



**PRIVATE AND CONFIDENTIAL: NO**

**Business Support Management Board – 28<sup>th</sup> 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.