



PLYMOUTH
CITY COUNCIL

BUSINESS SUPPORT

GUIDE FOR START UPS



FOREWORD

Welcome to the Business Support Guide for businesses currently operating or looking to relocate to Britain's Ocean City.

There is a large and yet frequently changing amount of business support available making it a full time job for businesses to keep up.

To make the process of finding appropriate support easier for businesses in the City, Plymouth City Council Economic Development Service produce and maintain two booklets focussed on helping start ups and existing businesses to find support locally available:

[Click here](#) to see Business Support Guide for Existing Businesses.

We aim to update this guide at six monthly intervals to ensure the contents stay relevant and up to date.

The information in this guide is subject to change and was accurate when published in September 2020.

If you notice any business support that has been left out, please contact us:

E invest@plymouth.gov.uk
www.investinplymouth.co.uk

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Business Advice			
BEIS (Business, Energy and Industrial Strategy)	Brings together businesses and regulators to consider and change how local regulation is delivered and received, promoting growth.	020 7215 5000 enquiries@beis.gov.uk www.gov.uk/government/organisations/department-for-business-energy-and-industrial-strategy	There may be cost implications from the service provider.
Better Business for All	Up to date advice on business regulation to help you achieve accepted standards at minimum cost. They have access to a wide range of technical advice and where appropriate will direct you to other support available.	www.bbfa.biz	There may be cost implications from the service provider.
Business Support Helpline (England)	The Government's Business Support Helpline (England) offers advice and guidance to new and existing businesses. It has information on national and local schemes, grants and loans to help businesses start and grow.	0800 998 1098 enquiries@businesssupporthelpline.org www.gov.uk/business-support-helpline	Advice is free. Call charges may apply.
Chartered Trading Standards Institute	Free impartial legal guidance for businesses that sell goods and/or services to consumers.	www.businesscompanion.info	Free, impartial legal guidance for businesses.
Connecting Devon and Somerset	Advice and support for businesses to understand the benefits and adapt to faster broadband availability across Plymouth.	www.connectingdevonandsomerset.co.uk/about-us	Advice is free.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Co-operatives UK The Hive	The UK's network for Co-operatives. With a mission to 'promote, develop and unite' co-operatives, they are the main treasure trove of information and support. The Hive helps to start a co-op. Provides a support service that links specialist co-operative development advisors across the UK.	https://www.uk.coop/the-hive/	Membership is free, but members are encouraged to make a donation.
Co-operative College	An Education Charity that 'empowers and inspires individuals and communities to build a fairer world'. Its services include workshops and e-learning courses.	0161 8193000 membership@co-op.ac.uk https://www.co-op.ac.uk/# https://www.co-op.ac.uk/co-op-essentials	College membership fees apply. Co-op Essentials Package of courses - £45.
Economic Development Plymouth City Council	Officers within Economic Development team who understand Co-operatives and want to see this great business model used more in Plymouth. Not specialist Co-operative Development Advisors but can introduce to people who are. Guidance through the process to setting up a co-operative and help to access any Council support that is available.	01752 398048 coop@plymouth.gov.uk	Free guidance and support.
Cyber Essentials	Help to guard against the most common cyber threats and demonstrate your commitment to cyber security.	www.cyberessentials.ncsc.gov.uk/	Free online resource.
Devon and Cornwall Training Providers Network	A not-for-profit organisation that covers both Devon and Cornwall, providing Training, Skills, Apprenticeships info and support, Workforce Development and Apprenticeship Levy.	01752 294187 enquiries@trainingprovider.com www.trainingprovider.com	Membership fee applies.

