

# Business Gateway in Argyll and Bute

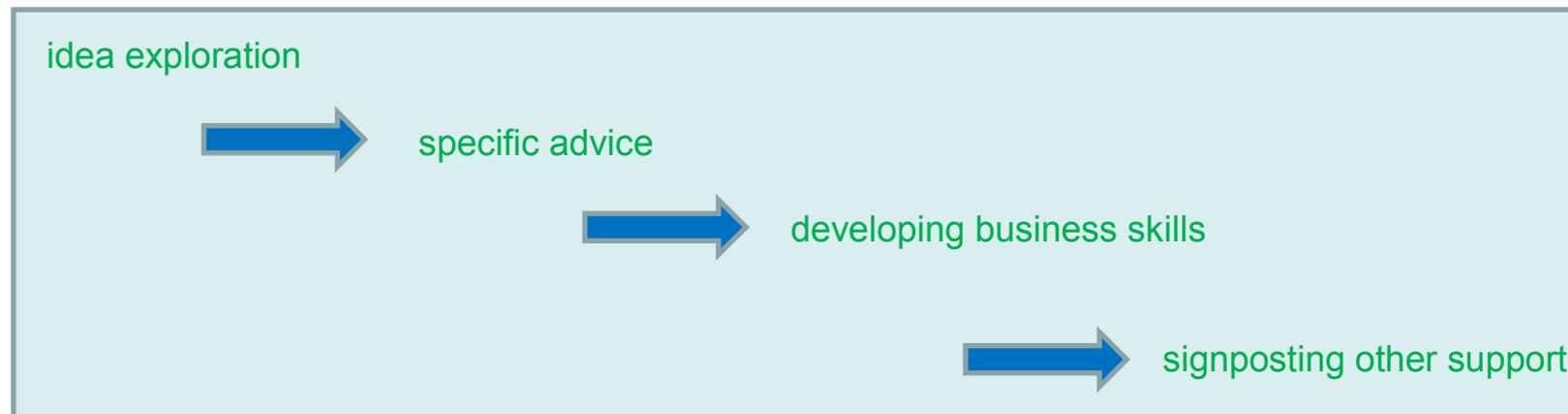
Summer 2011

# what we do



## “Practical help, advice and support for new and growing businesses in Scotland “

- Business Gateway offers free, impartial business advice to anyone wanting to start up or develop a business



# key tools

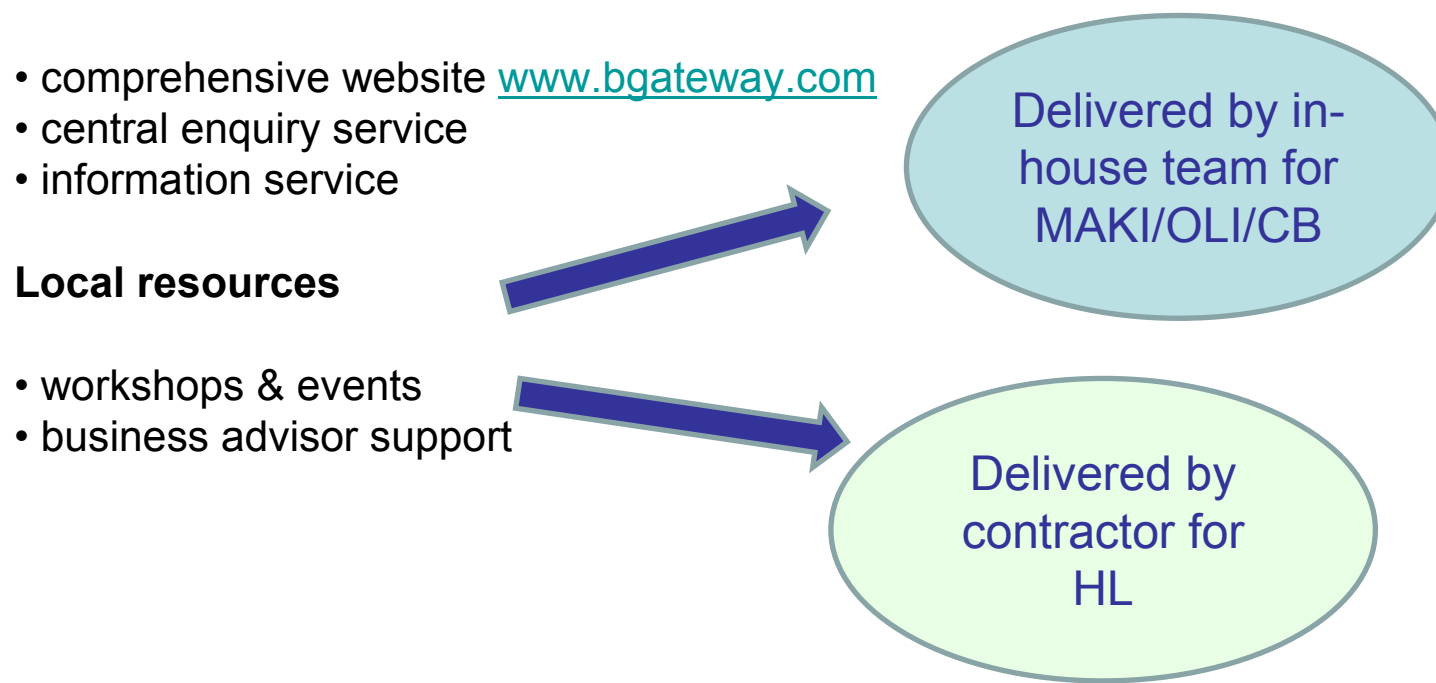
**Business Gateway uses national resources complemented by locally contracted services to support start-up and existing businesses**

