



2014/2015

annual review



 **business
gateway
fife**

Supporting Business in Fife

overview

ABOUT US



With another successful year under our belts and with some stretching targets delivered for the year, we continue to offer the best professional business support to businesses across Fife. As for all organisations, both in the public and private sectors in a post-recession period, we too have had to actively refine our business model and adapt to global changes.

The team here, as always, are up for a challenge and as the lead business support organisation in Fife, we have been fortunate in being able to attract and recruit a number of first rate Business Advisers and Business Support personnel, with proven business experience, into our forward facing business team.

These additions to the team have ensured that, not only do we have up to date business knowledge, but we are able to impart best business practice across business in Fife. Not content with simply being up to date with current business trends, our teams are continuously tasked to seek out the next commercial

advantage, to advise, coach and inspire Fife businesses and to raise competitiveness and productivity to actively support the Fife economy.

Many of the new business services introduced over the past year, and developed in partnership with Fife Council, to support businesses include; HR Support, Low Carbon Advice, International Advice, and IT Audits. All of these have been instrumental in helping businesses expand, recruit and develop.

We will continue throughout the coming year to capitalise on this success. Underpinning this, and a key element of our success, has been active partnership working with local intermediaries and leading business experts to deliver the best advice across Fife. Looking to the future, these collaborative partnerships are crucial to the continued growth of businesses across Fife.

Brian Blackburn

Brian Blackburn MD

BGF A key element of our success, has been active partnership working with local intermediaries and leading business experts to deliver the best advice across Fife

CHAIRMAN'S INTRODUCTION



It has been another successful year at Business Gateway Fife and the team have risen to the challenges of the ever changing economy by continuing to deliver first class business support across Fife. Their strong collaborative working and stakeholder partnerships with leading business experts has been fundamental in delivering improved quality business advice this year.

"the team have risen to the challenges of the ever changing economy by continuing to deliver first class business support across Fife"

The team at Business Gateway Fife continues to go from strength to strength, capitalising on its successes. The team are tasked to seek out the best business knowledge and support schemes to ensure businesses across Fife have access to the best advice and support available in Scotland. I look forward to the continued growth and enhanced partnership working throughout next year and look forward to another successful year with the team at Business Gateway Fife.

John Penman

Chairman



growth



Discounted Office Supplies

GROWTH 2014/15

2014/15 has been a very positive year for the expanding Growth Team. The number of Fife companies being supported overall by this team increased to 641, with support from our highly professional HR Service and Low Carbon Support Programme being in particular demand. Environmental and Energy Reviews provided savings of nearly £300,000 to over 60 businesses who engaged with our Low Carbon Adviser.

In order to meet the rising demand for the services of the Growth Team, we have increased our number of advisers, all of whom have owned their own businesses and have a raft of relevant experience from a diverse range of industries and public/private sectors. Offering a personal and professional attitude to supporting growing companies

in Fife, several supported companies achieved significant success in the Fife Business Awards, Scottish Edge Fund and Courier Business Awards.

Specific support intervention for high street retailers has been provided through the Town Centre Business Support Fund, with 63 businesses benefitting from the Vacant Property Grant and/or the Business Improvement Grant.

The Fife Investment Fund and the East of Scotland Investment Fund supported 134 established companies in providing financial support towards a wide range of projects and developments.

Our network of Approved Suppliers provided 55 companies with direct relevant Expert Help support, which ranged from IT consultants, accountants, lawyers, HR professionals and web developers to online marketing experts.

“ I can't praise Business Gateway Fife highly enough. Our business adviser fully understood our ambitions from the first meeting and has been a constant source of support and advice. ”
Errin Todd,
Lobster Pod

“ Our adviser got us thinking differently. She highlighted how important a clear business growth strategy would be. ”
Roger Hunt,
Discounted Office Supplies

“ Business Gateway Fife has been a fantastic support and I now look upon my adviser as my mentor who helped me put my business back on track and access funding. ”
Clare O'Neill,
Clare O'Neill Textiles

SUPPORTING GROWING FIFE BUSINESSES 2014/15



641

businesses
supported



businesses received
expert help
and **support**



345

additional jobs
created through Fife
Investment Fund



businesses
supported through
**East of Scotland
Investment Fund**

124

businesses
SUPPORTED
through **Fife
Investment
Fund**

63

businesses
assisted through
**Town Centre Business
Support Fund**
up **110%** from last year



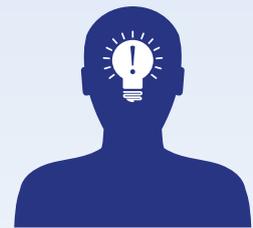
218

businesses assisted
with HR Support
up **25%** from last year



67

businesses assisted with
**Low Carbon
Support**
up **31%** from last year



31

**creative
businesses**
assisted

start-up



START-UP BUSINESSES 2014/15

The Start-Up Team provides support to individuals aiming to develop an idea into a business and to evolve these into trading status. With over 35 appointments available each week, our Advisers offer 1:1 meetings in Dunfermline, Kirkcaldy, Glenrothes and Cupar to meet demand. Working with clients on business planning, financial forecasting, market research and signposting, the Start-Up Team are crucial to the early stages of self-employment. Encouraging attendance at courses in our training centres and providing relevant personal experience, all provides an accelerated start for aspiring business owners.

