



Annual Report 2018/19

Buckinghamshire Business First
Year ended March 2019



What Our Members Say



“Buckinghamshire Business First has a great set-up and is a great resource for businesses. The Business Support Team do a great job. Buckinghamshire businesses are lucky to have this service on our doorsteps.”

Nicole Martin, Pinpoint Marketing Consultancy

“My business adviser at the Growth Programme has been incredibly supportive, assisting with strategy, operational issues and training needs and facilitating a vital piece of financial assistance.”

Finella Devitt, Firehorse



Buckinghamshire Business First is the largest business representative organisation in Buckinghamshire, with

more than 30%

of the county's businesses engaged with us, and more than 65% of the county's private sector employees on the payroll of those businesses.



“It is an important feeling to know that whatever challenge we will face in the future, Buckinghamshire Business First is out there to help businesses like ours achieve their goals.”

Dominic Posnanski, Letterbox4you Limited

“Buckinghamshire Business First is an invaluable resource that can help you focus, plan and implement a strategy that helps your business grow. Take advantage of your membership and attend workshops and networking events and seek the advice and support of their advisers.

James Hakesley, Cube Video



“We contacted Buckinghamshire Business First almost immediately after we landed in the UK from Australia, and within 48 hours they had provided us with an array of useful local contacts. The team got us off to an exemplary start in the UK, which we are now consolidating. I cannot fully express our appreciation of Buckinghamshire Business First's positive perspective on the future for those businesses looking to raise their international profile.

Simon Stokes, ChinaAcumen



“I would like to put on record my sincere appreciation and thanks to all the staff and management whom I have been engaging with at Buckinghamshire Business First since July 2018 in pursuit of an agenda of the provision of appropriate, realistic and cost-effective Cyber Protect advice for their members and associated partners.

Mark Godsland, Cyber Protect Officer,
Thames Valley Police



“I can't believe how much support Buckinghamshire Business First offers for free! As a small business, cash flow can be an issue, you have to watch every penny and spend in the right places, but it's often hard to know where to spend it. The training and mentoring we've had helps us identify the areas we need to invest in and work on, and keeps us going in the right direction.

Tina Duggan, Oven Loving



1,811

businesses have been provided information and assistance by our team during 2018/19

“ The only place where
success comes before work
is in the dictionary.”

- Vidal Sassoon CBE

Contents

- | | | | |
|-----|--|-----|--|
| 02. | What We Do | 14. | How We Support Growth |
| 03. | Our Impacts | 15. | Growth Programme |
| 04. | How We Are Funded | 16. | Be Your Own Boss |
| 05. | Our Board | 17. | Visit Buckinghamshire
Business Advisory Service |
| 06. | Influencing the Business
Environment | 18. | Visit Buckinghamshire & The
Chilterns |
| 07. | The Buckinghamshire Local
Industrial Strategy | 19. | Buckinghamshire Skills Hub |
| 08. | Business Hubs & Meeting
Rooms | 20. | LEADER Programme |
| 09. | A Year of Outstanding Events | 21. | Low Carbon Workspaces |
| 10. | Buckinghamshire Business
Awards | 22. | Business as a Force for Good |
| 11. | Buckinghamshire Business
Festival | 23. | Priorities for the Year Ahead |
| 13. | Buckinghamshire Brexit
Summit 2019 | 24. | Financials |

Personal note from Michael Garvey

Chairman

Buckinghamshire Business First

In last year's Annual Report, I wrote about the challenges facing businesses in Buckinghamshire, and uncertainty is the standout challenge in 2019. Uncertainty comes in many forms at the moment: political, economic and technological.

In my experience, the Buckinghamshire business community is generally optimistic. This is driven by its renowned entrepreneurial spirit that means businesses just get on and deal with whatever is in front of them. I speak with many businesses on a weekly basis, and despite the clear challenges, there is an underlying optimism and confidence in the future success of the business, although some will be more affected than others by macro events outside of the county.

We have continued to work closely with the Buckinghamshire Local Enterprise Partnership. Part of our success locally is due to our partnership building and collaboration.

Buckinghamshire Business First is one of the top five Growth Hubs in the country, acting as a first stop shop for all businesses and offering support with growth challenges, productivity, workforce development, supply chain development and organisational resilience. We are well connected to both the public and private sectors and make it our business to be good at joining the dots for our businesses. It's our job to help remove any barriers to growth that businesses may be facing and to work with partners to support the growth of our local economy.

Buckinghamshire Business First now has a team of over 50 people all focused on helping businesses be the best they can be. Our aim has always been to ensure Buckinghamshire is the best place to start and grow a business. Our business support activity has led to job creation, business growth, high business survival rates and an increase in Buckinghamshire's GVA, so we like to think we are a positive contributor to the Entrepreneurial Heart of Britain.



We are at the heart of a business community that looks out for each member, and the spirit of help and cooperation is tangible at the many events we organise. In the early days of Buckinghamshire Business First, I used to describe us as a social movement. If there is strength in numbers, then the movement is strong.

With more than 11,500 members, we have a strong voice that people listen to both locally and nationally. With great strength comes great responsibility: a social responsibility. Earlier this year, Buckinghamshire Business First was awarded Gold CSR Accreditation by CSRA in recognition of our environmental policy, support for charities and dedication towards our staff. To add to this, we received a Gold International CSR Excellence Award in July.

Facing uncertainty alone can be daunting, but Buckinghamshire Business First members have a whole support network behind them that is ready and willing to help.

Michael Garvey
Chairman, Buckinghamshire Business First
Managing Director, Chandler Garvey

2 What We Do

Buckinghamshire Business First, the Growth Hub for Buckinghamshire, is a business-led, business-focused community for new, established and growing businesses across the county. We provide our members with knowledge, support and opportunities for growth. We provide a 'first stop shop' to both local and national business support provision, and have a dedicated team and telephone hotline available, as well as comprehensive support on our website.

