



PLYMOUTH
CITY COUNCIL

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 November 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	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 1231100 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	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.	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	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.	broadband@devon.gov.uk 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.	0808 2812459 info@digitalxraid.com 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.
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.	07376 790747 info@dbi.org.uk www.dbi.org.uk	Initial free consultation followed by two free days of business support to BAME businesses followed by chargeable support.
Enhance Social Enterprise	The programme delivers business support and advice to established social enterprises within the Heart of the South West LEP area.	customer@devon.gov.uk www.new.devon.gov.uk/economy/business-support/enhance-social-enterprise/	12 hours of support is available for free.
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/news/government-to-strengthen-uk-data-protection-law www.heartofswgrowthhub.co.uk/start-grow-business/gdpr-for-businesses/	Free online resource.
Great Business	Support, advice and inspiration for growing your business.	0300 456 3565 www.greatbusiness.gov.uk	Great Business is a free online resource.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Growth Hub Heart of the South West LEP	The Growth Hub service is the first point of contact for both new and established businesses seeking business support.	03456 047 047 info@heartofswgrowthhub.co.uk www.heartofswgrowthhub.co.uk	Free service.
Growth Support Programme 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 including a mandatory Digital Support session and a further session from a choice of Finance, HR, Marketing, Innovation, Business Planning.	03456 047 047 info@heartofswgrowthhub.co.uk www.heartofswgrowthhub.co.uk/gsp-apply/	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.	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. 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 and there are three tiers of fee but for most organisations it will be £40 or £60.
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.	www.icaew.com	ICAEW offers one hour free business support.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Intellectual Property Office	The Intellectual Property Office provides advice and guidance to educate businesses about their IP rights and responsibilities including trademarks and designs.	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	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.
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.
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.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Plymouth City Council Public Protection Service (PPS)	Advice, guidance and training courses to all businesses concerning regulation and best practice. Operates the assured trader scheme 'Buy With Confidence'.	public.protection@plymouth.gov.uk www.plymouth.gov.uk/publicprotectionadviceandsupport	Free thirty minute advice session.
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.	hello@plymsocent.org.uk www.plymsocent.org.uk	Membership fees start at £25.
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.	comms@smallbusinesssaturdayuk.com www.smallbusinesssaturdayuk.com	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 Advisory Service	We help and inspire ambitious SME manufacturers to improve their productivity, develop their capabilities, and enter new markets.	0845 608 3838 info@swmas.co.uk www.swmas.co.uk	Funded consultancy and capital grants available for eligible companies.
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 fobfacultysupport@plymouth.ac.uk www.plymouth.ac.uk/schools/plymouth-business-school	Free service.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
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.
Inspiring Futures	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.	inspiringfutures@plymouth.ac.uk www.futurescentre.org	Free service.
YTKO Growth Support Programme	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.	0800 587 7707 plymouth@getsetforgrowth.com www.getsetforgrowth.com/plymouth/ info@ytko.com www.ytko.com	Free.

Exporting

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 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.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Devon Chamber of Commerce	Provides export services for planning, finance, logistics, sales and marketing.	01752 220471 reception@devonchamber.co.uk www.devonchamber.co.uk	Membership fee applies.
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.	0300 1233066 contact@enterprise-europe.co.uk www.enterprise-europe.co.uk	Advice and services are generally free.
Export for Growth	Two core strands of support; Export Essentials – for SMEs 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.
Open to Export	Free online information service provided by the Institute of Export & International Trade, which is dedicated to helping small UK businesses get ready to export and expand internationally.	admin@opentoexport.com www.opentoexport.com	Free online resource.
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 7828 3431 info@ukabc.org.uk www.ukabc.org.uk	Some services are free.
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.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
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 (ACF)	The Angel CoFund (ACF) is a UK based venture capital fund that co-invests alongside syndicates of sector-smart Angel investors, to fund and scale some of the best high-potential early-stage businesses.	info@angelcofund.co.uk www.angelcofund.co.uk	The fund invests right across the UK and is happy to consider investments in almost any sector.
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 £100 excl. 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.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
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.
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 (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.
SWIG Finance Limited	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 SMEs up to £5m.	01530 444040 admin@thincats.com 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.	info@angelinvestmentnetwork.co.uk www.angelinvestmentnetwork.co.uk	Costs associated with UKAIN services.

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.
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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.
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 enquiries@ktn-uk.org 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.	www.plymouthlawsociety.co.uk	Membership costs.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
Plymouth Manufacturers' Group	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.	Facebook page.	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 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.southwestbusinesscouncil.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.	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	Tickets are £12.50 + VAT with a donation from the proceeds going to the Club's chosen charity of the year.
University of Plymouth - 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 www.formationzone.co.uk/our-difference/the-starting-post/	Free to attend.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
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.	www.winstemplmouth.org	Free to attend.

Skills

Apprenticeships	UK National apprenticeship programmes.	0800 015 0600 www.hireanapprentice.campaign.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.
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	Cost is 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	Free to small medium enterprises.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
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. Provides certification and assessor services for Apprenticeships.	0300 303 4444 info@fisss.org www.fisss.org	Free.

Tech Support

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.
DATA Plymouth	Open data is data that anyone can access, use and share.	01752 305477 DATAPlymouth@plymouth.gov.uk www.dataplymouth.co.uk	Free website content and data.
DATA Play		DATAPlay@plymouth.gov.uk www.dataplymouth.co.uk/dataplay	
DATA Place		www.plymouth.thedata.place	
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.	enquiries@domoredesign.com www.domoredesign.com/	Cost is £229 for a custom logo.
i-DAT	i-DAT is an Open Research Lab for playful experimentation with creative technology.	01752 586262 contact@i-dat.org www.i-dat.org/	There may be costs associated for the required facilities.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
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.
Regen	Regen is an independent, mission led organisation that is working to transform the energy system. We support government, local authorities and business to work towards a democratic, decentralised and decarbonised energy system.	01392 494399 tcrook@regen.co.uk www.regen.co.uk	There may be a cost implication depending on what services are used.
University of Exeter Centre for Alternative Materials and Remanufacturing Technologies	Providing industry focused research support for the more sustainable manufacture of polymers and composites.	01392 725831 p.mccutchion@exeter.ac.uk www.emps.exeter.ac.uk/engineering/research/calmare/	A range of cost structures available including support with gaining collaborative grant funding.
University of Exeter The Centre for Additive Layer Manufacturing	Conducting collaborative materials research for Additive Manufacturing with polymers.	01392 725831 calm@exeter.ac.uk www.emps.exeter.ac.uk/engineering/research/calm/	A range of cost structures available including support with gaining collaborative grant funding.
University of Plymouth Enterprise Solutions	Enterprise Solutions can provide access to University of Plymouth'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.

SUPPORT PROVIDER	SERVICE	CONTACT	COST
<p>University of Plymouth Plymouth Electron Microscopy Centre</p>	<p>Offers expert, specialist support to companies in imaging and analytical microscopy, acting as an 'outsourced lab' for many businesses in Plymouth and the surrounding areas.</p>	<p>01752 586125 emc@plymouth.ac.uk www.plymouth.ac.uk/emc</p>	<p>There may be costs associated for the required facilities, but funding is available. Please enquire for prices.</p>

Business Support – A guide for businesses in the city
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