Through providing tailored support and events, including our highly successful 'Just Start It' series, which attracted over 70 attendees at three locations, the Start-Up Team helped a remarkable 801 businesses start-up in Fife.

HIGH VALUE START-UP 2014/15

Business Gateway Fife recognises the importance of tailoring the support that it offers to clients. Accordingly, those start-up clients who have the potential to achieve significant growth in the early stages of their business, have access to our dedicated High Value Start-Up adviser. Clients in this category are defined as those looking to achieve a minimum turnover of £70,000, plus employ staff and/or work from business premises. Our dedicated High Value Start-Up Adviser works with these clients to assist with business development; to implement the most appropriate support plan to facilitate the business growth required and to signpost clients to relevant experts where necessary.

In 2014/15, 74 businesses benefited from this specific support. In addition to the extensive range of services available to all clients, high value start-ups may also benefit from a grant of up to £2,000 (50% match funding of eligible costs), and access a financial contribution for professional consultancy services to support specific areas of business development.

“ I went to Business Gateway Fife for advice on patenting, exporting and traceability. We are now in discussion with three potential suppliers ready to take the product to market in the UK and Eire and there has also been interest from as far afield as Singapore, Australia and the UAE. ”

Malcolm Wood,
Peel Tech

“ Starting and growing a business can be challenging but we have had great support from Business Gateway Fife. Our adviser understood exactly what we wanted to do and helped us obtain specialist support, through the Expert Help Programme, to develop our business plan. ”

Aaron Andrews,
ARRO Lighting and Events

“ It was a huge leap to go from employed to self-employed status but fortunately Business Gateway Fife has been on hand to guide me through the process. My adviser helped me develop my business plan and cash flow projections and pointed me towards their free workshop programme. ”

Vicky Oshagbemi,
Connected Physio



801
businesses
started

with assistance from BGF

we helped

246

Unemployed
Individuals

Start Up
in Business



1,036

jobs created



134

businesses
started by

young people



74

High Value
START-UPS

88%

CUSTOMER
SATISFACTION

for start-up support



345

women

started a business

events



Meet The Funder Event

WORKSHOPS/SEMINARS

Throughout 2014/15, events continue to be an integral part of the services provided by Business Gateway Fife. This key service is a resource that many individuals and business owners use and value, with customer satisfaction levels sitting at 90%, which is extremely positive and encouraging.

With topics to suit everyone – from pre-start introductory sessions to more skills based sessions including finance, marketing, project management and social media, we've delivered over 200 events that provide key skills to anyone in business, and the great thing is, they are all free!

We work with a number of professional training providers and partner organisations to deliver our events, some of which are created on an ad-hoc basis to meet demand and suit what is

happening in the local economy. One of these specialist events was our 'Just Start It' Event which ran in February and enabled attendees to hear first-hand from local business owners including; Love Restored; Arro Lighting & Events; Eden Legal and Jannettas Gelateria. Our 'Meet the Funder' event brought together a range of funding providers so Fife businesses could find out what financial support was available to them. We also focused on Digital Marketing and created some new titles including; Advertising on Facebook; Email Marketing and Content Marketing.

With 81% of our 1507 attendees happy to recommend Business Gateway Events to others, we still aim, year on year, to continually improve the quality and variety of events on offer and adapt to our customer requirements.

“ I attended PR on a Shoestring which really surpassed my expectations. It has given me so many techniques and positive advice for my specific business. I am really very grateful ”

Julie Humphreys,
Solutions By JPO Limited

“ I really enjoyed the bookkeeping course with Business Gateway Fife. Strangely looking forward to creating my spreadsheets! I've now signed up for several more courses. A really fantastic free resource to have in Fife and would highly recommend using them if you are running or wanting to start your own business. ”

Kim Nisbet,
Kim's Celtic Art

BUSINESS GATEWAY FIFE EVENTS 2014/15



200

skills workshops and seminars



1507

attendees



15

training partners



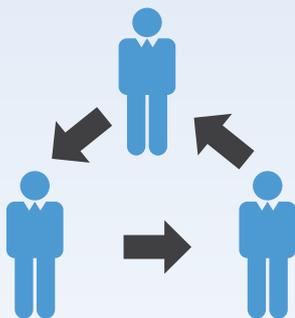
90%

customer satisfaction
up 7% from last year



38

course topics



30

ad-hoc events



of attendees
would recommend
BGF events to
others

additional services

We now have the most comprehensive range of solutions to assist businesses from pre-start to established businesses

Export Advice

Expand your business horizons with:

- Market Intelligence
- Finance & Legal Support
- Trade Missions & Marketing



Specialist Events

Bespoke seminars tailored to a specific topic or sector - guaranteed to inspire.