Our objectives

- To support a thriving Buckinghamshire economy
- To create jobs and business growth
- To bring together the collective voice of Buckinghamshire's businesses
- To foster a strong, mutually beneficial relationship between public policy makers and Buckinghamshire's businesses
- To simplify the business support landscape by improving awareness and understanding of the support available, as well as the accessibility of this support

Benefits to businesses

- A welcoming, mutually supportive, effective business community in Buckinghamshire
- Extensive knowledge of support and grants available to businesses in Buckinghamshire
- Effective networks that help build relationships between businesses and foster a sense of collective achievement
- Easier access to relevant face-to-face business support
- Access to our hub facilities across the county that come with meeting rooms and workspaces
- Unique access to local and national policy makers
- First-hand information on infrastructure projects such as superfast broadband

Benefits to other stakeholders

- Unparalleled reach into the Buckinghamshire business community
- A single point of reference in the most micro economy in the country
- A deep understanding of the Buckinghamshire economy and businesses at the coalface

We work in partnership with:





£2,806,610

was awarded to individual businesses through grants



35,131 instances

of information and assistance were provided by our team (an average of 18 times per day)



580 jobs

were facilitated through our grant and project activity



114 businesses

were supported to introduce new products or services to market



2,152.12 tonnes

CO₂e saved every year



100 businesses

were provided a professional workspace by our Business Hubs



150,000 students

have had encounters with employers through our partnership with Bucks Skills Hub

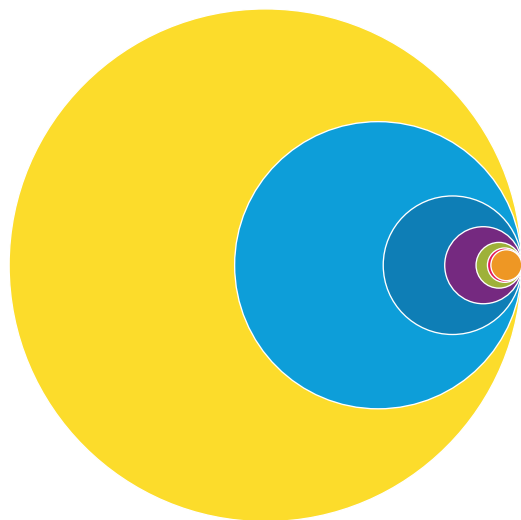


Buckinghamshire Business Festival

Over 500 visitors, 27 events, 18 venues (including the Buckinghamshire Business Expo)

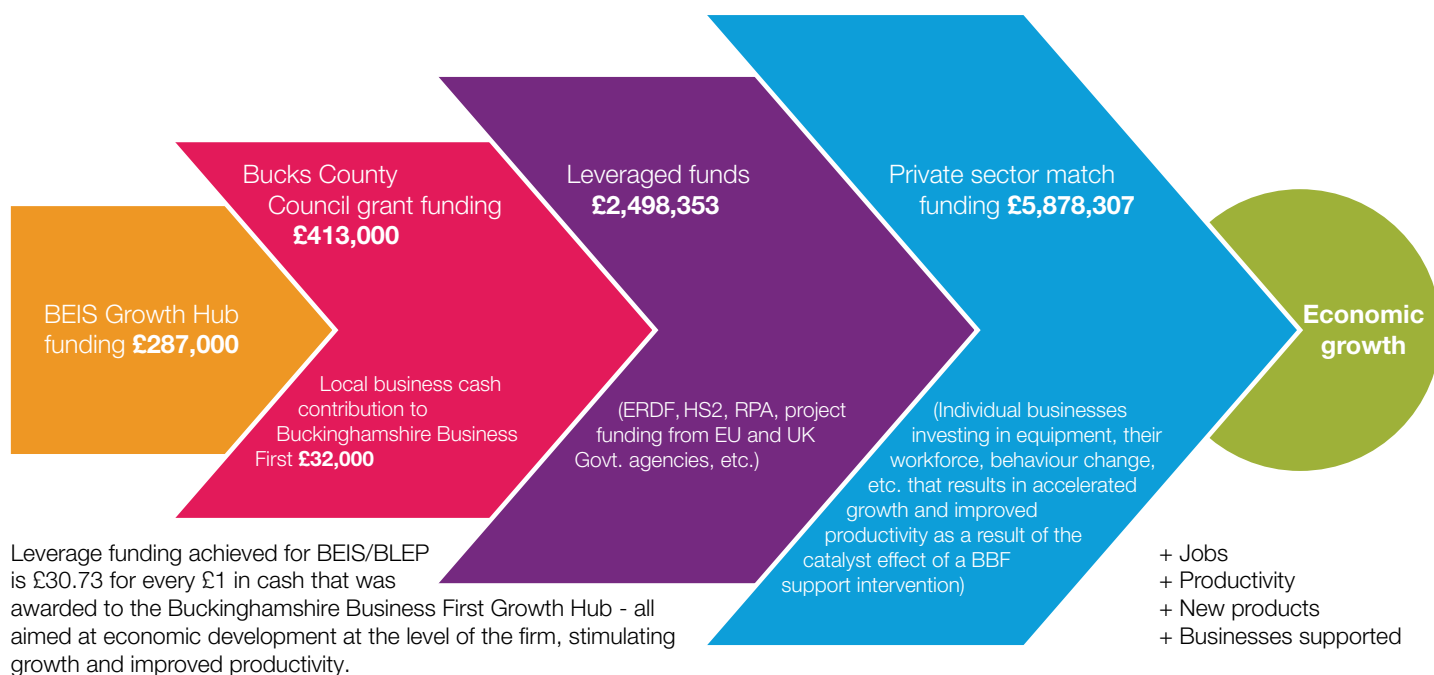
4 How We Are Funded

Buckinghamshire Business First has a mixed funding model. Its core funding comes from members, Buckinghamshire County Council and events. This core funding is used as 'match', against which other funds can be leveraged from Europe and UK Government agencies. All funding secured has SME competitiveness at its core.



