north east england

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Integrating Business Link with the Regional Economic Strategy

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One NorthEast

Summary

- Background
- Rationale for change
- The model
- Future challenges and issues

Background

- Inherited existing contracts from April 2005
- Legal advice re tender/ view from elsewhere
- Opportunity to address major issues
- Initiated tender process Autumn 2005
- Coalition announced as successful tenderer June 2006
- Transition underway
- New service in place from April 2007

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Business Link in the NE Performance

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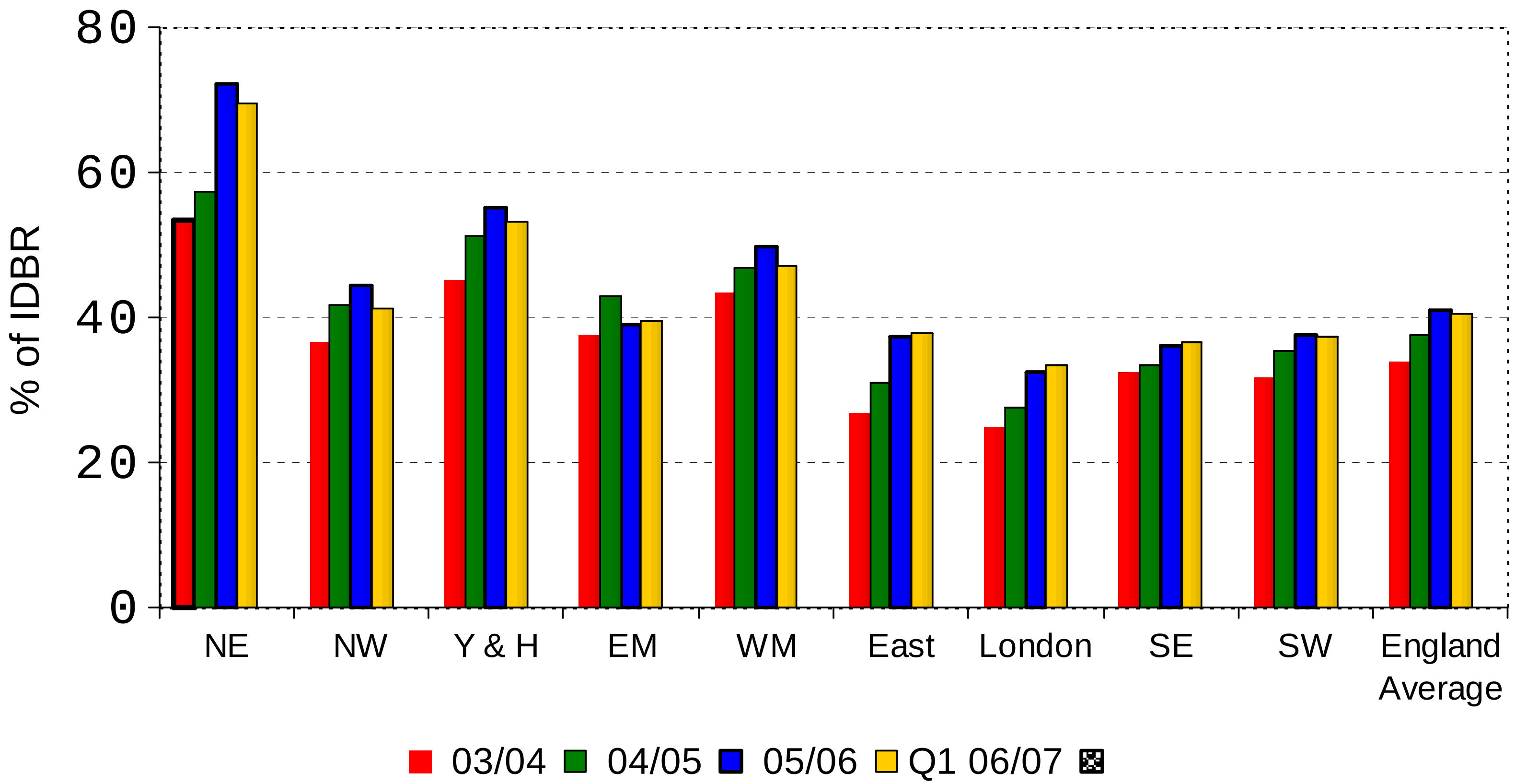

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Why change?

