



COVID-19 Business Support Brochure

Foreword

The lockdown has had a profound effect on the economy in County Durham and beyond. A key priority for Business Durham is to guide you to the help you need in the wake of the biggest economic disruption in living memory.

Wide-ranging support is available to businesses across the County to help safeguard jobs and retain businesses in County Durham. This booklet is one of the ways we will guide you through the maze of information.

In this rapidly changing world, Business Durham, Durham County Council's economic development arm, is here to help you develop new and innovative solutions and to access the support you need to get back on track and seize new opportunities.

We and our partners can provide you with advice on business growth opportunities, funding sources to create jobs, support and information, premises, innovation, new markets, and networking.

There will be challenging times ahead, but it's our job to make sure County Durham businesses have the support needed to thrive and take advantage of the opportunities that do and will exist to build a stronger, more resilient economy.



Councillor Carl Marshall
Portfolio Holder for Economic Regeneration



Sarah Slaven
Managing Director, Business Durham

Introduction

Welcome to the Business Durham COVID-19 business support brochure, compiled with the support of our partners.

This document provides a guide to the support available to help County Durham businesses to re-build, re-open and re-vision. We are working with the North East Local Enterprise Partnership and the County Durham Economic Partnership to support business recovery following COVID-19. Entries have been grouped based on eight categories of support, they are:

1. Grants, Loans & Equity
2. Business Support
3. Digital Support
4. Innovation
5. Sector Support
6. Skills, Recruitment and Training
7. Business Start-Up
8. Supporting Employees

Within each category you will find a brief description about the available support, information about those delivering it and how to find out more. For more information about Business Durham visit www.BusinessDurham.co.uk or follow us on LinkedIn [Business Durham](#)

For the latest information and guidance on the support available for businesses during the outbreak, visit the [North East Growth Hub's COVID-19 Toolkit](#)

All funding is subject to eligibility, please check with individual offers/providers about the criteria involved.

Index

Grants, Loans & Equity

Information on financial products and services

Business Support

Information on projects, schemes or organisations offering information, advice and guidance to support COVID-19 recovery; supply chain development and export.

Digital Support

Information on organisations or projects supporting digital infrastructure, connectivity or help to explore digital opportunities.

Innovation

Information on organisations or projects which explore innovation and diversification.

Sector Support

Information which may be relevant to particular industry sectors.

Skills, Recruitment and Training

Information on employability, internships, graduate recruitment, apprenticeships and upskilling or reskilling workforce.

Business Start-Up

Information on enterprise agencies, starting a business and start up projects.

Supporting Employees

Information on employee wellbeing, mental health initiatives, workplace financial inclusion and better health at work schemes.

Categories

Grants, Loans & Equity

British Business Bank	08
Coronavirus Business Interruption Loan Scheme - NEL Fund	09
County Durham Growth Fund	10
Finchale Group	11
Finance Durham Fund	12
North East Development Fund	13
North East Venture Fund	14
NEL Fund Managers	15
North East Innovation fund	16

Business Support

Better Business for All	17
Business Energy Efficiency Project (BEEP)	18
Department for International Trade	19
Durham Business Opportunities Programme	20
NBSL	21
Northumbria University, The Small Business Leadership Programme	22
North East Satellite Applications Centre of Excellence	23
Scaleup North East	24
Supply Chain North East	25
The Do Business Network	26

Digital Support

Digital Drive County Durham	27
Durham Reboot Scheme	28
Digital Durham: Broadband Infrastructure	29
Sunderland Software City	30

Innovation

Innovation and Growth Services	31
Newcastle University - Arrow Programme	32
North East Business and Innovation Centre (BIC)	33

Sector Support

Business Regulatory Advice Durham - Durham County Council	34
Sonnet Programme	35
Durham University	36
Engineering and Manufacturing Network	37
Purposeful Health Growth Accelerator	38
Visit County Durham	39

Skills, Recruitment and Training

County Durham Jobs Fuse	40
DurhamWorks	41
Durham University	42-43
Employability Durham	44
University of Sunderland	45

Business Start-Up

Durham Ambitious Start Ups (DABS)	46
Durham City Incubator	47
North East Enterprise Agency Ltd (NEEAL)	48

Supporting Employees

Durham Savers Financial Ability	49
Hartlepool and East Durham Mind / County Durham Training Hub	50
PAM Wellbeing Ltd	51
Better Health at Work Award	52

Better Business for All	17
Better Health at Work Award	52
British Business Bank	08
Business Energy Efficiency Project (BEEP)	18
Business Regulatory Advice Durham - Durham County Council	17
County Durham Growth Fund	10
County Durham Jobs Fuse	39
Employability Durham	44
Coronavirus Business Interruption Loan Scheme - NELFM	09
Department for International Trade	19
Digital Drive County Durham	27
Durham Ambitious Start Ups (DABS)	46
Durham Business Opportunities Programme	20
Durham City Incubator	47
Digital Durham: Broadband Infrastructure	29
Durham Reboot Scheme	28
Durham Savers Financial Ability	48
Durham University	36/42/43
DurhamWorks	41
Engineering and Manufacturing Network	37
Finance Durham Fund	12
Finchale Group	11
Hartlepool and East Durham Mind/ County Durham Training Hub	50
Innovation and Growth Services	31
North East Venture Fund	14
NBSL	21
NEL Fund Managers	15
Northumbria University, The Small Business Leadership Programme	22
Newcastle University - Arrow Programme	32
North East Innovation Fund	16
North East Business and Innovation Centre	33
North East Development Fund	13
North East Enterprise Agency Ltd (NEEAL)	48
North East Satellite Applications Centre of Excellence	23
PAM Wellbeing Ltd	50
Purposeful Health Growth Accelerator	38
Scaleup North East	24
Sonnet Programme	35
Sunderland Software City	30
Supply Chain North East	25
The Do Business Network	26
University of Sunderland	45
Visit County Durham	39

British Business Bank

We are a government-owned business development bank dedicated to making finance markets work better for smaller businesses.

Whether you're looking for finance to start a business, grow to the next level, or stay ahead of the competition, we're delivering greater volume and choice of finance.

