



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.

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			
Better Business for All	Brings together businesses and regulators to consider and change how local regulation is delivered and received, promoting growth.	brdo.enquiries@bis.gsi.gov.uk www.gov.uk/government/publications/business-regulation-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 rachel.mcgowan@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.
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		CONTACT	COST
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	Subscription based service which provides access to training, events and business guides.
Find Business Support Gov.uk	A tool where you answer a few questions to get a report of resources and schemes to start or support your business.	www.find-business-support.service.gov.uk	Free service.
Great Business	Support, advice and inspiration for growing your business.	0300 456 3565 www.greatbusiness.gov.uk	Free online resource.
Growth Acceleration and Investment Network (GAIN)	A network to help businesses achieve sustainable growth and create wealth and jobs in the South West. GAIN can develop plans, advise on investment and give the practical support needed to turn ideas into a high quality business.	0800 073 2020 info@gainbusiness.com 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.

SUPPORT PROVIDER		CONTACT	COST
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	ICAEW offers one hour free business support.
Plymouth City Council Business Basics	Free Business Advice 'Drop in' sessions take place monthly at Plymouth Central Library.	01752 305800 library@plymouth.gov.uk www.plymouth.gov.uk/home/libraries/activitiesandeventslibraries/businessbasicscentrallibrary	Free of charge.
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	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	There may be a cost implication depending on what services are used.

SUPPORT PROVIDER		CONTACT	COST
Plymouth Octopus Project (POP)	Provides infrastructure support for the Voluntary and Community Sector in Plymouth.	01752 395131 info@plymouthoctopus.org www.pop.coop	Free website resource.
Prince's Initiative for Mature Enterprise (PRIME)	Provides over 50's with the means to explore and develop their business ideas.	020 7566 8701 primeinfo@bitc.org.uk	PRIME offers free support through training courses, mentoring support, networking events and online resources.
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.
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.

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.
----------------------	---	---	----------------------------

Finance

SUPPORT PROVIDER		CONTACT	COST
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.
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/search.aspx	Subscription based service with costs associated.
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.
Growth Acceleration and Investment Network (GAIN)	Free grant search facility.	0800 073 2020 info@gainbusiness.com www.gaininbusiness.com	Services are free via the website. Registration required
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.

SUPPORT PROVIDER		CONTACT	COST
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 seeks to achieve an advance in overall knowledge or capability in a field of science or technology through the resolution of scientific or technological uncertainty
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 young people to start in business, including business planning, funding and on-going mentoring.	0203 418 0890 hello@startuploans.co.uk www.startuploans.co.uk	Free mentoring with every loan awarded.

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 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.
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.

SUPPORT PROVIDER		CONTACT	COST
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.
Growth Acceleration and Investment Network (GAIN)	Connect online with fellow business owners and experts. Discover finance and investment opportunities, or search for funding with GAIN GrantFinder.	0800 073 2020 info@gaininbusiness.com www.gaininbusiness.com	GAIN services are free via the website.
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 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

Skills

Apprenticeships	UK National apprenticeship programmes.	0800 015 0400 nationalhelpdesk@apprenticeships.gov.uk www.getingofar.gov.uk/employers	Free website information. There will be cost implication to employing apprentices.
Grad South West	Graduate matching services for businesses.	01392 241301 admin@gradsouthwest.com www.gradsouthwest.com	

SUPPORT PROVIDER		CONTACT	COST
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

Tech Support

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 305900 patlibplymouth@plymouth.gov.uk	Free of charge.

SUPPORT PROVIDER		CONTACT	COST
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.

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

Contact

Economy, Enterprise and Employment Team
Plymouth City Council
Ballard House
Plymouth PL1 3BJ

E invest@plymouth.gov.uk
www.investplymouth.co.uk
[@investplymouth](#)

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