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RES requires shifts in productivity and new businesses	Light touch support First come first served
High volume High satisfaction	Low intensity Low expectation
Some co-ordination at sub-regional level	Little regional co-ordination
Sub-regional back office structures	Potential for regional savings

Why change?

In other words:

• A consistent service

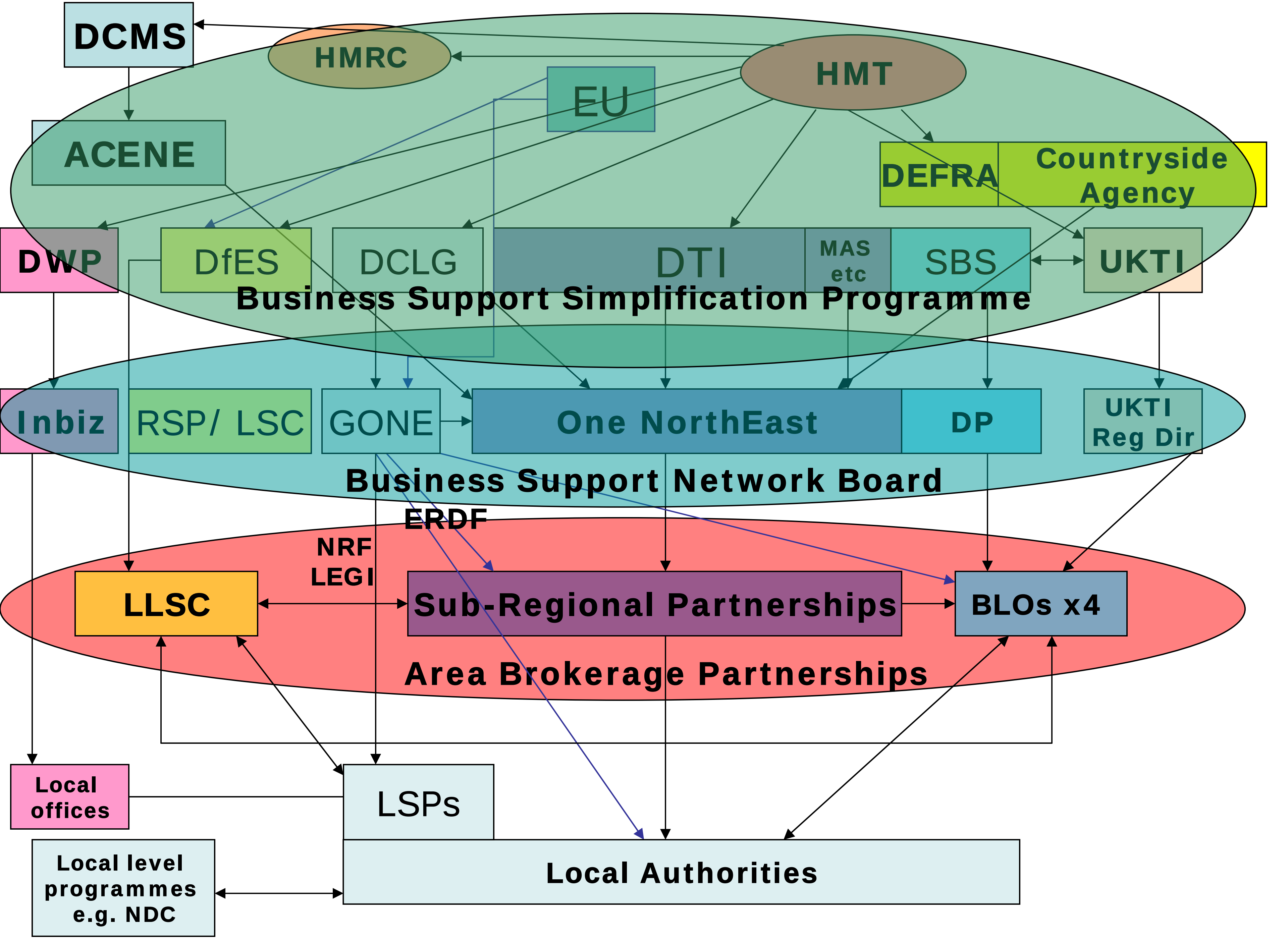
• A more efficient service – more resource to the frontline

