

## 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:

<u>Click here</u> 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 May 2018.

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		CONTACT	COST		
Business Ad	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.	enquiries@beis.gov.uk www.gov.uk/government/or ganisations/office-for- product-safety-and- standards	There may be cost implications from the service provider.		
Better Business for All	Brings together businesses and regulators to consider and change how local regulation is delivered and received, promoting growth.	o3456 047 047 rachael.hind@plymouth.gov .uk www.heartofswgrowthhub.c o.uk/better-business-for-all/	There may be cost implications from the service provider.		
<b>Business Creation</b> FSB	Specialist company formation benefits, access to FSB networking, business banking and a range of products to help get you setup in business.	0808 2020 888  customerservices@fsb.org. uk  www.fsb.org.uk/benefits/bus iness-creation	£99 in the first year.		
Business Support Hotline Gov.uk	Advice and guidance for new and existing businesses, with information schemes, grants and loans to help businesses start and grow.	0300 456 3565 www.greatbusiness.gov.uk/s tart	Advice is free. Call charges may apply.		
Business West Start a business	Providing advice on starting a business, including helping developing ideas, creating a clear business plan and providing expert support up to and beyond the launch of the business.	01275 378872 www.businesswest.co.uk/bu siness-solutions/starting-a- business	Advice is free.		
Chartered Trading Standards Institute	Free impartial legal guidance for businesses that sell goods and/or services to consumers.	www.businesscompanion.inf o	Guidance is free		
Connecting Devon and Somerset	Advice and support for businesses to understand the benefits and adapt to faster broadband availability across Plymouth.	www.connectingdevonands omerset.co.uk	Advice is free.		

SUPPORT PROVIDER		CONTACT	COST
Cyber Essentials	Help to guard against the most common cyber threats and demonstrate your commitment to cyber security.	www.cyberessentials.ncsc.g ov.uk	Free online resource.
Devon and Cornwall Training Providers Network	A not-for-profit organisation and 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.
Digital Business Academy	The Digital Business Academy from Tech City UK has more than 50 courses from University College London, University of Cambridge and other industry experts.	info@digitalbusinessacadem yuk.com www.digitalbusinessacadem yuk.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	01752 588974 info@dbi.org.uk www.dbi.org.uk	Initial free consultation followed by free two days of business support to BAME businesses followed by chargeable support.
Enhance Social Enterprise	The programme delivers business support and advice to new and established social enterprises within the Heart of South West LEP area.	new.devon.gov.uk/economy/business-support/enhance-social-enterprise/	12 hours of support is available for free.
Enterprise Nation	Enterprise Nation connects businesses with over 70,000 start-up entrepreneurs, small business owners and enterprise experts.	02038 712922 hello@enterprisenation.co m www.enterprisenation.com	Subscription based service which provides access to training, events and business guides.
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/ne ws/government-to-strengthen-uk-data-protection-law www.heartofswgrowthhub.c o.uk/start-grow-business/gdpr-for-businesses/	Free online resource.

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Great Business	Support, advice and inspiration for growing your business.	0300 456 3565 www.greatbusiness.gov.uk	Free online resource.
Growth Hub Heart of the South West LEP	The first port of call for local businesses and start-ups to identify and access the best business support available.	info@ heartofswgrowthhub.co.uk 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.uki	Membership Fee Applies.
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.	01908 248250 bas@icaew.com www.icaew.com	ICAEW offers one hour free business support.
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  www.marjon.ac.uk/about- marjon/marjon-business- school	Free service.

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MentorSME	MentorSME is a gateway for businesses that are looking to contact a mentor in their area.	www.mentorsme.co.uk	The MentorSME service is free. Some mentors that advertise on the website charge for their services, each is different and some offer free information to SMEs.
One Stop Ideas Shop	One Stop Ideas Shops are monthly events designed to provide specialist information and guidance on protecting a business idea or product from the partners listed.	0800 052 5600 enterprisesolutions@ plymouth.ac.uk www.plymouth.ac.uk/ whats-on/business- guidance-one-stop-ideas- shop	There is a cost of £25 for administrative activities.
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	£85 + vat
Plymouth University Enterprise Solutions	Provides access to Plymouth University's facilities, expertise and services.	0800 052 5600 enterprisesolutions@ plymouth.ac.uk www.essupport.com	There may be a cost implication depending on what services are used.
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.	www.smallbusinesssaturday uk.com/about-us	Free website content.

SUPPORT		CONTACT	COST
PROVIDER  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 businesspeople	info@startupbritain.org www.startupbritain.org	Free website content.
StartUp Donut	to unleash entrepreneurship across the UK.  An engaging mix of how-to guides, feature articles,	www.startupdonut.co.uk/se t-up-a-business	Free website information.
	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.		
University of Plymouth Business School	The University of Plymouth Business School's purpose is to inspire and enable students, staff, alumni and communities to achieve their full potential.	01752 585650  www.plymouth.ac.uk/school s/plymouth-business-school	Free service.
YTKO	YTKO Group is a successful, private sector business based in London. Working across the UK and abroad, we bring over 30 years' private and public sector expertise in supporting new entrepreneurs and established businesses from a wide range of sectors.	0203 327 0604 info@ytko.com www.ytko.com	Free website information.
Export			
UK-ASEAN Business Council	UKABC is the leading UK-based organisation providing support to UK businesses to engage and export to the region.	020 7828 343 I info@ukabc.org.uk www.ukabc.org.uk	Some services are free.  Membership Fee Applies.

