' evaluation and it is important that the Growth Hub establishes performance baselines. A strong evaluation mechanism should be an integral part of the Growth Hub to develop a much stronger evidence base to inform future policy development. This should go beyond a simple understanding of funding outputs, but an assessment of the wider economic outcomes achieved by the respective programmes and projects.

The business simplification review must also provide a day-to-day resource for front line Growth Hub advisors; it should help to inform the initial diagnostic and subsequent pathway a client takes. As such, the review must become a 'live' document that can be updated on an iterative basis; this will also provide an ongoing monitor for the LEP's Business Support Management Board to guard against the proliferation of new products and services.

The scope of the simplification review will include public (including local authorities), private (only those delivering public funded services), Universities, and community and voluntary sector business support organisations. The research will make use of questionnaires, focus groups, and one-to-one meetings. It will be important to adopt a transparent and inclusive tone to the review, and this must be communicated from the outset to achieve full buy-in from key partners. There's also a commitment to share best practice with other growth hubs through the appropriate networks.

Lancashire Enterprise Partnership Business Support Management Board

Private & Confidential: NO

Date: 28 October 2015

European Structural & Investment Funding – Pipeline Development and Project calls

Report Authors: Sean McGrath, Development and Corporate Resources, Lancashire County Council. Andy Walker, Head of Business Growth Lancashire County Council

Executive Summary

The report sets out the latest position on the development of Lancashire's European Structural and Investment Funds (ESIF) Strategy, in particular

- The progress of initial business support projects through the ERDF approval process
- Project calls/launches
- Project pipeline development

Recommendation

The LEP BSM Board is asked to:

- (i) Note progress to date in commissioning business support programmes through the ESIF process
- (ii) Note that part of the role of the Business Support Management Board will be to set out those elements of provision that should come forward through ERDF and comment on call responses for the ESIF partnerships.
- (iii) Note the options for developing new Financial Engineering Instruments (a North West Fund), as highlighted in section 5 and provide comments to the LEP on its preferred solution.

Background and Advice

1. European Structural and Investment Funds Operational programmes and ESIF Strategy Approval

- 1.1 The Government has established a National (England) Growth Programme for EU funding over the period 2014-20 giving Lancashire having a notional allocation of **£185m** (down from the previously reported £231m due to the weakness of the Euro against the Pound). The allocation is split approximately **£112m** from the European Regional Development Fund (ERDF), **£73m** from the European Social Fund (ESF) and **£4m** from the European, Agricultural, Farming and Rural Development (EAFRD) Fund.
- 1.2 The national Operational Programmes for each of the funds are managed by a National Growth Committee and the programmes themselves are administered through national processes, with local input via LEP Area ESIF Strategies. In Lancashire, the ESIF Strategy was developed on behalf of the LEP and is now being implemented through a Lancashire ESIF Partnership made up of a range of local stakeholders, including LEP Board members.
- 1.3 It has taken longer than expected for each of the ESIF Operational Programmes to be agreed, with the final one, the European Social Fund, only being approved by the European Commission in September 2015. As a result it is now possible for local ESIF Partnerships/Committees to be integrated into the national governance structure as formal sub committees of the national Growth Board.
- 1.4 The main changes from current arrangements will be that:
 - Lancashire's ESIF partnership will now be serviced by the Department for Communities and Local Government (DCLG), rather than the County Council on behalf of local partners,
 - Local partners/the LEP will no longer be able to draft and submit papers for the Partnership to consider, and
 - DCLG will become Deputy Chair of the Partnership (now subcommittee).
- 1.5 The national Growth Board will also start to formally approve LEP area ESIF strategies based upon the approved Operational Programmes. The main changes required before approval are ensuring the strategies are technically compliant and including the Outputs and Outcomes required to be delivered. The ESIF partnership is part way through this process with the Strategy currently being reviewed to ensure compliance, which will mean removing references to ESIF support for Transport as this is no longer eligible activity.¹

¹ Support for Transport activity was originally included in the ERDF Operational Programme as being eligible

- 1.6 The ESIF partnership has agreed to hold an event for local partners early in November 2015 to update on the revised Strategy and for the Managing Authorities for each of the funding programmes to present the detail of the ESIF Strategy Implementation process.

2. First Round ESIF Calls

European Regional Development Fund (ERDF)

- 2.1 In March 2015, prior to General Election purdah, the Lancashire ESIFs Partnership agreed for a number of ERDF Business Support calls to be issued related to national products;

- Manufacturing Advisory Service (Priority 3 £285,371)

The total project value in Lancashire is therefore £570,741.

£407,405 of this is 'business improvement project' expenditure (71%), i.e. the actions which receive grant funding support. This will deliver 25 Enhanced BGS projects (MAS & Growth Accelerator), leading to 25 additional jobs, plus 4 capital projects. Lancashire will also get 0.7FTE additional advisor time to support integration with Boost and other local services plus to target priority sectors – this is equivalent to 3.5 additional days per week. Overall, the project is £2.378m with £1.189m of ERDF across the NW. As Lancashire has 24% of the NW SME manufacturing base, we will target the project to deliver 24% of its support & impact with Lancashire SMEs.

- Growth Accelerator (Priority 3)
 - Growth Coaching (Winning Pitch £660,000)
 - Access 2 Finance (Grant Thornton £0)
 - Growth through Innovation (PERA £512,820)

The proposal is to use the additional £500k ERDF to provide a combination of:

- £224k in additional GTI and L&M grants to extend projects where additional growth can be achieved,
- 2 FTEs additional Growth Managers to stimulate higher impact take up of the core grant offer and engage additional grant assisted projects (particularly focussing on innovation capability and L&M development of senior management teams)

across England. However, the final version of the ERDF Operational Programme only allows this activity to be undertaken in Cornwall (as had been expected).



- A series of additional workshops/masterclasses to develop high growth through innovation

- UKTI / Chamberlink (Priority 3 £1,206,500)

As well as the continuation of BOOST, the Lancashire Growth Hub

- Boost – Lancashire's Business Growth Hub (Priority 3 £3,706,660)
- Access 2 Finance – Lancashire advice service delivered by MGC (Priority 3 £507,654)
- Innovation Clinic – UCLAN innovation provision aligned with Boost (Priority 1 £1,434,364)

- 2.2 The Outline Applications submitted in response to the calls were considered at Lancashire ESIF Partnership in September 2015. All the Outline Applications received were technically appraised by DCLG and agreed by the ESIF Partnership as being able to move to full Application Stage. Annex A to this report sets out the applications and initial comments/clarifications that the project promoters were requested to address in the Full Applications. The Full Applications were submitted to DCLG on 11th September 2015 and the detail of which, along with recommendations to fund or not, are likely to be considered at the next meeting of the Partnership on 4th November 2015.

In summary, a total of £8.1m of the £112m ERDF will be committed should all the above projects be approved.

European Social Fund (ESF)

- 2.3 In addition the ESIF Partnership also agreed, prior to General Election Purdah, to issue a call to facilitate the Blackpool Mental Health Trailblazer project. Only one project was received in response to this call, from Blackpool Borough Council, and the ESIF Partnership agreed that the application could move to Full Application Stage.

3. Pipeline Development

- 3.1 In July 2015 the LEP held a Funding for Growth event to bring together a range of local partners from different sectors to discuss possible projects that could be supportable by ESIF Funds. The event built upon review of projects that had been undertaken to look at range of activity being developed. In response to the review over 100 project ideas were submitted requesting over £270m of ESIF funding broken down as follows;



ERDF - £228 m requested (against an allocation of £137m),
of which over £160m for capital

ESF - £41m requested (against an allocation of £90m)

- 3.2 Very clearly the Lancashire ERDF allocation will be overbid if all the ideas submitted are eligible, especially when the review did not include previously agreed indicative allocations to the Evergreen and North West Loan Funds (Financial Engineering Instruments) of approximately £25m. In addition, some ESF resources for Lancashire has already been utilised through a £7.5m allocation for the BIG Lottery Opt In, and indicative allocations for the SFA and Local Impact Fund Opt Ins (£40m and £5m respectively).
- 3.4 The activity that Lancashire partners wished to focus projects on were in the main support for SMEs and Research and Innovation, but through capital rather than revenue activity. In the ESIF programme support for capital investment will be limited and will not support some of the site development activities supported in previous European programmes. All capital build will need to align directly with business support and innovation delivery.
- 3.5 Regarding the ESF projects submitted there is a danger of project duplication, and one approach might be to look at how different project ideas can come to together to increase impact and reduce costs. In particularly, any ESF activity wishing to be supported under an Open Call should have first considered whether a more appropriate funding route would have been through an Opt In such as the SFA, BIG Lottery or DWP.
- 3.6 Since the review was undertaken detailed guidance of the type of outputs required to be delivered by the ESIF has been issued (September, 15), although still with no detail on volumes, and it would be sensible for partners to revisit their project proposals based upon this detail to see if they are still realistic and eligible. As indicated earlier the ESIF partnership is proposing to hold an event for local partners in November to refresh and update on the ESIF Strategy and this will be built into the event preparation.
- 3.7 Part of the role of the Business Support Management Board will be to set out those elements of provision that should come forward through ERDF and comment on call responses for the ESIF partnerships.

4. Planned and Future Calls

- 4.1 At its last meeting, and based upon an initial analysis of the review of possible ESIF projects, the ESIF partnership proposed to DCLG that a number of calls be issued later this year in support of HE related business support and innovation activity, especially in support of Growth Deal objectives. To this end the Partnership agreed the following ERDF calls, subject to detailed agreement with DCLG,



ESIF Thematic Objective 1 – Research & Innovation (indicative allocation £25m)

Supporting Capital investment for HE related infrastructure/facilities linked to Growth Deal objectives

ESIF Thematic Objective 3 – SME Competitiveness (indicative call allocation £13.5m)

Capital Investment for HE related infrastructure/facilities linked to Growth Deal objectives

Revenue Investment for HE related business and graduate support linked to BOOST

ESIF Thematic Objective 4 – Low carbon (Indicate allocation 35m)

Revenue Investment for HE related business support on the Low carbon economy, linked to BOOST.

- 4.2 In addition the Partnership agreed for an EAFRD call to be issued by the end of September in support of existing, and to grow new, rural micro and small businesses with key outputs around business growth and job creation. The call is worth £420,000.

5. Outputs

- 5.1 With the confirmation of the ERDF Operational Programme have come a new set of programme outputs these are shown at Annex B of this report.

6. Next Steps

- 5.1 The Managing Authorities for each of the ESIF programmes will now work with the Lancashire ESIF Partnership (as a subcommittee of the National Growth Board) to develop detailed Implementation Plans. The Plans will be based upon national drivers for expenditure and output achievements but informed by the local context, through the ESIF Strategy, knowledge and project availability.
- 5.2 LEP officers will be working with the project proprietors who submitted project proposals to identify those projects that are eligible and also integrate those with a focus on similar objectives to improve impact and value for money. These can then be used to inform the ESIF partnership in developing call timetables and in overseeing the delivery of the ESIF programme in Lancashire including performance management of project delivery and outcomes.



5.3 In addition, officers have been working with the existing North West Fund, as well as other interested organisations, to develop as appropriate project to address the need for loan finance for eligible SMEs in Lancashire. Currently, the ESIF partnership has set aside £12.5m to invest in a loan fund (Financial Engineering Instrument) proposal for Lancashire.