- European Regional Development Fund (ERDF) – 44%
- Projects – other funders – 29%
- Buckinghamshire County Council – 12%
- Growth Hub – Department for Business, Energy & Industrial Strategy (BEIS) – 9%
- Members – 2%
- BBF events – 1%
- Event / other income – 3%

Leveraged funding model 2018/19



In 2018/19 we opened new business hubs with co-working spaces and meeting rooms for members to use in High Wycombe (Bucks New University), and Buckingham (Vinson Building at University of Buckingham).

The Buckinghamshire Business First Board is made up of 10 individuals reflective of the diverse nature of the Buckinghamshire business community. It includes representatives of micro businesses and businesses in strategically important sectors from across the breadth of the county. They are with us every step of the way on this journey as we nurture a thriving economy in the Entrepreneurial Heart of Britain.



Buckinghamshire Business First has been integral to the growth of the business and wider community. Joining the Board has given me a platform to work with my fellow board members and continue this excellent work.

Hiren Gandhi



Michael Garvey
Chairman
Managing Director,
Chandler Garvey



Philippa Batting
Managing Director,
Buckinghamshire
Business First



Hiren Gandhi
Vice Chairman
Partner, Blaser Mills



Alistair Lomax
Director of Development,
The University of Buckingham



Mark Walker
Director
Ashridge Group Ltd



I experienced first-hand the expert support that Buckinghamshire Business First delivers and the strong voice it provides in representing businesses like ours in the county. Joining the Board has enabled me to contribute and commit to the economic growth and prosperity of the local community, and gain a greater understanding of the regional business agenda.

Mark Walker



It is extremely rewarding to see our membership growing and the business community thriving. We have always been ambitious in our aims in supporting people to develop their skills and have access to employment and business opportunities across the county. Through Buckinghamshire Business First, I am able to see first-hand the new talent we have emerging on our doorstep.

Andrew Smith



Michael Harris
Director,
Lindengate



Andrew Smith
Director of Strategy and
Communications, Pinewood
Studios Group



Klaus Allion
Owner and Managing
Director, ANT
Telecommunications



The more you get involved, the more you can help influence the agenda around infrastructure, employment, skills, access to finance and other business-critical issues.

Adam Stronach



Adam Stronach
Treasurer
Director, Harwood
Hutton Ltd



Eman Martin-Vignerte
Head of External Affairs,
Governmental and Political
Relations, Bosch



Making a business work is all about creating a community in which everyone helps to promote and support each other.

Eman Martin-Vignerte



6 Influencing the Business Environment

Buckinghamshire is a significant wealth generator for the UK economy, and the commitment of over £73m in Local Growth Funds is unleashing ambition and creativity in the county. This funding is enabling the delivery by Buckinghamshire Local Enterprise Partnership (LEP) of new road and rail infrastructure, better employment and business opportunities and enhanced digital connectivity to support sustainable economic growth in Buckinghamshire, which sits at the heart of the Oxford-Cambridge Arc.

In the past 12 months, Local Growth Fund investment has helped support new educational facilities including the world-leading National Film and Television School, Buckinghamshire College Group sites, and the new Vinson Centre for Entrepreneurship at the University of Buckingham, along with investment in infrastructure projects such as the High Wycombe Town Centre Master Plan.



In addition, there has been major growth and development in many of Buckinghamshire Local Enterprise Partnership's key projects and schemes, including activity around the three Enterprise Zones at Westcott Venture Park, Aylesbury Woodlands and Silverstone, which is one of the fastest growing Enterprise Zone sites in the country, all helping to attract and develop new business investment.

Ensuring businesses have the right skilled workforce is a key objective of the Bucks Skills Hub, which is connecting young people with businesses to develop a dynamic programme of employer engagement. Some recent highlights include: the development of the Bucks Skills Show as the essential event to inform young people about career opportunities; becoming only the second area in the country to have Enterprise Adviser coverage in all secondary schools; and the development of an extensive apprenticeship support programme - all leading to the Buckinghamshire Careers Hub being recognised as the highest achieving in the country.

Buckinghamshire's sector strengths are diverse, ranging from the space and advanced engineering sectors to the creative industries, all helping to attract inward investment and make Buckinghamshire a better place to live and work.

In partnership with:

Buckinghamshire
LOCAL ENTERPRISE
PARTNERSHIP
THE ENTREPRENEURIAL HEART OF BRITAIN



The Buckinghamshire Local Industrial Strategy

Within the past year, Buckinghamshire LEP has made significant progress towards its vision of building a connected, creative, dynamic economy that delivers increased prosperity for all those who choose to live, work, visit and invest in Buckinghamshire. The Local Industrial Strategy for Buckinghamshire has been published and sets out an ambitious pathway for economic growth and increased productivity based on its globally leading assets in the creative industries, space, high tech engineering and digital health sectors.

The strategy sets out how the area will deliver the national Industrial Strategy's aim to raise productivity levels; create high-quality, well-paid jobs; further increase innovation; support international trade; and improve connectivity to help businesses thrive.

It also focuses on how to strengthen and exploit the county's most important economic assets – including Silverstone, Pinewood Studios and the Westcott Space Cluster - that are distinctive to Buckinghamshire and are significant nationally and internationally.

Space

A long-term investment plan for Westcott Space Cluster to develop new research and development facilities.



High Tech

Supporting emerging technologies through improving links between businesses and universities and improving networking across the Oxford-Cambridge Arc.



Creative & Digital

A new Screen Industries Global Growth Hub at Pinewood Studios to provide support to creative businesses.