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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	Helping businesses to export.	01275 370 944  DITsw@mobile.trade.gov.u k  www.great.gov.uk/	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 chamber@devonchamber.c o.uk www.devonchamber.co.uk	Free website content.
Finance			
Crowdfunder	Advice, tips and crowdfunding methods for anyone looking to raise funds from the crowd.	www.crowdfunder.co.uk	Free advice on how to run a crowd funding project, but there are cost implications to using the service to raise finance.
Devon and Cornwall Training Providers Network	A not-for-profit organisation and covers both Devon and Cornwall, providing funding, workforce Development and Apprenticeship Levy.	01752 294187 enquiries@trainingprovider.com www.trainingprovider.com	Membership Fee Applied.
Fredericks Foundation	Microloans for start-up and established businesses unable to borrow conventional sources, with funds secured from Plymouth City Council.	www.fredericksfoundation.	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.or g.uk www.fundingcentral.org.uk	Subscription based service free if income is below £100,000 if above £100 exc VAT.

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Funding Circle	An online marketplace which can help businesses access finance exclusively focused on small businesses.	0800 048 2467 www.fundingcircle.com/	Costs associated with Funding Circle services.
Innovate UK	Fund, support and connect innovative businesses to accelerate sustainable economic growth.	0300 321 4357 support @innovateuk.gov.uk www.gov.uk/innovate-uk	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/co llections/new-enterprise- allowance-campaign	Your Jobcentre Plus work coach can check if you qualify and refer you to the scheme.
Research and Development tax relief (RnD)	R&D is a Corporation Tax (CT) tax relief that may reduce your company's tax bill.	www.gov.uk/guidance/corpo ration-tax-research-and- development-rd-relief	Companies can only claim for R&D tax relief if an R&D project.
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 mentoring with every loan awarded.
Thincats	Thincats is a leading alternative finance provider, dedicated to funding growing and ambitious SME's	01530 444040 www.thincats.com	Service is free.
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.angelinvestmentnetwo rk.co.uk	Costs associated with UKAIN services.

SUPPORT PROVIDER		CONTACT	COST
Networks			
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 chamber@devonchamber.c o.uk www.devonchamber.co.uk	Membership costs vary.
Devon and Cornwall Business Council (DCBC)	DCBC is the regional body that supports private sector businesses by operating at a strategic level across the counties of Devon and Cornwall.	01752 395665 www.dcbc.co.uk	Membership costs.
Devon and Cornwall Training Providers Network	A not-for-profit organisation and 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 Applied.
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	There will be cost implications with this service.
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.
Knowledge Transfer Network (KTN) Part of Innovate UK	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.

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Mylor Ventures Angel Network	Mylor Ventures Angel Network (MYVAN) is a private network of active business angels looking for exciting opportunities.	01326 727088  www.mylorventures.co.uk/a ngel-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.	01752 345311 www.plymouthlawsociety.c o.uk/pages/become-a- member/94	Membership costs.
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.	Facebook page	Free to attend.
Plymouth Manufacturing Group (PMG)	An informal network of manufacturing companies from across the Plymouth travel-to-work-area.	www.mypmg.co.uk	Membership cost
Plymouth University - Starting Post	The Starting Post is a business network for people with a new business or those thinking about starting up. It is there to support the start-up community across all sectors.	08000 525600 formationzone@plymouth.a c.uk www.plymouth.ac.uk/whats- on/starting-post	Free to attend.
Six O'Clock Club	The Home Of Brighter Business Networking Great business networking events in Plymouth & London.	www.sixoclockclub.com	Free to attend.
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.	www.swwic.org.uk/2017/08/04/introducing-swwic	Free to attend.

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PROVIDER			
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	Free to attend.
Women in Stem Plymouth	Women in Stem Plymouth aim to use the power of networking to increase the number of women in STEM roles in the Plymouth travel-to-work area.	www.winstemplymouth.org	Free to attend.
Skills			
Apprenticeships	UK National apprenticeship programmes.	0800 015 0600 www.hireanapprentice.cam paign.gov.uk/	Free website information. There will be 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.
Devon and Cornwall Training Providers Network	A not-for-profit organisation and covers both Devon and Cornwall, providing Training, Skills, Funding, Skills Analysis, Workforce Development.	01752 294187 enquiries@trainingprovider.com www.trainingprovider.com	Membership Fee Applied.
Grad South West	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	From £80 exc VAT
Skills Support for the Workforce	Free bespoke training for businesses, to raise attainment levels and to reduce skills shortages that restrict business growth.	0345 5210066 www.myskillssupport.co.uk/ skills-support-devon- somerset/#contact-us	Free

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The Federation for Industry Sector Skills and Standards	Represents, promotes and supports the 21 Sector Skills Councils (SSCs) across the UK, working with over 550,000 employers to define skills needs and skills standards in their industry.	0300 303 4444 info@fisss.org www.fisss.org	Free
Tech Suppo	rt		
Dataplay	Open data is data that anyone can access, use and share.	01752 305477  DATAPlay@plymouth.gov.u k  www.dataplymouth.co.uk	Free website content.
Innovate UK	Fund, support and connect innovative businesses to accelerate sustainable economic growth.	0300 321 4357 mailto:support@innovateuk .ukri.org www.gov.uk/innovate-uk	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.g ov.uk	Free of charge.
SETSQUARED	For entrepreneur with an idea or a very early stage, high-tech start-up company – SETsquared's mission is to help turn an innovative spark into a thriving, commercial business.	www.setsquared.co.uk	Costs will apply to using the service.

## Business Support – A guide for businesses in the city Published by Plymouth City Council

## **Contact**

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Keep up to date with the latest economic development news, property, funding and events in the area, sign up here