Contact Shaun Fooy
Website www.british-business-bank.co.uk/ourpartners/coronavirus-business-interruption-loan-schemes/
Telephone 0114 206 2131
Email info@british-business-bank.co.uk
Social @BritishBBank / <https://twitter.com/BritishBBank>

The Coronavirus Business Interruption Loan Schemes - including the Bounce Back Loan Scheme - and Future Fund are designed to support UK businesses that are losing revenue and seeing their cashflow disrupted as a result of the COVID-19 outbreak.



Coronavirus Business Interruption Loan Scheme - NEL Fund

NEL Fund Managers is now an accredited lender under the Coronavirus Business Interruption Loan Scheme (CBILS).

This means that we can offer government backed loans of £50,001 to £250,000 to eligible North East businesses who are experiencing lost or deferred revenues, leading to disruptions to their cash flow as a result of the Coronavirus pandemic.

Contact Suzanne Smith
Website www.nel.co.uk/funds/cbils/
Telephone 0345 369 7007
Email suzanne.smith@nel.co.uk

What NEL can offer under CBILS:

- Loans of £50,001 to £250,000
- Guaranteed by government - no additional security needed by you or your business
- No interest to pay for the first 12 months
- Terms up to 5 years
- The borrow always remains 100% liable for the debt



County Durham Growth Fund

The County Durham Growth Fund is a £8.9 million programme of investment through European Regional Development Fund (ERDF) that supports capital expenditure by providing grants to accelerate business growth.

Website www.countydurhamgrowthfund.co.uk
Telephone 0191 716 1006
Email countydurhamgrowthfund@weareumi.co.uk
Social Business Durham channels

Established in April 2019 the £8.9 million investment scheme providing funding to small and medium sized businesses in County Durham to accelerate their growth.

The fund overseen by Business Durham, the economic development arm of Durham County Council, is being delivered in partnership with UMi, who have a dedicated team of advisors ready to help with initial eligibility checks and funding applications. The funding has been secured from the England European Regional Development Fund (ERDF) as part of the European Structural and Investment Funds Growth Programme 2014-2020.



Finchale Group: Business Boost

We are an award winning training provider bringing life changing expert support to individuals and businesses.

Finchale Business Boost is a unique programme of business support and funding to budding entrepreneurs and SMEs. It is part-funded by the European Regional Development Fund and is subject to eligibility criteria.

Website www.finchalegroup.co.uk
Telephone 0191 386 2634
Email businessboost@finchalegroup.co.uk
Social @finchale @finchalegroup

Coaching, Mentoring and Masterclasses

An initial needs analysis will be conducted to ensure the support is relevant and individual to each client. We can offer bespoke tailored advice on a one to one basis for people looking to start a business as well as one to one coaching/mentoring and masterclasses for existing and emerging enterprises. Masterclasses will cover lots of topics and can be designed to suit the specific needs of the client with up to 20 hours support from our dedicated team.

Revenue and Capital Grant programme

Providing start up, growth and investment opportunities through an investment grant programme. Grant support is available to contribute toward eligible projects starting with a total spend of £2,500 going up to a total spend of £25,000. Funding is awarded on 60/40 basis, with the applicant providing 60% and the grant providing the remaining 40%. One to one support to complete the application process.

Finance Durham Fund

The £20 million Finance Durham fund, managed by Maven Capital Partners, has been set up by Business Durham, the economic development arm for County Durham working on behalf of Durham County Council.

The fund can invest up to £700,000 to support the growth of businesses located in the county. The fund can support businesses in a variety of scenarios and at almost all stages of the business growth cycle. Debt and equity funding is available between £150,000 to £2 million and can help with pretty much anything that supports business growth/job creation.

Website www.funds.mavencp.com/financedurham
Telephone 0191 731 8595 | 0191 731 8590
Email info@financedurham.co.uk
Social twitter.com/maven_northeast
linkedin.com/company/maven-north-east

The debt and equity funding options can be used for undertaking a management buyout, hiring a new team, investing in new products, capital expenditure, exporting abroad, purchasing new machinery, sales and marketing, and filling gaps in working capital.

The Finance Durham Fund is managed by Maven Capital Partners, an independent alternative asset manager, with over £660 million of assets under management and available to invest. Maven operates from a nationwide network of regional offices.



North East Development Fund

The Fund provides flexible equity and debt funding solutions to SMEs across North East England and can invest between £400,000 and £2 million in businesses looking for growth finance to accelerate their development.

The NEDCF forms part of the £120 million North East Fund, which is supported by the European Regional Development Fund. It will invest across seven local authorities including County Durham

Website www.funds.mavencp.com/nedcf
Telephone 0191 731 8590
Email northeast-enquiries@mavencp.com
Social twitter.com/maven_northwest
linkedin.com/company/maven-north-east

The fund can support established businesses via debt finance, mezzanine loans or equity investment to help fulfil their growth. Funding is available from £400,000 to £2 million. To be eligible for NEDCF finance your business must have a material part of its operations or trading based in the North East. You also have to be an SME within an eligible sector, with the ability to create jobs and contribute to economic development.

The North East Capital Fund is managed by Maven Capital Partners, an independent alternative asset manager, with over £660 million of assets under management and available to invest. Maven operates from a nationwide network of regional offices.



North East Venture Fund

The North East Venture Fund (NEVF) can invest up to £1 million at any stage in the business life cycle, but is specifically looking for those firms which are engaged in innovation or developing disruptive business models.

Mercia Asset Management is a specialist asset manager focused on regional growth businesses. We provide tailored capital solutions to small businesses including venture capital, private equity and debt.

Contact Thea Tebble
Website www.mercia.co.uk/fund/north-east-venture-fund
Telephone 0191 7314133
Email thea.tebble@mercia.co.uk
Twitter @Mercia_PLC

Funding is available to all companies with high growth potential and also pre-start enterprises. The fund aims to provide a range of investment products, tailored to each specific requirement, including both equity and mezzanine debt. The fund can either act as the lead investor or participate in syndication deals with others.

Mercia Asset Management is a specialist asset manager focused on regional growth businesses. We provide tailored capital solutions to small businesses including venture capital, private equity and debt.



NEL Fund Managers

NEL Fund Managers is an employee owned fund management company, committed to strengthening our local economy by providing tailored funding solutions to small and medium-sized businesses right across the North East of England.

We have helped hundreds of North East businesses achieve sustainable success over the years, and we're actively looking to support yet more companies with strong management teams and robust plans for the future.

