



BUSINESS SUPPORT

GUIDE FOR **EXISTING BUSINESSES**

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 Start Ups

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](mailto:invest@plymouth.gov.uk)
www.investinplymouth.co.uk

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Business Advice			
ACAS (Advisory, Conciliation and Arbitration Service)	Provides free and impartial information and advice to employers and employees on all aspects of workplace relations and employment law.	0300 123 1150 www.acas.org.uk	Free
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/organisations/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.	03456 047 047 www.heartofswgrowthhub.co.uk/better-business-for-all/	There may be cost implications from the service provider.
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 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	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.connectingdevonandsomerset.co.uk	Advice is free.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
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 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@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	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
Export for Growth	Two core strands of support; Export Essentials – for SME's considering export for the first time Extend your Global Reach – for exporters who want to expand in to high-growth markets.	01275 770 708 international@businesswest.co.uk www.export4growth.co.uk	Free ERDF eligibility applies

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General Data Protection Regulation (GDPR)	People to have more control over their personal data and be better protected in the digital age under new measures announced by Digital Minister Matt Hancock.	www.gov.uk/government/news/government-to-strengthen-uk-data-protection-law www.heartofswgrowthhub.co.uk/start-grow-business/gdpr-for-businesses/	Free online resource.
Plymouth University Enterprise Solutions	Enterprise Solutions helps you to navigate your way to the University of Plymouth's internationally renowned research expertise, facilities and business services.	0800 052 5600 enterprisesolutions@plymouth.ac.uk www.essupport.com	Services are free via the website. Fee based for research and other services.
Great Business	Support, advice and inspiration for growing your business.	0300 456 3565 www.greatbusiness.gov.uk	Great Business is a free online resource.
Growth Hub Heart of the South West LEP	Regional service designed to help both new and established local businesses identify and access the best business support available.	03456 047 047 info@heartofswgrowthhub.co.uk www.heartofswgrowthhub.co.uk	Free service.
Growth Support Service Devon County Council	A fully funded 1:1 advisor service which helps businesses identify and plan their development needs. Additional follow up specialist workshops available in Finance, HR, Marketing and Innovation.	03456 047 047 info@heartofswgrowthhub.co.uk www.heartofswgrowthhub.co.uk	Free - ERDF eligibility applies, limited to specific business sectors
Health and Safety Executive (HSE)	Online health and safety toolbox, providing relevant information to SMEs that applies to their industry.	03000 031747 www.hse.gov.uk	A vast amount of information is available for free through the HSE website.
HMRC	Support and advice to help businesses understand their tax affairs.	www.hmrc.gov.uk	Information, documents and forms on the website is provided free.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
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	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 www.icaew.com	ICAEW offers one hour free business support.
Intellectual Property Office	The Intellectual Property Office is able to provide 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.
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.
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.
Plymouth City Council Business Relationship Programme	Free impartial support to help businesses identify available property, relocation advice, recruitment, links to regional funding and skills schemes, network introductions, economic research and gateway to relevant council services.	01752 304820 invest@plymouth.gov.uk www.visitplymouth.co.uk/invest/how-we-can-help	Free service

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Plymouth City Council PATLIB	Provides free patent searches by appointment and advice and guidance around copyright, trademarks and designs.	01752 306795 patlibplymouth@plymouth.gov.uk www.plymouth.gov.uk/libraries/informationandresearch/protectyourideas	Free of charge
Plymouth City Council Public Protection Service (PPS)	Advice and guidance to all trade an industry concerning regulation and best practice. Operates the assured trader scheme Buy With Confidence.	public.protection@plymouth.gov.uk www.plymouth.gov.uk/publicprotectionadviceandsupport	Initial free advice
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.
Plymouth Social Enterprise Network	Promotes social enterprises in and around Plymouth. It provides a range of networking and membership services.	info@plymsocent.org.uk www.plymsocent.org.uk	Membership fees start at £20.
Small Business Saturday	Small Business Saturday UK is a grassroots, non-commercial campaign, which highlights small business success and encourages consumers to 'shop local' and support small businesses in their communities.	www.smallbusinesssaturdayuk	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.
SWMAS - South West Manufacturing	We help and inspire ambitious manufacturers to develop their capabilities and enter new markets.	0845 608 3838 info@swmas.co.uk www.swmas.co.uk	Free website information.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
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/schools/plymouth-business-school	Free service.
YTKO	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.	info@ytko.com www.ytko.com	Free website information.

Exporting

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 3431 info@ukabc.org.uk www.ukabc.org.uk	Some services are free. Membership Fee Applies.
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.
Devon Chamber of Commerce	Provides export services for planning, finance, logistics, sales and marketing.	01752 220471 chamber@devonchamber.co.uk www.devonchamber.co.uk	Membership Fee Applies.
Department for International Trade	Helping businesses to export.	01275 370 944 DITsw@mobile.trade.gov.uk www.great.gov.uk/	Most services provided by DIT are free, but cost may vary for some services.