5.4 At present, the options to bring forward FEI instruments that would support lending to businesses in the North West are struggling to move forward at a pace that would ensure a continued provision of lending. Whilst Lancashire is partially insulated by its own lending products such as Rosebud, there is a genuine concern that the momentum and pipeline of projects from the North West Fund will be lost. There are two potential models for future delivery of the fund each with their own strengths and weaknesses. The options are:-

A Northern Powerhouse Fund – combining existing operations in the North West, Yorkshire and Humber and the North East regions. This would be led and commissioned by the British Business Bank, who would define the composition of the funds (balance of loan to equity, early stage vs. mature business investments, sector vs. generalist, etc.). This proposal has the potential to move forward more quickly as the BBB are designated as a "trusted-entity" by Government and the EU and could therefore progress immediately to the procuring of individual fund managers. The size of the fund would also offer economies of scale on fund management costs. There is however a cool response to this proposal from a number of northern LEPs, especially in the North East, who see a combined fund as removing local autonomy and potentially focusing fund activity on areas of the highest business density.

A new North West Fund – mirroring the current arrangement. The shape of the fund would still be set externally to satisfy the European Investment Bank (EIB) who are the match funder to the local ESIF contribution. The existing North West Business Fund – the fund of funds manager, needs itself to be procured and hence adds a further round of delays to the establishment of new lending.

A proposal from colleagues in Greater Manchester to develop a new, North West only, fund of funds structure delivered via a new special purpose vehicle (SPV) backed by Business Finance Solution, part of the Manchester Growth Company.

The Board will be kept advised on on-going developments on forming a new FEI relevant to the objectives of the LEP.



Annex A

ERDF Business Support Provision currently progressing through the DCLG appraisal process

| Local No. | Applicant | Project Name | Cheshire & Warrington | Lancashire | Cumbria | Greater Manchester | Liverpool City Region | Total Project | Total Funding Sought | Lancashire ERDF |
|-----------|-------------------------|--|-----------------------|------------|---------|--------------------|-----------------------|---------------|----------------------|-----------------|
| NW017 | Lancashire CC | BOOST Business Lancashire | | 1 | | | | £ 7,356,660 | £ 3,706,660 | £ 3,706,660 |
| NW049 | UCLAN | UCLan Innovation Clinic | | 1 | | | | £ 2,390,607 | £ 1,434,364 | £ 1,434,364 |
| NW028 | Chamberlink Ltd | Enhancing SMEs international trade performance | 1 | 1 | 1 | 1 | 1 | £ 12,700,000 | £ 6,350,000 | £ 1,206,500 |
| NW025 | Pera | North West Growth Accelerator Extension | 1 | 1 | | | 1 | £ 1,200,000 | £ 700,000 | £ 512,820 |
| NW011 | GM Business Support | Access to Finance | | 1 | | 1 | | £ 2,846,090 | £ 1,507,654 | £ 452,296 |
| NW027 | Winning Pitch | ERDF Enhanced BGS (Business Development Coaching for high growth potential SMEs) | 1 | 1 | | | 1 | £ 1,320,000 | £ 660,000 | £ 396,000 |
| NW029 | GM Business Support Ltd | Enhanced Business Growth Service - North West | 1 | 1 | 1 | 1 | 1 | £ 2,378,329 | £ 1,189,165 | £ 285,400 |
| NW015 | Princes Trust | Better off in Business | | 1 | | | | £ 290,816 | £ 174,490 | £ 174,490 |
| | | | | | | | | £ 30,482,502 | £ 15,722,333 | £ 8,168,530.00 |

Annex B

Current Output Profile to be delivered with ESIF Funds

| Priority Axis | Thematic Objective | Investment priority | ID | Indicator | Measurement unit | Target value (2023) |
|---|--|--|--|--|--|---------------------|
| 1: Promoting Research & Innovation | TO1 | 1a - Enhancing research and innovation (R&I) infrastructure and capacities to develop R&I excellence, and promoting centres of competence, in particular those of European interest | CO25 | Research, Innovation: Number of researchers working in improved research infrastructure facilities | Full time equivalents | 23 |
| | | | P1 | Number of researchers working in improved research or innovation facilities | Full-time equivalents | 47 |
| | | | P2 | Public or commercial buildings built or renovated | Square metres | 1,189 |
| | | 1b - Promoting business investment in R&I, developing links and synergies between enterprises, research and development centres and the higher education sector, in particular promoting investment in product and service development, technology transfer, social innovation, eco-innovation, public service applications, demand stimulation, networking, clusters and open innovation through smart specialisation, and supporting technological and applied research, pilot lines, early product validation actions, advanced manufacturing capabilities and first production, in particular in key enabling technologies and diffusion of general purpose technologies | CO01 | Productive investment: Number of enterprises receiving support | Enterprises | 733 |
| | | | CO02 | Productive investment: Number of enterprises receiving grants | Enterprises | 512 |
| | | | CO03 | Productive investment: Number of enterprises receiving financial support other than grants | Enterprises | 25 |
| | | | CO04 | Productive investment: Number of enterprises receiving non- financial support | Enterprises | 179 |
| | | | CO05 | Productive investment: Number of new enterprises supported | Enterprises | 63 |
| | | | CO06 | Productive investment: Private investment matching public support to enterprises (grants) | EUR | 619,573 |
| | | | CO07 | Productive investment: Private investment matching public support to enterprises (non- grants) | EUR | 1,015,061 |
| | | | CO08 | Productive investment: Employment increase in supported enterprises | Full time equivalents | 59 |
| | | | CO26 | Research, Innovation: Number of enterprises cooperating with research institutions | Enterprises | 399 |
| | | | CO28 | Research, Innovation: Number of enterprises supported to introduce new to the market products | Enterprises | 59 |
| | | | CO29 | Research, Innovation: Number of enterprises supported to introduce new to the firm products | Enterprises | 117 |
| P2 | Public or commercial buildings built or renovated | Square metres | 316 | | | |
| 2: Enhancing Access to, and use and Quality of, ICT | TO2 | 2a - Extending broadband deployment and the roll-out of high-speed networks and supporting the adoption of emerging technologies and networks for the digital economy | CO01 | Productive investment: Number of enterprises receiving support | Enterprises | 347 |
| | | | CO05 | Productive investment: Number of new enterprises supported | Enterprises | 75 |
| | | | P3 | Additional businesses with broadband access of at least 30Mbps | Enterprises | 3,515 |
| | | 2b - Developing ICT products and services, e-commerce and enhancing demand for ICT | CO01 | Productive investment: Number of enterprises receiving support | Enterprises | 37 |
| | | | CO05 | Productive investment: Number of new enterprises supported | Enterprises | 26 |
| | | | CO29 | Research, Innovation: Number of enterprises supported to introduce new to the firm products | Enterprises | 6 |
| | | | P4 | Additional businesses taking up broadband with speeds of at least 30Mbps | enterprises | 143 |
| | | | 3: Enhancing the Competitiveness of SMEs | TO3 | 3a - Promoting entrepreneurship, in particular by facilitating the economic exploitation of new ideas and fostering the creation of new firms, including through business incubators | CO01 |
| CO02 | Productive investment: Number of enterprises receiving grants | Enterprises | | | | 845 |
| CO03 | Productive investment: Number of enterprises receiving financial support other than grants | Enterprises | | | | 94 |
| CO04 | Productive investment: Number of enterprises receiving non- financial support | Enterprises | | | | 329 |
| CO05 | Productive investment: Number of new enterprises supported | Enterprises | | | | 1,014 |
| CO06 | Productive investment: Private investment matching public support to enterprises (grants) | EUR | | | | 4,457,095 |
| CO07 | Productive investment: Private investment matching public support to enterprises (non- grants) | EUR | | | | 149,363 |
| CO08 | Productive investment: Employment increase in supported enterprises | Full time equivalents | | | | 530 |
| CO28 | Research, Innovation: Number of enterprises supported to introduce new to the market products | Enterprises | | | | 101 |
| P11 | Number of potential entrepreneurs assisted to be enterprise ready | Persons | | | | 4,054 |
| P2 | Public or commercial buildings built or renovated | Square metres | | | | 158 |
| 3c - Supporting the creation and the extension of advanced capacities for product and service development | CO01 | Productive investment: Number of enterprises receiving support | | | Enterprises | 3,169 |
| | CO02 | Productive investment: Number of enterprises receiving grants | | | Enterprises | 2,112 |
| | CO03 | Productive investment: Number of enterprises receiving financial support other than grants | | | Enterprises | 235 |

| | | | | | | | |
|--|--|---|---|--|--|--|-------------|
| | | | CO04 | Productive investment: Number of enterprises receiving non- financial support | Enterprises | 822 | |
| | | | CO05 | Productive investment: Number of new enterprises supported | Enterprises | 1,014 | |
| | | | CO06 | Productive investment: Private investment matching public support to enterprises (grants) | EUR | 13,371,286 | |
| | | | CO07 | Productive investment: Private investment matching public support to enterprises (non- grants) | EUR | 4,480,898 | |
| | | | CO08 | Productive investment: Employment increase in supported enterprises | Full time equivalents | 1,325 | |
| | | | CO29 | Research, Innovation: Number of enterprises supported to introduce new to the firm products | Enterprises | 507 | |
| | | | P13 | Number of enterprises receiving information, diagnostic and brokerage | Enterprises | 317 | |
| | | | P2 | Public or commercial buildings built or renovated | Square metres | 394 | |
| | | | 3d - Supporting the capacity of SMEs to grow in regional, national and international markets, and to engage in innovation processes | CO01 | Productive investment: Number of enterprises receiving support | Enterprises | 1,901 |
| | | | | CO02 | Productive investment: Number of enterprises receiving grants | Enterprises | 1,267 |
| | | CO03 | | Productive investment: Number of enterprises receiving financial support other than grants | Enterprises | 141 | |
| | | CO04 | | Productive investment: Number of enterprises receiving non- financial support | Enterprises | 493 | |
| | | CO05 | | Productive investment: Number of new enterprises supported | Enterprises | 608 | |
| | | CO06 | | Productive investment: Private investment matching public support to enterprises (grants) | EUR | 8,818,979 | |
| | | CO07 | | Productive investment: Private investment matching public support to enterprises (non- grants) | EUR | 2,987,266 | |
| | | CO08 | | Productive investment: Employment increase in supported enterprises | Full time equivalents | 795 | |
| | | CO29 | | Research, Innovation: Number of enterprises supported to introduce new to the firm products | Enterprises | 304 | |
| | | P13 | | Number of enterprises receiving information, diagnostic and brokerage | Enterprises | 190 | |
| | | P2 | Public or commercial buildings built or renovated | Square metres | 237 | | |
| | | 4: Supporting the Shift Towards A Low Carbon Economy In All Sectors | TO4 | 4a - Promoting the production and distribution of energy derived from renewable sources | CO01 | Productive investment: Number of enterprises receiving support | Enterprises |
| CO05 | Productive investment: Number of new enterprises supported | | | | Enterprises | 9 | |
| CO30 | Renewables: Additional capacity of renewable energy production | | | | MW | 5 | |
| CO34 | GHG reduction: Estimated annual decrease of GHG | | | | Tonnes of CO2eq | 3,327 | |
| 4b - Promoting energy efficiency and renewable energy use in enterprises | CO01 | | | Productive investment: Number of enterprises receiving support | Enterprises | 454 | |
| | CO34 | | | GHG reduction: Estimated annual decrease of GHG | Tonnes of CO2eq | 2,477 | |
| 4c - Supporting energy efficiency, smart energy management and renewable energy use in public infrastructure, including in public buildings, and in the housing sector | CO31 | | | Energy efficiency: Number of households with improved energy consumption classification | Households | 211 | |
| | CO32 | | | Energy efficiency: Decrease of annual primary energy consumption of public buildings | kWh/year | 203,240 | |
| | CO34 | | | GHG reduction: Estimated annual decrease of GHG | Tonnes of CO2eq | 3,362 | |
| 4e - Promoting low-carbon strategies for all types of territories, in particular for urban areas, including the promotion of sustainable multimodal urban mobility and mitigation-relevant adaptation measures | CO01 | | | Productive investment: Number of enterprises receiving support | Enterprises | 356 | |
| | CO34 | | | GHG reduction: Estimated annual decrease of GHG | Tonnes of CO2eq | 3,288 | |
| 4f - Promoting research and innovation in, and adoption of, low-carbon technologies | CO01 | | | Productive investment: Number of enterprises receiving support | Enterprises | 87 | |
| | CO05 | | | Productive investment: Number of new enterprises supported | Enterprises | 17 | |
| | CO26 | | | Research, Innovation: Number of enterprises cooperating with research institutions | Enterprises | 8 | |
| | CO29 | | | Research, Innovation: Number of enterprises supported to introduce new to the firm products | Enterprises | 14 | |
| | CO34 | GHG reduction: Estimated annual decrease of GHG | Tonnes of CO2eq | 1,315 | | | |
| 5: Promoting Climate Change Adaptation, Risk Prevention and Management | TO5 | 5b - Promoting investment to address specific risks, ensuring disaster resilience and developing disaster management systems | CO23 | Nature and biodiversity: Surface area of habitats supported to attain a better conservation status | Hectares | 1 | |
| | | | P6 | Businesses and properties with reduced flood risk | Number | 1,289 | |
| 6: Preserving and Protecting the Environment and | TO6 | 6d - Protecting and restoring biodiversity and soil and promoting ecosystem services, including through Natura 2000, and green infrastructure | CO22 | Land rehabilitation: Total surface area of rehabilitated land | Hectares | 1 | |
| | | | CO23 | Nature and biodiversity: Surface area of habitats supported to attain a better conservation status | Hectares | 63 | |