Contact Suzanne Smith
Website www.nel.co.uk
Telephone 0345 369 7007
Email suzanne.smith@nel.co.uk
Twitter NELFundManagers
Linkedin NEL Fund Managers Limited

Webinars are delivered by local experts and are available for all North East SMEs. Please visit www.nel.co.uk and subscribe to our newsletter to receive invites.

North East Small Loan Fund is a specialist provider of SME finance to support a wide variety of growth plans. The fund typically offers loans of between £10,000 and £50,000 to support actively trading North East businesses, however in response to the impact of Covid-19 pandemic we have temporarily increased the Fund's upper lending limit to £100,000.

North East Development Capital Fund provides flexible equity and debt funding solutions to SMEs across North East England and can invest between £400,000 and £2 million in businesses looking for growth finance to accelerate their development.



North East Innovation Fund

The £27 million Innovation Fund is focussed on backing scalable, innovative businesses throughout County Durham, Tyne & Wear and Northumberland. The fund is managed by Northstar Ventures. It is a Venture Capital firm that has been supporting entrepreneurs since 2004 and we are one of the leading early stage investors into UK businesses.

The Fund can back pre-start or existing businesses with direct venture capital investments of between £50,000 and £500,000.

Contact Jane Reynolds
Website www.northstarventures/funds/north-east-innovation-fund
Telephone 0191 229 2770 | 0776 993 8850
Email jane.reynolds@northstarventures.co.uk
Social @northstarvent - Northstar VenturesUK

We're looking for innovative founders, strong teams and scalable ideas, and we're open to all sectors. We have a team of investment managers from diverse backgrounds, who can help with their experience and expertise. We don't like to complicate things so first thing is to get in touch for a chat, perhaps over a cuppa, so we can find out more about you and your business.



Better Business for All

Better Business for All (BBfA) provides support to businesses to help them comply with the law; making it easier to ‘get it right first time’ as well as to grow and flourish.

Our aim is to remove regulatory barriers and the fear of regulation by helping businesses to be safe and achieve compliance. BBfA works with businesses and regulatory services in the Durham area to ‘bridge the gap between businesses and regulators’

Contact Christine Ditchburn, Better Business for All Co-Ordinator
Website www.durham.gov.uk/bbfa
Telephone 03000 260000 (03000 261016 when admin support returns to office)
Email bbfa@durham.gov.uk

We help all businesses, including:

- new start-ups or considering a new business idea
- existing businesses
- re-opening or adapting businesses
- experiencing problems
- considering expansion or relocation to new premises

We provide a friendly service and can help your business with:

- free signposting to business advice
- tailored business advice
- direct you to possible sources of funding and other support

You can then focus on:

- starting, re-opening or growing your business
- establishing an excellent reputation

Our response times may be slower due to the Covid pandemic.



Business Energy Efficiency Project (BEEP)

The Business Energy Efficiency Project (BEEP) is an European Regional Development Fund and Durham County Council Project focusing on assisting SMEs in the County with energy efficiencies and renewable energy.

The Project provides fully funded energy audits and grants towards energy efficient equipment. BEEP is available until at least the end of September 2022.

Contact Caroline Hearne
Website www.beep.uk.net
Telephone 03000 265 547
Email beep@durham.gov.uk
Social @DCCBEEP

We offer fully funded energy efficiency audits identifying energy and financial savings, as well as renewable energy options for your business and, in many cases, can provide grant funding towards capital expenditure. In addition, we can advise start-ups on avoiding expensive energy mistakes in the beginning.



Department for International Trade

The Department for International Trade (DIT) is the UK Government Department that supports companies in the UK doing business internationally and overseas organisations seeking to locate in the UK.

By selling their products or services overseas, companies can stay in business longer and enjoy growth rates not achievable by just trading in the UK alone. DIT North East are here to help you trade internationally, whether you are exporting for the first time, are entering new markets or seeking new opportunities.

Website www.great.gov.uk
Telephone 0345 136 0169
Email northeast@mobile.trade.gov.uk
Social [@tradegovuk_NE | linkedin.com/groups/3965484/](https://www.linkedin.com/groups/3965484/)

- Access to free one to one support from your local International Trade Adviser
- Keep up to date with the latest international export opportunities
- Tap into our knowledge, expertise and access connections overseas. Use our connections to DIT offices in over 100 overseas markets to save you time finding contacts and building relationships
- Receive advice and guidance on selling online internationally
- Find out about potential funding opportunities available in the North East area to help you trade internationally
- Discover our range of virtual events and trade missions to help you explore and reach your export potential.



Department for
International Trade

Durham Business Opportunities Programme

The Durham Business Opportunities Programme (DBOP) is a business support programme, funded by the European Regional Development Fund (ERDF) helping County Durham businesses spot opportunities for sustainable growth.

Website www.businessdurham.co.uk/dbop
Telephone 0300 0261 261
Email DBOPENquiries@durham.gov.uk
LinkedIn @business-durham

The DBOP programme aims to help your County Durham business by linking you with opportunities for growth. From a new contract, to finding new premises, a new supplier or perhaps some investment, the team can talk through the options with you. This programme focuses on reaching companies that have not taken up business support previously. Our team will work with you to understand the challenges you may face, the barriers to growth and above all, to identify and provide you with the help to access the support that's right for your business. We have become the first port of call for many County Durham businesses, helping them:

- win new business
- discover supply chain opportunities
- recruit the best staff
- overcome barriers to growth
- secure funding

The Durham Business Opportunities Programme (DBOP) is delivered and managed by Business Durham, the economic development arm of Durham County Council.



NBSL

Established in 2001, NBSL has become the North East’s largest volume provider of funding to growth businesses, helping over 12,000 companies since being formed eighteen years.

NBSL operate the North East Business Support Fund (NEBS Fund) - part financed by the European Regional Development Fund (ERDF) – and are able to provide project-specific grants to growing businesses in County Durham. The current grant delivery programme is closed for applications but businesses are invited to visit the website to express their interest in grant support and will be contacted will new funding becomes available. NBSL continue to operate its very successful masterclass series - Bitesize Business with sessions scheduled to support recovery. www.nbsl.org.uk/bitesize

Contact John Atkinson
Website www.nbsl.org.uk
Telephone 01670 813322
Email info@nbsl.org.uk
Social @NBSL

We have continued to schedule a series of sessions exclusively for County Durham SME businesses to help them adapt to a changing landscape. The sessions, fully funded from the North East Business Support Fund, include topics such as ‘Understanding the Customer Experience’; ‘Sales Techniques’ and ‘Pitch Perfect - Understanding the Importance of Sales Pitch Planning’.

