

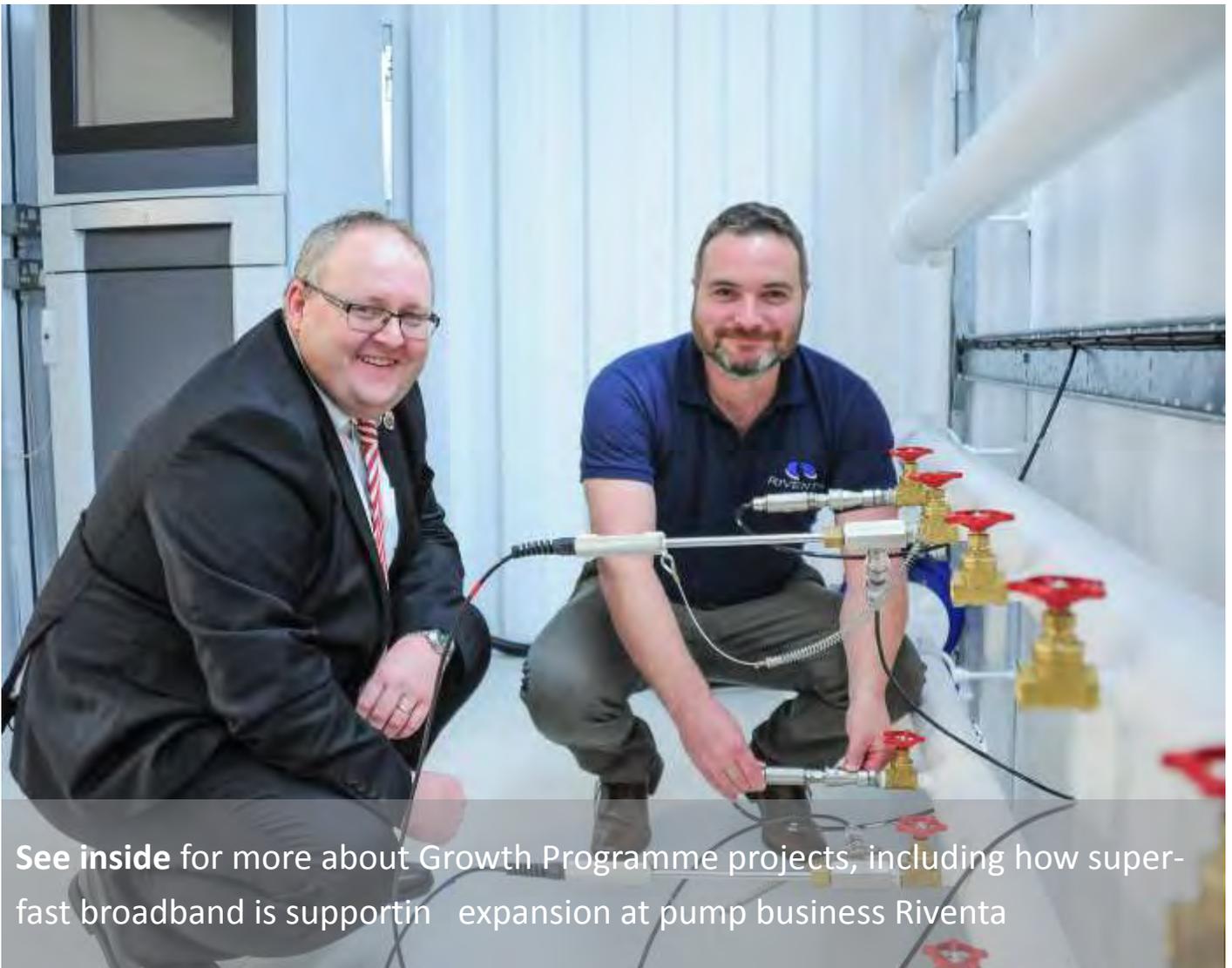


CORNWALL &
ISLES OF SCILLY
GROWTH
PROGRAMME

Cornwall & Isles of Scilly Growth Programme

Projects Update and Case Studies

February 2018



See **inside** for more about Growth Programme projects, including how super-fast broadband is supporting expansion at pump business Riventa

What is the Growth Programme?

The Cornwall and Isles of Scilly Growth Programme is the European economic regeneration programme for the region. Running from 2014-2020 it will contribute to the EU ambition to deliver smart, sustainable and inclusive growth.

Project Key Facts — February 2018

Total number of live projects	81
Total value of European investment	£259,442,133

European Regional Development Fund

Number of ERDF projects	54
Value of ERDF investment	£207,407,470

European Social Fund

Number of ESF projects	27
Value of ESF investment	£52,034,663

Access To The Programme

Offering a single point of contact for applicants, coordinating both general Programme and specialist technical support in order to address barriers to accessing the Programme.

How this team can help

Email the team on accesstotheprogramme@cornwalldevelopmentcompany.co.uk
Call the team on 01872 323248

Research and Innovation



AeroSpace Cornwall

This research, development and innovation (RD&I) project aims to increase the supply chain cluster in the Space and Aerospace sectors, create highly skilled jobs in Cornwall and launch new products into the marketplace. The project is led by Cornwall Development Company and the activities will be delivered in partnership with the West of England Aerospace Forum.

ERDF: £3,197,481

Cornwall & Isles of Scilly



Cornwall Agritech

Led by Cornwall College, this project aims to increase research, development and innovation (RD&I) in the agri-tech sector. The project will support businesses to drive growth, productivity and to exploit new market opportunities. Four core themes have been selected: animal health and welfare in dairy cattle; resource efficiency in the production process; improving the productivity of speciality crop production; and utilising technology to drive agri-tech productivity and innovation.

ERDF: £7,689,702

Cornwall & Isles of Scilly



Debit Escrows and Smart Contracts in FinTech

Based in South-East Cornwall, this project provides innovation in consumer-facing financial technologies (FinTech) to better facilitate digital payments. The initiative aims to deliver the building blocks to revolutionise the way consumers manage regular payments and provide a fair way for merchants to collect them.

ERDF: £509,473

South East Cornwall



Diagnosticap

Thalamus Health Ltd have developed and patented Diagnosticap, a new early stage urine test. This digital urinalysis system is designed to make point-of-care diagnostics more accurate, efficient and hygienic, reducing healthcare costs and improving patient outcomes. European investment will help commercialise the technology, enhancing Cornwall's position in the e-health and digital sector.

ERDF: £933,128

Cornwall & Isles of Scilly



EPIC (E-Health Productivity & Innovation in Cornwall)

Digital health (e-health and e-wellbeing) is seen as an emerging sector in Cornwall and the Isles of Scilly, with considerable potential for growth. Through this project the University of Plymouth, working with partners, aims to develop a sustainable and growing digital health market with new high-value jobs, products and services.