| | | | | | | |
|--|-----|--|------|---|-----------------------|-----|
| Promoting Resource Efficiency | | 6f - Promoting innovative technologies to improve environmental protection and resource efficiency in the waste sector, water sector and with regard to soil, or to reduce air pollution | CO01 | Productive investment: Number of enterprises receiving support | Enterprises | 101 |
| | | | CO05 | Productive investment: Number of new enterprises supported | Enterprises | 20 |
| | | | CO29 | Research, Innovation: Number of enterprises supported to introduce new to the firm products | Enterprises | 16 |
| 8: Promoting Social Inclusion and Combating Poverty and Any Discrimination | TO9 | 9d - Undertaking investment in the context of community-led local development strategies | CO01 | Productive investment: Number of enterprises receiving support | Enterprises | 0 |
| | | | CO05 | Productive investment: Number of new enterprises supported | Enterprises | 0 |
| | | | CO08 | Productive investment: Employment increase in supported enterprises | Full time equivalents | 0 |
| | | | P11 | Number of potential entrepreneurs assisted to be enterprise ready | Persons | 0 |
| | | | P12 | Square metres public or commercial building built or renovated in targeted areas | Square metres | 0 |

| | | |
|------|---|---|
| CO01 | Productive investment: Number of enterprises receiving support | Primary output for enterprises supported (C1) |
| CO02 | Productive investment: Number of enterprises receiving grants | Subset of indicator C1 |
| CO03 | Productive investment: Number of enterprises receiving financial support other than grants | Subset of indicator C1 |
| CO04 | Productive investment: Number of enterprises receiving non- financial support | Subset of indicator C1 |
| CO05 | Productive investment: Number of new enterprises supported | Subset of indicator C1 |
| CO28 | Research, Innovation: Number of enterprises supported to introduce new to the market products | Subset of indicator C1 |
| CO29 | Research, Innovation: Number of enterprises supported to introduce new to the firm products | Subset of indicator C1 |



PRIVATE AND CONFIDENTIAL: NO

Business Support Management Board – 28th October 2015

Performance Data on National Business Support Activity in Lancashire

Report of Andy Walker – Head of Business Growth LCC

Executive Summary

This item brings together the monitoring data which the LEP receives on the take-up of national business support initiatives in the Lancashire area. The data references two principal activities:-

The **National Business Support Helpline (NBSH)** is a general enquiry service handling business enquiries which come through the GOV.UK website and Business Is Great marketing campaigns.

The **Business Growth Service (BGS)** is a relatively new brand, bringing together the national Growth Accelerator Programme, Manufacturing Advisory Service, Intellectual Property Office and the Designing Demand service of the Design Council.

NBSH tends to handle between 40 and 50 calls a month from Lancashire businesses with about half of these being queries regarding aspects of business start-up. Of these enquiries, typically between 15 and 20 are re-routed to Boost.

The data on BGS is provided six months in areas. It shows modest (circa 15 per month) but consistent take up of the Growth Accelerator offers, but a significant slowing in take up of the MAS offer – only 18 reviews in six months from Oct 14 to March 15.

Recommendations

The Board is requested to note this information.

BUSINESS SUPPORT HELPLINE

0300 456 3565

Boost Business Lancashire (Lancashire LEP) to end September 2015

The data published within this dashboard report represents the total number of callers (pre-starts, new start-ups and existing businesses) accessing the Business Support Helpline via a range of channels e.g. GOV.UK, Business is GREAT, other government departments and business intermediaries as well as growth hubs.

The tables and charts set out in this report show the data that is currently captured within the National Helpline CRM. It should be noted that not all customers provide data for all of these data fields e.g. pre-starts or because they choose not to. Therefore, the figures provided relate only to those callers that have provided information in relation to that particular data field and not a percentage of the overall total of calls e.g. trading status may be captured for 113 customers but only 38 captured for customer age.

We discuss your growth hub with all customers that contact the Business Support Helpline, regardless of their initial enquiry reason. All customers who wish to speak to your growth hub and who meet the requirements set out by yourselves within your Knowledge Bank template are signposted to the growth hub. Where we have a data sharing agreement in place with hubs, we transfer all data relating to customers who meet the growth hub profile and who have agreed to have their data shared.

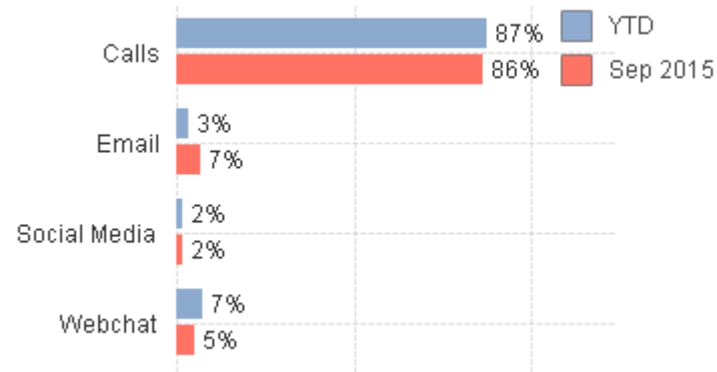
All queries in relation to this report should be directed to [Sally Pomfrey](#) and copied to [Jane Fairclough](#).

BUSINESS SUPPORT HELPLINE

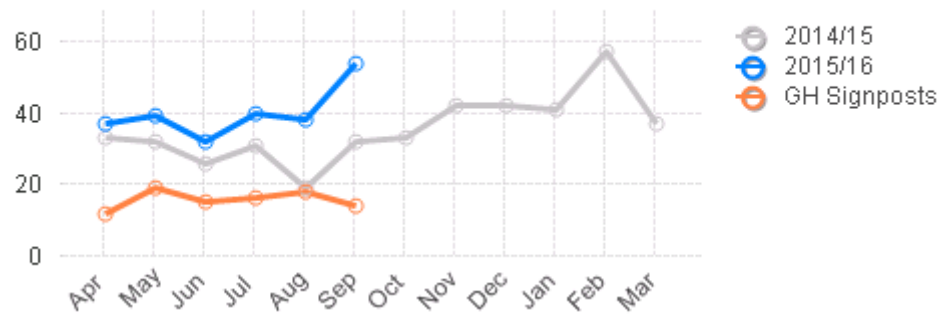
SIGNPOSTS TO GROWTH HUB

| | Apr | May | Jun | Jul | Aug | Sep |
|--------------------|-----|-----|-----|-----|-----|-----|
| Total Calls | 38 | 41 | 36 | 42 | 40 | 58 |
| Signposts | 12 | 19 | 15 | 16 | 18 | 14 |
| % | 32% | 46% | 42% | 38% | 45% | 24% |