With the North East Business Support Fund master class programme in its final months, we have been able to look at how they can make sure they support businesses quickly providing aspirational master classes to help evaluate and adapt their sales and marketing plans as their customer base and communication techniques change.

www.nbsl.org.uk/bitesize



Northumbria University, The Small Business Leadership Programme

Newcastle Business School, at Northumbria University, is working with the Small Business Charter to deliver a specialised government funded programme for leaders of small businesses across the North East region to survive and thrive in the coming months and post coronavirus.

This new scheme comes as part of a £20million package the government are providing to help small businesses in the long term. To aid business resilience and future growth in the current climate, the Small Business Leadership Programme will create peer groups to develop stronger leadership, innovation, operational efficiency, marketing and finance.

Contact Sarah Stephenson
Website charteredabs.org/new-partnership-with-government-to-bring-business-school-support-to-small-businesses/
Email smallbusiness.leadershipprogramme@northumbria.ac.uk

The short and focused programme will be delivered online through a structured course of eight 90-minute webinars over the course of 10 weeks and will provide the knowledge needed for businesses to tackle crisis situations. It will also give businesses the opportunity to strengthen their business network. Participants will develop strategic leadership skills and the confidence to make informed decisions to boost business performance.



**Northumbria
University**
NEWCASTLE



Department for
Business, Energy
& Industrial Strategy



**SMALL
BUSINESS
CHARTER**

North East Satellite Applications Centre of Excellence

The Centre helps businesses to develop and exploit satellite/space data, technology and applications to gain a competitive advantage in a global market.

We are interested in hearing from organisations in the space and satellite sector as well as those who may be interested or have not investigated the potential opportunities for their business.

Contact Elaine Scott
Website www.sa.catapult.org.uk/north-east/
Telephone 01740 625 541
Email centresofexcellence@sa.catapult.org.uk
Social LinkedIn (North East Satellite Applications Centre of Excellence)
Twitter @Satelliteapps

- Advice on funding available
- Signposting of expertise
- Research and commercial collaboration opportunities

Scaleup North East

Scaleup North East offers a bespoke package of business support and intensive account management to achieve the aspirations set out in the NELEP’s Strategic Economic Plan,

This unique programme for ambitious and growing SMEs has been designed to help business leaders learn from the best of their peers, increase productivity and performance and invest in transformational activity - resulting in scaleup businesses that grow faster and more sustainably than ever before.

Contact Sarah Pavlou
Website www.scaleupnortheast.co.uk/
Telephone 0191 516 4400
Email scaleup@rtcnorth.co.uk
Social www.linkedin.com/company/rtc-north

Scaleup North East understand that at the moment your most pressing issues will be cashflow and people, amongst other things, having someone to share this with and seek support from, can be an invaluable immediate first step.

Our team of Scaleup Partners have a wealth of experience and are on hand to help, to support with navigating the system and being that calm ear needed at this pressing time, please let us help.



Scaleup
NorthEast



European Union
European Regional
Development Fund

Supply Chain North East

Supply Chain North East is a unique partnership programme from the North East Growth Hub and is delivered by partners: RTC North, Generator, North East Automotive Alliance and the North East Process Industry Cluster.

Over the next three years, the programme will be working with over 800 businesses based in the North East Local Enterprise Partnership area and in one of the following sectors; advanced manufacturing, subsea, offshore and energy technologies, automotive and transport, health and life sciences, digital, tech and creative, and process, chemical and pharmaceutical, to help them diversify, broaden their customer base and unlock new market opportunities.

Contact Alan Whittaker
Website www.supplychainnortheast.co.uk
Telephone 0191 516 4400
Email info@supplychainnortheast.co.uk
Social www.linkedin.com/company/rtc-north

The programme partners have been developing and running a wide range of work programmes - all aimed at supporting small North East companies as they navigate their own business journeys and recover from the COVID-19 impact. Additionally, you can access one of our advisors on a one to one basis to receive direct support into various sector knowledge, expertise and business planning or access grant funding to support business growth. Our support can also help businesses looking to diversify their business activities and exploring new markets through the different services mentioned.



Scaleup
NorthEast



European Union
European Regional
Development Fund

The Do Business Network

Leading Businesses Programme: Providing hands-on support for businesses in Chester-le-Street to help them unlock their potential and grow.

With funding from Chester-le-Street Area Action Partnership, the Do Business Network (DBN) Leading Businesses Programme delivers practical, one to one support to businesses in the Chester-le-Street area.

We use local experts to deliver up to six hours of free mentoring, advice and support on the topics you tell us really matter to your business. We assign a mentor to work with you online and at times that suit you. We can offer you up to six hours of fully-funded, quality one to one business mentoring as well as training sessions and marketing support up until 31st December 2020.

Contact Gary Scott
Website www.dobusinessnetwork.com
Telephone 07870 356 820
Email connect@dobusinessnetwork.com
Social [Facebook.com/TheDoBusinessNetworkDBN](https://www.facebook.com/TheDoBusinessNetworkDBN)

DBN is a not-for-profit organisation that gives support to local businesses, helps them to grow and builds a stronger business community. Over the past five years DBN has helped over 400 local businesses to grow.

You can find out more on our website or email us for a chat about how we can support your business.



Digital Drive County Durham

Digital Drive County Durham is a Business Durham programme, that's funded by the European Regional Development Fund and delivered by the team at UMi.

The programme has been running for the last few years and has been successful in supporting hundreds of businesses across the County with fully-funded digital business advice and support, a well-received event programme and grant funding for digital growth projects. The programme has recently been extended and we can look forward to supporting businesses once again over the next few years.