Employing People

Take the stress out of hiring staff with our dedicated HR support.



Reducing Energy Costs

A free service to help reduce energy bills and reduce your carbon footprint.



Market Intelligence

Free business information service:

- Market Research
- Statistics & Demographics
- Company Lists
- Media Searches



Latest Business News

Keep your finger on the pulse of local news with our quarterly business publication Fife Business Matters.



Ideas Bank

Online articles covering a range of subjects, which provide free advice and hints and tips from Fife's leading experts.



Surgeries

Free 1 to 1 Expert Advice:

- Export
- Legal
- Marketing
- Innovation and Intellectual Property



Expert Help

Consultancy support to get your key project going:

- Marketing
- Sales
- HR
- Finance
- eBusiness



eNewsletters

The latest business news & opportunities delivered to your inbox every fortnight.



Business Mentoring

Benefit from the support of an experienced business mentor with this funded initiative, delivered through a partner organisation.

Networking Opportunities

Providing access to a wide range of networking groups in Fife.



available funding

Business Gateway Fife can provide unrivalled access to an extensive portfolio of finance and funding, including:

Start-Up Fund

Aimed at individuals and businesses who have recently started trading within the last 24 months. Loan amounts are determined on the needs of the business - average loan size around £6,000. 6% interest rate applied.



Prince's Trust, Enterprise Programme

Providing targeted support to young people interested in entrepreneurship, the programme supports 18 to 30 year olds to start-up and continue in business by providing essential funding and professional mentoring support.



Prince's Trust

Market Development Programme

Assisting businesses to exhibit at trade shows within the UK and participate in overseas trade missions with funding of up to 50% of eligible costs, up to a maximum of £2000.



Resource Efficient Scotland

Funded by the Scottish Government to help businesses reduce costs through improved energy, material resource and/or water efficiency
- Unsecured, interest free loans from £1,000 to £100,000 are available.



Funds to Support Business Development



Fife Investment Fund

With up to 50% or £5,000 - whichever is less, a mixture of grants and repayable grants are available.

up to **50%**
OR **£5,000**
whichever is less

East of Scotland Investment Fund
Investing in Business



East of Scotland Investment Fund

Loans of up to £50,000 (at fixed interest rates of 6%) to new and growing businesses.

up to **£50,000**
at fixed interest rates of 6%

Expert Help

Designed to support businesses looking to increase their turnover by £200,000 over the next 3 years. Includes financial support to gain advice from an industry expert in areas such as finance, marketing, sales, leadership, quality, environmental improvements and e-business.



Regional Selective Assistance

A Grant Scheme for businesses to assist projects that create or safeguard jobs in Scotland. Depending on the location of the project and the size of business, discretionary RSA grants of up to 30% are available to companies creating jobs in selected areas of Fife.



Sector Specific Funding

Town Centre Business Support Fund

Designed to stimulate business on the High Street with 3 funding packages available; Vacant Property Improvement Grant; Business Improvement Grant and Expert Help.



Create in Fife Fund

The Create in Fife Fund is designed to support the growth of creative businesses in Fife with up to a 50% grant contribution, up to a maximum of £500.



Fife Fisheries Development Fund

A grant scheme available to Fife based fisheries businesses. This includes: fishing vessels operating from the Anstruther District and businesses operating in the production, processing & marketing of seafood products in Fife. Up to 50% grant contribution available, up to a maximum of £5000.



The main Business Gateway Fife office is based at:

Saltire House
Pentland Park
Glenrothes
KY6 2AL

Other area offices are staffed on a part-time basis, and pre-arranged appointments can be organised by calling us on 01592 858333.

Business Gateway Dunfermline

Dunfermline Business Centre
Izatt Avenue
Dunfermline KY11 3BZ

Business Gateway Kirkcaldy

Kirkcaldy Incubator Centre
Myregormie Place
Mitchelston Industrial Estate
Kirkcaldy KY1 3NA

Business Gateway Cupar

Westport Business Centre
Office 1
1 Old School Road
Cupar KY15 4EZ



To find out more about Business Gateway Fife services:

Call: 01592 858333

Email: success@bgfife.co.uk

Visit: www.businessgatewayfife.com



Supporting Business in Fife