

## **Second Major Review**

**To Review the Impact of Public Funded Business Support and the Success of New Business Start Up within Hillingdon**

**To Review how the Council could improve Business to Business Support with the Borough's Industrial Estates**

**Witness session – Impact of Public Funded Business Support and the Success of New Business Start Up within Hillingdon**

**Contact Officer:** Khalid Ahmed  
**Telephone:** 01895 250833

### **REASON FOR ITEM**

To enable the Committee to gather evidence as part of their review into the Impact of Public Funded Business Support and the Success of New Business Start Up within Hillingdon.

### **OPTIONS AVAILABLE TO THE COMMITTEE**

1. Question the witnesses
2. Highlight issues for further investigation
3. To make a note of possible recommendations for the review

### **INFORMATION**

1. At the Committee's meeting of 10 February Members gave consideration to an updated draft scoping report on the Impact of Public Funded Business Support and the Success of New Business Start Up within Hillingdon. Officers recommended that the review take a look at micro businesses within Hayes Business Studio.
2. Hayes Business Studio offers office space and support for small businesses starting or trading for less than 12 months. The studios are located on Uxbridge College Hayes Campus and were built from funding secured from the London Development Agency and Hillingdon Community Trust. The studios consist of £1m ten unit facilities for new start up businesses and has been a great success story during these difficult economic times.

3. Members also agreed that the review should also take a look at Industrial Estates, specifically North Uxbridge Industrial Estate which is owned by SEGRO (Slough Estate Group). Members want to look at how the Council could improve links with businesses and how the Council could facilitate the helping of business to business support, improving the profile of businesses on this estate. The scoping report has been amended to include reference to this part of the review (Appendix A). The witness session for this part of the review will take place at this POC meeting to be held on 14 April 2010.
4. For this witness session officers recommended that the review holds its meeting at the Hayes Business Studios to enable Members to see first hand the impact and success of this initiative.

### **Witnesses – Hayes Business Studios**

4. At the meeting Members will have support from Nigel Cramb Partnerships and Business Engagement Manager and Helena Webster – Economic Development Manager. The following witnesses have been invited to attend the meeting to provide Members with evidence to help their review
  - Martin Blandy – Manager of Hayes Business Studios
  - Lorraine Collins – Representative of Uxbridge College
  - Rob Grover – Business Link
  - John Herriott – Nat West Bank
  - Jonathan Seymour – Kingston Smith Accountants.
5. As part of taking up a studio at Hayes Business Studios, a business start up will be given ongoing professional support and advice. This is delivered free by qualified and professionally trained business advisers in a way that suits and meets the needs of the business. The training and support offered includes:
  - Business Start up Open Days
  - Ongoing Support
  - Free Business Seminars
  - Train to Gain – this is a government funded programme delivered by Uxbridge College, to help businesses to get the training they need to succeed and stay successful
  - Leadership and Management Programme - This programme which is delivered by Uxbridge College, is aimed specifically at business owners/managers responsible for the direction of an organisation with up to £1,000 of grant support available.
6. As part of the initiative, start up businesses at Hayes Business Studios can take advantage of free business banking for 2 years with Natwest Bank. This service includes:

- A named, dedicated local Business Manager with a wealth of knowledge and experience to provide help and guidance for a business
- Access to one of the largest branch networks in the country
- Options to do banking on-line, on the telephone or through the mobile banking service
- Huge variety of products from savings, to loans, insurance etc
- Access to added value business partners which includes Streamline, Mentor and Lombard who can provide services to support, protect and grown businesses
- Start up pack which provides powerful business planning software and useful business guides
- Exclusive selection of discounts and offers

### **Key Issues and areas of possible questioning**

1. Are new start up businesses and emerging SMEs able to access the quality business support that they need, particularly face to face support?
2. What other support is available to small businesses and is this easy to access?
3. In relation to Hayes Business Studios, what has worked and what has not worked?
4. How do new businesses network with other businesses and find new customers?
5. How do these new start up businesses access supply chains which is crucial to secure contracts?
6. How are new businesses supported to grow once they have started up?
7. What is the availability of move on space for businesses that have the potential to grow?
8. Does the business advice services on offer meet the present demand for advice / premises, quality services and gaps in provision?
9. Is there other start-up funding available to help businesses?

### **PAPERS WITH THE REPORT**

Revised scoping report (Appendix A)

### **SUGGESTED COMMITTEE ACTIVITY**

1. Members question the witnesses and identify important issues for their review.
2. Members identify areas where further information and evidence is required to help greater understanding of the issues.
3. Members to agree a final version of the scoping report to enable outside witnesses to be invited.