ERDF: £3,413,141

Cornwall & Isles of Scilly



Launchpad

Launchpad is a graduate start-up programme run by Falmouth University that aims to give participants the skills to develop a project from inception to sustainable, high growth potential company in just two years. It will support graduates to develop new products and processes in response to market demand, focusing on the digital games and interactive technology sectors.

ERDF: £9,834,883

Cornwall & Isles of Scilly



Marine-i

This project will create a marine technology research, development and innovation hub. It will be based at Hayle Marine Renewables Business Park and will work with partner organisations to support innovation across four themes: marine energy, marine manufacturing, maritime operations and marine environmental technologies. The project will deliver funding, links to investment channels and wider business support to drive growth, productivity and the exploitation of market opportunities.

ERDF: £6,851,462

Cornwall & Isles of Scilly



SMARTLINE: Smart technology, linking innovation and needs for eWellbeing in communities

The SMARTLINE project will gather and analyse data from participating homes in Cornwall. This research will help identify the requirements and market potential for new eHealth / eWellbeing products and services, stimulate business development, identify skills gaps and create jobs.

ERDF: £3,780,374

Cornwall & Isles of Scilly

Digital connectivity



Superfast 2

After the Convergence-funded Superfast Cornwall programme and the Superfast Extension Project there will still remain around 40,000 premises (including approx. 7,000 businesses) that are unable to access 30+Mbps broadband speeds. This project will extend the availability of superfast and ultrafast broadband networks to as many of these businesses as possible.

ERDF: £8,995,136

Cornwall & Isles of Scilly



Superfast Business Cornwall

Superfast Business will enable businesses to better understand and exploit the opportunities offered by superfast broadband that can help them develop new products or services, reach new markets and improve business performance. Support will be provided by experienced advisers, online, face to face, through workshops and through project support.

ERDF: £2,984,444

Cornwall & Isles of Scilly



Superfast Satellite Terminals

This project will deliver satellite broadband access to one thousand small and medium sized enterprises in rural and remote areas across Cornwall and the Isles of Scilly where there is no access to connection speeds of at least 2Mbps. This will enable small businesses without access to fibre broadband to benefit from superfast access to the internet.

ERDF: £1,202,711

Cornwall & Isles of Scilly

Business Support



Acceleration Through Innovation

Led by the University of Plymouth, this project will provide innovation coaching and funding to develop a new innovation culture in small and medium sized enterprises (SMEs). The project will work with the SME community to enable them to understand innovation, engage in innovative behaviours, implement innovative processes and bring new products, processes or products to market.

ERDF: £2,521,168

Cornwall & the Isles of Scilly



Access to Finance

Oxford Innovation's Access to Finance project is aimed at small and medium sized enterprises in Cornwall and the Isles of Scilly that need support to secure finance. Businesses will be offered workshops on how to make appropriate financial choices, one to one support and will benefit from the development of a financial support network. Specialist support will also be provided to investors in the region.

ERDF: £2,984,900

Cornwall & Isles of Scilly



Breakthrough

Breakthrough delivers bespoke support to new enterprises in Cornwall and the Isles of Scilly. Run by Oxford Innovation it provides businesses with a start-up plan and access to expert coaches, mentors, training and resources to achieve it.

ERDF: £5,890,645

Cornwall & Isles of Scilly



Business Investment for Growth 2 (BIG2)

BIG2, managed by Cornwall Development Company, is designed to support investments in high growth or potential high growth businesses based in Cornwall. Investments will range from c. £2,500 to £75,000 for projects focusing on improving productivity, innovation, breaking into new markets and developing new products or processes.

ERDF: £4,387,000

Cornwall & Isles of Scilly



Cornish High Value Manufacturing Investment Programme

Run by the South West Manufacturing Advisory Service, this project will help manufacturers realise their growth potential. Businesses will be supported to develop a high growth manufacturing plan - which could involve developing a new product or process, or recruiting and training staff - and grants will be provided for specialist expertise that the company could not otherwise fund.

ERDF: £727,900

Cornwall & Isles of Scilly

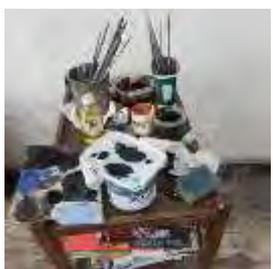


Cornwall and Isles of Scilly Growth Hub

The Growth Hub is a single point of access to the range of support available to businesses. Advisors signpost businesses to the most suitable support enabling them to innovate, invest and grow, both nationally and internationally.

ERDF: £2,435,910

Cornwall & Isles of Scilly



Cultivator

Based in Redruth, Cultivator Business Support will work with businesses in the creative industries — from start-ups to established enterprises — to help them achieve their growth potential. Support will include specialist coaching, mentoring and targeted investment. This project is aligned to Cultivator Skills which will provide advanced skills for businesses in the creative sector. Together, they offer an integrated programme of skills and business development for the creative sector.

ERDF: £1,999,116 ESF: £998,975

Cornwall & Isles of Scilly



Export for Growth

Export for Growth is focused on enhancing businesses' international trade performance. 'Export Essentials' will enable more small and medium sized businesses to export for the first time and 'Extend Your Global Reach' will help enterprises to compete in new markets.

ERDF: £2,400,000

Cornwall & Isles of Scilly



Future Focus

Future Focus will help businesses to grow through innovation. Businesses with the potential to use innovation to grow will be able to develop a tailored Growth through Innovation Plan and have access to experts and resources to achieve their objectives. The project will also host events to inspire businesses to get involved in research, development and innovation; create collaborative networks and run a series of knowledge and exchange projects.

ERDF: £3,743,426

Cornwall & Isles of Scilly



Invest in Cornwall

Building on previous projects, Invest in Cornwall will promote positive perceptions of Cornwall and the Isles of Scilly as a place to do business. This will be done through the Cornwall Brand initiative and by attracting and supporting businesses in certain smart specialisation sectors (marine renewables and aerospace and related advanced engineering). It will also encourage those involved in international business to work together and support existing overseas-owned businesses in Cornwall.

ERDF: £1,698,285

Cornwall & Isles of Scilly



Isles of Scilly Voucher Scheme

This scheme, managed by the Council of the Isles of Scilly, will make investments of between £1,000 and £100,000 in small and medium sized enterprises on the islands. It aims to generate long term, sustainable business growth and to create higher value jobs.