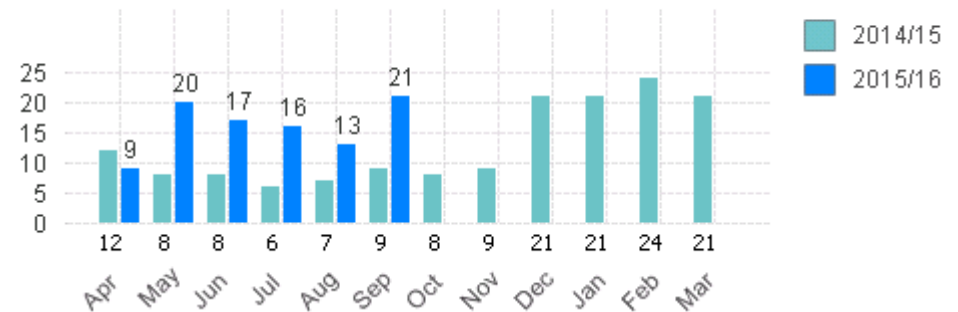
ENQUIRY CHANNEL



TOTAL INBOUND CALLS – TIER 1

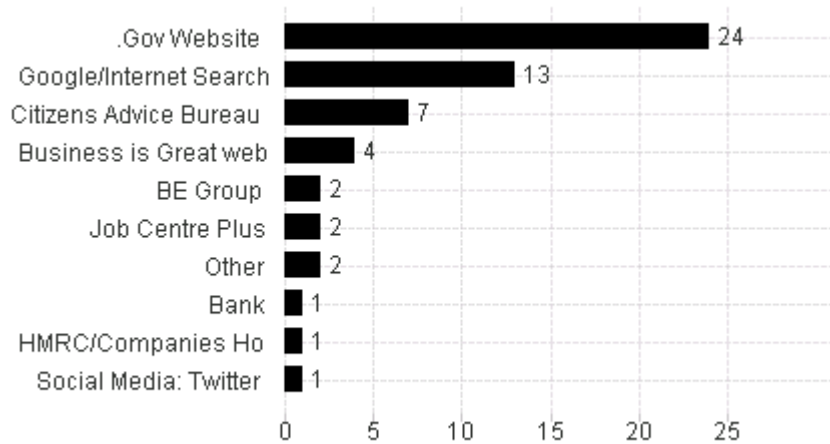


TIER 2 NATIONAL BUSINESS SUPPORT ADVISER APPOINTMENTS

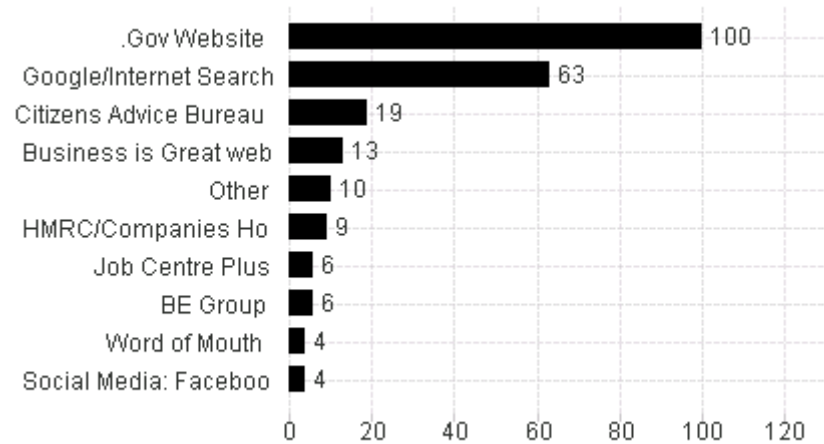


BUSINESS SUPPORT HELPLINE

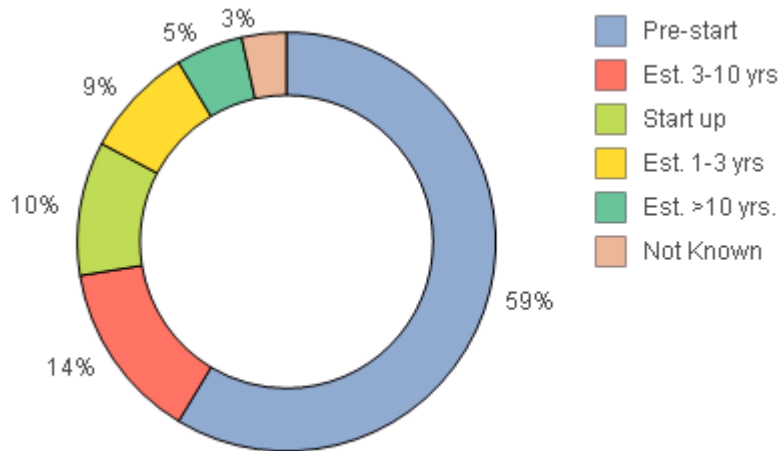
ENQUIRY SOURCE (IN MONTH)



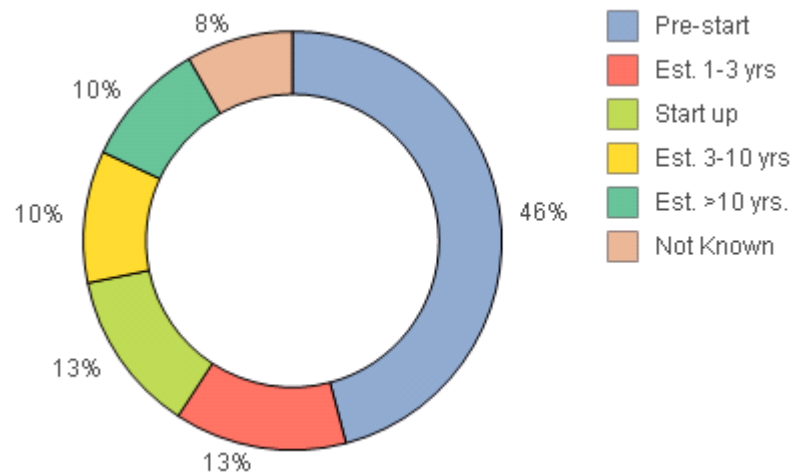
ENQUIRY SOURCE (YTD starting April)



INBOUND CALLS BY TRADING STATUS (IN MONTH)

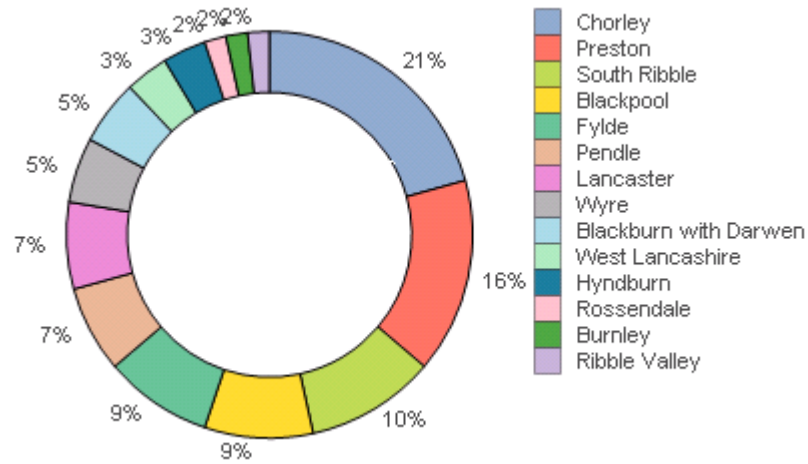


INBOUND CALLS BY TRADING STATUS (YTD starting April)

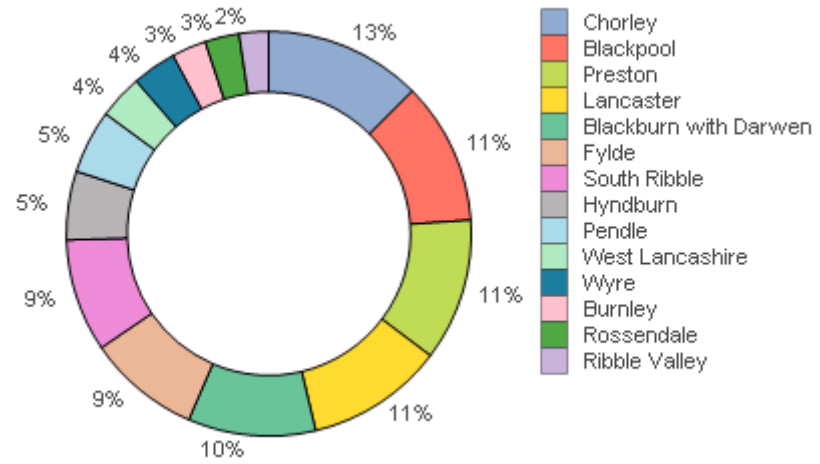


BUSINESS SUPPORT HELPLINE

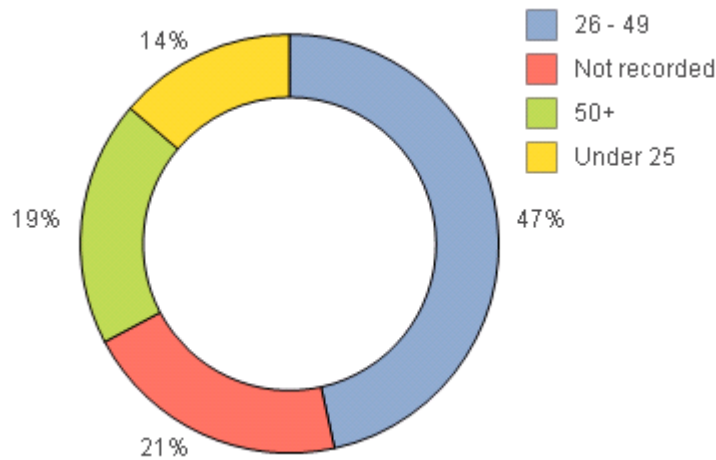
INBOUND CALLS BY LOCAL AUTHORITY (IN MONTH)



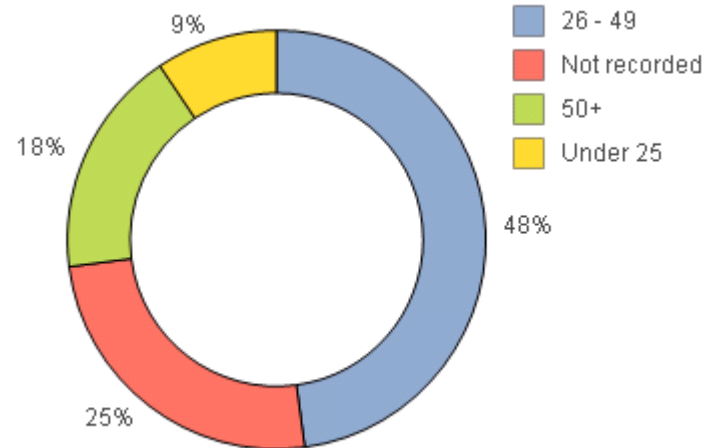
INBOUND CALLS BY LOCAL AUTHORITY (YTD starting April)



INBOUND CALLS BY CUSTOMER AGE (IN MONTH)



INBOUND CALLS BY CUSTOMER AGE (YTD starting April)

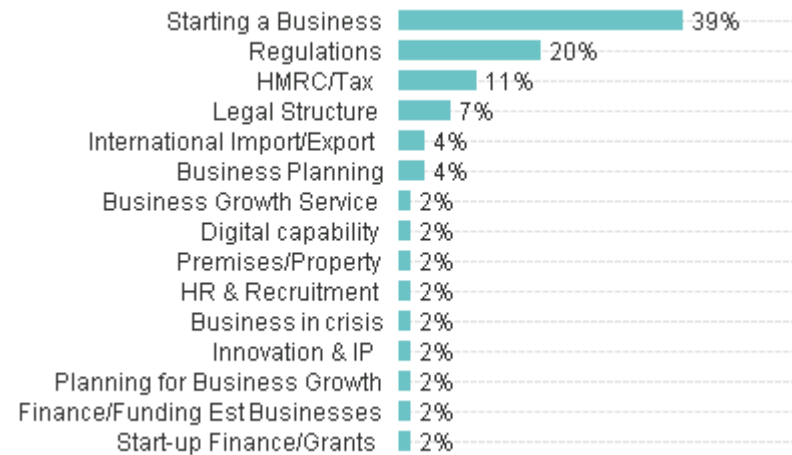


BUSINESS SUPPORT HELPLINE

TOP 15 REASONS FOR CALLING (IN MONTH)

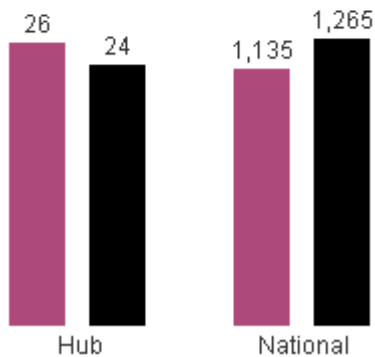


TOP 15 REASONS FOR CALLING (YTD starting April)



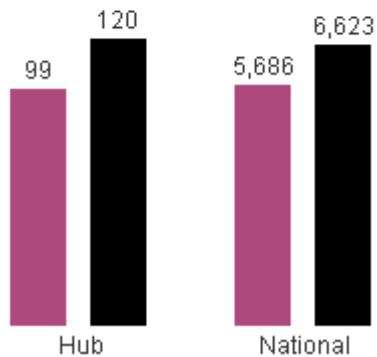
GENDER (IN MONTH)

Female Male



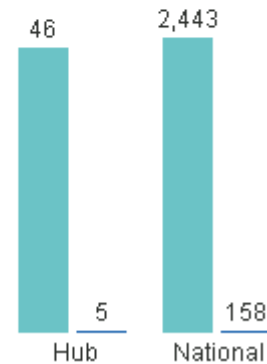
GENDER (YTD starting April)