Med Tech

Building on assets including Stoke Mandeville Spinal Centre and Buckinghamshire Life Sciences Innovation Centre to boost digital health, med tech and advanced artificial intelligence.



Discover more about the opportunities coming to Buckinghamshire in this video:
bit.ly/2018AGMVIDEO

Find out more at:
buckstvlep.co.uk/our-strategies/local-industrial-strategy

Business Hubs & Meeting Rooms

Buckinghamshire Business First's network of Hubs is ever expanding. We are always on the lookout for locations across the county for our members to use to work and hold meetings in. Each space is designed to encourage collaboration and business growth.



High Wycombe Business Hub

Right next to our office at Buckinghamshire New University is the High Wycombe Business Hub.

Members can hot-desk here for free, while meeting rooms are available to book. Depending on your level of membership, you will have anywhere between 4 – 20 hours free with which to book meeting room space.



Buckingham Enterprise Hub

Located in the Vinson Building at the University of Buckingham, The Buckingham Enterprise Hub space is shared between Buckinghamshire Business First members and student entrepreneurs from across the university.

This unique blend may help you rethink your business and inspire you to change the way you do things.



Chesham Business Hub

The Chesham Hub is a convenient 'office away from the office'. Housed within Chesham Library, it provides everything you expect from a library and a few things you might not, such as meeting rooms and access to useful business resources.



Missenden Abbey Meeting Room

Located in Missenden Abbey, the meeting room seats up to eight people and is a great location for a meeting. There is free parking on-site.

Learn more about the facilities on offer at each location and plan your visit online at:
bbf.uk.com/hubs

With a diverse membership of over 11,500 businesses, we ensure that our events programme is just as varied in order to meet every need.



Business Leaders' Dinners

Buckinghamshire's most ambitious and influential business leaders come together quarterly at our Business Leaders' Dinners for high level networking and fine dining in fantastic locations.



Member-to-member workshops

Regular member-led workshops facilitate peer-to-peer learning and encourage the sharing of best practice between our members. Topics covered include LinkedIn, CSR, GDPR, recruitment and financial planning.



Annual General Meeting

Key achievements were celebrated and ambitious plans for the future unveiled at our Annual General Meeting in November. Guests heard from members who have taken advantage of the available support and achieved impressive growth.

See some of the exciting opportunities coming to Buckinghamshire here:
bit.ly/AGMVIDEO2018



'Focus on' workshops

Our 'Focus on...' series of half-day workshops are held monthly to provide business owners with core skills in areas such as finance, digital, business planning, marketing and sales.

Find out more about Buckinghamshire Business First's events programme at:

bbf.uk.com/events

or contact the events team on **01494 927158**.



When surveyed about a range of services, members reported an average overall satisfaction rate of 91%.

The Buckinghamshire *Business Awards* 2018

The Business Awards in May 2018 and October 2019 were glittering affairs that prove that nobody does business like Buckinghamshire. Each winner and finalist embodies the spirit of entrepreneurship that makes Buckinghamshire renowned for business success.



Award sponsors



Relive the 2018 Business Awards here:
bbf.uk.com/bba2018

The Buckinghamshire *Business Awards* 2019

Corporate Social Responsibility Award

- Ashridge Home Care Ltd
- Michael Anthony Estate Agents
- Seymour Taylor

Apprentice and Young Person Employer of the Year

- De Vere Latimer Estate
- The Lion, Waddesdon
- Silverson Machines Ltd

Excellence in Customer Service Award

- Fitlife Health Club
- Lane End Conference Centre
- Spotless Garments

Growth Business of the Year

- Ashridge Group
- Enterprise Waste Management
- UFIT Drinks

International Trade and Export Award

- Glo-Ed
- Melford Technologies

Digital Innovation Award

- Bradbury Tracks Ltd
- Care & Carers Ltd
- The MedicAlert Foundation

Low Carbon Workspace of the Year

- CES Hire Ltd
- Point of Difference Workspace Ltd
- Spotless Garments

New Business of the Year

- Corzo & Wood
- The Fab Lab
- PragmatiQ Solutions

Small Business of the Year

- Millstream Estate Services
- The Original Biltong Company
- UFIT Drinks

Best in Aylesbury Vale District

- Ashridge Group
- Aylesbury Granulation Services Ltd
- Graphite Additive Manufacturing Ltd

Best in Chiltern & South Bucks Districts

- Ashridge Home Care Ltd
- Melford Technologies
- Walk This Way Podiatry

Best in Wycombe District

- Seymour Taylor
- UFIT Drinks
- Zenopa Ltd

Relive the 2019 Business Awards here:
bbf.uk.com/bba2019

Interested in sponsoring next year's awards?
For further information contact events@bbf.uk.com
or call **01494 927158**.

The Buckinghamshire Business Festival was every bit the success that we hoped it would be when it was merely a twinkle in our eye. We are delighted that so many businesses got involved with either hosting or attending an event. In all, there were 27 events at 18 venues across 12 days, with 500 visitors and guests attending overall.



A celebration of business in the Entrepreneurial Heart of Britain, the inaugural Buckinghamshire Business Festival was held between March 4th-15th 2019. The festival was designed to boost knowledge, encourage collaborations, share opportunities, highlight innovation, help businesses make new connections and give them fresh ideas to grow their business.

With workshops, exhibitions, conferences, networking and fringe events, the festival included a wide-ranging programme hosted by Buckinghamshire Business First, our partners and our business members. In all, there were 27 events at 18 venues across 12 days with 500 visitors and guests attending and many more getting involved online.

Key events included the Buckinghamshire Business Expo, Brexit Summit, the Business Leaders' Dinner and the Leading Teams Through Change event in partnership with Thames Valley Police.