ERDF: £1,368,652

Isles of Scilly



Local Manufacturing Advisory Programme (LMAP)

The Local Manufacturing Advisory Programme will support manufacturing businesses improve and grow. The project will offer information, diagnostic and brokerage support to identify growth needs; consultancy support; grant funding for small capital and revenue projects and workshops and seminars to provide businesses with the tools they need to improve their processes. It is delivered by the South West Manufacturing Advisory Service.

ERDF: £124,932

Cornwall & Isles of Scilly



Outset Cornwall

Outset Cornwall provides tailored support for individuals who want to start their own business or who have recently started up. The project aims to increase the number of business start-ups and help new enterprises survive and grow. Support is delivered through Outset, the Spark programme at Truro & Penwith College and the Engine Room which delivers through Cornwall Neighbourhoods for Change, RIO – the Real Ideas Organisation and the School for Social Entrepreneurs.

ERDF: £3,360,000

Cornwall & Isles of Scilly



Propel

The project, run by Cornwall Marine Network, aims to increase local marine businesses' competitiveness through innovation and collaboration. Marine Innovation Mentors will work with businesses, alongside a grant scheme for procuring specialist services. The project aims to improve efficiency, resource management, productivity and customer focus, supporting businesses' progression into further innovation.

ERDF: £615,058

Cornwall & Isles of Scilly



Transform

Transform, run by Oxford Innovation, will provide focused support to small and medium sized businesses with high growth potential. Businesses will receive a unique high growth plan and have access to expert coaches and resources to help realise their ambitions for growth.

ERDF: £8,801,667

Cornwall & Isles of Scilly

Workspace



A30 Business Park Phase 1

This project will create high quality workspace on a site next to Indian Queens Industrial Estate, close to the A30. Phase 1 will include purchase of the site, installation of services and construction of initial workspace units, paving the way for further development. All units will be built to high environmental sustainability standards and will meet the demand for sustainable, accessible premises.

ERDF: £2,688,768

Indian Queens



Aerohub Business Park Phase 1

This project will develop Plot 2 of the Aerohub Business Park near Cornwall Airport Newquay to create office and light industrial space for small and medium sized enterprises, acting as a catalyst for the future development of the Aerohub Enterprise Zone.

ERDF: £4,385,818

Newquay



Carludon Technology Park & Employment Space for Advanced Manufacturing

This investment will develop a technology park and advanced manufacturing workspace at Carludon Technology Park, near St Austell, attracting high value businesses and creating skilled jobs. The first building on the site, Employment Space for Advanced Manufacturing, will have the capacity to provide workspace and business support for advanced manufacturing and environmental businesses.

ERDF: £6,237,825

St Austell



Cockwells Site Development

This investment will create bespoke, modern workspace at Cockwells Modern & Classic Boatbuilding Ltd, one of Cornwall's leading specialist marine manufacturers. The new workspace will provide a solid platform for innovation and the long-term growth of the business.

ERDF: £491,825

Mylor



Cornwall Business Park West Phase 1

Through this investment, 14 high quality employment units aimed at small and medium sized enterprises will be developed at Cornwall Business Park West in Scorrier. The project will add to the existing 27 acre site and the workspace will be easily accessible from the A30 providing jobs to the surrounding area.

ERDF: £2,802,351

Scorrier



Extension to Bickland Industrial Park, Falmouth

The extension to Bickland Industrial Park addresses the need for more employment space in the Falmouth/Penryn area. A range of high quality, flexible units will be constructed to meet demand from businesses seeking to expand. The development will also be suitable for businesses seeking grow-on space.

ERDF: £3,382,436

Falmouth



Hall For Cornwall – QuayWorks

QuayWorks, a creative hub providing office and meeting space for businesses in the creative sector, will be constructed as part of the redevelopment of Hall For Cornwall. This project will help advance the development of the creative industries and support the sector to contribute to job creation and economic growth.

ERDF: £2,090,864

Truro

Low Carbon Economy



CETO Wave Energy

The CETO Wave Energy project aims to build a wave energy converter device at the Wave Hub off the north coast of Cornwall, near Hayle. By developing a 1MW device, connected to the National Grid, the project will advance wave energy technology and demonstrate its commercial viability.

ERDF: £9,551,962

Hayle



Cornwall and Isles of Scilly Local Energy Market

Constraints on the electricity grid are affecting the UK as it pursues its renewable energy and carbon targets. In Cornwall, due to the amount of renewable energy produced there is too much generation and not enough network to accommodate export of energy. This project will create the UK's first local marketplace platform which will allow the network to request and the market to provide energy more flexibly, in line with demand.

ERDF: £12,995,631

Cornwall & Isles of Scilly



Cornwall New Energy

Cornwall New Energy aims to develop the local energy market and ensure that enterprises and communities will benefit from more local ownership and operation of energy generation and supply. The project will support businesses and social enterprises to generate renewable energy, support the development of new low carbon products and services and work to develop or find markets.

ERDF: £2,657,433

Cornwall & Isles of Scilly



Jubilee Pool Geothermal Heat Project

This project will use renewable geothermal energy to heat a section of Jubilee Pool, Penzance's art deco lido. A geothermal well will be drilled next to the pool making heat available throughout the year. The project will act as a high profile demonstrator for geothermal heat in Cornwall and encourage the roll out of other geothermal projects on a commercial basis.

ERDF: £1,423,119

Penzance



Smart Energy Islands

The Smart Islands programme will sustainably and affordably tackle some of the Isles of Scilly's main infrastructure and utilities issues, whilst providing a model for how other communities can profit from a rapid transition to low carbon consumption. The main role of the project will be to develop an ICT solution that will control electricity loads in houses and businesses, as well as energy vehicles and other infrastructure.

ERDF: £8,637,179

Isles of Scilly



United Downs Geothermal Project

This project will create a demonstrator deep geothermal power plant at United Downs to prove the commercial viability of the technology and act as a catalyst for further investment. Two deep geothermal wells will be drilled to drive a pilot power plant that will be built at the site, showing that renewable electricity can be generated from Cornwall's geothermal resources.

Image shows a production pump and surface pipework at the 4.8MWe Insheim geothermal power plant, Germany, operated by Pfalzwerke geofuture GmbH. Photo courtesy of Geoscience Ltd.

ERDF: £10,599,998

United Downs



Wave Hub Offshore Cable Extensions (completed)

This project will install four subsea power cable extensions at the Wave Hub offshore site and connect them to the existing Wave Hub subsea infrastructure. This will enable the testing of renewable energy devices and electricity generation at the four berths at the Wave Hub.

ERDF: £2,153,711

Hayle & Falmouth

Environment



Environmental Growth for Business

Led by Exeter University, this project will provide support to small and medium sized enterprises. It will help them identify business opportunities by enhancing environmental mapping and data sources in Cornwall. Graduate placements and a grant scheme are also incorporated into the project.