Contact Stephen Fenwick
Website www.digitaldrivedurham.co.uk/
Telephone 0191 716 0960
Email info@digitaldrivedurham.co.uk
Social www.twitter.com/DigiDriveDurham | www.facebook.com/DigiDriveDurham/

Digital Drive supports eligible County Durham businesses with a range of fully funded webinars and events on digital topics, digital health checks, one to one advice and grant funding. We help businesses to do more with digital technology to boost their business. Grant funding is available for digital projects, with up to 40% contribution towards projects valued at least £2,500. Funded projects can include:

- Digital consultancy
- Website/software/app development
- Digital equipment to help improve the business through the use of technology
- Broadband installation and equipment

For more information and to register visit www.digitaldrivedurham.co.uk



Durham Reboot Scheme

Durham County Council has partnered with Protech City to offer low-cost computer equipment to County Durham based registered charities and social enterprises under the Digital Durham Reboot scheme.

Contact Louise Allen | Alli Walker
Website www.digitaldurham.org/reboot/
Telephone 03000 261 160
Email reboot@durham.gov.uk
Social @DigitalDurham

Reboot

A quarter of Durham County Council owned desktops and laptops are replaced each year to ensure they are technically up to date and perform well. Some of these devices are suitable for reuse, and are being offered through this scheme.

The equipment starts at just £75 for a desktop and £105 for a laptop. Both come with genuine Microsoft Office 2010 Home & Business software and a Windows 10 operating system that includes anti-virus.

For information on eligibility and how to apply check out:
<https://digitaldurham.org/reboot/>



Digital Durham: Broadband Infrastructure

Digital Durham is a £35 million partnership programme between Durham County Council, UK Government, Openreach and several other north east local authorities.

Led by Durham County Council, the programme aims to provide faster broadband speeds for residents and businesses where there are no commercial plans. Broadband suppliers are not always inclined to invest in communities where it will take a long time to get a financial return on their investment - the programme is trying to help by filling the gaps in coverage.

Contact Louise Allen | Alli Walker
Website www.digitaldurham.org/rural-gigabit-voucher/
Telephone 03000 261 160
Email digital.durham@durham.gov.uk
Social @DigitalDurham

The Rural Gigabit Voucher Scheme Rural premises, experiencing speeds below 100 Megabit per second (Mbps), may be eligible for up to £3,500 per small and medium-sized business (SME) and up to £1,500 per resident to support the cost of installing new gigabit-capable connections (subject to eligibility rules). Group projects are when two or more residents and/or SMEs get together to combine their vouchers towards the shared cost of installation.

Broadband Universal Service Obligation (USO) Residents and businesses can access up to £3,400 to help cover the connection costs of getting a faster broadband service subject to eligibility requirements. Customers will be able to request a Broadband USO connection directly from one of the designated universal service providers - BT and KCOM.



Sunderland Software City

At Sunderland Software City, we are here to address the changing needs of the tech sector through a range of innovation, digital skills and business support programmes.

This includes the delivery of Digital Catapult North East Tees Valley, which is part of the national Digital Catapult network. For over a decade, we have been working closely with local tech sector organisations and government. We represent the region's tech sector on national level, feeding into the Department for Digital, Culture, Media and Sport (DCMS) as part of the UK Tech Cluster Group which is chaired by our CEO David Dunn.

Contact Sophie Peel
Website www.sunderlandsoftwarecity.com/
Telephone 0845 872 8575
Email info@sunderlandsoftwarecity.com
Social twitter.com/SunSoftCity

Technical Specification: Whether you're looking to develop an app, an e-commerce site, or a new CRM system, our tech partners will help you develop a Technical Specification that outlines the functionality you need.

Innovation Road-mapping. Grow your business by gaining a better understanding of how to bring your product or service to a new market. Working with experienced marketing strategists, you'll receive one to one consultancy alongside a high-level innovation road-mapping strategy, tailored to your business.

Market Intelligence: Our Market Intelligence specialists will conduct quantitative, qualitative or desk based research to help you deepen your market sector knowledge.



Innovation and Growth Services

Innovate UK, the UK's innovation agency, is aiming to sustain existing and continuing innovation in the UK's R&D-intensive companies through the current COVID-19 challenges and the resulting longer-term economic impact. Innovate UK's Innovation and Growth Services are fully funded and delivered across the North of England by RTC North through the Enterprise Europe Network.

Aimed at ambitious, innovative high-growth or high-growth potential SMEs, **Innovate UK Innovation and Growth Services** provide between 5 - 12 days of highly focused coaching and mentoring over an extended period of up to 12 months.

Contact John Holmes-Carrington
Website www.rtcnorth.co.uk/programmes/innovation-and-growth-services/
Telephone 0191 516 4400
Email John.Holmes-Carrington@rtcnorth.co.uk
Social www.linkedin.com/company/rtc-north

Our experienced advisors act as a sounding board and critical friend, providing an external perspective and structured approach to support the senior management team of a business, helping to identify and address critical issues to successfully navigate a disruptive environment and to achieve growth and scaling.

Support can address areas such as managing cashflow, funding and finance, staff retention, removing costs from the business, building resilience, R&D and innovation capacity, reviewing business models, planning for growth, developing supply chains, building the customer base and accessing new markets.



Newcastle University - Arrow Programme

Newcastle University harnesses academic excellence, innovation and creativity to provide benefits to individuals, to organisations and to society as a whole.

The European Regional Development Fund funded Arrow programme offers fully-funded research and innovation support for regional SMEs. Arrow gives you access to over 2,500 researchers working at Newcastle University across a broad range of technologies and disciplines, along with a dedicated team of innovation specialists ready to help you.

Contact Colin Robertson
Website www.ncl.ac.uk/work-with-us/expert-solutions/arrow/
Telephone 0191 208 4495
Email colin.robertson@newcastle.ac.uk

Arrow offers fully-funded research and innovation support for regional SMEs. All projects are bespoke and designed to meet your needs. Whether you are developing a new or improved product, process or services, we provide hands-on support in research and innovation. We will work with you to co-design a project brief before putting together a team to work on your project.

Match funding of up to £10,000 is available to North East SMEs to buy services and/or equipment for research and innovation-related activities.

North East Business and Innovation Centre

The North East Business and Innovation Centre (BIC) is a bustling business community offering customers the ultimate location for businesses to start up and grow.

The mission of the BIC is to accelerate innovation and entrepreneurship through the delivery of a comprehensive range of professional support alongside providing high quality business premises. Advice, events and a community spirit is at the heart of the BIC offer, committed to providing services to meet the needs of new and thriving businesses.

Website www.ne-bic.co.uk
Telephone 0191 516 6200
Email info@ne-bic.co.uk
Social @northeastbic

The North East BIC's SME Innovation Programme enables businesses from across the region to use innovation to gain competitive advantage and accelerate growth.