Coinciding with National Apprenticeship Week, National Science Week and International Women's Day, the Business Festival was the perfect opportunity for Buckinghamshire Business First to partner with and support the Buckinghamshire Skills Hub on its Routes into Creative & Routes into Work events, and its first ever STEM Roller Derby event. We were also able to shine a light on partner initiatives, such as the support available from Innovate UK and the 5G Step Out Centre at Westcott. We also worked in partnership with Buckinghamshire County Council and the Ministry of Defence to promote the Armed Forces Covenant.

The Buckinghamshire Business Expo kicked off soon after 8am and by 9:30am I was agreeing new business. The venue worked perfectly and conversation buzzed all day. It was definitely worthwhile!

Elizabeth Adlington,
Adlington Young Executive Coaching





Buckinghamshire Business Expo

The centrepiece of the Buckinghamshire Business Festival, the Expo took place on March 8th and attracted 200 visitors on the day to The Gateway in Aylesbury, with 50 exhibitors lined up to showcase their products and services.

A conference opened by Rt Hon David Lidington MP welcomed speakers from the Satellite Applications and Digital Catapults who discussed how these capabilities in Buckinghamshire and across the Oxford-Cambridge Arc will help shape ‘transformation’ in business.

Speakers on innovation, productivity and leadership all focused on how harnessing digital opportunities rests on the people power within a business. Preparing for Brexit, cyber security, making tax digital and video marketing were also on the agenda.



Watch the video of the day here:
bit.ly/expo2019roundup

View photos of the day here:
bit.ly/expo2019photos

Find out more about the Buckinghamshire Business Festival at:
bbf.uk.com/businessfestival2019review
 or contact the events team on **01494 927158**.

The 2019 Buckinghamshire Brexit Summit brought together 150 businesses from a range of sectors and representatives from local and national government and business support organisations to explore the latest on Brexit. The event was held at the amazing Vinson Building at the University of Buckingham on 6th March 2019.

In addition to Buckinghamshire Business First and Buckinghamshire County Council, speakers included representatives from the Department for Business, Energy and Industrial Strategy (BEIS), the Department for Environment, Food and Rural Affairs (Defra), the Federation of Small Business (FSB) and the Institute of Directors (IoD).

Whether during the speeches and Q&A panels in the main event, or the networking and buzz of conversation during the breaks, the sense of Buckinghamshire's entrepreneurial spirit shone through at all times.



The Brexit section on our website is the hub for all the latest Brexit advice and resources from trade, government and business representative organisations, and research from the team at Buckinghamshire County Council: www.bbf.uk.com/brexit

In partnership with:



Buckinghamshire Business First developed the MD Ngage programme in 2017 to deliver peer-to-peer networking and support for business leaders with growth ambitions.

MD Ngage allows business leaders to take time out from the day-to-day running of their business to explore new ideas, tackle challenging issues and grow as leaders, all with the support of their peers.

Participants meet 10 times throughout the year (including at a retreat with an overnight stay) in a closed confidential group of 10-12 fellow leaders from non-conflicting businesses.

Professional Development

The MD Ngage programme attracts speakers who inspire participants to think differently and are focused on one of four key themes:

- Sales & Marketing
- Processes & Tools
- Leadership & Management
- Future Trends

Past MD Ngage speakers have included

- | | |
|---------------------|--|
| Paul Anderson-Walsh | ~ Inclusive Leadership & Diversity Expert |
| Keren Lerner | ~ Content Marketing Expert |
| Derek Redmond | ~ Performance Coach & Former Olympic Athlete |
| Duncan Everett | ~ CEO Kerry Foods |
| Ben Silcox | ~ Growth Strategy Specialist |



“One peer-to-peer session saved my business tens of thousands of pounds due to the advice and introduction given, which helped me to resolve a dispute with a large customer.”



“I wish I would have been part of such a forum when I first became an executive MD. I would have made better decisions and fewer mistakes, and would have been able to help others and improve myself. In short, I would have been much happier, much earlier!”



Don't just take our word for it - watch this video: bit.ly/MDNgage-insights

Interested in joining MD Ngage?
Contact mdngage@bbf.uk.com

Find out more about MD Ngage at:
bbf.uk.com/events/md-ngage

Enhancing the support provision already provided by Buckinghamshire Business First, the Growth Programme delivers bespoke one-to-one business advice, workshops and grants to Buckinghamshire-based small and medium sized businesses with growth potential.

The intended outcomes of the Growth Programme are to increase employment in SMEs, help businesses create new products and services, improve business competitiveness, analyse gaps in business performance and provide access to additional financial support to aid business growth.



“The Growth Programme was really beneficial. One-to-one support sessions with the Growth Programme team and through the Fit4Funding programme were invaluable in challenging my thinking and plans. The input I received will be valuable for future growth opportunities. Everyone in the team was very supportive and interested in helping me grow my business.”

Mike Iddon,
Insight & Advice Ltd



THE PROGRAMME HAS DELIVERED ABOVE AND BEYOND ITS ORIGINAL REMIT WITH BENEFICIARY BUSINESSES ATTRIBUTING AN INCREASE OF £9.6 MILLION



103

SMEs RECEIVED
12+ HRS OF SUPPORT

103 SMEs have received a minimum of 12 hours of support (target:100)



100

GRANTS CLAIMED

100 SMEs have received a grant of £1,000 match funded at a ratio of 2:1 (target:100)



32

SMEs DEVELOPING
NEW PRODUCTS

32 SMEs have been supported to create products or services that are new to them (target:25)



81.25

JOBS CREATED

81.25 jobs have been created by SMEs that have completed the Growth Programme (target: 70)

Discover how a Growth Grant helped Bradbury Tracks:
bit.ly/Growth-Bradbury-Tracks

Discover how Growth Advice helped Dustaway Cleaning Services:
bit.ly/Growth-Dustaway

Find out more about the Growth Programme at:
bbf.uk.com/the-growth-programme
or contact growth@bbf.uk.com

Delivered by:



Funded by:





LEADER is a source of funding for farmers, foresters, other small businesses and community groups. Its aim is to help them grow and in so doing, enable them to strengthen their support for the local economy. Grants of between £5,000 - £150,000 are available to support projects that create jobs, help businesses to grow and benefit the rural economy.