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Digital Business Academy	The Digital Business Academy from Tech Nation has more than 50 courses from University College London, University of Cambridge and other industry experts.	info@digitalbusinessacademyuk.com www.digitalbusinessacademyuk.com	All courses are available free to everyone in the UK.
Diversity Business Incubator	Business support for the Black, Asian Minority Ethnicity (BAME) living in Devon to help them thrive in business and integrate effectively into their wider community.	07376 790747 info@dbi.org.uk www.dbi.org.uk	Initial consultation is free. Business Support – fees apply.
Enterprise Nation	Enterprise Nation connects businesses with over 70,000 start-up entrepreneurs, small business owners and enterprise experts.	02038 712922 hello@enterprisenation.com www.enterprisenation.com	Subscription based service which provides access to training, events and business guides.
Federation of Small Businesses (FSB)	Offer a wide range of vital business services including advice, financial expertise, support and a powerful voice heard in government.	0808 20 20 888 customerservices@fsb.org.uk www.fsb.org.uk/about-us.html	Membership starting at £147 in the first year plus a £30 joining fee for businesses with no employees.
Formation Zone	The University of Plymouth's award-winning business incubation service, located on the main campus and in the Cornwall Innovation Centres. It provides a focused environment for business start-ups and those in the first year or two of trading, with current clients drawn from a variety of sectors.	08000 525600 formationzone@plymouth.ac.uk https://www.plymouth.ac.uk/business-partners/business-services/enterprise-solutions/formation-zone	Pre-start support: £60 one-off fee. Ideal for assessing the viability of your business idea before starting up. Valid for two months. Support and workstation hire: up to £180 per month per business in year one, £200 per month per business in year two.
General Data Protection Regulation (GDPR)	Advice for people to have more control over their personal data and be better protected in the digital age.	www.gov.uk/government/publications/guidance-on-the-application-of-article-364-of-the-general-data-protection-regulation-gdpr	Free online resource.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Great Business	Support, advice and inspiration for growing your business.	www.greatbusiness.gov.uk	Free online resource.
Growth Hub Heart of the South West LEP	The Growth Hub is a free, first point of contact for any pre-start, start up and established businesses seeking support and advice. They have a local, dedicated advisory team to advise on business topics such as: funding opportunities, marketing, finance, exporting and innovation.	03456 047 047 info@heartofswgrowthhub.co.uk https://www.heartofswgrowthhub.co.uk/	Free service.
HMRC	Support and advice to help businesses understand their tax affairs. Aimed at new, start-up and expanding businesses, and contains videos, interactive tools, factsheets and online presentations, as well as signposting to other services.	www.hmrc.gov.uk	Information on the website is provided free. The website also allows businesses to download relevant documents and forms for free.
ico – Information Commissioner’s Office	Find out about your obligations and how to comply, including protecting personal information and providing access to official information.	0303 123 1113 www.ico.org.uk	There is a data protection fee depending on size and turnover of business approx cost £40 or £60.
Institute of Chartered Accountants England and Wales Business Advice Service	Free business advice session with a chartered accountant including subjects such as business growth, securing loans, capital and finance, export planning, meeting tax and regulatory requirements.	www.icaew.com	ICAEW offers one hour free business support.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
MarJon Business School	MarJon Business School is an innovative business school, dedicated to developing the entrepreneurial effectiveness of all its students through a suite of programmes and flexible modules suited to both the student and local business community.	01752 636700 https://www.marjon.ac.uk/about-marjon/marjon-business/	Fee dependent on programme and eligibility.
MentorSME	MentorSME is a gateway for businesses that are looking to contact a mentor in their area.	www.mentorsme.co.uk	Free service. Some mentors on the website charge for their services, each is different and some offer free information to SMEs.
Meet the Expert Business Support and Grant Funding Programme	“Meet the Expert” holds monthly 1:1 business advice events and workshops allowing businesses the opportunity to meet and interact with a range of business experts covering a variety of topics. SMEs may be eligible to access resources, advice and 1-2-1 support, along with a £1,000 grant for external bespoke consultancy support to help business growth.	01752 307895 emily.collacott@plymouth.gov.uk https://www.oceansgateplymouth.com/meet-the-expert-business-support-programme/	Meet the Expert Business Support and Grant Funding Programme
Outset Online	Interactive online learning tool that offers a huge range of content and tools designed to support start-up businesses.	0800 3898 188 www.outsetonline.com	The cost is £85 + VAT.
Outset Start-up and Grow	Fully funded support programme with workshops and advisor support for businesses in Plymouth from pre-start to early trading.	0800 587 7707 www.outset.org/start-up-and-grow	Free.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Plymouth Octopus Project (POP+)	Provides infrastructure support for the Voluntary and Community Sector in Plymouth.	01752 395131 info@plymouthoctopus.org www.plymouthoctopus.org	Free website resource.
Prince's Trust Support for starting a business	Supports unemployed young people aged 18-30 to establish whether or not their business idea would be viable.	0800 842 842 www.princes-trust.org.uk/help-for-young-people/support-starting-business	Free to eligible people.
Small Business Saturday	Small Business Saturday UK is a grassroots, non-commercial campaign, which highlights small business success.	comms@smallbusinesssaturdayuk.com media@smallbusinesssaturdayuk.com www.smallbusinesssaturdayuk.com/about-us	Free website content.
South West Cyber Security Cluster	A not-for-profit collaboration raising cyber security awareness and best practice in the South West.	01392 247007 www.southwestcsc.org	Free service.
StartUp Britain	StartUp Britain is a national campaign by entrepreneurs for entrepreneurs, harnessing the expertise and passion of Britain's leading business people to unleash entrepreneurship across the UK.	info@startupbritain.org www.startupbritain.org	Free website content.
StartUp Donut	An engaging mix of how-to guides, feature articles, checklists, expert Q&As, FAQs, case studies, video content and blogs. Each site provides new and established businesses with free advice about how to manage a range of key tasks and issues.	www.startupdonut.co.uk/set-up-a-business	Free website information.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
<p>University of Plymouth</p> <p>Enterprise Solutions</p> <p>Business School</p> <p>Inspiring Futures</p>	<p>Provides access to University of Plymouth's facilities, expertise and services.</p> <p>Helps you to navigate your way to the University of Plymouth's internationally renowned research expertise, facilities and business services.</p> <p>The University of Plymouth Business School's purpose is to inspire and enable students, staff, alumni and communities to achieve their full potential.</p> <p>Opportunity for free business consultancy advice from Plymouth Business School talented students. We engage with a range of businesses, social enterprises and charities of all sizes from pre-start-ups to large enterprises.</p>	<p>https://www.plymouth.ac.uk/</p> <p>0800 052 5600</p> <p>enterprisesolutions@plymouth.ac.uk</p> <p>www.essupport.com/contact</p> <p>01752 585020</p> <p>artshumadmin@plymouth.ac.uk</p> <p>www.plymouth.ac.uk/schools/plymouth-business-school</p> <p>inspiringfutures@plymouth.ac.uk</p> <p>www.plymouth.ac.uk/schools/plymouth-business-school/inspiring-futures</p>	<p>There may be a cost implication depending on what services are used.</p> <p>Services are free via the website. Fee based for research and other services.</p> <p>Free service.</p> <p>Free service.</p>
<p>Virgin Start Up</p>	<p>Virgin Start Up is a not-for-profit organisation that helps entrepreneurs in England with the funding, resources and advice they'll need to make their business idea a reality.</p>	<p>hello@virginstartup.org</p> <p>www.virginstartup.org</p>	<p>There may be a cost implication depending on what services are used.</p>
<p>YTKO</p> <p>Growth Support Programme</p>	<p>We give expertise in supporting both new and established businesses from a wide range of sectors. We are currently delivering the Growth Support programme, to benefit businesses in Plymouth.</p>	<p>0800 587 7707</p> <p>plymouth@getsetforgrowth.com</p> <p>www.getsetforgrowth.com/plymouth/</p> <p>info@ytko.com</p> <p>www.ytko.com</p>	<p>Free.</p>