• Improved co-ordination/ simplification

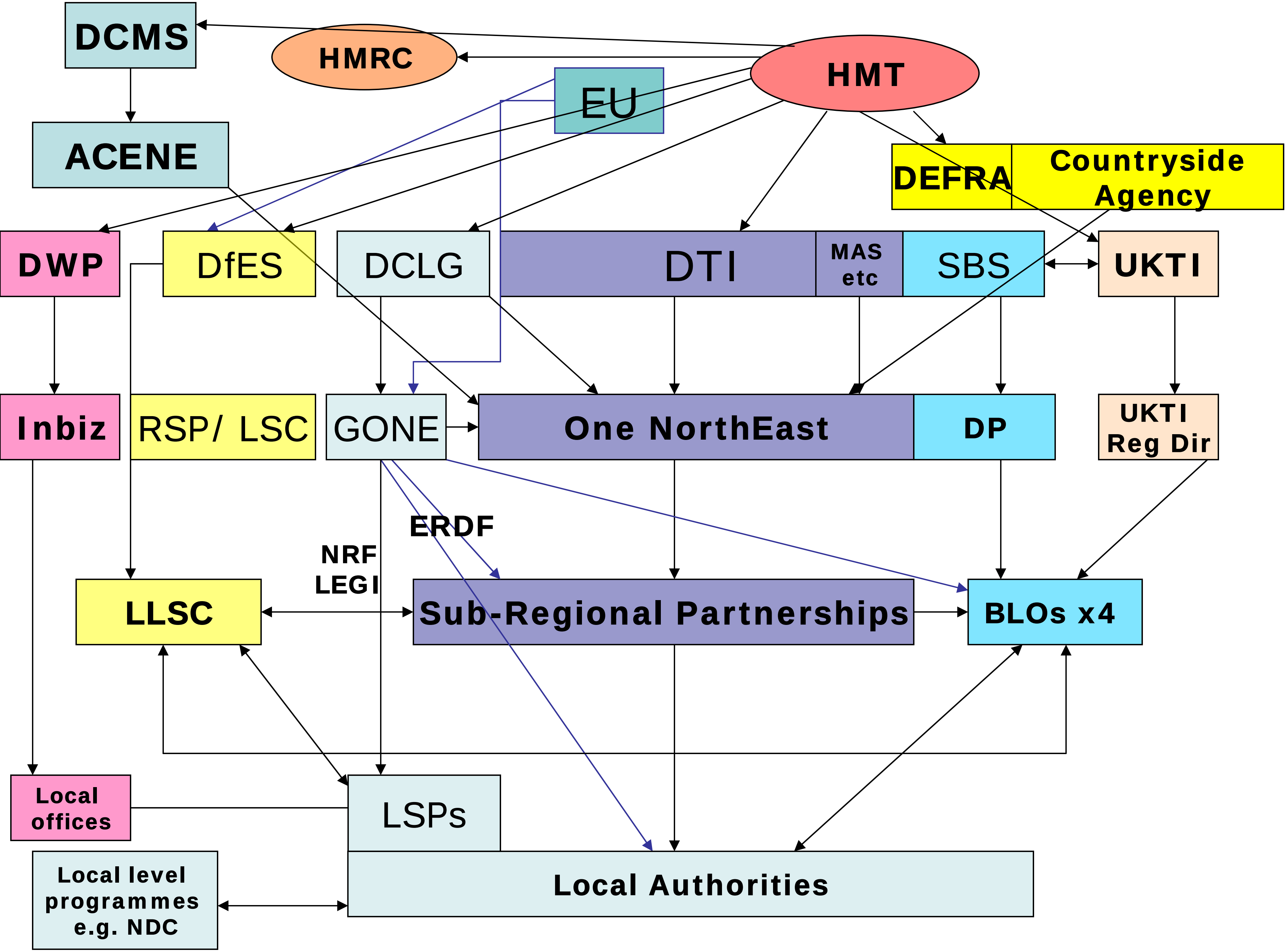
• Greater demonstrable impact on the regional economy