LEADER helps to launch Wigginton Village Shop



“Wigginton Village Shop opened its doors to the passionate local community on 1st December 2018 thanks to the local community and a £13,530 grant from LEADER.”

Summary of grants awarded



41%
Farm
productivity



2%
Forestry
productivity



15%
Rural
Services



26%
SME Support



4%
Cultural and
Heritage



12%
Tourism

“By adding value to the milk we produce by processing it here on our farm, we’re able to charge a premium price of over £1 per litre. This has not only increased our income, but has also helped us improve our business planning. We’re now better able to weather the market. The LEADER team were very helpful throughout the project.”

Jennifer Badrick, Milk Mad, recipient of a £19,000 LEADER Programme grant



To read more about LEADER’s success, visit: bit.ly/LEADER-case-studies

The LEADER Programme is designed to support the rural economy and help rural businesses create jobs: www.leader-programme.org.uk/

Delivered by:



Funded by:



Low Carbon Workspaces has continued to support businesses with grant funding to help pay for resource efficiency solutions aimed at cutting energy consumption and bills.

Match-funded grants are used to support the implementation of a wide range of sustainability projects. Eligible projects include electric vehicles, water efficiency and waste reduction measures, lighting, building fabric improvements, equipment, and heating and cooling upgrades.



“Right from the start we knew we wanted to make our business as environmentally friendly and sustainable as possible. Our new electric van is a customer-facing symbol which demonstrates our genuine commitment to being eco-friendly, whilst encouraging our customers to consider the environment in everything they do too.”

Anne Benson, Spotless Garments, recipient of a £2,500 Low Carbon Workspaces grant



“Our move to larger premises was a big decision with much upheaval, but it's allowed us not only to expand our physical space, but also expand the way we think about our processes and how we can make them more eco-friendly.”

Nick Rogers, CES Hire, recipient of a £2,500 Low Carbon Workspaces grant



2,152.12 tonnes
CO₂e saved every year



401
businesses assisted



£1,278,613
in grants awarded

See how Spotless Garments used a £2,500 LCW grant here:
bit.ly/LCW-spotless-garments

See how CES Hire used a £2,500 LCW grant here: **bit.ly/LCW-CES-Hire**

Businesses can check their eligibility for a grant and receive a free guide to energy efficiency at **www.lowcarbonworkspaces.co.uk**

Call the team: **01494 927131** or email: **info@lowcarbonworkspaces.co.uk**

Delivered by:

In partnership with:

Funded by:

18 Visit Buckinghamshire & The Chilterns



Visit Buckinghamshire & The Chilterns is the Destination Management Organisation for Buckinghamshire and The Chilterns, facilitated by Buckinghamshire Business First and supported by the Buckinghamshire Strategic Tourism Group.

Any tourism business can get a listing on the Visit Buckinghamshire & The Chilterns website for free, and those looking to really grow their presence locally can do so by taking up one of the investment packages available.



Visit Buckinghamshire receives on average
18,000 website visitors per month

 5,036  5,171  2,934

To help put Buckinghamshire's visitor attractions on the map, a short promotional film and new 2-3 day itineraries have been developed by Visit Buckinghamshire & The Chilterns in partnership with students from Buckinghamshire New University's School of Media & Creative Industries.



2,810 TOURISM BUSINESSES
EMPLOY 23,000 PEOPLE
IN BUCKINGHAMSHIRE

MORE THAN £700 MILLION
SPENT LOCALLY EACH YEAR
10 MILLION DAY TRIPS
1.1 MILLION OVERNIGHT STAYS

Watch the Visit Buckinghamshire & The Chilterns video here:
bit.ly/welcome-visit-bucks

Download the itineraries here:
visitbuckinghamshire.org/plan-your-visit/itineraries-bucks

Discover all that Visit Buckinghamshire & The Chilterns has to offer:
See **visitbuckinghamshire.org**
or contact the team on **01494 927151**.

Visit Buckinghamshire Business Advisory Service

19

The Visit Buckinghamshire Business Advisory Service (VBAS) was launched to help businesses mitigate the impacts of HS2 and take advantage of available support to become more resilient and improve their performance. It was funded by HS2 through its Business and Local Economy Fund (BLEF).



The VBAS project had a specific focus on retail and tourism businesses and their respective supply chains. Businesses located in the 5km corridor along the HS2 route were supported to build business resilience through events and workshops, face-to-face business reviews and advice, online business diagnostics and action plans, networking meetings and email and telephone support.



55

jobs
created



223

jobs
maintained



254

businesses
benefited
from advice



£568,945

total value
of grants
accessed by
businesses



Thanks to VBAS we have been included in a group day trip flyer alongside other local attractions, and in a promotional feature in the Group Travel World magazine, and will be sharing a stand with Visit Buckinghamshire at the Group Leisure and Travel Show in Milton Keynes. We consider these activities to be crucial in developing our offer and visibility to the group market.

We have been delighted with the support we have had from the VBAS service. The team has been extremely proactive, friendly, and professional, and the support has proved fruitful.

Roald Dahl Museum, Great Missenden



For the most up to date information about HS2 visit
bbf.uk.com/visit-buckinghamshire-business-advisory-service



Our start-up business support service, Be Your Own Boss, was launched in September 2018 to help people realise their dreams of running a business. The service was a great success, with 23 people starting a new business after receiving support from the programme.

Support consisted of mentoring by people who have set up their own business, skills workshops, training courses that covered all the topics relevant to starting a business, networking events and further bespoke business support.