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Export			
China Britain Business Council	The China-Britain Business Council helps businesses and organisations work together in China, the UK and third markets around the world.	020 7802 2000 enquiries@cbbc.org www.cbbc.org	Some services are free. Membership fee applies.
Department for International Trade South West	Through the Department for International Trade (DIT) you can gain access to an experienced international trade adviser who will act as your guide to help develop your international business strategy.	01275 373 373 www.great.gov.uk https://www.businesswest.co.uk/department-international-trade-south-west	Most services provided by DIT are free, but cost may vary for some services.
Devon Chamber of Commerce	Supporting businesses in Devon to connect grow and succeed through the provision of networking opportunities, international trade advice and signposting to relevant business support services.	01752 220471 reception@devonchamber.co.uk www.devonchamber.co.uk	Free website content.
UK-ASEAN Business Council	The UKABC is the leading UK-based organisation promoting trade and investment between the UK and Southeast Asia's dynamic markets.	020 8226 2296 info@ukabc.org.uk www.ukabc.org.uk	Some services are free.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Finance			
Better Business Finance	Better Business Finance provides impartial information and support to businesses and entrepreneurs looking to develop and grow; whether the business is seeking finance, or starting out or exporting abroad, BBF is here to help.	www.betterbusinessfinance.co.uk/bbf/	There may be a cost implication depending on what services are used.
British Business Bank	Their aim is to make finance markets work better for small businesses in the UK at all stages of their development: starting up, scaling up and staying ahead.	www.british-business-bank.co.uk/finance-hub	There may be a cost implication depending on what services are used.
Crowdfunder	Advice, tips and crowdfunding methods for anyone looking to raise funds from the crowd.	support@crowdfunder.co.uk www.crowdfunder.co.uk	Free advice on how to run a crowdfunding project, but there are cost implications to using the service to raise finance.
Devon and Cornwall Training Providers Network	A not-for-profit organisation that covers both Devon and Cornwall, providing funding, workforce development and Apprenticeship Levy.	01752 294187 enquiries@trainingprovider.com www.trainingprovider.com	Membership fee applies.
Fredericks Foundation	Loans to individuals who are unable to access funds from mainstream lenders for business start-up and growth. We cover England and Wales.	01276 472722 mail@fredericksfoundation.org www.fredericksfoundation.org	The loan will need to be paid back to Fredericks Foundation through an agreed format.
Funding Central	Database of grants and funding available to the voluntary and community sector including social enterprise.	fundingcentralhelp@ncvo.org.uk www.fundingcentral.org.uk	Subscription based service free if an organisation's annual income is below £100,000, if above £120 excl. VAT.