## National resources

- comprehensive website [www.bgateway.com](http://www.bgateway.com)
- central enquiry service
- information service

## Local resources

- workshops & events
- business advisor support



Delivered by in-house team for MAKI/OLI/CB

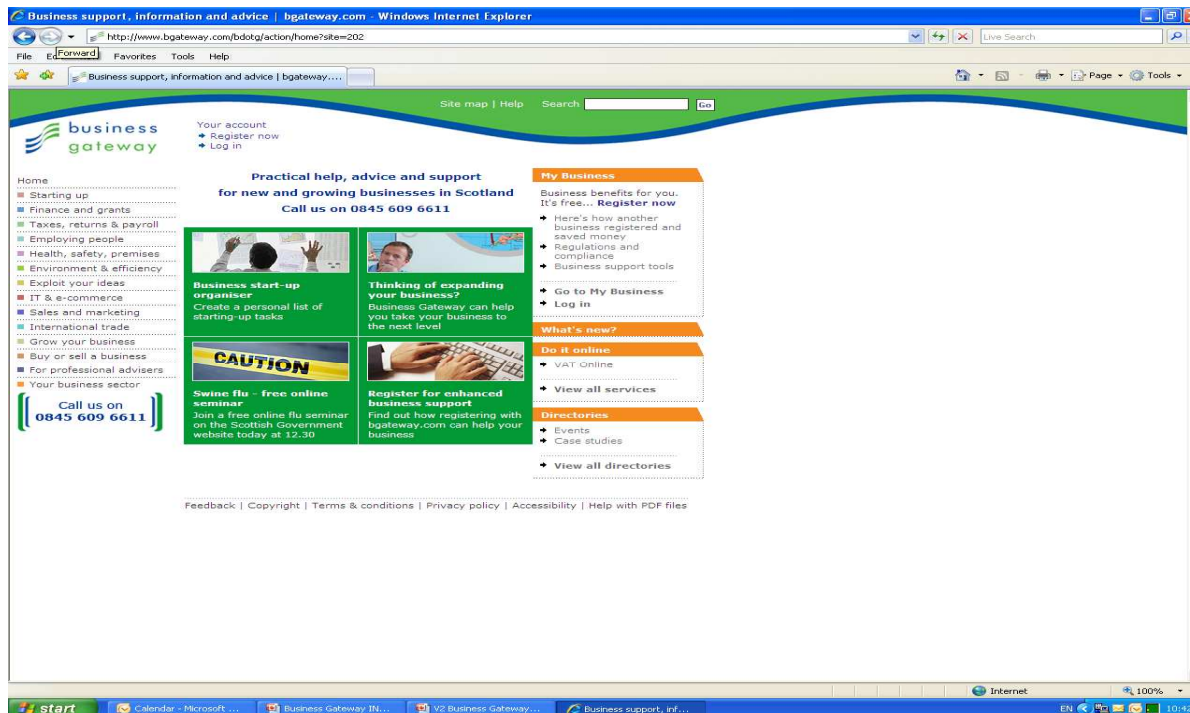
The diagram illustrates the flow of resources from national and local sources to delivery teams. Two blue arrows originate from the 'National resources' and 'Local resources' sections, pointing towards two ovals on the right. The top oval, representing the in-house team for MAKI/OLI/CB, is light blue and receives input from both national and local resources. The bottom oval, representing the contractor for HL, is light green and receives input only from local resources.