Female Male



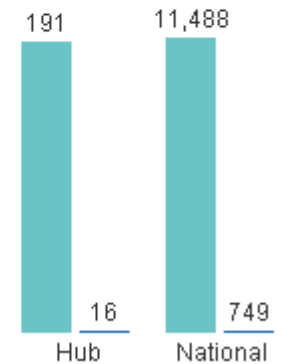
INTERNET ACCESS (IN MONTH)

Yes No



INTERNET ACCESS (YTD)

Yes No



BUSINESS SUPPORT HELPLINE

TOP 10 REASONS FOR CALLING BY TRADING STATUS (IN MONTH)

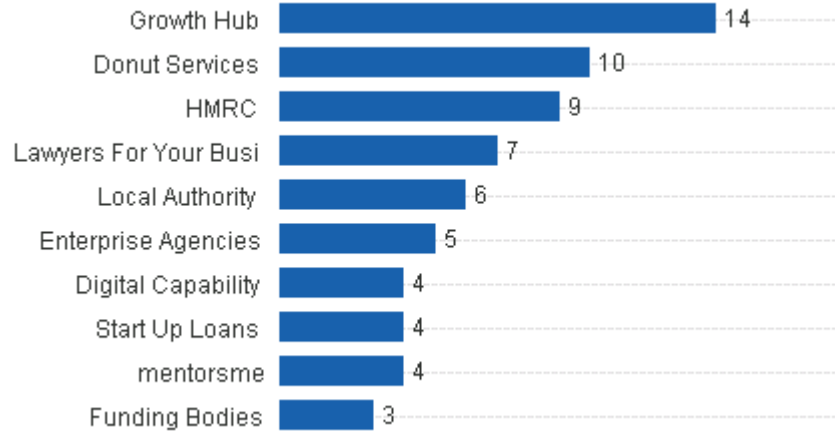
| | Starting a Business | HMRC/Tax | Regulations | International Import/Export | Start-up Finance/Grants | Legal Structure | Finance/Funding Est Businesses | HR & Recruitment | Business Growth Service |
|---------------|---------------------|----------|-------------|-----------------------------|-------------------------|-----------------|--------------------------------|------------------|-------------------------|
| Pre-start | 20 | 4 | 2 | | 1 | 1 | | | |
| Start up | 2 | 1 | 2 | 1 | | | | | |
| Est. 1-3 yrs | | | 3 | 1 | | | | | |
| Est. 3-10 yrs | | 1 | 1 | | | 1 | 1 | 1 | 1 |
| Est. >10 yrs. | | | 2 | | | 1 | | | |
| Not Known | | | 1 | | | 1 | | | |

TOP 10 REASONS FOR CALLING BY TRADING STATUS (YTD starting April)

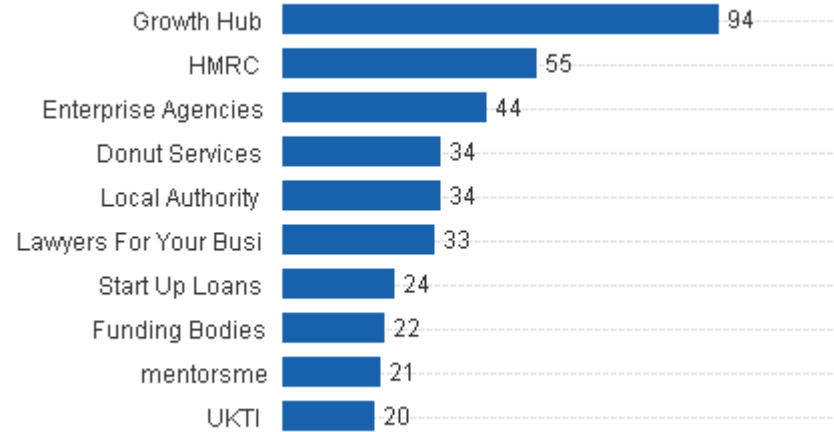
| | Starting a Business | HMRC/Tax | Regulations | International Import/Export | Start-up Finance/Grants | Legal Structure | Finance/Funding Est Businesses | HR & Recruitment | Business Growth Service |
|---------------|---------------------|----------|-------------|-----------------------------|-------------------------|-----------------|--------------------------------|------------------|-------------------------|
| Pre-start | 56 | 10 | 6 | 4 | 11 | 7 | 2 | 1 | 2 |
| Start up | 5 | 7 | 4 | 2 | 5 | 1 | 2 | 2 | |
| Est. 1-3 yrs | 1 | 5 | 7 | 6 | | 2 | 5 | | 1 |
| Est. 3-10 yrs | | 6 | 3 | 3 | | 2 | 1 | 3 | 3 |
| Est. >10 yrs. | 1 | | 6 | 5 | | 1 | 3 | 3 | 1 |
| Not Known | 1 | 2 | 1 | 1 | 2 | 3 | 1 | 2 | |

BUSINESS SUPPORT HELPLINE

SIGNPOSTED TO (IN MONTH)



SIGNPOSTED TO (YTD starting April)



REASON NOT SIGNPOSTED TO GROWTH HUB (IN MONTH)



REASON NOT SIGNPOSTED TO GROWTH HUB (YTD starting April)



BUSINESS SUPPORT HELPLINE

REASON FOR SIGNPOST TO GROWTH HUB BY TRADING STATUS (IN MONTH)

| | Business Age | Business Planning | Finance Funding Support | Growth Potential | Looking To Recruit Staff | Meet Sector Specific Requi | Other | Start Up Support |
|---------------|--------------|-------------------|-------------------------|------------------|--------------------------|----------------------------|-------|------------------|
| Pre-start | 1 | 2 | 3 | | 1 | | 1 | 9 |
| Est. 1-3 yrs | | | 1 | | | | | 1 |
| Est. 3-10 yrs | 1 | | 1 | 1 | | | | |
| Est. >10 yrs. | 1 | | | | | 1 | 1 | |

REASON FOR SIGNPOST TO GROWTH HUB BY TRADING STATUS (YTD starting April)

| | Business Age | Business In Crisis | Business Planning | Finance Funding Support | Finding New Customer... | Growth Potential | Looking To Export | Looking To Recruit Staff | Meet Sector Specific Requi | Other | Start Up Support |
|---------------|--------------|--------------------|-------------------|-------------------------|-------------------------|------------------|-------------------|--------------------------|----------------------------|-------|------------------|
| Pre-start | 8 | | 8 | 10 | 3 | 1 | 1 | 2 | 1 | 1 | 38 |
| Start up | 4 | 1 | 1 | 4 | | | | | 1 | 3 | 6 |
| Est. 1-3 yrs | 6 | | | 7 | 2 | 4 | 2 | 1 | 2 | 2 | 3 |
| Est. 3-10 yrs | 5 | | 2 | 2 | | 2 | 2 | 2 | 1 | 2 | 1 |
| Est. >10 yrs. | 7 | | | 2 | | 1 | | 1 | 1 | 2 | |
| Not Known | | | 1 | 2 | | | | | | | 3 |

Overview of Boost Business Lancashire (Lancashire LEP)

The narrative provided below relates to customers that have accessed the Helpline service from within your provided postcode growth hub area, if you have an updated postcode list or any queries please liaise with your Knowledge Manager contact [Helen Watson](#) or [Ken Arnold](#)

YTD (Apr 2015-Sep 2015) the Business Support Helpline has handled 255 from customers within your growth hub area; this is a 49% increase in the number recorded in the same time period last year. This month (September 2015) the Helpline has handled 58 total calls from customers within your growth hub area. This is a 81% increase in the number recorded in the same time period last year. We discuss your growth hub with all customers contacting us, regardless of their initial enquiry reason. During September 2015 we have signposted 14 customers to the growth hub, which is 24% of the Helpline calls handled and YTD we have signposted 94 customers, which is 37% of the Helpline calls handled.

We signpost all customers who wish to speak to the growth hub, who meet the requirements set out by yourselves within your Knowledge Bank template. Please advise your Knowledge Manager if your hub's requirements have changed. Page 7 details the reasons why customers were not signposted.

Customer Demographics

We ask all customers all of our data capture fields, however we can only capture and subsequently share the demographics of customers who are prepared to share this level of detail with the service. The demographic data charts within this report demonstrate the YTD picture. During September 2015 59% of customers were Pre-Starts, 10% were Start up Businesses and 28% were Established Businesses. YTD Pre-starts made up 46%, Start-ups 13% and Established businesses 33%. Any remaining % refers to customers who refused to provide their Trading Status.

Of the calls received in September 2015 47% were within the 26-49 age bracket, 19% were within the 50+ bracket and 14% were Under 25. YTD 48% fell within the 26-49 bracket, 18% were within the 50+ bracket and 9% were under 25. We ask all of the customers contacting the Helpline how they heard about the Helpline. For customers within your growth hub area in September 2015 the top 2 were 41% from GOV.UK, and 22% from Google searches. YTD this was 39% from GOV.UK and 25% from Google searches.

The Helpline will signpost customers to all of the relevant business support organisations or schemes available to that individual customer, including to the growth hub. On Page 7 in the chart entitled "Signposted to" you can see the Top 10 organisations/programs we have signposted customers to from within your growth hub area. Please note as we make multiple signposts the number of calls received will not correlate directly to the number of signposts made.

Thank you
Helpline Team

Notes:

- 1) Signposts to non data sharing Growth Hubs: The Helpline will signpost relevant customers to the Growth Hub by providing the customer with the Hub's contact details, the onus will then be on the customer to make contact with the Hub.
- 2) Tier 1 Helpline Inbound Calls is all of the Inbound Calls, relating to the Helpline service, received within your growth hub area within the given time frame

**BUSINESS
GROWTH
SERVICE**

Local Information Report – Quarter 1

Lancashire

Data as of 30 June 2015



Introduction

Introduction

The Business Growth Service is a government-backed service offering support to businesses with the potential to improve and grow. We can help businesses to achieve their goals by identifying barriers to growth and providing tailored support that fits their needs. This support includes coaching, consultancy, mentoring, access to finance and export advice.

As we seek to support some of England's fastest growing and most ambitious businesses, we see stakeholders like yourselves as a vital part of the process. By working together we think we will be better placed to achieve our shared objective of driving economic growth.

The purpose of these information reports is to provide you with local insight about the businesses that we are engaging with in your local area. The hope is that this intelligence will support conversations and facilitate joint working.

This first report looks back on the last 3 years of delivery of GrowthAccelerator and the Manufacturing Advisory Service in your area and the businesses we engaged with as part of that. The second report – which will follow shortly – will focus on the businesses engaged with during the first two quarters of delivery of the Business Growth Service.

This report has been prepared by the Growth Observatory, the Business Growth Service's analytics and insight team.

BUSINESS GROWTH SERVICE

PRODUCT OVERVIEW

The Business Growth Service helps businesses with the right level of ambition, capability and capacity to improve and grow. Bringing together a broad range of expertise, we work with businesses to identify and overcome their barriers to growth, supporting them to fulfil their growth potential. The service brings products from the Manufacturing Advisory Service (MAS) and Growth Accelerator, along with Intellectual Property Office's IP Audits and Design Intensive support from the Design Council together into a single service. Export support is provided by UK Trade & Investment (UKTI) and UK Export Finance (UKEF), and the service is closely linked to Innovate UK, the British Business Bank and local growth hubs.