We're supporting a wide range of sectors by offering:

- Up to 40% project funding
- Independent, confidential advice from industry experts
- Project value from £5,000 to £40,000

Available to SME's located in the North East LEP area (County Durham, Northumberland and Tyne and Wear) and have been trading for 12 months or more.



Business Regulatory Advice Durham - Durham County Council

Business Regulatory Advice Durham’, operated by the Better Business for All team, provides practical support to businesses to help them comply with the law; making it easier to ‘get it right first time’.

We have set up a new Safer Food Direct offer, specifically for food businesses, included within the Food Hygiene Rating Scheme. Safer Food Direct is tailored towards food businesses such as takeaways, cafes, restaurants, caterers, mobile food units and small food manufacturers with a retail operation. This is a discretionary service charged on a ‘cost recovery only’ basis. We do not make a profit from the service.

Contact Christine Ditchburn, Better Business for All Co-Ordinator
Website www.durham.gov.uk/article/22296/Achieve-a-five-star-food-hygiene-rating
Telephone 03000 260000 (03000 261016 when admin support returns to office)
Email bbfa@durham.gov.uk

Our response times may be slower due to the Covid pandemic.

Sonnet Programme

Flexible hybrid electronics creates new opportunities in design freedom and new form factors for highly functional electronic systems, ideally suited for applications in the Internet of Things.

The Sonnet programme is managed by the Centre for Process Innovation (CPI). The CPI acts as a catalyst bringing together academia, businesses, government and investors to translate bright ideas and research into the marketplace.

Our experienced engineers, scientists and strategists can support you from early concepts through to the commercialisation of your innovative products and applications. Smart Connected Technology Innovation Programme “SONNET” is being hosted by CPI to develop applications for smart devices, digital technology and the wider digital economy. It will also provide signposting to collaborative partners, access to investment understanding of legislation and intellectual property requirements needed to take an idea to a viable proposition.

Contact Sandy Gunn
Website www.uk-cpi.com/projects/project-sonnet www.great.gov.uk
Telephone 0776 860 4368
Email sandy.gunn@uk-cpi.com

- Electronics and Firmware design
- Development of IoT devices
- Autonomous sensors
- Business support



Durham University

Durham University is a world-leading institution, providing research excellence and outstanding teaching.

The University works with partners and businesses across Durham to apply their research expertise in a diverse range of areas, from flood management and economic development, to data science and mathematics. We run a number of externally-funded programmes also which are aimed at supporting local business innovation and growth.

Contact Ladan Cockshut
Website www.dur.ac.uk
Email t.l.cockshut@durham.ac.uk

We are launching an online learning platform and network as part of the Creative Fuse North East project shaped around supporting the needs of the creative sector and fusing with wider business across the County.

All content is delivered by content experts and academics at the university. Courses/opportunities on offer from autumn 2020 include:

- Getting safely back into the creative workspace for artists
- Understanding your audience and customer base
- Pivot-a-thon, a creative away day to support a business rethink or redesign
- Finding new funding streams and opportunities
- Collaborating for new business opportunities across sectors
- Social media and digital tools in the new normal of Covid-19

And more!



Engineering and Manufacturing Network

Formed in 2016 in County Durham, working with the engineering and manufacturing community, Engineering & Manufacturing Network have now grown to cover the entire North East.

Our expertise comes from a wide range of manufacturing and engineering disciplines, drawing our board from the region and representative of businesses from micro to PLC. We support sector growth, removing the day to day pain of running busy businesses by providing a wealth of support from within the region. Support offered is very much needs based, dependant on current obstacles being encountered. In five simple words 'WE ARE HERE TO HELP'

Contact Ben Gilhespy
Website www.cdemn.org.uk
Telephone 0756 848 0693
Email ben.gilhespy@cdemn.org.uk
Social <https://www.linkedin.com/company/engineeringmanufacturingnetwork>

We can help with:

- Identifying available funding
- Finding investment for growth or aquisition B2B opportunities
- Staff development & training
- Succession support
- Themed roundtables on sector issues
- Marketing support
- Annual engineering & manufacturing conference and exhibition

EMN are the delivery partner for the Durham Business Opportunities Programme (DBOP), funded through the European Regional Development Fund (ERDF). We are the organisation tasked with supporting the continued growth of the area's engineering and manufacturing industries.



Engineering & Manufacturing Network

Business Durham 

DBOP
Durham Business Opportunities Programme



European Union
European Regional Development Fund

Purposeful Health Growth Accelerator

The Purposeful Health Growth Accelerator offers bespoke fully funded support packages to businesses with a mission to provide innovative solutions within the health, wellness and social care sectors.

Contact Suzanne Smith
Website www.purposefulhealth.co.uk
Telephone 0345 369 7007
Email suzanne.smith@nel.co.uk

Whether your business is currently operating within, or looking to expand into these sectors, we want to help you realise your vision and accelerate your growth potential.

There are four parts to the Purposeful Health Growth Accelerator. Support is tailored to the needs of your business and can include all or some of the following:

- Innovation
- Expertise
- Growth Readiness Support
- Loan Funding



Visit County Durham

Visit County Durham is the destination management organisation (DMO) for Durham. We work closely with VisitEngland and a wide range of public and private sector partners and tourism businesses, both in Durham and across England, to grow the county's visitor economy.

Our objective is to ensure that the tourism sector performs to its maximum capacity and brings economic benefits to the county in the form of wealth and job creation.

Contact Business Support and Development Team
Website www.visitcountydurham.org
Telephone 03000 261220
Email info@visitcountydurham.org

Visit County Durham provides help and guidance to the county's tourism and hospitality businesses assisting them to work through and recover from the effects of COVID-19. We can help with digital presence, one to one advice and support, marketing, access to new markets/customers, tourism business development and start-up advice, planning application support, market intelligence and research.

County Durham Jobs Fuse

There is a new service to support employers and help individuals whose jobs have been affected as a result of coronavirus. County Durham Jobs Fuse is a joint service with National Careers Service and the Department for Work and Pensions.

It can also provide help if your staff are at risk of redundancy, by supporting staff with careers advice and can fund vocational training to secure a new position. If you are an employer with vacancies, the County Durham Jobs Fuse service can help to promote your vacancies and connect you with people in County Durham who are available to start work.

