



# Future Delivery Arrangements for Business Support in the North East

A series of thematic Task and Finish Groups have been established to consider the most appropriate delivery arrangements for themes such as Starting Up or Access to Finance. Members of the groups include ONE, BENE, LAs, and Enterprise Agencies and Universities where appropriate.

Findings from these groups have been endorsed by the regional TMB, subject to final discussions, and will form the basis of Single Programme and ERDF funding eligibility, as well as the basis of funding decisions for other public organisations.

For further information on the proposed delivery approach for individual products, please log on to [www.businesssupportnortheast.co.uk](http://www.businesssupportnortheast.co.uk), or contact One North East via [bssp@onenortheast.co.uk](mailto:bssp@onenortheast.co.uk).

Product	Delivery Arrangement
<b>Enterprise Coaching</b>	Local delivery and branding arrangements will remain however an overall framework is being developed for Enterprise Coaching. This will include referral mechanisms, data sharing, customer tracking, common identifier branding.
<b>Starting Up Products</b>  <b>Starting a Business</b>  <b>Intensive Start Up Support</b>  <b>Starting a High Growth Business</b>	<p>A new starting up diagnostic is being tested, which will identify a range of individual barriers to starting a business – this will identify the type and intensity of support appropriate for each individual – whether this is Starting a Business, Intensive Start Up Support or Starting a High Growth Business.</p> <p>This is a universal service, provided as part of the Business Link service. All pre-start customers will be entitled to telephone, web and workshop support to help them set up a business.</p> <p>Intensive Start Up Support is to be a targeted product managed by the North East England Investment Centre with Business Link the primary access channel. Support will be available to address specific, individual barriers to start up on a one-to-one-basis.</p> <p>Starting a High Growth Business is to be managed by the North East England Investment Centre with Business Link as the primary access channel. Support will be available in a one-to-one basis for individuals with potential to start a business, reaching £500k turnover in 3 years.</p>

<b>Manufacturing Advisory Service</b>	Delivery of the region's MAS service with the North East Productivity Alliance has now been merged, to create a single manufacturing business support offer for the region's businesses, named MAS North East.
<b>Designing Demand</b>	Workshops and "Generate" aspects of this product are delivered by the BIC. Design for manufacturing businesses, will be delivered by MAS North East. The activity is currently funded until December 2009.
<b>Innovation Advice and Guidance</b>	<p>IAG is to be administered by the North East England Investment Centre. It is available for existing businesses on a demand led basis to meet some of the costs of developing new innovative products, services or processes.</p> <p>Some existing projects are still funded, e.g. Northern Film and Media, but the default delivery method is NEEIC, which will be used for all new activity in future. However, in limited circumstances, where demand must be created, or where there is no regional supply, a specific time limited project may be appropriate.</p>
<b>Coaching for High Growth</b>	This product will be delivered by Entrust, who will match coaches to companies. Administration will be undertaken by North East England Investment Centre (claims, payments etc).
<b>Enterprise Finance Guarantee</b>	National product accessed through Business Link with delivery from participating UK banks.
<b>Small Loans for Business</b>	£125m JEREMIE 'fund of funds' is in development, this will align Small Loans for Business, debt and risk Finance for Business and will be launched in 2010. In the interim the Regional Enterprise Loan Fund continues.
<b>Understanding Finance for Business</b>	Understanding Finance for Business (one-to-many workshops) will be delivered by Business Link. Coaching for High Growth (intensive one-to-one support) will be delivered as part of the Business Link offer. Corporate Recovery support for companies in financial difficulties will be available, delivered by Entrust.
<b>Finance for Business</b>	£125m JEREMIE 'fund of funds', which will align debt and risk finance is in development and will be launched in 2010. In the interim a number of existing projects have been approved.

