

## **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**

## **Second Witness session**

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### **REASON FOR ITEM**

To enable the Committee to gather evidence as part of their second major review.

### **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 this Committee's last meeting of 23 March 2010 Members held a witness session meeting at Hayes Business Studios. This witness session looked at the impact of Public Funded Business Support and the Success of New Business Start Up within Hillingdon.
2. The Committee was given a tour around Hayes Business Studio which offers office space and support for small businesses starting or trading for less than 12 months. The studios 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 have been a great success story during these difficult economic times.
3. Members heard from the Principal of Uxbridge College where the studios are situated, Hayes Business Studio's manager and a businessman who has a micro business within the complex. Unfortunately on the evening of the last meeting, Rob Grover, Partnership Manager of Business Link in

London, could not attend the witness session. He has been invited to attend this witness session. For Members information a paper is attached which gives details of Business Link's business support in Hillingdon (appendix 1).

4. As part of this review Members have 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.
5. Neil Impiazzi, Partnership Development Manager of SEGRO will attend this meeting and provide details of some of the initiatives SEGRO already have underway within Slough and also flag up areas where additional support might be beneficial to business tenants, particularly within North Uxbridge Industrial Estate.

#### **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 support is available to small businesses and is this easy to access?
3. How do new businesses network with other businesses and find new customers?
4. How do these new start up businesses access supply chains which is crucial to secure contracts?
5. How are new businesses supported to grow once they have started up?
6. What is the availability of move on space for businesses that have the potential to grow?
7. Does the business advice services on offer meet the present demand for advice / premises, quality services and gaps in provision?
8. Is there other start-up funding available to help businesses?
9. Has the present economic climate had a major impact on the business tenants that occupy units on North Uxbridge Industrial Estate?
10. What initiatives have been introduced to support businesses on the Industrial Units to mitigate against the present economic problems?

11. What are the benefits of business to business support and creating business clubs or trade associations?
12. What business support could the Council offer businesses on North Uxbridge Industrial Estate?
13. What measures could be introduced to create business to business support which could reduce operating costs for businesses on Industrial Estates?
14. How could the Council help facilitate partnership working between larger business organisations and smaller businesses which could provide business to business support and mentoring services on Industrial Estates?
15. What is the feasibility of promoting businesses on North Uxbridge Industrial Estate with the use of a website?

#### **PAPERS WITH THE REPORT**

Business Link's business support in Hillingdon (Appendix 1).

Scoping report (Appendix 2)

#### **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 give consideration to initial recommendations for the review.