Website www.durham.gov.uk/covid19jobsupport
Email JobsFuse@educationdevelopmenttrust.com

The offer for those at risk of redundancy, or made redundant includes:

- Help with compiling/updating a C.V.
- Support with job search including the use of Social media ie., LinkedIn, Twitter
- Interviewing Skills
- Support for those considering self-employment as an option
- Careers Advice & Guidance to include identification of transferable skills
- Job matching - sharing of local opportunities
- Access to short job focussed training
- Advice and information on benefits
- How to make a claim to benefit and what is expected
- Money & Pension Advice



DurhamWorks

DurhamWorks is supporting unemployed young people aged 16 – 24 to secure employment by providing small businesses with a salary grant of up to £2,500.

The DurhamWorks team have secured employment for 50 young people in the last 12 months and helped employers expand their workforce.

Website www.durhamworks.info/
Telephone 03000 262 930
Email DurhamWorks@durham.gov.uk
Social @durhamworks

Looking to expand your business? DurhamWorks can help.

We can support employers through the recruitment process, from advertising the vacancy, finding the right young person for the role, to supporting the employer with the grant application and claims process.

If you are a small business, the DurhamWorks grant could help you employ talented young people who can add value to your company. Our team offers support to ensure you find the right young person for your business.

To find out more about funding and support through DurhamWorks, call 03000 262 930, email DWgrant@durham.gov.uk or visit www.durhamworks.info/employers

DurhamWorks
To improve your future



Durham University

Durham University is a world-leading institution, providing research excellence and outstanding teaching.

The University works with partners and businesses across Durham to apply their research expertise in a diverse range of areas, from flood management and economic development, to data science and mathematics.

Contact Laura Dorian
Website www.dur.ac.uk/careers/students/jobs/workexperience/internships/
Telephone 0191 3341428
Email sme.internships@durham.ac.uk

Durham University's Career and Enterprise team work with SMEs from across Durham and in any sector, to help match Durham University students and new graduates to suitable internships.

These internships are usually 3 or 12 months in length, and 50% of the salary is paid for through European Regional Development Fund.

The internships are focused on the development of new services or products, aligned to the student or graduate's area of expertise. The internships can be virtual ones also, dependent on the work required.



Durham University

Durham University is a globally outstanding centre of teaching and research, and a leading UK university with an international reputation.

Durham's Partnerships and Engagement team works with external organisations and our academic colleagues to facilitate the creation of new research and commercial opportunities. We work with businesses to identify your needs and advise on the best way to collaborate with us, for example: with early stage commercialisation we have a number of internal funds that can support costs. For the later stages where longer projects are needed in order to realise a financial benefit for the company, we use knowledge transfer partnerships.

Website www.dur.ac.uk
Telephone 0191 334 4650
Email business.gateway@durham.ac.uk
Social @durham_uni

Free consultations with our international experts from our Centre for Technology and Innovation Management can help you develop resilience strategies for the future. Business projects: Our talented MBA or MSc students can work with you to tackle issues and discuss potential opportunities, providing you with insight and practical recommendations.

We have an extensive range of state-of-the-art research equipment and facilities across a range of disciplines which are open to external organisations.



Employability Durham

Employability Durham supports County Durham residents who are unemployed and over 25, to move into employment and training. We provide expert advice, with a dedicated adviser and the support is tailored to the needs of the individual.

Website www.durham.gov.uk/employability
Email employability@durham.gov.uk
Social [@employabilitydurham](https://www.facebook.com/DurhamCouncil/Employability) | [facebook.com/DurhamCouncil/Employability](https://www.facebook.com/DurhamCouncil/Employability)

The service offers a complete package of support to help individuals to fulfil their potential. Employability Durham also works with businesses to support growth and the creation of employment opportunities.

We also work with employers across the region to help create employment or volunteering opportunities and offer the following services.

Selection - getting the right person for the job. We can pre-screen candidates, ensuring they match the skills and experience requirements.

Training support - we can source and provide funding toward the cost of any essential training required for the new recruit that we have matched.



University of Sunderland

The University of Sunderland's Graduate Internship Scheme can provide regional SME's with £4,500 of subsidised funding when recruiting graduate talent over a 12 month period.

Contact Lee Patrickson
Website www.sunderland.ac.uk/more/services-for-business/recruit-students-graduates/graduate-internship-scheme/
Telephone 03000 261 160
Email internships@sunderland.ac.uk
Social [linkedin.com/company/university-of-sunderland-graduate-internships](https://www.linkedin.com/company/university-of-sunderland-graduate-internships)

Part funded by the European Regional Development Fund (ERDF), the University's Graduate Internship team work closely with organisations to ensure the recruitment process runs smoothly. The team can support role development, sourcing the graduate, the recruitment and selection process, as well as being a point of contact for the organisation. Overall the project will place 230 graduates into regional SMEs.

Following assessment by the Internships team, if eligible and accepted onto the scheme, the organisation will receive funding towards the graduate's salary. The company will pay a minimum salary of £18,000 per annum to their successful graduate and the scheme will offer £500 a month in subsidy over a 9 month period towards the graduate's salary totalling £4,500. The funding will be paid every third month upon receipt of the monthly financial evidence received from the organisation which totals three single payments of £1,500. As the Graduate Internship Scheme is funded via ERDF, there is a rigorous process and compliance procedures which we have to follow in terms of the eligibility check and the recruitment process.

Contact us for more information about this scheme.



Durham Ambitious Business Start Ups (DABS)

Designed to take ideas and turn them into successful enterprises and business start-ups in the region.

We are a team of experienced, passionate and driven business support experts with a clear mission - to help enterprising individuals start and grow companies.

Website www.durhamstartups.co.uk
Telephone 0191 516 6102
Email DABS@durhamstartups.co.uk
Social [linkedin.com/showcase/durham-ambitious-business-start-ups](https://www.linkedin.com/showcase/durham-ambitious-business-start-ups)

Durham Ambitious Business Start-ups ('DABS') is a European Regional Development funded programme that helps high-quality start-ups in County Durham start trading and offers premium quality support during your critical first 12 months in business. Different from many other business accelerators, the DABS programme offers two unique support packages.