BUSINESS DEVELOPMENT COACHING

Business Development Coaching equips businesses to successfully implement high growth strategies. Coaches support businesses in developing and executing their vision/growth strategy by building the capability of the management team.



ACCESS TO FINANCE

Access to Finance helps companies develop a finance strategy, focusing on current financial arrangements and providing advice on the various types and sources of finance for growth available in the UK. It educates businesses on the processes behind securing finance, the mindset of different funding providers and how best to use finance for business growth.



GROWTH THROUGH INNOVATION

Growth Through Innovation (GTI) helps businesses grow through new products, services or business models in both existing and new markets. Bespoke coaching focuses on the development and implementation of new product and market strategies.



LEADERSHIP & MANAGEMENT

Leadership & Management training is aimed at improving the skills and capabilities of managers. It identifies skill gaps in management team, which it addresses with training that will help the management team to realise maximum growth potential for the business.



INTELLECTUAL PROPERTY AUDIT



Available through GTI, an Intellectual Property (IP) Audit connects businesses with good quality guidance and services to maximise the value of their IP assets and deploy them into their wider business strategy.

DESIGN MENTORING



Accessible through, but not dependent on, GTI, Design Mentoring provides coaching and hands-on practical guidance to develop a business's capability to use and manage design both effectively and profitably. Design Mentoring can work with a business to identify and tackle specific design project to drive their growth ambition.

EXPORTING



Export advice and expertise is provided by UK Trade and Investment (UKTI) and UK Export Finance (UKEF) to help ensure success within international markets. UKTI provide bespoke packages for first-time exporters and businesses looking to grow their exporting capabilities. UKEF help UK exporters maximise the opportunity to do more business overseas by providing guarantee, insurance and advice.

MANUFACTURING STRATEGY

Manufacturing Strategy provides hands-on consulting support to help manufacturers develop a strategy covering the medium to long term. Companies gain the opportunity to create an ambitious yet achievable action plan that is focused on clear targets and recognizes the role of continuous improvement.



MANUFACTURING INNOVATION

Manufacturing innovation provides manufacturers with hands-on consulting support to develop and introduce new products through existing teams or third parties. Support covers patents and IP, design, training, testing and accreditation.



MANUFACTURING EFFICIENCY

Manufacturing Efficiency provides hands-on consulting support for manufacturers to identify the obstacles that are limiting business performance. It provides tools and expertise to facilitate the reduction of waste and maximisation of efficiency and profitability - often referred to as lean manufacturing.



MANUFACTURING SUPPLY CHAINS

Manufacturing Supply Chains supports businesses by connecting them with new and emerging supply chain opportunities, working closely with potential large enterprise buyers of advanced manufacturing services and products in order to understand their supplier needs. Facilitation of production in, or back to, the UK (reshoring) is also included.



WORKING TOGETHER

The Business Growth Service is committed to building strong, lasting relationships with other organisations dedicated to business growth. We're looking to align with organisations who have a shared aspiration to help businesses grow and who offer a service or product that is of value and interest to our Business Growth Service clients.

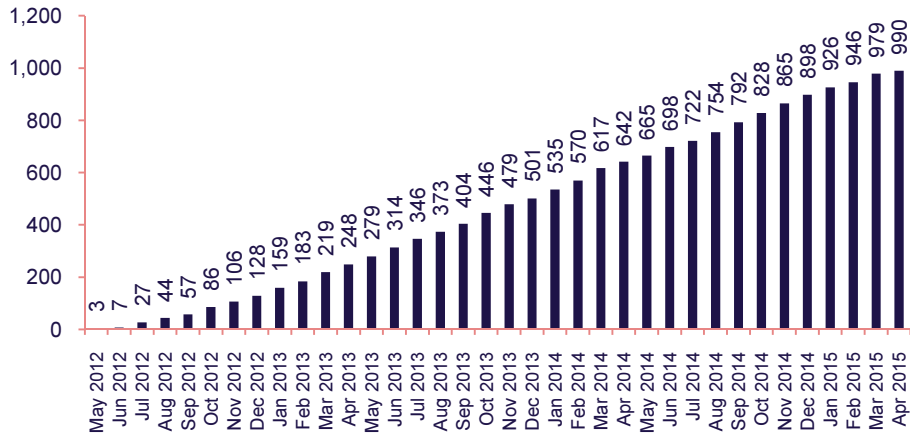


**GrowthAccelerator
2012 – 2015**

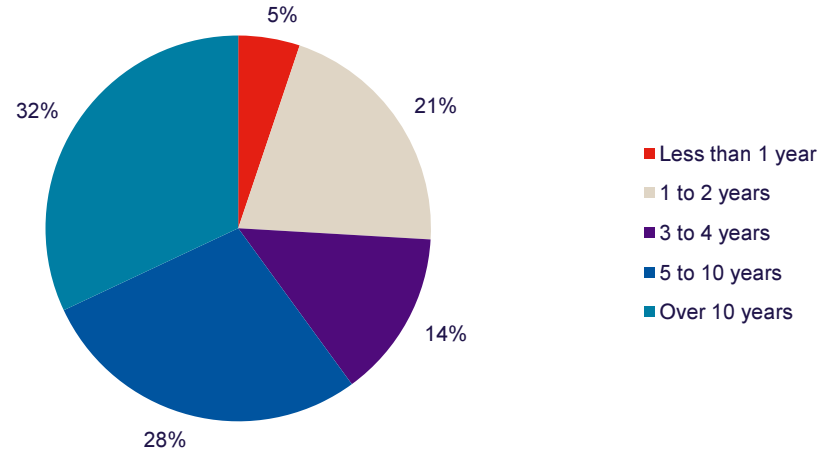
Lancashire

GrowthAccelerator Statistics

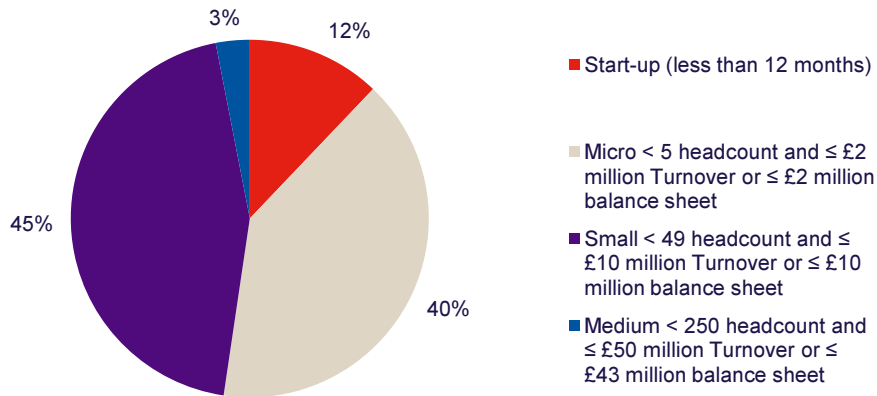
Cumulative Total Signed Contracts



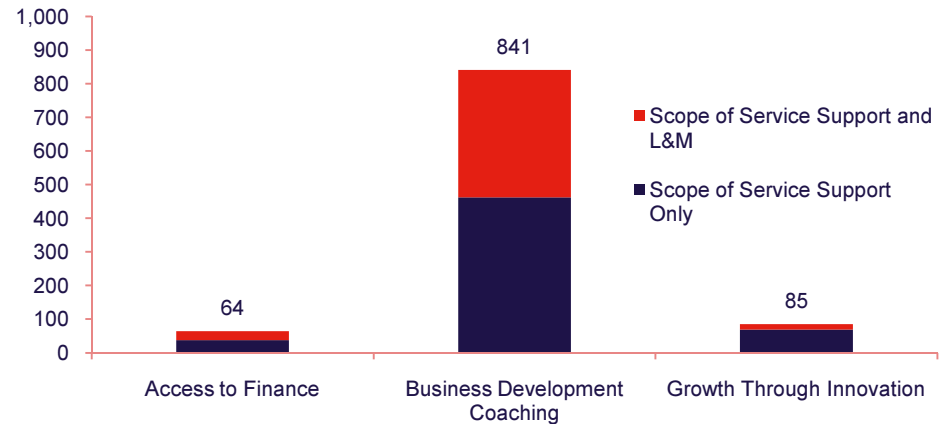
Company Age Bands



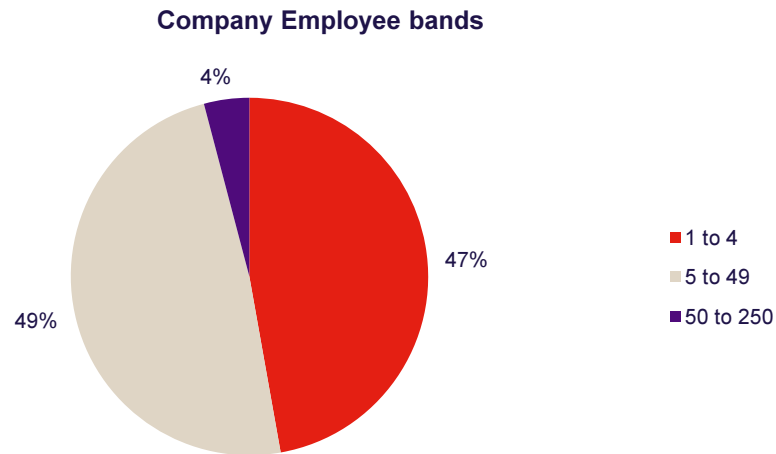
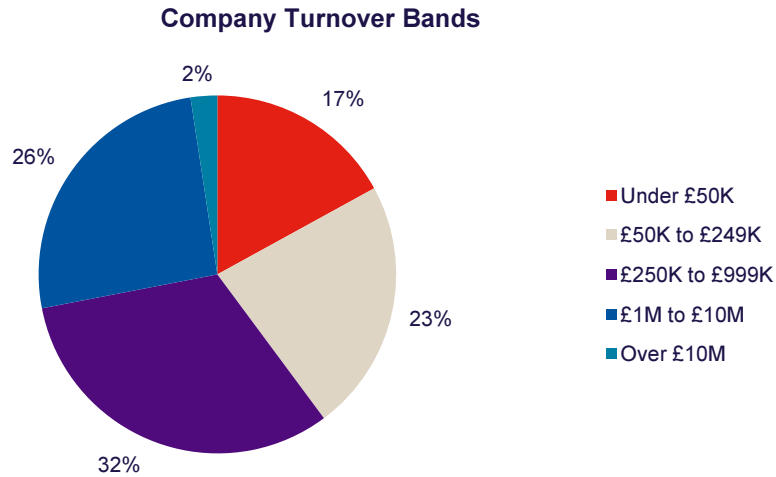
Company Category