Consistency/ efficiency

- From 4 operators to 1
- From 7 Single Programme and 8 ERDF funding streams to 1
- One Board, CX, FD etc
- Service definition driven by client need rather than sub-regional boundary
- Opportunity for *greater* local targeting
- Co-ordination and simplification a major challenge…………..



DCMS
HMRC
HMT
EU
ACENE
DEFRA
Countryside Agency
DWP
DfES
DCLG
DTI
MAS etc
SBS
UKTI
Business Support Simplification Programme
Inbiz
RSP/ LSC
GONE
One NorthEast
DP
UKTI Reg Dir
Business Support Network Board
ERDF
NRF
LEGI
LLSC
Sub-Regional Partnerships
BLOs x4
Area Brokerage Partnerships
Local offices
LSPs
Local level programmes e.g. NDC
Local Authorities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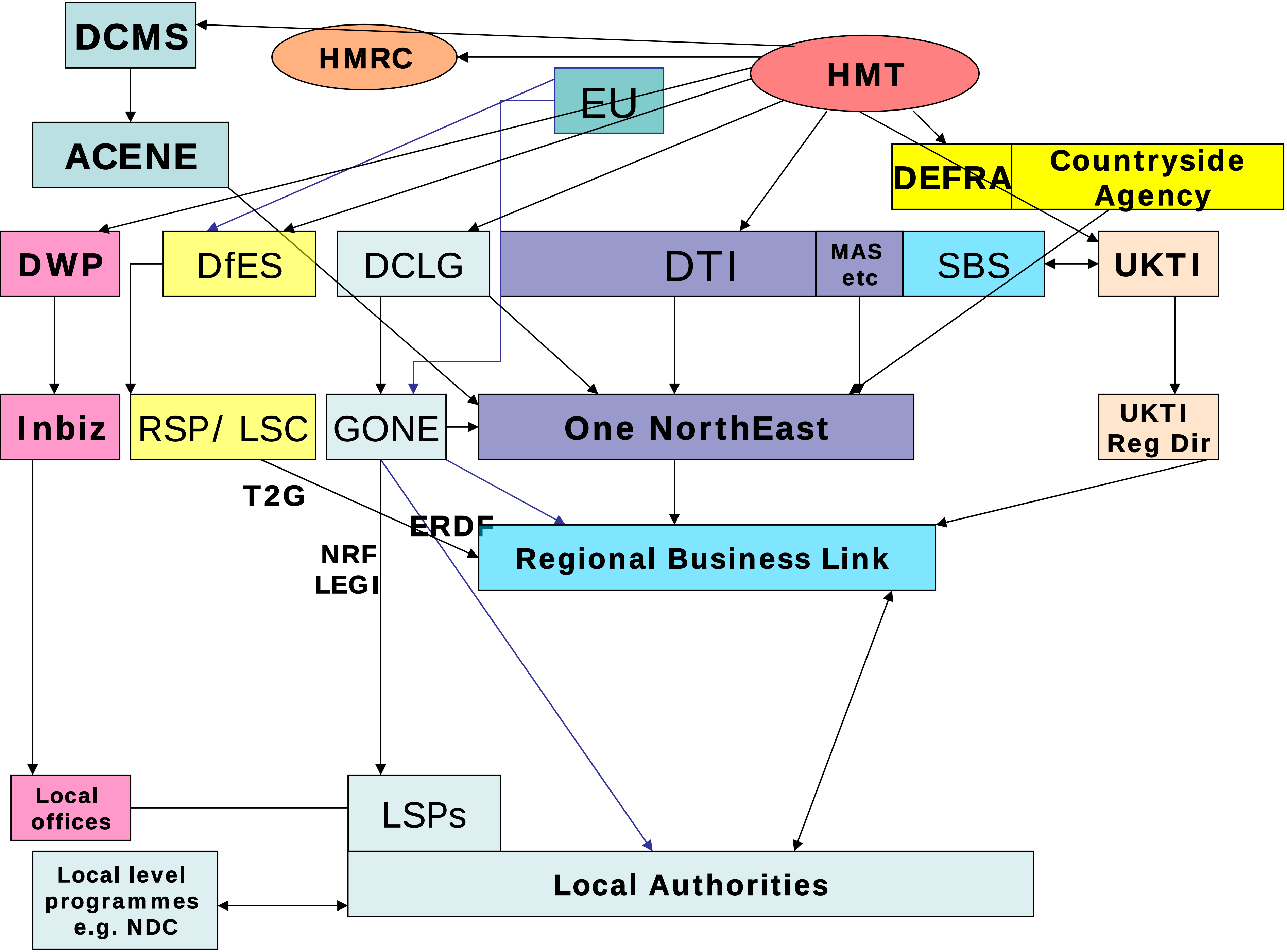
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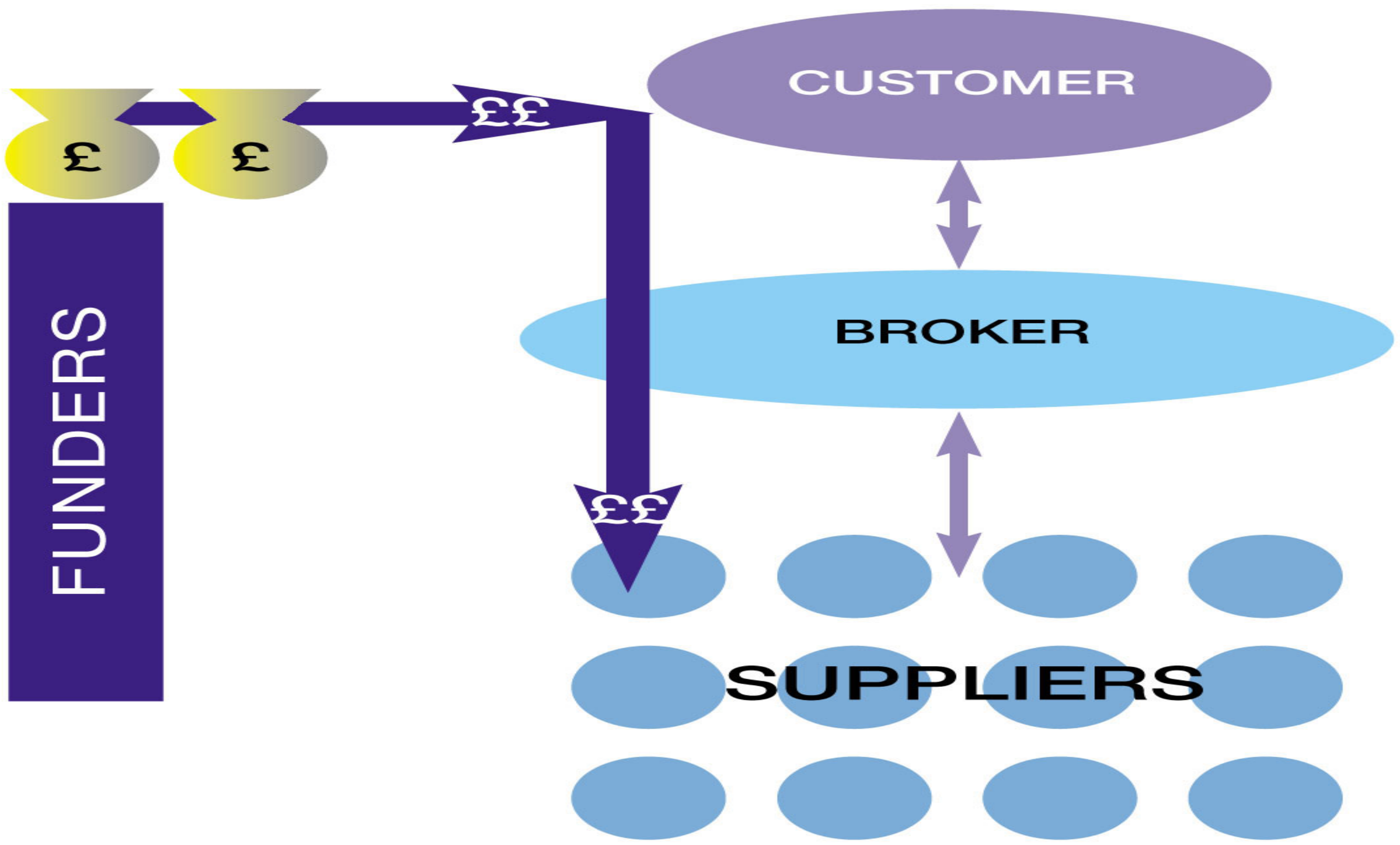
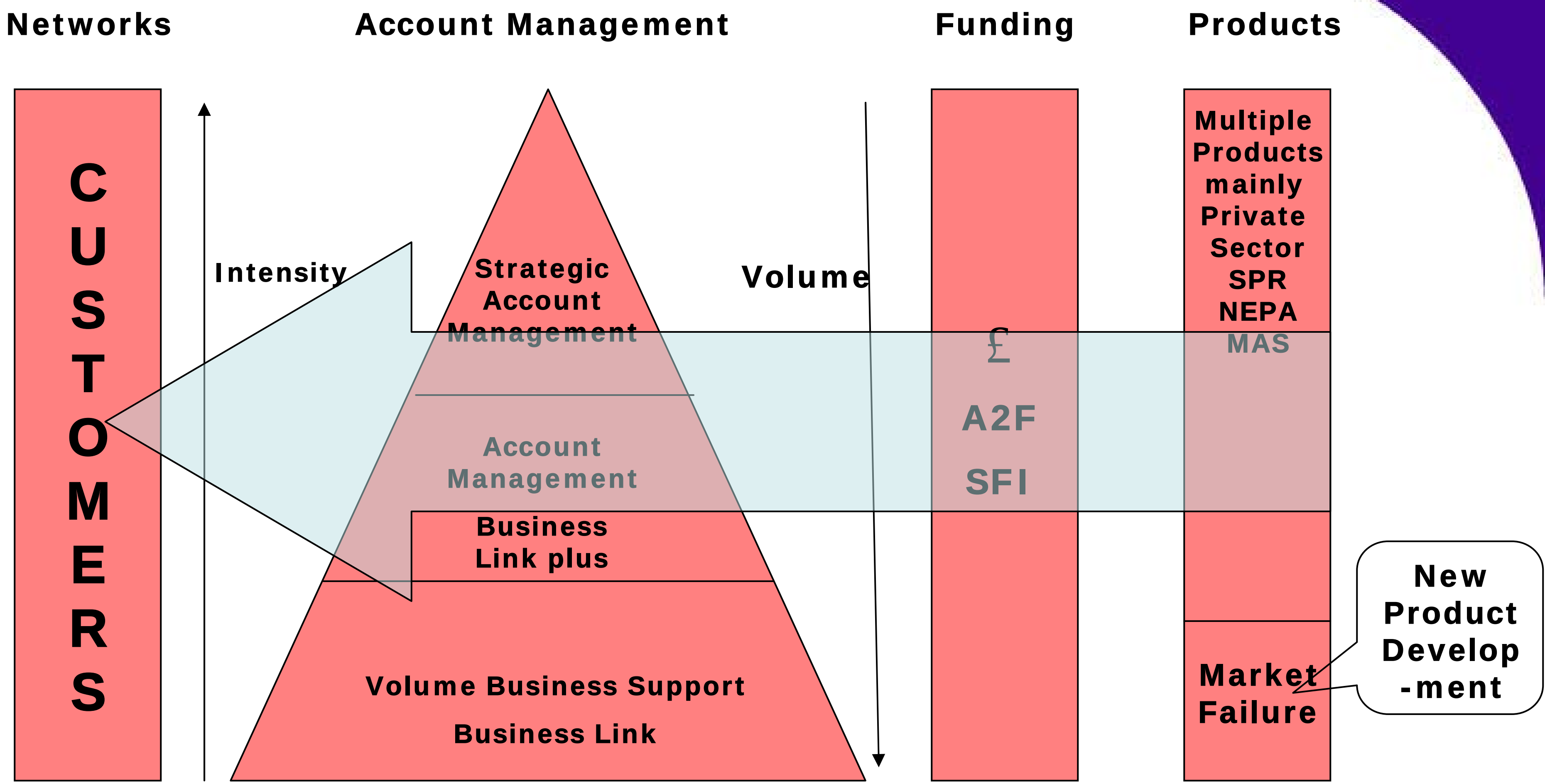
The brokerage model