One for those who have a great idea and have not yet started their business, and another for those new entrepreneurs at the start of their exciting journey. Tailored support that allows us to maximise the success of your business. Delivered by our highly experienced and knowledgeable team, we will turn any remarkable ideas into pragmatic and commercially-viable businesses.



Durham City Incubator

Durham City Incubator (DCI) provides a fully funded, six month programme for potential high growth start-up businesses, trading less than 12 months.

DCI supports graduates/postgraduates from Durham University, New College Durham and local funders in County Durham. Applications are through DCI website; shortlisted applicants are invited to pitch and winners are selected onto DCI.

Contact Leon Howe
Website www.businessdurham.co.uk/how-we-can-help/support-programmes/durham-city-incubator/
Telephone 03000 269223
Email leon.howe@durham.gov.uk
Social [linkedin.com/company/durham-city-incubator/](https://www.linkedin.com/company/durham-city-incubator/)

DCI runs two programmes per year: January to June and July to December, and is part of an approved European Regional Development Fund project called Durham Internships and Collaborative Enterprise (DICE). We provide all the support you need to boost your business or launch an ambitious start-up in Durham, including:

- A start-up grant of up to £2,500
- Opportunities to connect, learn and collaborate with like-minded entrepreneurs
- Meet with investors and funders
- Shared workspace at Salvus House, in Durham City, for only £50 per month
- Workshops by some of the North East's leading experts
- Access to networks, events and meet-ups across the North East
- Free public relations and marketing opportunities
- One to one support from DCI staff, to help you plan and achieve your targets
- Two days of specialist consultancy support, to the value of £800.



North East Enterprise Agency Ltd (NEEAL)

North East Enterprise Agency Ltd (NEEAL) is a consortium organisation that consists of the Enterprise Agencies within the North East.

These Enterprise Agencies all have excellent reputations as being one stop shops for anyone looking to start a business across the region. In the last three years we have supported almost 20,000 people who were considering starting a business. Within County Durham, our three members are CDC Enterprise Agency, East Durham Business Service and South Durham Enterprise Agency who provide complete coverage of the County.

Contact Will Nash
Website www.neeal.co.uk
Telephone 0191 516 6094
Email will@neeal.co.uk
Social @NEEALtweets

Through our locally based partners across County Durham we will help you turn your dream of starting a business into reality. Our support includes one to one coaching and group workshop sessions which cover all the essential building blocks to starting your business where you will also benefit from peer to peer learning in an environment of like-minded fellow entrepreneurs. This support is available to anyone age over 16 living within County Durham looking to start any business or social enterprise. We also deliver New Enterprise Allowance to provide additional support for Job Seeker Allowance claimants including a small grant.



Durham Savers Financial Ability

The Durham Savers Project is a Durham County Council ran project to support the Financial well-being of people who live and work in County Durham.

Evidence shows that employees who worry about their finances are less productive, can become anxious and need time off work. Working with a range of partners this funded programme supports everyone to make the most of their money.

Contact David Tinmouth
Website www.durham.gov.uk/DurhamSavers
Telephone 07876 257 781
Email savers@durham.gov.uk

- Positive money management programme for employees
- Salary savings scheme to support financial resilience
- Partnership links for holistic advice referrals



Hartlepool & East Durham Mind/County Durham Training Hub

A free training hub is raising the standard of mental health support for employees across County Durham.

Improving the mental health of employees making them mentally resilient to stress from the pandemic can improve thinking, decision-making, workflow, productivity and relationships at work.

Small Medium Enterprises (SME) and voluntary and community sector (VCS) organisations with fewer than 250 staff, are being offered free training and support to raise awareness of the importance of good mental health, reduce stigma and foster a supportive environment for employees.

Commissioned by Durham County Council and delivered by Hartlepool and East Durham MIND (HEDM), the training hub can be accessed free of charge by eligible SME and VCS organisations based in County Durham. Business owners, managers and employees are all welcome to join the hub.

Contact Claire Yeoman, Training Hub Coordinator
Website www.hartlepoolmind.co.uk | www.countydurhamtraininghub.co.uk
Telephone 01429 269303
Email cdth@hedm.co.uk
Twitter @CDTH | @hartlepoolmind
Facebook [hartlepoolandeastdurhammind](https://www.facebook.com/hartlepoolandeastdurhammind)



PAM Wellbeing Ltd

PAM Wellbeing Ltd is part of PAM Group. The company is privately owned and has been in existence for 16 years supplying Occupational Health and Wellbeing services to a wide audience.

Commissioned by Durham County Council PAM Assist provides a FREE confidential support service to all small and medium sized businesses in the Durham area.

If employees and managers are struggling to cope PAM are there to provide a completely confidential counselling service. The service is available 24 hours a day 7 days a week. By phoning freephone number 0808 196 3863 you will gain access to a fully qualified counsellor. You then have availability of up to 6 sessions of counselling if appropriate or one off support calls.

PAM also have a wealth of helpful information available on money/debt and benefits advice. The service is provided free of charge so do not hesitate to use it.

Contact Ann Wellock
Website www.pamassist.co.uk
Telephone 08081 968 186
Email info@pamwellbeing.co.uk
Social LinkedIn PAM Wellbeing

Current clients include NHS, Councils, retailers and manufacturers. PAM is unique in that none of our services are outsourced. All solutions provided are under the PAM umbrella. We provide a vast range of services and are very flexible in terms of tailoring a solution that works best for you - and we do it all without using subcontractors, which means better quality, faster services and seamless integration.



Better Health at Work Award

The Pioneering Care Partnership (PCP) is a leading award winning charity whose mission is Health, Wellbeing and Learning for All.

PCP aims to support the development of individual and community capacity by creating opportunities to improve the health, wellbeing and life chances of disadvantaged communities.

Contact Karen Stubbings
Website www.pcp.uk.net/who-we-are
Telephone 01325 321234
Email enquiries@pcp.uk.net
Social www.facebook.com/PCPandCentre/
www.instagram.com/pioneeringcare/
<https://twitter@PioneeringCare>

The Better Health at Work Award recognises the efforts of local employers in addressing health issues within the workplace. The award scheme is FREE, flexible and open to ALL employers in the North East and Cumbria, regardless of size, location or type of business.

Many organisations already promote healthy lifestyles and consider the health of their employees. This Award recognises the achievements of these organisations and helps them move forward in a structured and supported way.