Delivered by contractor for HL

# www.bgateway.com



- wide range of business information
- interactive tools
- free & available to all
- 85% of users in Argyll and Bute are satisfied with the website versus 75% nationally



**What's new**  
eg regulation updates, newly published resources

**Regulations, licenses and compliance**

**Interactive tools**  
eg employing people checklist, assess the health of your business

**Directories**  
eg business awards, downloadable Govt forms, case studies

# enquiry service



**manages all the initial Business Gateway phone calls to 0845 609 6611 and emails to [info@bgateway.com](mailto:info@bgateway.com)**

- provides initial support to clients
  - sends start-up and existing business packs
  - books clients on to events
  - refers clients on to the local offices
  - answers client questions using a range of in-house information and [bgateway.com](http://bgateway.com) where appropriate
- same team also provides enquiry handling support for Scottish Enterprise, Scottish Development International, Interactive Scotland and Scotland Food and Drink
- 89% of users in Argyll and Bute are satisfied with the enquiry service versus 86% nationally

# information service



## Free research and information to any Business Gateway client company anywhere in Scotland, at any stage of their development

- UK and international market research, including market size, value, trends, forecasts and consumer behaviour
- news articles and trade publications
- UK company reports and lists, including financial reports and credit checks
- details of commercial premises available for sale or lease across Scotland
- subscribes to a wide range of commercial databases
- 86% of users in Argyll and Bute are satisfied with the information service versus 89% nationally

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EQUIFAX

Q ... I am looking for a list of all children's day nurseries in the G43 1TW postcode area as well as information relating to the average weekly earnings for this area.

A... Client was emailed links to online business directories and a number of online resources that hold details of children's nurseries. Client was also sent information on average weekly earnings from the Scottish Neighbourhood Statistics website.

*"Thank you for the information - it was exactly what I was looking for."*

*"Perfect, thanks for your prompt help on this."*

Q ... I am looking for details of the number of people employed in Health & Safety management positions across the UK

A... This client received a range of newspaper articles from the Nexis UK database featuring statistics on the number of health and safety inspectors and managers in the UK. We also sent the most current statistical data from the Office of National Statistics, Scottish Government and Nomis websites. In addition we signposted the client to a range of other organisations who were able to assist further.

# workshops & events



## **A range of workshops and events are delivered locally**

Suite of core workshops available

- start-up workshop: typically run as 4 modules across 2 days
- HMRC workshops: self-assessment, becoming self employed
- business skills: website development, online trading, book-keeping

Flexibility to deliver & evolve courses appropriate to local needs

- Self Assessment webcast pilot was successful
- Pilot of online learning modules had low usage
- Pilot procurement workshops well attended and received



# workshops & events



- 60 workshops/events were delivered in 2010-11 (excluding Helensburgh & Lomond)
- 881 booked on and 545 attended
- 100% of users in Argyll and Bute are satisfied with the workshops versus 93% nationally
- 96% of feedback sheets received locally rated workshops good or excellent

*I was made to feel relaxed at the workshops, which gave me the confidence to take part*  
Sharon Brady, Oban

*The start-up workshop was a great way to pick up useful information and skills to help me run my business. It was also good to meet other people getting ready to start a business and really motivated me to go ahead*  
Stephen Gallagher  
Pristine-Kleen, Dunoon

*I would thoroughly recommend anyone looking to start-up a business to go on the start-up workshop. The amount of information on hand over the 2 days is excellent especially if you have never had experience of writing a business plan and managing business finances*  
Jon Ireland, Clearbox Designs  
Oban

*I feel everyone walked away much more confident in their own web building skills, I know I did. The trainer was flexible, enthusiastic and certainly knowledgeable about his subject matter and the course was very helpful.*  
**Carole McCallum, Campbeltown**

