



BUSINESS SUPPORT

GUIDE FOR **START UPS**

November 2017

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.

This guide will be updated at regular 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.

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 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.	0121 345 1200 rd.enquiries@beis.gov.uk www.gov.uk/regulatorydelivery	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 rachael.hind@plymouth.gov.uk www.heartofswgrowthhub.co.uk/better-business-for-all/	There may be cost implications from the service provider.
Business Creation 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/business-creation	£99 in the first year.
Business Start Up Learn Direct	Specialist support for individuals looking to start a business. Level 1 explores the risk and rewards of self-employment. Level 2 helps you progress your idea with essential training and one to one support to give you the skills and focus to start and run a business.	07919 392268 daniel.newsome@learndirect.com	Free to unemployed and economically inactive.
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.	T 0300 456 3565 www.gov.uk/business-support-helpline	Advice is free. Call charges may apply.
Business West Start a business and Virgin Start Up programme	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 376 233 www.businesswest.co.uk/business-solutions/starting-a-business	Advice is free.

SUPPORT PROVIDER		CONTACT	COST
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.	broadband@devon.gov.uk www.connectingdevonandsomerset.co.uk	Advice is free.
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.
Enterprise Nation	Enterprise Nation connects businesses with over 70,000 start-up entrepreneurs, small business owners and enterprise experts.	0207 257 9525 hello@enterprisenation.com 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/news/government-to-strengthen-uk-data-protection-law	Free online resource.
Great Business	Support, advice and inspiration for growing your business.	0300 456 3565 www.greatbusiness.gov.uk	Free online resource.

SUPPORT PROVIDER		CONTACT	COST
Growth Acceleration and Investment Network (GAIN)	GAIN helps you to navigate your way to the University of Plymouth's internationally renowned research expertise, facilities and business services. Connects you to the university's Enterprise Solutions Service.	0800 052 5600 enterprisesolutions@plymouth.ac.uk www.gaininbusiness.com	Services are free via the website. Registration required
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.	03456 047 047 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.uk	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.	020 7920 3561 bas@icaew.com www.icaew.com	ICAEW offers one hour free business support.
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.

SUPPORT PROVIDER		CONTACT	COST
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	12 months free access to our full programme of online business support.
Plymouth University Enterprise Solutions	Provides access to Plymouth University's facilities, expertise and services.	0800 052 5600 enterprisesolutions@plymouth.ac.uk www.plymouth.ac.uk/business-partners/business-services/enterprise-solutions	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 Enterprise Programme	Supports unemployed young people aged 18-30 to establish whether or not their business idea would be viable.	01179 192300 webinfosw@princes-trust.org.uk	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 www.smallbusinesssaturdayuk.com/about-us	Free website content.

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StartUp Britain	StartUp Britain is a national campaign by entrepreneurs for entrepreneurs, harnessing the expertise and passion of Britain's leading businesspeople 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.
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.	+44 (0)203 327 0604 info@ytko.com www.ytko.com	Free website information.
Export			
Business West	Local access point for a whole host of business and export solutions.	01275 373 373 www.businesswest.co.uk	Content is free to access.
ASEAN: The Association of Southeast Asian Nations	The Association of Southeast Asian Nations brings together disparate neighbours to address economic, security, political, and social issues, but the group's impact remains limited.	00 1 212 434 9400 www.asean.org/	Free online resource

SUPPORT PROVIDER		CONTACT	COST
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.	www.cbbs.org/old/contact-us/	Some services are free. Membership Fee Applies.
Department for International Trade	Helping businesses to export.	020 7215 5000 enquiries@trade.gsi.gov.uk www.great.gov.uk/	Most services provided by DIT are free, but cost may vary for some services.
Devon Chamber Export Forum	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.	01548 857009 info@ditf.org.uk www.ditf.org.uk	Free website content.

Finance

Crowdfunder	Advice, tips and crowdfunding methods for anyone looking to raise funds from the crowd.	www.crowdfunder.co.uk/95-crowdfunding-tips/95-tips-for-crowdfunders-your-guide-to-running-a-successful-project	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.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.

SUPPORT PROVIDER		CONTACT	COST
Funding Circle	An online marketplace which can help businesses access finance exclusively focused on small businesses.	0800 048 8747 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/collections/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/corporation-tax-research-and-development-rd-relief	Companies can only claim for R&D tax relief if an R&D project.
SEEDBED	Cutting-edge support, affordable loans and early stage equity designed for social enterprise ventures.	01803 847066 info@seedbedenterprise.co.uk www.seedbedenterprise.co.uk	Loan based support scheme.
Start-up Loans UK	Support for people to start in business, including business planning, funding and on-going mentoring.	0344 264 2600 hello@startuploans.co.uk www.startuploans.co.uk	Free mentoring with every loan awarded.
South West Angel Investor Network (SWAIN)	Helping SMEs to find equity finance and business angels. It assists private investors to search for company investment opportunities in businesses with growth potential.	0870 060 6560 enquiries@swain.org.uk www.swain.org.uk	Costs associated with SWAIN services.

SUPPORT PROVIDER		CONTACT	COST
Networks			
Devon Chamber	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 Chamber Export Forum	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.	01548 857009 info@ditf.org.uk www.ditf.org.uk/export-documentation/item/114-devon-chamber-of-commerce	Free website content.
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.

SUPPORT PROVIDER		CONTACT	COST
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 enquiries@ktn-uk.org	
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/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.	formationzone@plymouth.ac.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.

SUPPORT PROVIDER		CONTACT	COST
Skills			
Apprenticeships	UK National apprenticeship programmes.	0800 015 0600 nationalhelpdesk@apprenticeships.gov.uk 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 305300 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 Learndirect	Free bespoke training for businesses, to raise attainment levels and to reduce skills shortages that restrict business growth.	0345 5210066 www.learndirect.com/business/employers-general	Free
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

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Tech Support			
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.
FAB Labs	Centre for experimental production, investigation and education, housing sophisticated computer-aided design software and machinery for the creation of prototypes and scale models in the creative and commercial industries.	01752 203434 fablab@pca.ac.uk www.fablab.plymouthart.ac.uk/	Free induction programme, but there could be costs associated with using the service.
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.
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	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.	01225 388682 simon.bond@setsquared.co.uk www.setsquared.co.uk	Costs will apply to using the service.

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