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Innovate UK	Drives productivity and economic growth by supporting businesses to develop and realise the potential of new ideas.	0300 321 4357 support@innovateuk.ukri.org www.innovateuk.ukri.org	Service is free.
New Enterprise Allowance	New Enterprise Allowance can provide money and support to help start or grow your own business if you're getting certain benefits.	www.gov.uk/government/collections/new-enterprise-allowance-campaign	Your Jobcentre Plus work coach can check if you qualify and refer you to the scheme.
Outset Finance	Start-up loan finance to launch or grow your business. Access up to £25,000 (subject to status, eligibility rules apply).	0800 3898 188 info@outsetfinance.com www.outsetfinance.com	Repayment terms on application/approval.
Research and Development tax relief (R&D)	R&D is a Corporation Tax (CT) tax relief that may reduce your company's tax bill.	www.gov.uk/guidance/corporation-tax-research-and-development-rd-relief	Companies can only claim for R&D tax relief if an R&D project.
South West Investment Group	SWIG Finance provides viable SMEs and start-ups with access to finance through dedicated business loan funds in the South West region. They provide loans from £500 – £250,000.	01872 227 930 Info@swigfinance.co.uk www.swigfinance.co.uk/	Service is free.
Start-up Loans UK	Support for people to start in business, including business planning, funding and on-going mentoring.	0344 264 2600 www.startuploans.co.uk	Free 1-year mentoring with every loan awarded.
Thincats	Thincats is a leading alternative finance provider, dedicated to funding growing and ambitious SME's. Business loans from £1m - £15m.	01530 444040 admin@thincats.com www.thincats.com	Service is free.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
UK Angel Investor Network	Helping SMEs to find equity finance and business angels. It assists private investors to search for company investment opportunities in businesses with growth potential.	www.angelinvestmentnetwork.co.uk	Costs associated with UKAIN services.
Virgin Start Up	Virgin Start Up is a not-for-profit organisation that helps entrepreneurs in England with the funding, resources and advice they'll need to make their business idea a reality.	www.virginstartup.org/	There may be a cost implication depending on what services are used.