# local business advisers



Our local Business Advisers are experienced business mentors and have all spent time in the commercial world, both in management positions and running their own business



## Oban, Lorn & the Isles

Nicky Archibald  
01546 605 456

[nicky.archibald@argyll-bute.gov.uk](mailto:nicky.archibald@argyll-bute.gov.uk)



## Mid Argyll, Kintyre & Islay

Mary Kennedy (works wed – fri)  
01546 605 455

[mary.kennedy@argyll-bute.gov.uk](mailto:mary.kennedy@argyll-bute.gov.uk)



## Cowal & Bute

Ann Scott  
01546 605 457

[ann.scott@argyll-bute.gov.uk](mailto:ann.scott@argyll-bute.gov.uk)



## Mid Argyll, Kintyre & Islay

Barbara Halliday (works mon-tues)  
01546 605 454

[barbara.halliday@argyll-bute.gov.uk](mailto:barbara.halliday@argyll-bute.gov.uk)

General enquiries: 01546 605 459 or [business.gateway@argyll-bute.gov.uk](mailto:business.gateway@argyll-bute.gov.uk)

*Helensburgh & Lomond: Helensburgh Business Gateway Office 01436 653 001*

# local business advisers



- local business advisers had 524 appointments with clients in 2010-11 (Excluding Helensburgh & Lomond)
- 89% of users in Argyll and Bute are satisfied with their adviser meeting, the same as the national average

*Thank you for coming to meet me yesterday, it really helped to focus my ideas and start to make sense of some of the complexities of the financial side of things.*

**Kelda Platt, Munro Landscape  
Slockavullin**

*The support that Business Gateway can offer is brilliant and doesn't stop once the workshop ends. I hope to carry on working with my adviser to help grow my business.*

**Jon Ireland, Clearbox Designs  
Oban**

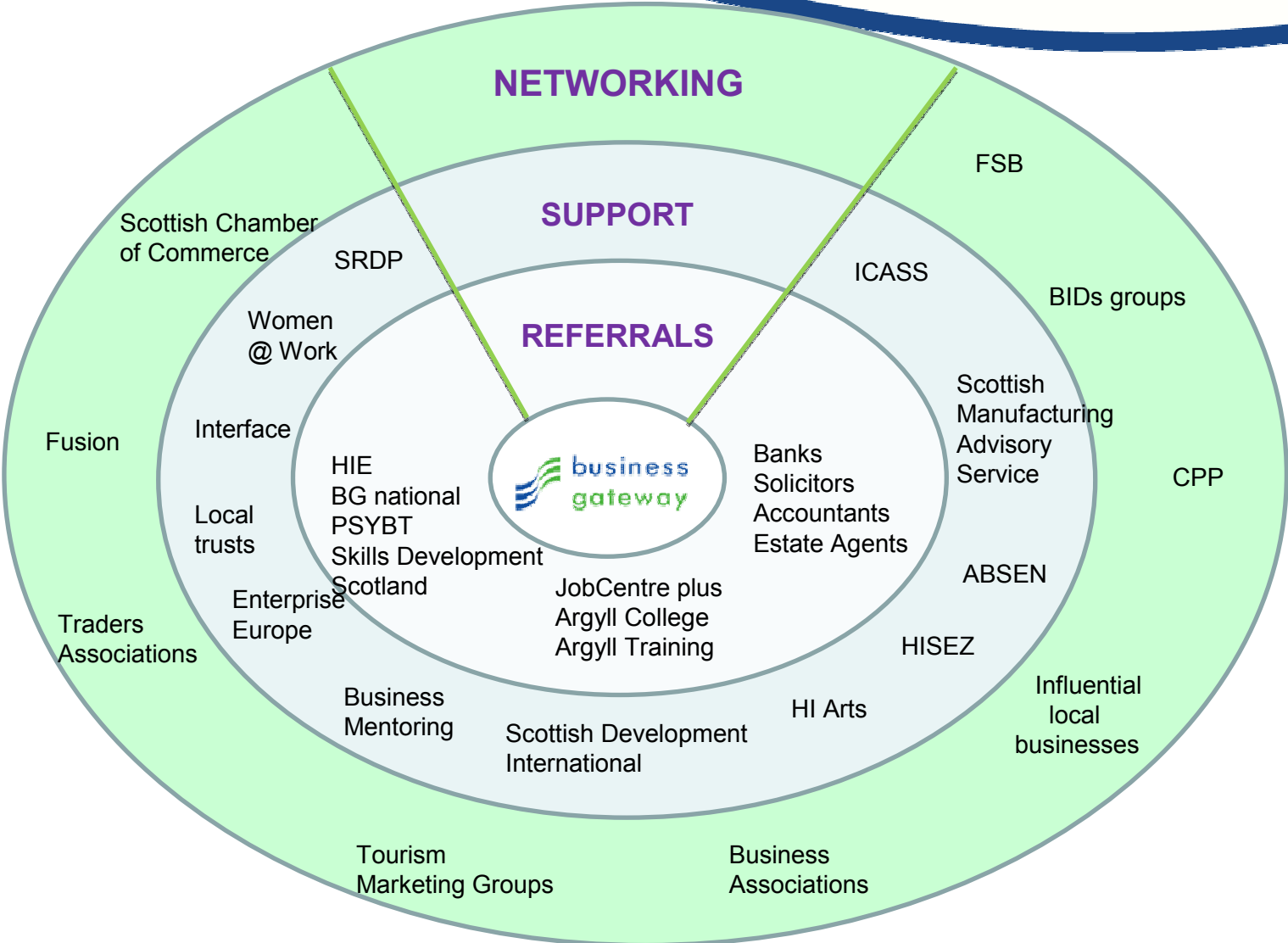
*My business adviser was very helpful when I set up my business. Not only did I get good advice on marketing my businesses and protecting my brand, but they helped signpost sources of funding to help with my start-up costs.*