<b>Grant for Business Investment</b>	Grant for Business Investment will continue to be delivered by One North East with Business Link as the primary access channel.
<b>Transition Loan Fund</b>	<p>Transition Loan Fund is a time-limited fund, responding to current economic conditions. The fund is delivered by Entrust with support from One NorthEast.</p> <p>The fund is largely committed and we are now looking at how to meet ongoing business need.</p>
<b>Improving Your Resource Efficiency</b>	The delivery approach for Improving Your Resource Efficiency is dependent on the outcome of the Defra landscape review. This review has now reported and One North East is considering what measures we need to put in place at a regional level to support businesses with resource efficiency. This will align with and augment national delivery arrangements through WRAP.
<b>RDPE Business Support</b>	<p>Existing delivery arrangements for RDPE will be reviewed and in 2010.</p> <p>Funds delivered currently include:</p> <p>Community and business asset fund – delivered by Northumberland and Durham Local Authorities  Micro Business Fund – delivered by North East England Investment Centre  Bio-energy Supply Chain Development Fund – delivered by RDI Limited  Collaborative Processing and Marketing Fund – delivered by One North East  LandSkills North East – delivered by Lantra</p> <p>Support can be accessed through Business Link as the primary access channel. All customers will be entitled to a diagnostic to explore potential solutions for their rural or land based business.</p>
<b>Grant for Research and Development</b>	<p>Grant for R &amp; D will continue to be delivered by One North East.</p> <p>Large company R &amp; D grants are being piloted, delivered by One North East with Business Link as the primary access channel.</p>
<b>Collaborative Research and Development</b>	A number of projects, delivering specific collaborative R & D activity will continue to be supported, examples include EC02 Trans and PeTec Lace.

	Projects are managed by a range of partners including universities and innovation connectors.
<b>Networking for Innovation</b>	There will be a limited number of Networking for Innovation projects, linked to the RES priorities with Business Link acting as the primary access channel. An example project includes Design Network North.
<b>Knowledge Transfer Partnerships</b>	Knowledge Transfer Partnerships are to be administered by the North East England Investment Centre alongside One NorthEast. Shorter KTPs and CIPs will be administered in the same way.
<b>Innovation Vouchers</b>	Innovation Vouchers are a new product which will be administered by the North East England Investment Centre and will be proactively targeted at companies who have not previously engaged with the knowledge base.
<b>Low Carbon Energy Demonstration</b>	This is a National product delivered by TSB. One North East is providing significant match funding and will ensure regional businesses are well placed to take part.
<b>Business Premises/Business Growth: Specialist Facilities and Environments</b>	<p>Delivery arrangements are as now, but the primary access and information channel will be Business Link who will refer following IDB. MOU-type arrangements will be developed between Business Link and key premises providers and in particular incubators.</p> <p>Existing branding will be retained, but the Solutions for Business branding must also be used as an endorsement of public funding.</p>
<b>Business Collaboration Networks</b>	<p>BCNs will be focused on strategic collaboration between companies in sectors of regional significance with funding future networks limited to 3/4 years, except where exceptional circumstances apply.</p> <p>Business Collaboration Networks will be accessed directly, alongside the development of enhanced referral processes between Business Link and BCNs.</p> <p>Existing branding will be retained, but the Solutions for Business branding must also be used as an endorsement of public funding.</p> <p>General business networking and engagement between Local Authorities and businesses are not considered to offer business support and do not need to align to this product.</p>

<b>Train to Gain</b>	<p>An enhanced range of Train to Gain activity continues to be funded, primarily by LSC, and delivered by a range of partners.</p> <p>Skills brokerage is now fully integrated with general business brokerage, currently delivered by Business and Enterprise North East. Business Link is the primary access channel for Train to Gain.</p>
<b>Export Credit Insurance</b>	<p>There are no significant changes suggested to this national product. Business Link will be the primary access channel for support referring to UKTI funded International Trade Advisors.</p>
<b>Maximising Foreign Direct Investment</b>	<p>FDI and aftercare is considered a long term process, and Business Link is not proposed as the primary relationship manager in this case. One North East will be lead in North East, UKTI lead overseas.</p>
<b>Accessing International Markets</b>	<p>There are no significant changes suggested. Business Link will be the primary access channel for support referring to UKTI funded International Trade Advisors.</p>
<b>Developing International Potential</b> <b>Your Trade</b>	<p>There are no significant changes suggested. Business Link will be the primary access channel for support referring to UKTI funded International Trade Advisors.</p>