The programme consists of:

- An Enterprise Day to start people on the path to running their own business
- A 2-day training course that covers business planning, finance, sales, marketing and more
- 1-2-1 advice sessions with 'Start Up Champions'
- specialist workshops, networking events
- access to hot-desks across the county
- an online business directory and start-up offers from local businesses



The Be Your Own Boss workshop offered me useful, practical and valuable information on what is needed to run a successful new business. This workshop helps prioritise your efforts so that you can be up and running faster, and with more confidence, than you would be by doing it yourself.

David Richards,
Talk about Value Limited



Thank you for your support. I now feel confident in moving forward knowing that I have experts in the field to go to when I have a wobble. I learned that it's okay not to know everything.

Louise Mitchell,
Calibre Quality Care



Want to see for yourself how successful Be Your Own Boss is?

Visit **bit.ly/byob2018overview**
or contact the team on **01494 927130**.

In partnership:



Our partners at the Buckinghamshire Skills Hub connect young people with business to develop a dynamic programme of employer engagement.

While the careers inspiration work is broad, there is a focus on our identified growth sectors, ensuring that young people's ambitions are aligned to where they will be needed most.



Bucks Skills Show shines bright light on future talent

Three thousand visitors saw careers brought to life at the Bucks Skills Show thanks to a range of interactive experiences, including sweetie selfies created with cutting edge 3D printing technology, and immersive virtual reality demonstrations. Students, teachers and parents headed to The Gateway in Aylesbury over two days to take part in the county's largest careers fair, sponsored by technology giant Bosch. Attendance at the event doubled from last year and attracted over 100 high profile exhibitors, including Jaguar Land Rover, the NHS, Pinewood Studios and HS2.



200,221 encounters

generated through engagement with the
Buckinghamshire Skills Hub this year

See the round-up of the
Bucks Skills Show here:
bbf.uk.com/SkillsShow2018



“Thank you to the Buckinghamshire Skills Hub for inviting us to Routes Into Creative Industries. We met a number of young people and parents, all together speaking to about 150 people. I met quite a few girls who are interested in visual effects, which is always a good thing.”

Margaret Burgin, Head of Careers,
Screen Skills



Interested in taking part in the next
Bucks Skills Show? Contact:
info@bucksskillshub.org

Find out more about Buckinghamshire Skills Hub at **bucksskillshub.org**

Supported by:

Buckinghamshire
LOCAL ENTERPRISE
PARTNERSHIP
THE ENTREPRENEURIAL HEART OF BRITAIN



THE CAREERS &
ENTERPRISE
COMPANY



22 Business as a Force for Good

The Buckinghamshire Business First Group was particularly proud to have been awarded a Gold CSR Accreditation by CSRA in March 2019, reflecting our commitment to producing the best outcomes not just for businesses, but for people, communities, charities and the environment.



Some of the highlights from our CSRA application included:

- The positive environmental impact of the grant funding we deliver, including a reduction of 186,968 tonnes of CO₂e
- Promotion of, and support for, local charities and not-for-profits
- Flexible working practices for our team
- Helping local people train and upskill, improving their work and learning opportunities
- Donations to charity
- Support for the Armed Forces Covenant

We have predicted that our business will create 36.33t CO₂e in 2019/20 and to offset these emissions we have subscribed to Carbon Footprint's UK Tree Planting programme which will plant 74 trees across the South East of the UK.

For each tree pledged, another will be planted in the Brazilian Amazon through an accredited Verified Carbon Standard deforestation project.



NetZeroBucks – business leading the way

The global fight against single use plastic is on, and the business community has a part to play no matter what the size of the business or the sector it operates in.

Here at Buckinghamshire Business First, we are not only looking at how we can reduce plastics, waste and carbon in our own business, we are looking at how local businesses can drive innovation and change in their own organisations to contribute towards a Net Zero Buckinghamshire economy.

To that end, we are pulling together inspiration, ideas and resources that we have developed over 10 years of delivering low carbon-focused initiatives.



20,000 tonnes of CO₂e

was saved by businesses involved in our sustainability projects

Read more about our CSR activity at:
bbf.uk.com/csr-award

You can find out more on our website
at: **netzerobucks.org**



Key performance indicators 2019/20

	30,000 business assists		500 jobs created
	15 enterprises supported to introduce new products or services		250 grants paid out
	1,080 tonnes of CO₂e saved		Start-up support 50 people attending an Enterprise Day 30 people attending a start-up course

Buckinghamshire Business First receives funding for its day-to-day activities from Buckinghamshire County Council, the Buckinghamshire Local Enterprise Partnership, project funders, and members. The Financial Statements for the year, ending 31st March 2019, have been submitted for external audit scrutiny and are summarised below. Full, signed accounts will be submitted to Companies House and are also available on the Buckinghamshire Business First website.

Income		Expenditure	
Buckinghamshire County Council	£413,000	Direct costs	£ 1,328,650
Project funding	£ 695,711	Overheads	£ 266,715
Growth Hub funding	£ 287,000	Finance cost - bank charges	£ 3,177
Other income	£ 204,823	Tax	£9
Interest received	£45	Total expenditure	£ 1,598,551
Total income	£ 1,600,579	Excess of income over expenditure transferred to reserves	£ 2,028

Balance sheet as at 31st March 2019		Funded by	
Fixed assets	£ 28,528	Retained reserves b/fwd 1 April 2018	£ 152,176
Current assets	£ 594,512	Excess of income over expenditure	£ 2,028
Creditors	£ 395,402	Retained reserves as at 31st March 2019	£ 154,204
Total assets less liabilities	£ 227,638		

Investing in Buckinghamshire Business First

Businesses have continued to engage with and benefit from our investment packages, with more opportunities than ever to promote themselves, host workshops, create special offers, network for free, and feature prominently on our online business directory.

170 members upgraded their membership in 2018/19.