**Samantha Macphee, Highland Bling  
Dunoon**

*The support provided has proved invaluable. My adviser has put me in touch with a range of useful contacts and is providing ongoing support to help me grow my business.*

**Lesley-Ann Morrison,  
Big Baby Productions Ltd  
Isle of Bute**

# our network



# increasing engagement



**Business Gateway was launched across Argyll and Bute in July 2009. Since then, engagement with businesses in the area has grown:**

- a doubling of enquiry volumes from 755 (including an estimated 375 workshop enquiries) in 2009-10 to 1543 (including 803 workshop enquiries) in 2010-11
- 25% increase in advisor appointments, from 417 in 2009-10 to 524 in 2010-11
- increasing proportion of adviser appointments from existing businesses, up from 25% of total appointments in 2009-10 to 30% in 2010-11
- 22% increase in the number of new start-up business supported, from 72 in 2009-10 to 88 in 2010-11

# what our clients say



## Monthly national quality assurance programme contacts all Business Gateway enquirers by email. For Argyll and Bute:

- 86% say Business Gateway was able to help them
- 85% are satisfied with the Business Gateway service
- 84 % feel the support provided will help their business start or grow

*I am very grateful for the support and advice I have received. I have learned a great deal relating to the structure of a functioning business. I have adopted a far more organised approach to my business and am looking far more likely to achieve what I had set out to.*

**Trevor Szynek, Oban**

*Business Gateway has been on hand right from the start. As a business novice, it's reassuring to know that there is always someone at the end of the phone to offer advice*

**Lynne Girdwood, Fyne Silver  
Tarbert**

*With advice from Business Gateway I have been able to get the business up and running in the right manner. I attended a number of their courses which I found to be invaluable and I've found their website a great resource that I can use at any time and for many of my business questions*

**Caroline Young,  
Born Outdoors, Dunoon**

# what we don't do



- **provide 'Business Gateway' funding**
  - Business Gateway can signpost appropriate sources of funding
  - [www.bgateway.com](http://www.bgateway.com) has a grants & loans database
  - Local Authorities can offer local funding schemes. Argyll and Bute Council offers Fit for Growth in HL and the Competitive Business Growth Programme in MAKI/OLI/CB, both administered by Business Gateway in Lochgilphead
- **we don't duplicate** adviser support for clients Account Managed by Highland & Islands Enterprise (or Scottish Enterprise for Helensburgh & Lomond)
  - we work with clients in to help them develop
  - we work with HIE to identify those appropriate for account management

# questions?



## To find out more contact

- Kate Fraser on 01546 605 453
- Any member of the team on 01546 605 459
- email [business.gateway@argyll-bute.gov.uk](mailto:business.gateway@argyll-bute.gov.uk)