Workstream Combinations



Other GrowthAccelerator statistics

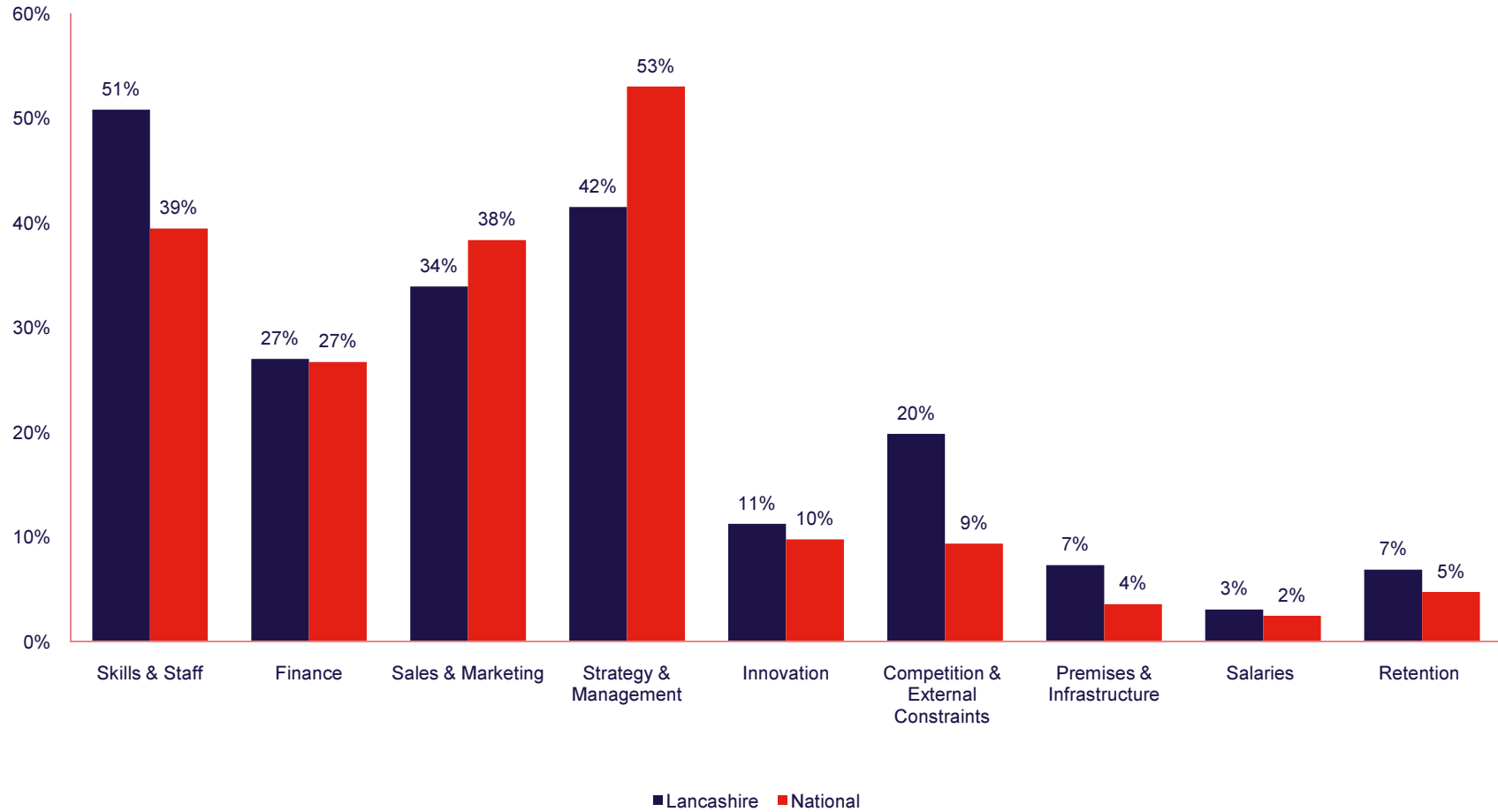


| Top Industries | Percentage |
|-----------------------|------------|
| Manufacturing | 9.8% |
| Retail | 7.1% |
| Business services | 6.5% |
| IT | 5.2% |
| Food and drink | 4.0% |
| Construction | 3.9% |
| Healthcare | 3.6% |
| Professional Services | 3.5% |
| Engineering | 3.3% |
| Accountancy | 2.9% |