Over the last 3 years, £125,000 has been invested by the business community to help support our activities with other businesses.

Investment packages explained

Members have the option to co-invest in Buckinghamshire Business First. This helps us to do even more to ensure the continuation of a thriving business community in Buckinghamshire.

Stakeholder
£150 per year + VAT

Benefit from additional features and services

All the benefits of a Member, plus...

- A feature-rich profile at your fingertips
- Promote your business by posting offers and events
- Free networking to help you find new customers and suppliers

And more > visit bbf.uk.com for a full list of Stakeholder benefits

Partner
£500 per year + VAT

Enjoy a higher profile and more opportunities

All the benefits of a Stakeholder, plus...

- Your business will be featured at the top of the search listings
- Train your teams for free at our 'Focus On' workshops
- Host your own member events
- One complimentary place at a Business Leaders' Dinner
- 16 hours free meeting room space in our Business Hubs

And more > visit bbf.uk.com for a full list of Partner benefits

Ambassador
£2,500 per year + VAT

Help your business and our community grow

All the benefits of a Partner, plus...

- Contribute to strategic conversations
- Get recognition for your support of the business community
- Network with your peers for free at Business Leaders' Dinners and invitation-only events

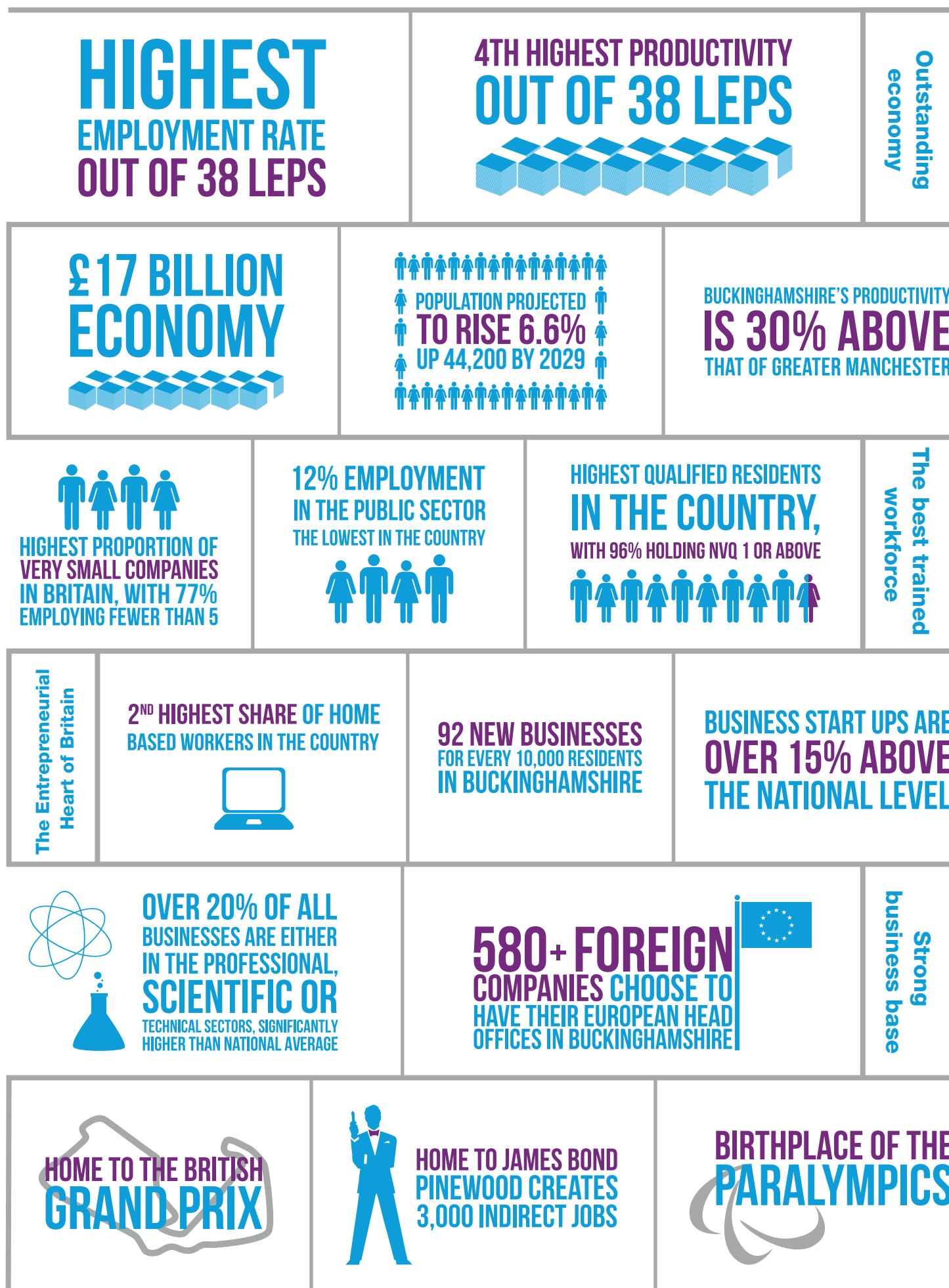
And more > visit bbf.uk.com for a full list of Ambassador benefits



“Buckinghamshire Business First really is the ‘go to’ hub for local businesses. We are a local company with a national footprint and have greatly benefited from the business opportunities and active networking that we have experienced with Buckinghamshire Business First. They offer an important platform that brings the local business community together and enables businesses like ours to buy and supply services within Buckinghamshire, benefiting the local economy.”

Mark Walker, Ashridge Group Ltd





Engagement and knowledge of Buckinghamshire businesses like no one else.





bbf.uk.com



@bbfuk



**Like us on
Facebook**



**Join our network
on LinkedIn**



info@bbf.uk.com



01494 927130



Printed on recycled paper and laminated with a biodegradable lamination

