

An overview of the changes being made to Business Support

Spring 2003 – this presentation expires on the 30th April

UK Design Forum, 31 Mar - 1 April

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Business Relations - Electronics Unit

Se

Other BR Units (John Alty)

(Inc. Materials & Engineering,
Aerospace & Defence)

Hd. Business Gp. Mark Gibbs

Head CII - David Hendon

Other CII Units

Inc. UK On-line for Business;
Comms N'works; International
Comms; S'ware & CPU Services)

Electronics Unit
Geraldine Alliston

Electronic Services

Medical Electronics,
Control, Security)

**David Foggie, Mark
Begbie**

Electronic Systems

(Optoelectronics,
Displays, Storage,
Defence Electronics.)

**Peter Batchelor
Paul Rochester**

Elec. Components & Manufacturing

(Design, Semics, Passives, PCB,
EMS, PCs & peripherals, Consum
Electronics)

**Tim Reynoldson
Nick Jolly**

Skills Strategy

Jeremy Allen + Peter Revill

Sectoral Analysis

Tim Scragg, John Clayton

What is Business Relations?

July 02

Focus for Industry-Government dialogue

- Influence regulatory, industrial & technology policy
- Address directly, or establish appropriate contacts

Understanding industry via contacts & analysis:-

- Trade Associations, companies, organisations

Identify new strategic activities - to add value and enhance productivity

- Market framework; Skills; R&D; Investment;

Better Delivery;

- Joined up eg with SBS, RDAs
- New Business Support Network

DTI Structure (Part)

Business Relations Group

(eg Electronics Unit)

British Trade International

Exports eg APEBA

Invest-UK eg Missions

Innovation Group

- Emerging Technologies (eg MST/Nano; ITS missions)
- Sustainable Development (Includes Environmental reg)

OST

Other Govt. Depts

EU. Commission

DTI and Environmental Regulation

DTI

Business Relations Gp.
(Electronics Unit etc)

T
D

Sustainable Development
(Teams for regulation
eg WEEE, RoHS)

UK Govt eg Treas

eg CCL

DEFRA

eg WEEE

**Eu. Commission
(Directives)**

eg CCL, WEEE

eg RoHS (& WEEE)

What is Business Support?

Support to the businesses that help to generate the UK's wealth.

(e.g grants, loan guarantees and other forms of support that enhance innovation, enterprise, best practice, investment and skills.)

DTI spends around £1 billion pa to businesses looking to create wealth.

DTI's role is to drive up UK productivity and competitiveness to help build prosperity for all UK citizens.

Why are we changing what we do?

Our stakeholders have told us

We have too many small ad hoc schemes that deliver low impact results

Customers are confused

DTI does not think about things from a customer perspective

DTI is poor at delivery

Evaluation of Business Support can't support strategic decision making

Our response will be to

- **Make strategic investments in Business Support to drive up productivity**
- **Focus on customers and their relationship with DTI**
- **Improve the delivery of Business Support**

How will it work?

Fewer products to avoid confusion and remove complexity.

A focus on needs of business to drive up UK productivity.

Information on Business Support from DTI (and a 'top ten' selection from other government departments) will be accessible via the internet at www.businesslink.org and signposted from www.dti.gov.uk.

Access to B.Support through local B/Links, Relationship Managers in DTI, and other delivery partners such as banks

Effective monitoring to ensure the best impact (and are able to improve future Business Support).

Six new Business Support products in Spring 2003

A soft approach to the release of new products and information technology – no ‘big bang’.

Four products for SMEs designed around:

- The Grant for Research & Development**
- The Grant for Knowledge Transfer Through People**
- The Grant for Innovation Capability**
- The Loan Guarantee**

And two sector products to address key strategic priorities in:

- Automotive Industry Supply Chain management**
- Advanced Metals.**

Business Case Requirements (Draft)

Proposals' sponsors cases will need to demonstrate:- :

- Is rigorously evidence based**
- Is the best way to solve the identified problem**
- Offers value for money**
- Will be effectively delivered**
- Fits with the new Business Support strategy**
- Is customer focused**
- Clear objectives, measures/targets, scorecard for monitoring progress**
- Has an accountable sponsor**

(Detailed guidance to com

Support mechanisms not covered (Draft)

Studies and reviews. eg Feasibility/Scoping & Regulatory Impact, Competitiveness)

Innovation and Growth Teams.

Represent UK interests at international fora:-

- Membership of and participation in.
- eg lobbying for UK position, obtaining key comparative data gaining access to expertise [subject to BTI review]

Hiring of secondees and consultants at DTI

General funding support for tr.assoc'ns/industry bodies

- Funding towards operational costs, funding industry surveys to increase DTI's understanding of the industry

Access to Business Support Information

(From Spring 2003)

www.businesslink.org

Also to be signposted from www.dti.gov.uk

It will provide businesses with access to information derived from DTI's authoritative register of available support, the 'Knowledge Bank', structured by region, business size and purpose.

The Knowledge Bank will also contain information on selected offers from Other Government Departments

We are aiming to provide real benefits

CUSTOMER BENEFITS

- A clear route map of “How to access Business Support”**
- Clarity of “What is on offer”**
- Better administration and speedier processing for quicker delivery of support**
- Consistent quality of service delivered both locally, regionally and nationally**
- Easier and simpler to access information about the new support available**
- Signposting and referrals to delivery partners through improved IT**

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ED Team meeting, 3-4 April

Dr Tim Reynoldson DTI