ERDF: £2,423,208

Cornwall & Isles of Scilly



Green Infrastructure for Growth

The objectives of the Green Infrastructure for Growth project are to increase the wildlife value, accessibility and public enjoyment of publicly managed green spaces in and around the urban areas of Camborne, Pool, Redruth, Hayle, Bude, Saltash and Penzance.

ERDF: £2,802,109

Cornwall

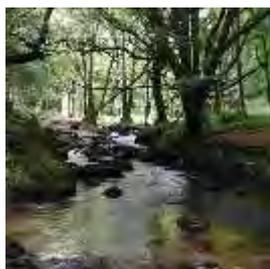


Long Rock Strategic Coastal Improvements

This project will have long term economic and environmental benefits protecting land, properties and commercial sites. The project addresses the most vulnerable sections of the Mount's Bay coastal frontage by upgrading the revetment which is susceptible to overtopping and potential breach. The project will also enhance Marazion Marsh and improve fish and eel passage on local watercourses. These works will protect buildings and infrastructure including the mainline railway and the A30.

ERDF: £999,998

Mounts Bay



Water for Growth

Water for Growth focuses on Cornwall's two most important inland river fisheries - the Camel and Fowey. It will protect and enhance these rivers by restoring ecosystems, removing fish migration barriers and improving spawning areas. This restoration work will support sustainable economic growth in the fisheries and angling sectors as well as tourism businesses that benefit from angling.

ERDF: £1,588,288

River Camel & River Fowey

Transport



A30 Carland-Chiverton Cross (Development Phase)

This is the development phase of a larger construction project to dual 12.5km of the A30 between Carland Cross and Chiverton Cross, near Truro. The necessary surveys, traffic assessments, planning, consultation, route options, road design and a strategic environmental assessment will be undertaken to progress the project towards the construction phase.

ERDF: £8,000,000

Truro



Cornwall Rail Mainline Signal Enhancement

This project will provide additional signalling on the main rail line in Cornwall which will allow two trains per hour to run in each direction between Plymouth and Penzance. The improvements will increase passenger numbers, bringing economic and environmental benefits.

ERDF: £11,900,000

Cornwall



St Erth Multi Modal Hub

This project will develop the area around St Erth railway station as a transport hub serving West Cornwall. It will connect the railway mainline, A30 trunk road, St Ives park and ride service and the bus network, making public transport more attractive and commercially viable.

ERDF: £5,400,000

St Erth

Work and Inclusion



GameChanger

Game Changer aims to transform the lives of over 1000 young people living in challenging circumstances in Cornwall and the Isles of Scilly. It will support them to overcome the challenges they face; understand their individual aptitudes and interests; develop skills and experiences; build connectivity and networks; resulting in young people moving into work or long term learning.

ESF: £2,568,600

Cornwall & Isles of Scilly



Family Learning - routes to improved health and well-being

Managed by the Pre-School Learning Alliance, this project uses family learning to engage adults who are not in work and begin removing their barriers to the labour market. Families will take part in a healthy eating programme, involving growing their own food, to gain an understanding of the importance of a healthy diet. Adults will be encouraged to access information online which will create opportunities for ongoing support and act as a stepping stone to further training opportunities.

ESF: £155,579

Cornwall & Isles of Scilly



Food for Change

Through this project, Cornwall Food Foundation will build four Food for Change partnerships in Redruth, Truro, St Austell and Newquay. These partnerships will enable users of foodbanks, mental health and other social services to address barriers to their active inclusion in the economy. This will be achieved through practical, solution-focused packages of food-based training, purposeful social activity, volunteering and work experience with integrated personal support.

ESF: £1,052,999

Redruth, Truro, St Austell & Newquay



Living Well to Work

Led by the voluntary, community and social enterprise sector, this project will explore the potential of the Living Well approach for delivering inclusive labour markets in Cornwall and the Isles of Scilly, promoting equal opportunities, active participation, and improving employability. The project is led by The Learning Partnership and delivered through a number of partner organisations.

ESF: £992,374

Cornwall & Isles of Scilly



Positive People - Coast to Coast

Positive People will help some of Cornwall's most socially excluded communities return to employment, education and training. It will support individuals who are out of work to build their skills, confidence and motivation. The project is led by Pluss as part of the Big Lottery's Building Better Opportunities programme.

ESF: £4,331,786

Mid-Cornwall



Positive People - South & East

Positive People - South & East aims to promote social inclusion and combat poverty. The project aims to improve employability and will work with people who face multiple barriers and/or multiple disadvantages in the labour market. It will also tackle youth unemployment where the risk of young people not being in education, employment or training is high. The project is led by Pluss and delivered through a number of partners as part of the Big Lottery's Building Better Opportunities programme.

ESF: £3,348,896

South & East Cornwall



Skills for Young People

This project will provide skills development for young people who are not in education, employment or training (NEET) or who are at risk of becoming NEET. Managed by Careers South West and delivered by a range of partners, the project aims to bring young people closer to work or further learning.

ESF: £1,277,889

Cornwall & Isles of Scilly



Smart Tenants

Working with tenants of the four large social housing providers in Cornwall, this project will develop a range of support and training opportunities to stabilise households' finances. It aims to give participants the confidence and skills to move towards employment, and the opportunity to volunteer to support their peers in the community.

ESF: £1,373,905

Cornwall & Isles of Scilly



Who Dares Works

As part of the Big Lottery's Building Better Opportunities Programme, Who Dares Works is led by Active Plus and brings together seventeen social enterprises to help people who need the most support to connect or reconnect with work, education and training. The partnership aims to help participants help themselves – wherever possible through helping others.

ESF: £2,766,958

West Cornwall & Isles of Scilly



Work Routes

Focusing on those who are most disadvantaged and furthest from the labour market, this project will provide tailored support to address worklessness. Flexible, personalised packages of support will be provided to enhance engagement, work readiness and provide in-work support to ensure employment can be sustained. The project is delivered by Reed in Partnership, Lizard Pathways, Groundwork and St Loyes.

ESF: £12,900,000

Cornwall & Isles of Scilly



Working Together - Atlantic & Moor

Working Together Atlantic & Moor aims to help tackle the poverty and social exclusion faced by the most disadvantaged people. The project is managed by The Learning Partnership for Cornwall and the Isles of Scilly and delivered by a network of partner organisations.

ESF: £2,395,360

North Cornwall

Skills



Cornwall & Isles of Scilly Skills Hub

The Cornwall and Isles of Scilly Skills Hub is a service that connects businesses with training and support to help them grow. The expert team can help identify skills gaps or barriers to growth and navigate the range of skills and training opportunities.