The model (2)

Strategic Action Plan for Business Support



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What will it look like?– Core Service

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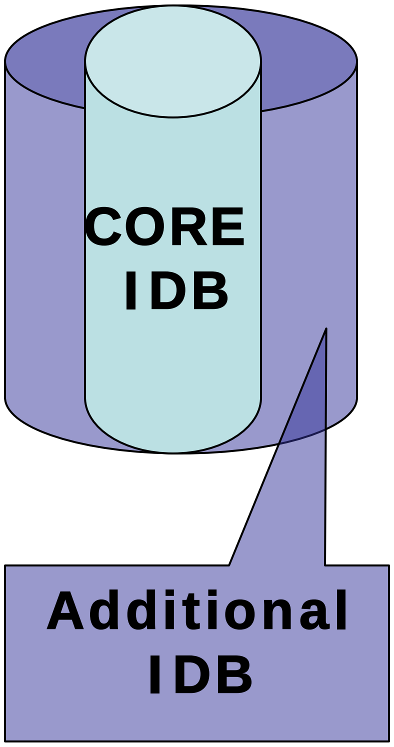
CORE SERVICE – INFORMATION DIAGNOSTIC & BROKERAGE (IDB)

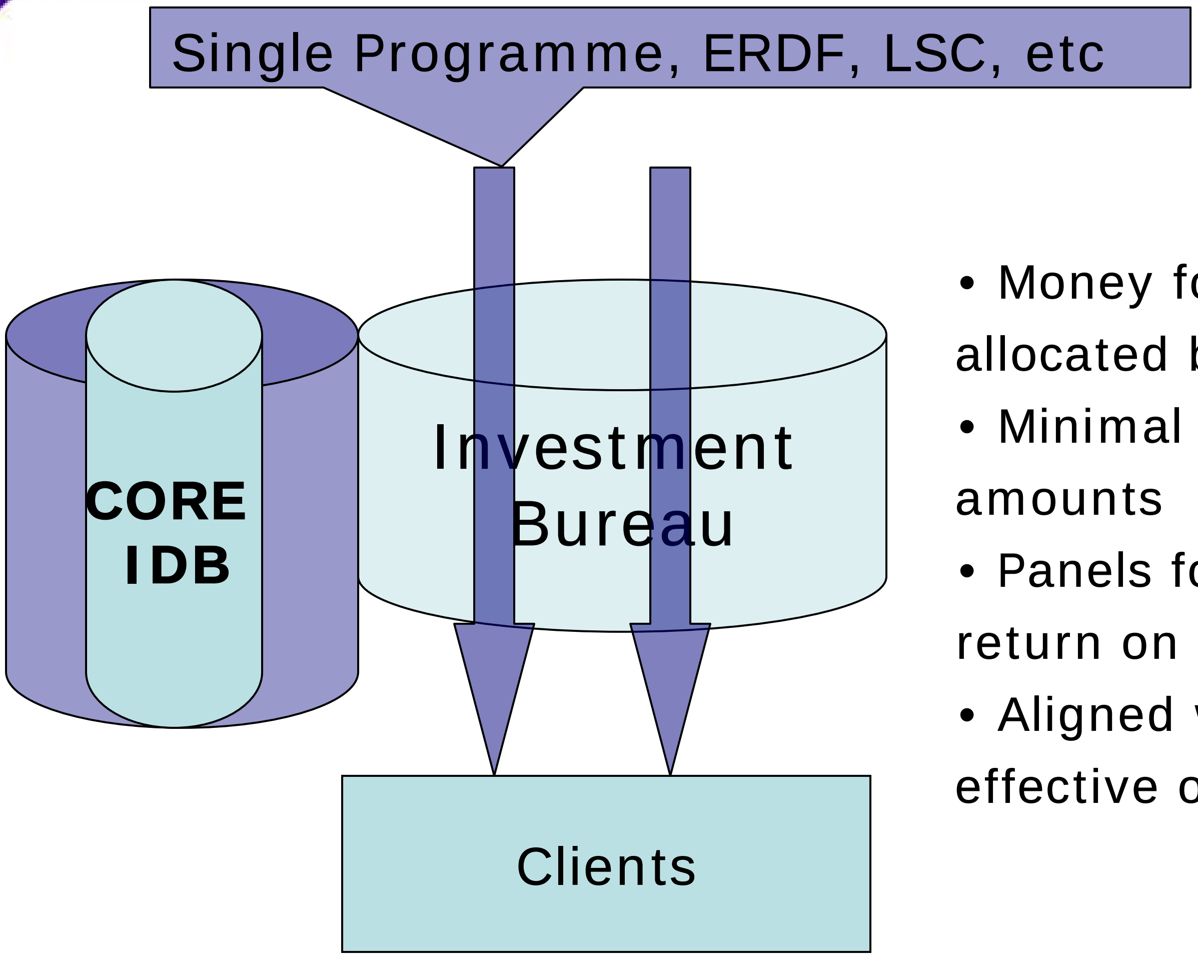
- £6 million per annum
- Highly efficient service wherever you are in the region
- Much more intensive support available
- Higher, more demonstrable impact

Objectives – Additional IDB



- Additional Start-up development and support
- Targeted additional services including
  - -sector specialists
  - -Subject specialists e.g. ICT
  - -Support for target groups
- Sit with partner organisations including ONE
- As required on a Case by case basis
- Likely to change over time as segmentation is refined

Investment Bureau



- Money for business clients largely allocated based on impact
- Minimal administration for small amounts
- Panels for larger amounts based on return on investment
- Aligned with SFI etc to be an effective one stop shop

Future challenges/ issues

- Successful transition
- Client expectation/ maximise impact
- National Business Support Simplification
- LAAs/ LEGI
- Co-ordinated approach vs monopoly provider