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Enterprise Europe Network	Helping ambitious businesses innovate and grow internationally. Expert advice and support for businesses looking to commercialise ideas and succeed in new markets.	03001233066 contact@enterprise-europe.co.uk www.enterprise-europe.co.uk	Advice and services are generally free
Open to Export	Free online information service, which is dedicated to helping small UK businesses, get ready to export and expand internationally.	www.opentoexport.com	Free online resource.

Finance

Access Point for the Reach Fund Plymouth City Council	Aimed at growing the social enterprise sector in Plymouth, applicants can apply for a grant of up to £22,000 to develop their enterprise to become 'loan ready'.	jane.hunt@plymouth.gov.uk www.reachfund.org.uk/what-reach-fund	This fund is only open to social enterprises who are willing to take on loan capital as part of their business growth.
British Business Bank Finance Guide	The business finance guide is an invaluable tool for directors managing established or growing companies of all sizes.	www.thebusinessfinanceguide.co.uk	Advice is free.
Business, Energy and Investment Strategy (BEIS) Angel CoFund	Funding available alongside syndicates of business angels in order to support high potential businesses and give them the capital they need to develop and propel growth.	info@angelcofund.co.uk www.angelcofund.co.uk	The critical criterion is the presence of a strong group or syndicate of private angel investors who are looking to make a good commercial investment.
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.

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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 Applies.
Fredericks Foundation	Microloans for start-up and established businesses unable to borrow conventional sources, with funds secured from Plymouth City Council.	01276 472722 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 income is below £100,000 if above £100 exc VAT.
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.
Patent Box	The Patent Box enables companies to apply a lower rate of Corporation Tax to profits from exploiting patented inventions.	www.gov.uk/guidance/corporation-tax-the-patent-box	You can only benefit from the Patent Box if your company is liable to Corporation Tax and makes a profit from exploiting patented inventions.
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/corporation-tax-research-and-development-rd-relief	Companies can only claim for R&D tax relief if an R&D project.

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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.
South West Investment Group (SWIG)	Non-profit organisation that provides risk capital to businesses in the South West	01872 223883 info@swigfinance.co.uk www.swigfinance.co.uk	The majority of money is available through a loan scheme.
Thincats	Thincats is a leading alternative finance provider, dedicated to funding growing and ambitious SME's	01530 444040 www.thincats.com	Service is free.

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.co.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.

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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.
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/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.	01752 345311 www.plymouthlawsociety.co.uk	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.ac.uk www.plymouth.ac.uk/whats-on/starting-post	Free to attend.

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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.
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.winstemplmouth.org	Free to attend.

Skills

Apprenticeships	UK National apprenticeship programmes.	0800 015 0600 www.hireanapprentice.com 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.

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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 to Small Medium Enterprises
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 Support

The Centre for Modelling & Simulation (CFMS)	Independent, non-for-profit organisation, committed to accelerating the delivery of more intuitive and powerful simulation-based design processes.	0117 906 1100 info@cfms.org.uk www.cfms.org.uk	There will be a cost implication of using CFMS.
Dataplay	Open data is data that anyone can access, use and share.	01752 305477 DATAPlay@plymouth.gov.uk www.dataplymouth.co.uk	Free website content.
i-DAT	i-DAT is an Open Research Lab for playful experimentation with creative technology.	01752 586201 contact@i-dat.org www.i-dat.org	There may be costs associated for the required facilities.

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Laboratory for Integrated Metrology Applications (LIMA)	Manufacturing solutions from metrology research for businesses large and small, allowing them to benefit from emerging technology and state-of-the-art solutions.	01225 385138 contact@limauk.com www.limauk.com	Many of its free services are free to SMEs in the South West.
National Composites Centre	Independent, open-access national centre that delivers world-class innovation in the design and rapid manufacture of composites and facilitates their widespread industrial exploitation.	0117 370 7600 info@nccuk.com www.nccuk.com	Tiered memberships option available or pay-per-use for private venture work.
Plymouth University Enterprise Solutions	Enterprise Solutions can provide 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 University Plymouth Electron Microscopy Centre	Can offer expert and specialist support to companies, acting as an 'outsourced lab' for many Plymouth businesses.	01752 588908 emc@plymouth.ac.uk www.plymouth.ac.uk/your-university/about-us/university-structure/faculties/science-engineering/electron-microscopy-centre	There may be costs associated for the required facilities.
Regen SW Zero Energy Building	Intensive business support to businesses in construction, energy efficiency and micro-generation sectors.	01392 494399 tcrook@regensw.co.uk www.regensw.co.uk	There may be a cost implication depending on what services are used.
University of Exeter The Centre for Additive Layer Manufacturing	Innovative manufacturing for the benefit of businesses in the South West.	01392 725 831 calm@exeter.ac.uk www.exeter.ac.uk/engineering/research/calm/	Initial advice is free to all businesses; however further support available at a cost.
University of Exeter Centre for Alternative Materials and Remanufacturing Technologies	Supporting businesses in the South West involved in composites and plastics. Provides access to expertise, advice and technology.	01392 725831 p.mccutchion@exeter.ac.uk www.exeter.ac.uk/research/centre/calmare/	Initial advice is free to all businesses; however further support available at a cost.'

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