Networks

Devon and Cornwall Training Providers Network	A not-for-profit organisation that covers both Devon and Cornwall, providing a voice for the training provider sector, as well as giving practical support and partnership opportunities for members.	01752 294187 enquiries@trainingprovider.com www.trainingprovider.com	Membership fee applies.
Devon Chamber of Commerce	Plymouth's local chamber providing opportunities to make new connections meet other businesses and stay informed about activities taking place in the local business community.	01752 220471 reception@devonchamber.co.uk www.devonchamber.co.uk	Membership costs vary.
Digital Plymouth	Connecting Plymouth's digital community. An opportunity to network and learn about the amazing things that are being created right here in Plymouth.	www.digitalplymouth.com	Events are free to attend.
Federation of Small Business (FSB)	Wide range of vital business services including advice, financial expertise, support and a powerful voice in government.	0808 2020888 customerservices@fsb.org.uk www.fsb.org.uk	Membership costs.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Knowledge Transfer Network (KTN)	Knowledge Transfer Network is Innovate UK's network partner and also provides innovation networking for other funders in line with its mission to drive UK growth. KTN can lead businesses to potential partners, horizon expanding events, bespoke support and innovation insights relevant to their needs.	03333 403250 www.ktn-uk.co.uk	Service is free.
Mylor Ventures Angel Network	Mylor Ventures Angel Network (MYVAN) is a private network of active business angels looking for exciting opportunities.	info@mylorventures.co.uk www.mylorventures.co.uk/angel-network	Membership costs vary.
Plymouth Law Society	Share best practice, discover new career opportunities or simply engage with like-minded individuals that face the same challenges.	james.walsh@GAsolicitors.com www.plymouthlawsociety.co.uk	Membership costs.
Plymouth Manufacturers' Group (PMG)	An informal network of manufacturing companies from across the Plymouth travel-to-work-area.	www.mypmg.co.uk	Membership cost.
Plymouth Woman in Business	An opportunity for women business owners and decision makers to meet with local, like-minded business focused women, once a month, at a well-structured and facilitated network meeting.	www.facebook.com/Plymouthwomeninbusiness/	Free to attend.
Six O'Clock Club	The Home Of Brighter Business Networking. Great business networking events in Plymouth.	www.sixoclockclub.com	Free to attend.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
South West Business Council (SWBC)	The South West Business Council is the economic partnership for the South West of the UK, representing the interests of businesses across the region, nationally, and globally.	01752 395665 info@swbc.co.uk www.swbc.co.uk	Membership costs.
South West Women in Construction	SWWIC provides women in the south west from any discipline, trade or organisation involved in construction with the opportunity to meet, network and share knowledge and experience.	info@swwic.co.uk www.swwic.co.uk	Free to attend.
The Cream Tea Club	The Cream Tea Club provides an opportunity to network in a relaxed atmosphere with other local businesses over a cream tea in a collection of South West venues.	www.creamteaclub.co.uk	Tickets are £15.00 + VAT with a donation from the proceeds going to the Club's chosen charity of the year.
Women in Stem Plymouth	Women in Stem Plymouth aims to use the power of networking to increase the number of women in STEM roles in the Plymouth travel-to-work area.	hello@winstemplmouth.org www.winstemplmouth.org	Free to attend.
Skills			
Apprenticeships	UK National apprenticeship programmes.	www.apprenticeships.gov.uk	Free website information. There will be a cost implication to employing apprentices.
City College Plymouth	We work closely with local businesses, to ensure that the training and education we provide benefits both students and employers.	01752 305026 employers@cityplym.ac.uk www.cityplym.ac.uk/help-advice/employers/	Free website information.

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Devon and Cornwall Training Providers Network	A not-for-profit organisation that covers both Devon and Cornwall, providing Training, Skills, Funding, Skills Analysis, Workforce Development.	01752 294187 enquiries@trainingprovider.com www.trainingprovider.com	Membership fee applies.
Gradsouthwest	The graduate job board for south west England. They advertise graduate jobs, graduate schemes, paid graduate internships and degree apprenticeships.	01392 241302 admin@gradsouthwest.com www.gradsouthwest.com	Costs apply.
Skills Support for the Workforce	Free bespoke training for businesses, to raise attainment levels and to reduce skills shortages that restrict business growth.	www.skillsupport-for-the-Workforce	Free to small medium enterprises.
The Federation for Industry Sector Skills and Standards	Represents, promotes and supports the 20 Sector Skills Councils (SSCs) across the UK, working with over 550,000 employers to define skills needs and skills standards in their industry. Provides certification and assessor services for Apprenticeships.	0300 303 4444 info@fisss.org www.fisss.org	Free.

Tech Support

DATA Plymouth	Open data is data that anyone can access, use and share.	01752 305477 www.dataplymouth.co.uk	Free website content and data.
DATA Play		DATAPlay@plymouth.gov.uk	
DATA Place		www.dataplymouth.co.uk/dataplay https://plymouth.thedata.place/	

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Do More Design	Logo design specialists that create unique brand logos for businesses or events. A service for new and existing businesses. Various logos designs will be created and businesses pick the design that best suits their needs. This is all backed by a money back guarantee.	www.domoredesign.com	Cost is £229 for a custom logo.
Innovate UK	Fund, support and connect innovative businesses to accelerate sustainable economic growth.	0300 321 4357 support@innovateuk.ukri.org www.innovateuk.ukri.org	Service is free.
Intellectual Property Office	Provides advice and guidance to businesses about their IP including innovative designs and trademarks.	0300 300 2000 www.gov.uk/ipo	Information supplied by the Intellectual Property Office is free but to protect IP will have a cost associated with it.
Plymouth City Council PATLIB	Offered through the central library in Plymouth, providing free patent searches by appointment and advice and guidance around copyright, trademarks and designs.	01752 306795 patlibplymouth@plymouth.gov.uk https://www.plymouth.gov.uk/libraries/informationandresearch/protectyourideas	Free of charge.
SETSQUARED	For entrepreneurs with an idea, early stage, high-tech start-up company or scale-ups – SETsquared’s mission is to help turn an innovative spark into a thriving, commercial business and support them through into the growth stage.	01225 388734 info@setsquared.co.uk www.setsquared.co.uk	Costs will apply to use the service.

Business Support – A guide for businesses in the city

Published by Plymouth City Council

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