ESF: £1,541,036

Cornwall & Isles of Scilly



Family and Community Essential Skills

This project focuses on supporting those who are facing in-work poverty to help them progress and increase their pay and working hours, or obtain higher paid jobs and move out of poverty. It will also provide support for people who have recently been made redundant. The project will be delivered by Careers South West.

ESF: £540,111

Cornwall & Isles of Scilly



I Can

Careers South West have secured European Social Fund investment to run I Can, a project which will enhance the support the National Careers Service offers to people over 25. This, alongside other skills-focused projects, will support people to move through their careers and broaden the National Careers Service's reach.

ESF: £547,444

Cornwall & Isles of Scilly



Supported Pathways for Progressive Employment – Business Sector Led

European Social Fund (ESF) investment is being used to provide support for employees who wish to develop their skills and enhance their career prospects. This project and 'Supported Pathways for Progressive Employment—Individuals in the Workforce' will provide a wide range of upskilling opportunities for individuals according to their needs. Both projects will be delivered by Serco.

ESF: £2,554,889

Cornwall & Isles of Scilly



Supported Pathways for Progressive Employment – Individuals in the Workforce

This project and 'Supported Pathways for Progressive Employment—Business Sector Led' will provide support for employees who wish to develop their skills and enhance their career prospects. Delivered by Serco, the projects will deliver a wide range of upskilling opportunities for employees in line with their needs.

ESF: £2,554,889

Cornwall & Isles of Scilly



Upskilling the Voluntary Community and Social Enterprise Sector

The focus of this project is upskilling people working in the voluntary, community and social enterprise (VCSE) sector. The aim is to enable better sustained engagement and relationships to support priority groups towards employability and to identify ways of increasing volunteering for those who can use it as a route back to work or as a method of developing new skills. This project will be delivered by the Learning Partnership for Cornwall and the Isles of Scilly.

ESF: £730,000

Cornwall & Isles of Scilly



Widening Participation through Skills

Delivered by Truro & Penwith College, Cornwall College and the University of Exeter, this project aims to broaden participation in higher level skills by raising aspirations and awareness of opportunities, particularly supporting those least likely to enter higher or further education.

ESF: £1,500,000

Cornwall & Isles of Scilly

Community Led Local Development (CLLD)



Community Led Local Development - Delivery Stage (ERDF) x4

Community Led Local Development will deliver a programme of community-led projects to achieve the priorities set out in the Local Development Strategies. The strategies cover the Local Action Group areas (Atlantic & Moor, Coast to Coast, South & East Cornwall and West Cornwall) which bring together local community groups and businesses to identify specific activities in support of local development. Funding is provided through four projects, one for each area.

ERDF: £8,716,000

Cornwall



Community Led Local Development - Delivery Stage (ESF) x4

ESF funding has been approved to deliver community-led projects that will provide sustainable economic benefits, tackling problems such as social exclusion, lack of job opportunities and very low levels of employment. CLLD will support activities that can create jobs, support business start-up and growth, develop skills and provide training. Funding is provided through four projects, one for each Local Action Group area.

ESF: £5,890,000

Cornwall



Community Led Local Development - Preparatory Support (completed)

Funding has been put in place to enable Cornwall's four Local Action Groups (West Cornwall, Coast to Coast, Atlantic and Moor and South and East Cornwall) to produce Local Development Strategies for the most deprived communities in their areas. The strategies outline how European funding could be used to benefit those communities.

ERDF: £72,000 ESF: £64,000

Cornwall

Programme Support



Integrated Territorial Investment (ITI) Support Team

This team supports the delivery of the Growth Programme in Cornwall and the Isles of Scilly by working with the managing authorities to develop calls; helping organisations from the private, voluntary, community and social enterprise sectors to access the programme; publicising the programme's opportunities and successes; and monitoring and evaluating progress.

ERDF: £3,021,679 ESF £1,948,972

Cornwall & Isles of Scilly



Isles of Scilly Technical Assistance (completed)

Working with the islands' public, private and voluntary, community and social enterprise sectors the technical assistance team helps organisations develop projects that are eligible, compliant and good value. The team assists applicants responding to calls, supports project delivery and ensures links are made between projects on the Isles of Scilly, businesses and Growth Programme-wide initiatives such as business support.

ERDF: £617,337

Isles of Scilly

Rural Development and Fisheries



Funding for rural development and fisheries is available through the European Agricultural Fund for Rural Development (EAFRD) and the European Maritime and Fisheries Fund. For further details please see:

- [European Agricultural Fund for Rural Development \(EAFRD\)](#)
- [Rural Development Programme for England Growth Programme Guidance](#)
- [European Maritime and Fisheries Fund \(EMFF\)](#)

Rural Development Projects

These projects are being funded by the European Agricultural Fund for Rural Development (EAFRD) as part of the Growth Programme.

Rural Development Projects



Capacity Productivity Improvements

Cornish Charcuterie Ltd aims to create a state of the art climate controlled slicing and packing plant, new butchery and an additional large drying room.

Applicant: Cornish Charcuterie Ltd

EAFRD: £99,969

Bude

Food Processing



Carvannel Dairy Processing

This project will establish a new milk processing business, focused on producing and promoting a range of free range un-homogenised dairy product, using milk entirely produced from this one holding. The product range is to include: whole, semi and skimmed bottled milk, Cornish clotted cream, double cream, single cream, natural yogurt, flavoured yogurts and frozen yogurts. Applicant: Carvannel Free Range Dairy Ltd

EAFRD: £83,813

Portreath

Food Processing



Conditioning/Storage Project

EAFRD funding will be used by EW Button & Son Ltd to construct and equip two cold store conditioning units.

Applicant: EW Button & Son Ltd

EAFRD: £191,590

Bodmin

Food Processing



New Production Unit

Popti Ltd's project will develop a new manufacturing facility to produce quality savoury biscuits.

Applicant: Popti Ltd

EAFRD: £164,482

Bude

Food Processing



Packhouse Infrastructure Investment

Funding for Riviera Produce Ltd to expand the existing packhouse and to purchase packing and processing equipment for broccoli, cauliflower and other green vegetables.

Applicant: Riviera Produce

EAFRD: £424,828

Hayle

Food Processing



Rum Distillery and Visitor Area

Through this project The Cornish Distilling Company Limited will create a new production facility and tasting room.