**Barriers/
Opportunities to
Growth (Sample
Survey of
Growth Accelerator
Participants)**

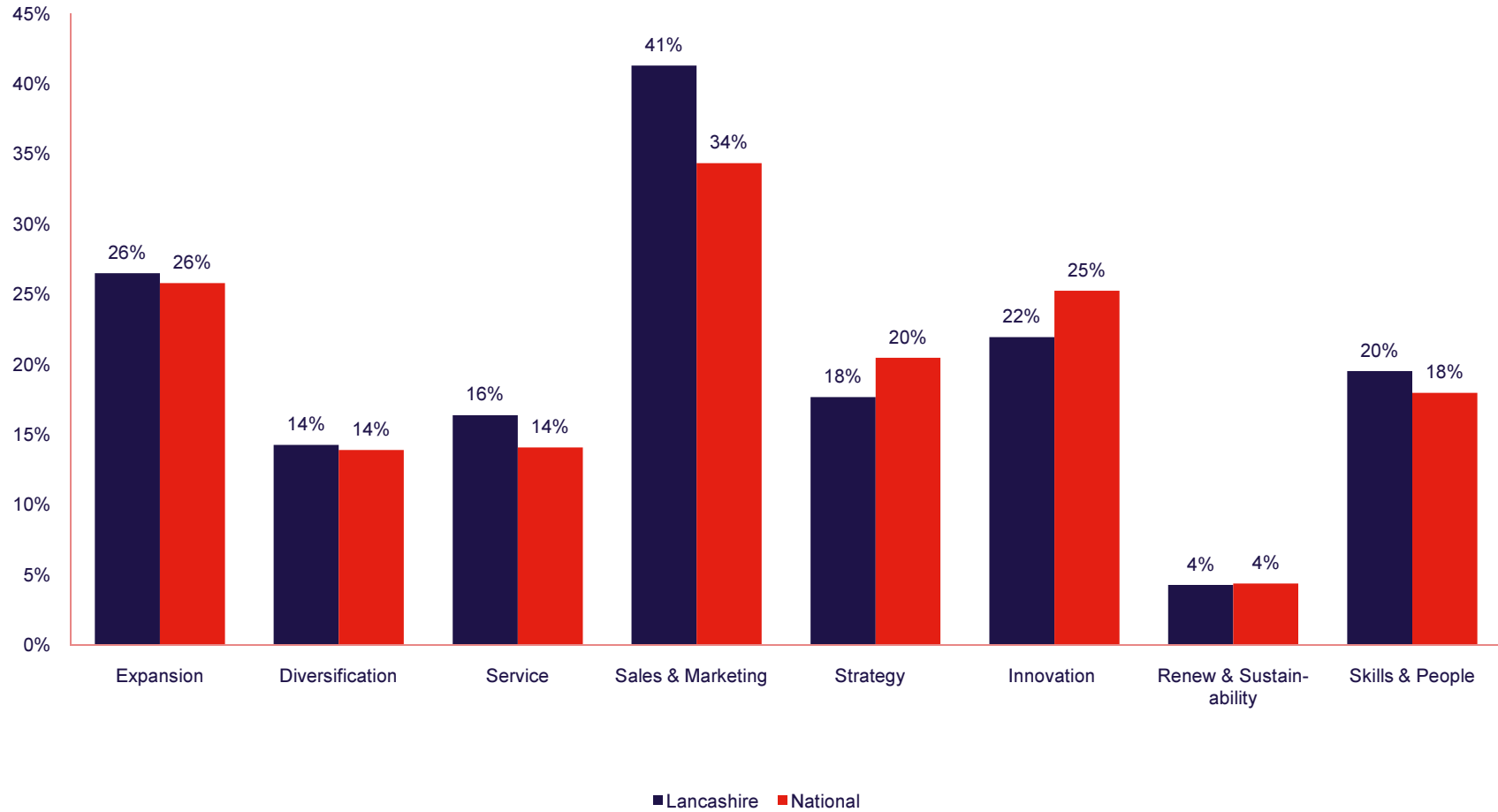
Barriers To Growth

Lancashire & National Barriers to Growth



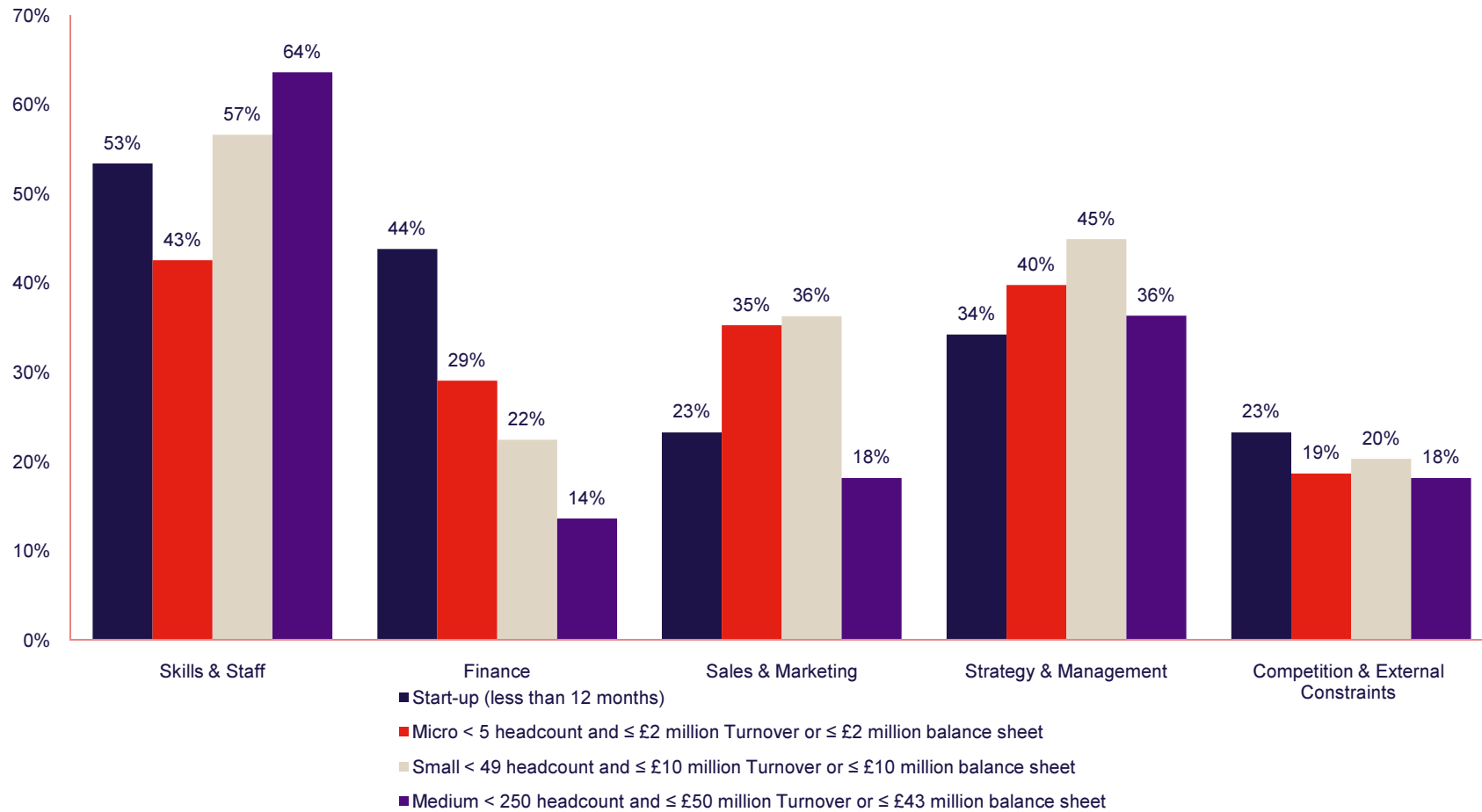
Big Ideas to Growth

Lancashire & National Big Ideas to Drive Growth



Barriers To Growth by Size

Lancashire & Barriers to Growth



Big Ideas To Growth by Size

Lancashire & Big Ideas to Growth

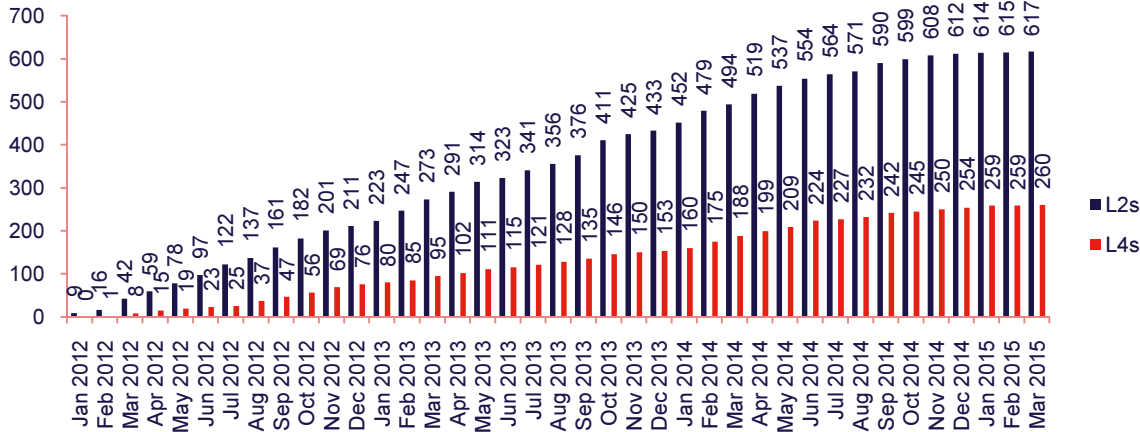


**Manufacturing
Advisory Service
2012 – 2015**

Lancashire

MAS statistics

Cumulative Total unique companies delivered L2/L4

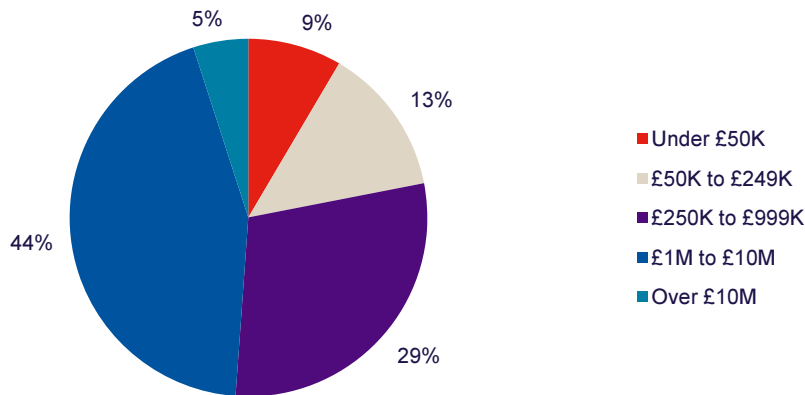


Description:

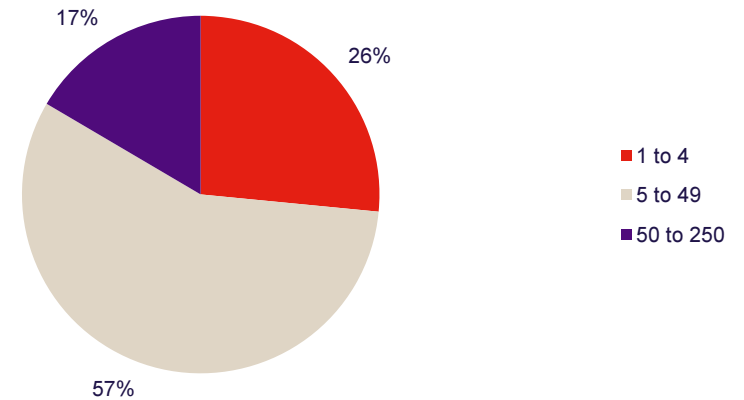
L2 – A review/diagnostic undertaken by a MAS advisor

L4 – An intervention whereby a project is delivered to a business by a consultant

Company Turnover Bands



Company Employee Bands

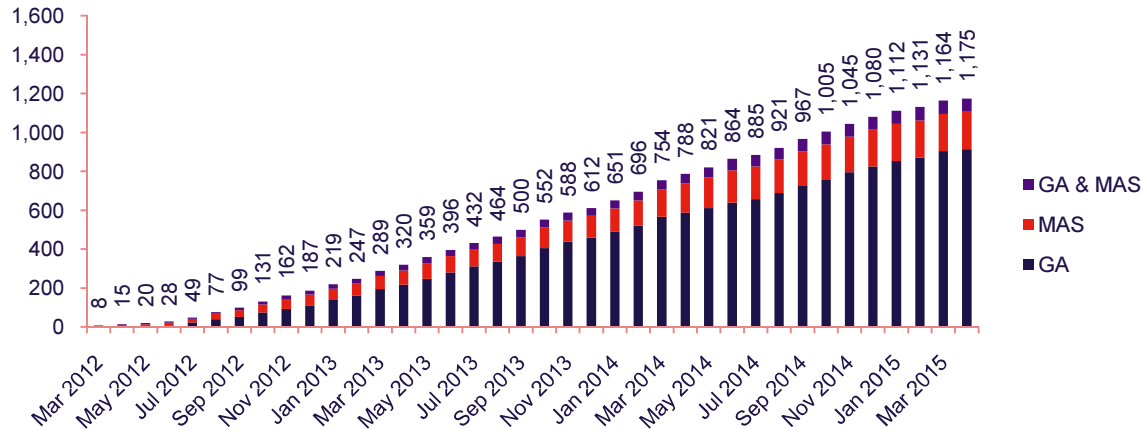


**Business Growth
Service
2012 -2015**

Lancashire

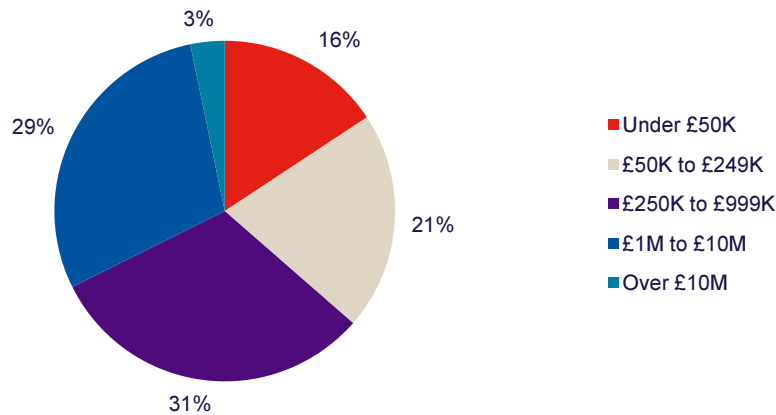
GA & MAS statistics (Combined)

Cumulative Total Signed Contracts

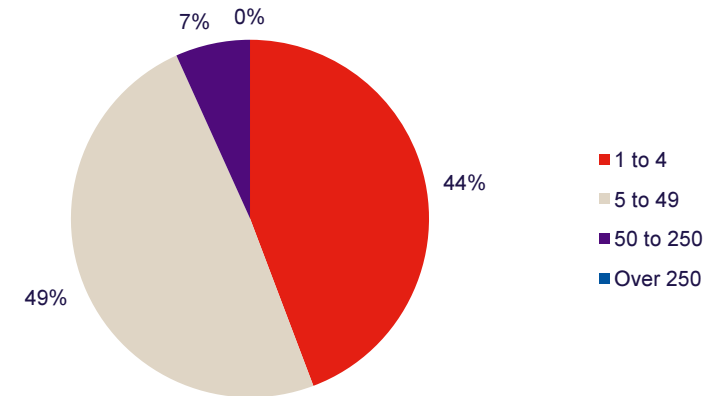


This slide shows the local engagement to businesses located in the Lancashire area across the GrowthAccelerator and MAS services.

Company Turnover Bands



Company Employee Bands

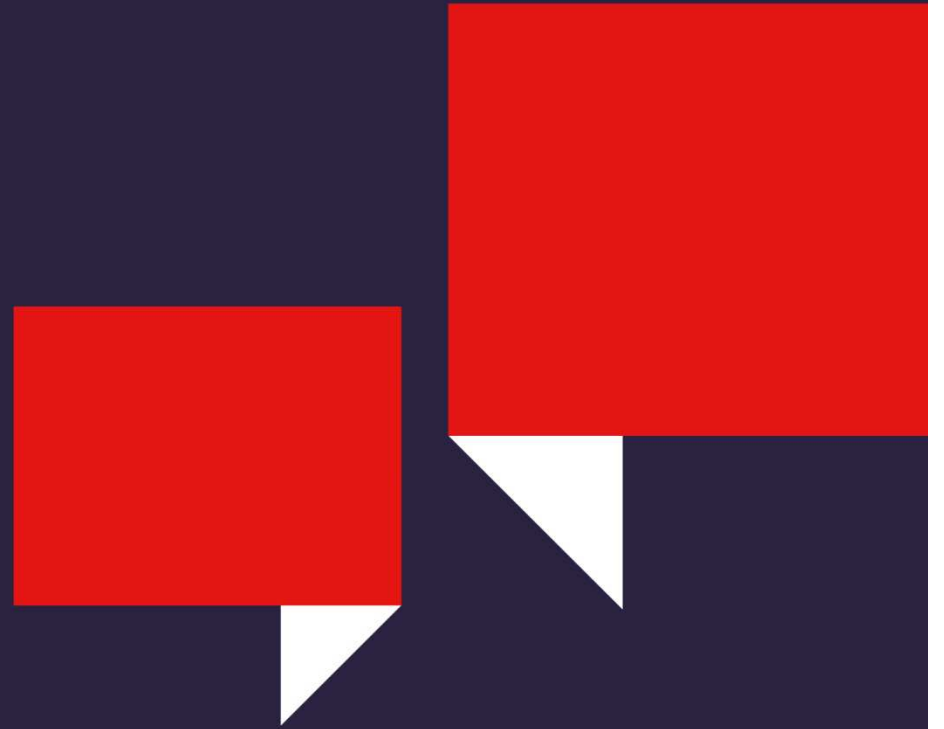


Next steps

We hope that you have found this data of use. If you would like to discuss the findings or their implications please do get in contact.

As noted this is the first of a number of local insight reports that the Growth Observatory will be preparing. In order to maximise the value of these we would very much like to discuss what data is of most value to you and how best we can work together to identify and support suitable businesses.

BUSINESS GROWTH SERVICE



LEP – Business Support Management Board

Future Meeting Dates 2015-16

| Date | Time | Venue |
|-------------------------------|-------------|--|
| 28 th October 2015 | 12-2pm | The John of Gaunt Room (formerly County Mess), County Hall Preston |
| 20 th January 2016 | 12-2pm | The John of Gaunt Room (formerly County Mess), County Hall Preston |
| 21 st March 2016 | 12-2pm | The John of Gaunt Room (formerly County Mess), County Hall Preston |
| 25 th May 2016 | 12-2pm | The John of Gaunt Room (formerly County Mess), County Hall Preston |