Applicant: The Cornish Distilling Company Limited

EAFRD: £164,941

Norton Barton

Food Processing



Supply Chain Project

A grant has been awarded to Seaways Flower Farm to construct a new building with office space, along with new processing equipment and infrastructure. This will enhance productivity and the efficiency of processing scented narcissi flowers and bulbs. Applicant: Seaways Flower Farm

EAFRD: £84,543

St Mary's, Isles of Scilly

Processing

Countryside Productivity Scheme

Countryside Productivity is a national EAFRD programme for farmers, woodland owners and forestry contractors. Information about the scheme is available here:

www.gov.uk/guidance/how-to-apply-for-grants-countryside-productivity



Storage facilities

By constructing four new controlled atmospheric storage facilities this project aims to improve the quality of brassicas produced on farm to meet the increasing demands of the market. Applicant: PE Simmons and Son Ltd

EAFRD: £584,558

Hayle

Countryside Productivity

LEADER Projects

LEADER funding is available to local businesses, communities, farmers, foresters and land owners and is managed by the Local Action Groups (LAGs). For more information go to: www.localactioncornwall.co.uk.

Atlantic & Moor Local Action Group Area



Burly Bed

The Burly Bed project will purchase a bale breaker and shredder to be inserted into the existing production line for the processing of Miscanthus into horse bedding. Applicant: CB and JBS Button

EAFRD: £35,028

St Mabyn

Business and farm diversification



Cornish Water Blow Moulder

With EAFRD investment Cornish Natural Spring Water Ltd will purchase and install a blow moulding machine which will enable them to blow their own plastic bottles for their water, reducing raw material costs and leading to increased growth in the business. Applicant: Cornish Natural Spring Water Ltd

EAFRD: £33,876

St Clether

Business and farm diversification



Crackington Cider Company

This project will establish a new cider making facility through the installation of a dedicated new timber frame barn and the purchase of cider making equipment. Applicant: Tremayna Services Ltd

EAFRD: £36,549

St Gennys

Farm Productivity



Hallagenna Reception

EAFRD is being used to enhance the customer experience at Hallagenna Riding by constructing a purpose built heated reception and locker/staff room facilities.
Applicant: Hallagenna Riding

EAFRD: £26,417

St Breward, Bodmin Business and farm diversification



Heated Visitor Reception / Information / Reading Room

This investment will improve the campsite facilities at South Penquite Farm, leading to growth in the business, through the construction of a new purpose built heated reception area and information/reading room.

Applicant: South Penquite Farm

EAFRD: £16,870

Blisland

Rural Tourism



Lower Amble Farm Handling System and Rainwater Harvesting

A mobile cattle handling system set up will be purchased through this project, including a forcing pen, specialist squeeze crush, race, segregation penning and weigh cells, which will be used on cattle at eight different sites.

Applicant: Dally Partners

EAFRD: £6,905

St Minver, Wadebridge

Farm Productivity



Treworder Kiln Dried Logs

This investment will be used to purchase a firewood processing plant which will enable lumber to be processed on site to produce kiln dried logs.

Applicant: JA and CA Davis.

EAFRD: £19,433

Egloshayle

Forestry Productivity

Coast to Coast Local Action Group Area



Acland Farm - Collar Based Rumination System for Dairy Cows

Acquisition and installation of a collar based rumination system for the dairy cow herd. The system provides early detection of decreased rumination in sick cows, times of heat stress and those close to calving.

Applicant: Mr & Mrs DJ Heller

EAFRD: £32,786

Blackwater, Truro

Farm Productivity



Cuckoo Valley Cider Farm

The project aims to develop a cider, apple juice, honey and soft fruit business on a new site near Portreath. The grant will provide the building and all the equipment necessary to produce cider and apple juice which will be sold locally. It is also hoped that the applicants will provide training to local schools and colleges on the farm. Applicant: Ms L O'Connor & Mr C Holmes

EAFRD: £34,678

Portreath

Farm Productivity



Fowey Business Hub

The project will develop a site owned by a landscaping and maintenance business to create a workshop/storage area and office space for the business as well as three additional office units for other small local businesses, creating a local business hub. Applicant: Wheelbarrow Gardening Ltd

EAFRD: £94,700

Fowey

Business and Farm Diversification



Infrastructure and Facility Improvements at Beacon Cottage Farm Holidays

The campsite facilities (toilets, showers, washing area and laundry) at Beacon Cottage Farm Holidays will be improved and six grass pitches will be converted into hard standing pitches. Applicant: J & J Sawle and Son

EAFRD: £27,540

St Agnes

Rural Tourism



Introduction of Herd Navigator Programme & Equipment to existing VMS

The purpose of this project is to purchase and install the Herd Navigator Programme and equipment and link it to the existing voluntary milking system to enable better monitoring of herd health. Applicant: Chynoweth Farm Partners

EAFRD: £23,118

St Allen

Farm Productivity



King Edward Mine Museum Redevelopment

This project will fit out a new café at the King Edward Mine in the Assay House, bringing the redundant building back into use.

Applicant: Cornwall Council

EAFRD: £18,999

Troon

Culture Heritage Activity



New Egg Grader Purchase

To purchase a computer driven egg grading machine doubling throughput and enabling improved labelling and a wider range of egg numbers in boxes. The increased productivity also enable new markets to be pursued.

Applicant: Mr Colin Carter

EAFRD: £114,674

Perranwell

Farm Productivity



Restaurant Expansion

An extension will be constructed at the Hawkins Arms to provide a purpose built dining area. This will enabling demand to be met and allow more space to be offered for other activities. Applicant: Hawkins Arms

EAFRD: £35,000

Zelah

Business and farm diversification



Sheep Mobile Handling and Weighing Equipment

Mobile sheep handling and weighing equipment will be purchased for use across multiple sites to improve the productivity of the operation.

Applicant: W & R Taffinder

EAFRD: £3,896

St Mawes

Farm Productivity



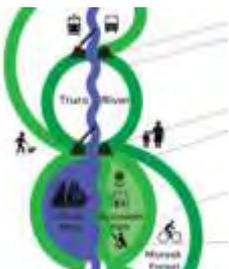
Trevella Garden Weddings

This project will enable the start-up of an outdoor wedding venue through support of investment in a civil ceremony pavilion, tipis, on-site parking, signage and a business website. Applicant: Trevella Garden Weddings

EAFRD: £27,267

Trispen, Truro

Business and Farm Diversification



Truro Loops Project - Feasibility Study

LEADER funds will enable a feasibility study to be carried into the viability of developing access infrastructure in the Truro River Basin. The study will provide full information on the technical, environmental, commercial, operational, recreational and sporting benefits and the costs of carrying out a series of improvements to existing footpaths, cycle paths, roads and river access.

Applicant: Truro River Working Group CIC

EAFRD: £51,208

Truro

Rural Services



Workbox Truro

A project to refurbish a listed building in Truro to provide affordable workspace where new micro businesses can share facilities and skills, leading to increased turnover and reduced isolation experienced by rural home-based micros.

Applicant: Workhubs Network CIC

EAFRD: £93,825

Truro

Business and farm diversification



Wild Tipi Start Up

LEADER funding will be used to purchase a tipi and specialist trailer to transport it enabling the start up business to hire it out for events and to run pop up restaurants in Cornwall. Applicant: Wild Tipi Ltd

EAFRD: £5,735

Ladock

Business and farm diversification

South East Local Action Group Area



Colwith Farm Distillery

This investment will be used to build and equip a distillery for the production of vodka and gin, using local potatoes, including an associated visitor centre.

Applicant: Colwith Farm Distillery

EAFRD: £90,627

Treesmill

Business and farm diversification



Cornish Gouda Cheese Production Increase

The project is to purchase an additional cheese vat which will allow the business to increase its production to more than double per day as current demand is out stripping current stock/produce. The project will secure supply to their existing and new customers. Applicant: Cornish Gouda Co

EAFRD: £14,594

Lanreath, Looe

Farm Productivity



Creation of an Artist Studio

This investment will be used to renovate a derelict farm house for use as an art studio and gallery. The premises will also be used for training groups in life drawings, photographic and other creative art work. Applicant: N H Burden

EAFRD: £18,940

Launceston

Business and Farm Diversification



Fowey Brewery Acceleration Project

Improved brewery equipment will result in a tenfold increase in brewing capacity. It will also allow the business to enter the cask and keg market and develop sales nationally and internationally. Applicant: The Fowey Brewery Ltd

EAFRD: £11,760

Lostwithiel

Business and Farm Diversification



Fursdon Farm

A mobile sheep handling system with lamb weigher and a software system for electronic identification will be purchased through this project.

Applicant: GE and S Whiting

EAFRD: £3,474

Liskeard

Farm Productivity



Installation of Voluntary Milking System

LEADER funding will be used to purchase a two robotic milking machines enabling the farm to become a fully operational organic dairy farm with organic designation due in August 2018. Applicant: SG & GH Jose

EAFRD: £50,000

Warbstow, Launceston

Farm Productivity



Installation of a Walk-in Chiller

The purpose of this project is to install a walk-in chiller in an old dairy building to facilitate the processing of turkeys.

Applicant: Treway Farm Cornish Turkeys

EAFRD: £5,748

Coombe

Farm Productivity



Looe Valley Trail Feasibility and Scoping Study

This project will look at the feasibility of creating a multi-use cycling and walking trail along the East and West Looe Valleys between Liskeard, Looe and Lanhydrock. Applicant: Looe Development Trust

EAFRD: £20,566

Looe

Rural Tourism



Small Wood Management with Alpine Tractor

LEADER funding will be used to purchase a compact Alpine tractor, side arm flail, timer forwarding trailer and a log grapple to enable the expansion of the business in small scale woodland management. Applicant: Adam Philips

EAFRD: £20,793

St Ann's Chapel

Forestry Productivity



Upgrading of Dairy Facilities

The project is to improve the health and welfare of the dairy herd and increase productivity through the installation of a range of automated cleaning and monitoring equipment.

Applicant: MJC Hambly

EAFRD: £33,145

Pengover, Liskeard

Farm Productivity

West Cornwall Local Action Group Area



Community Café Development

Ruan Minor Post Office has applied for LEADER funding to create a community café with 24 covers through the complete reconfiguration of the existing space in the shop to create a shop, post office and café. Applicant: Ruan Minor Post Office

EAFRD: £22,467

Ruan Minor

Business and farm diversification



Duke Stone - Workshop Machinery

LEADER funds are being used to invest in additional workshop machinery. This will increase capacity to meet increased product demand.

Applicant: Duke Stone of Cornwall Ltd

EAFRD: £36,729

Helston

Business and farm diversification



Foundation First Equestrian Centre: Start up Facilities

This project will support the development of a new business delivering natural horsemanship training, natural horsemanship holidays, horse health rehabilitation and facility hire. Funding will be used to create a steel framed barn, sand surfaced riding school, hard core parking area and new access track. Applicant: Foundation First Equestrian Centre

EAFRD: £35,352

Ruan Minor

Business and farm diversification



Godolphin Cross Chapel

To purchase a former Methodist Chapel in order to secure and expand its use as a community facility within the local area at Godolphin Cross. Applicant: Godolphin Cross Community Association

EAFRD: £25,000

Godolphin Cross

Rural Services



Gweal Mellin Cider

The acquisition of cider production equipment will enable the start-up of this rural cider production business, which will focus on the production of craft ciders made from the applicant's own cider apples. Applicant: Gweal Mellin Cider Co

EAFRD: £4,959

Constantine

Farm Productivity



Improvements to Herd Health, Performance, Monitoring & Energy Efficiency

LEADER funds will enable the purchase of a cluster flush system, herd activity system, separation gates and management software as well as variable speed vacuum pumps. The equipment will allow micro management of the herd and increased efficiency. Applicant: RN & D Jenkin

EAFRD: £34,570

Manaccan, Helston

Farm Productivity



I Should Coco - Chocolate Workshop

To enable the purchase of various chocolate production equipment, workshop fitting equipment, the development of an e-commerce website and associated marketing costs to enable a micro artisan chocolatier business to develop chocolate workshops and increase productivity/production. Applicant: I Should Coco.

EAFRD: £32,346

St Ives

Business and farm diversification



Installation of Cluster Flush System to Existing Milking Parlour

To install a cluster flush system to the existing milking parlour to help prevent mastitis by helping to eliminate cross-contamination. Applicant: PA Tylor

EAFRD: £8,200

St Keverne

Farm Productivity



KC Warne Services Ltd Equipment

To purchase additional equipment including an automatic tray filling machine and hoist and a new van to enable the expansion of the business. Applicant: KC Warne Services Ltd

EAFRD: £13,030

Fraddam, Hayle

Business and farm diversification



Milk Vending Project

To convert an existing office into a milk processing room and install relevant pasteurising and processing equipment, vending machines and appropriate cover and storage space on the farm for the sale of the milk. Applicant: Trink Dairy Ltd

EAFRD: £36,357

Trink, St Ives

Farm Productivity



Moomaid of Zennor Ice Cream Ltd Growth

To invest in new processing equipment (incl a Pasteuriser, ingredients feeder and ripple pump) to upgrade the current facility and enable the expansion of production. Applicant: Moomaid of Zennor

EAFRD: £23,063

Zennor

Farm Productivity



Moonmilk

To invest in equipment (pasteuriser, Ice Builder) and brand development to enable the pasteurisation of their own milk in house and establishing the brand – Moonmilk. Applicant: G B and J G Ellis

EAFRD: £5,660

St Buryan

Farm Productivity



Nanfan Farm - grading equipment

To purchase and install a coil bed bulb grading system to replace the current jump grading system leading to improvements in the end products. Applicant: JP and R Curnow

EAFRD: £8,500

Cury

Farm Productivity



New Indoor Swimming Pool at Cape Cornwall Golf & Leisure

The construction of an indoor heated swimming pool within the Cape Golf and Leisure complex improving their out of season offering. Applicant: Cape Cornwall Golf and Leisure

EAFRD: £30,465

Cape Cornwall

Business and farm diversification



Production of Cornish Kern

To create a new chilled storage and packing facility for the new product Cornish Kern cheese. Applicant: Lynher Dairies Ltd

EAFRD: £118,496

Ponsanooth

Farm Productivity



St Buryan Farm Shop, Meat Processing & Pasty Making

The project is to build a Farm Shop and Meat Processing Unit on a greenfield site, through which the business will be able to process its own meat and sell its own produce. Applicant: WR Bone & Son

EAFRD: £120,948

St Buryan

F arm Productivity & Farm Diversification



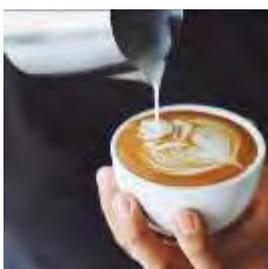
St Ives Cider Increasing Production and Range

To purchase apple/cider processing capital equipment and promotion stands at London trade shows to enable new products (bottled cider/screw cap apple juice) to be introduced and marketed to new areas. Applicant: St Ives Cider Ltd

EAFRD: £9,929

St Ives

Farm Productivity



Yallah Coffee - Business Development

To enable the purchase of coffee roasting equipment, the construction of a mobile Events Bar, the development of a web subscription service and construction works to the premises to enable a micro coffee roasting business to expand and develop an onsite training facility. Applicant: Yallah Coffee

EAFRD: £9,274

Mabe/Budock Water

Business and farm diversification



CORNWALL &
ISLES OF SCILLY
GROWTH
PROGRAMME

Cornwall & Isles of Scilly Growth Programme

The Case Studies

December 2017



Business Support — Oxford Innovation



Transform and, Breakthrough

Chasing cash investments for business growth can sometimes be a red herring. It may look like the answer, but what about the alternatives? What about coaching and expertise to change the way you and your business work in the long term? Two small businesses in Cornwall have recently received coaching funding from the Cornwall and Isles of Scilly Growth Programme and the impact has been significant. This is their story.

Peboryon – the Cornish word for Baker

Phil and Christine Jensen launched Peboryon, a gourmet luxury wedding and celebration cake business, two years ago. In that time it has grown from a start-up to a nationally renowned cake business

supplying top venues across the UK.

After winning a national cake competition, Christine began to receive regular orders from prestigious hotels and corporate events companies seeking something sweet and entirely unique. In order to meet growing demand for their masterpieces, the Jensens have been working with business coaches to help them meet their ambitions.

Helen Stembridge, Oxford Innovation Business Coach, spent five months working with Peboryon, utilising her expertise in effective sales techniques and international marketing, having led sales and marketing teams in both the public and private sector in the UK and the United States. She said: “Christine and Phil have a fantastic entrepreneurial

spirit, passion and boundless creativity. My focus has primarily been to act as a sounding board and to challenge the ideas and approach to growing the business.”

Reflecting on the support from Helen, Christine said, “Helen helped to bring clarity to our plans to develop the business sustainably. Together we’ve identified three key priorities to improve work-life balance and drive growth by finding new premises and securing funding for new equipment and revenue development. The next 12 months is all about progressing to the next level. Our target for the current financial year is a turnover exceeding £100,000. We’ve just moved to new premises and currently employ two members of staff to help with admin and baking. In the coming two years we want to create five high-value, full-time roles.”

#2minutebeachclean

The #2minutebeachclean is the brain child of Martin Dorey. The idea came from the already established Beach Clean Network and was inspired in 2013/14 after a winter of brutal storms left beaches covered in marine plastics. The campaign encourages people to pick up litter from the beach for just two minutes, every time you visit. Martin attended a coaching workshop as he recognised his campaign needed to “grow up a bit”. Martin couldn’t have wished for a better qualified coach than Chris Hines MBE, the Co-founder and former Director of Surfers Against Sewage.

Chris first heard of 2Minute four years ago which he described as a “Neat and compact little idea and an obvious no brainer”. Chris said, “I’ve always picked items from the beach. I try and do it every time I surf so this rang a bell. A name for it, a banner to rally under!”

“In terms of coaching, I hope that I help him [Martin] see how it can be set up as an organisation that can endure and be there for the long term. I encourage him to think big and see the value in what he and his team are doing; to price that and to build that brand so it can create income to support the concept. Doing this kind of work always starts out on a voluntary basis but that can only go for so long before either the campaign or the people suffer. So you need to see some income to allow people to really deliver”.

Reflecting on his time spent with Chris, Martin said,

“He’s [Chris] really good at inspiring me to get on with the important things. There are so many opportunities at the moment but I need a push sometimes to spot the most beneficial ones – Chris is the one to help me focus in on it.”

“At some point, we hope to bring in funding streams but Chris is also really useful because of the people he knows. When we get excited about a project together, we’re quick to drill down to how we make it possible. Often it seems it’s me and my limitations, such as time, that are a blockage to success. Chris, if you like, is helping to unblock me.”

To read the full features with both Peboryon and #2minutebeachclean, visit www.cornwallislesofscillygrowthprogramme.org.uk.



Coaching for You

To access coaching in Cornwall and the Isles of Scilly visit;

Breakthrough

www.breakthroughcornwall.co.uk

Info@breakthroughcornwall.co.uk

08456003660

Transform

www.transformcornwall.co.uk

Info@transformcornwall.co.uk

01872300116

These services are funded by the European Regional Development Fund as part of the Cornwall and Isles of Scilly Growth Programme.

Business Workspace - Cornwall Council



Carluddon Technology Park and Employment Space for Advanced Manufacturing

If you are in the business of advanced engineering in any sector, Cornwall has a new location for you. Tenants in Cornwall Council's new Employment Space for Advanced Manufacturing (ESAM) will occupy a combination of office units and industrial spaces that are designed to promote collaborative working, with common access to shared facilities and business support services. This modern development is being built to BREEAM Excellent standards, offering your business and your staff a high quality and productive work environment. Sitting at the top of St Austell Bay looking across the breathtaking south Cornish coast, the site has access to excellent road, rail and flight networks and, with superfast broadband connectivity, you're never far from anywhere when you're working and doing busi-

ness in Cornwall.

ESAM is the flagship development on the Carluddon Technology Park and will be ready for occupation in summer 2018. It will kick start physical and economic regeneration of the area and bring benefits to new and existing advanced manufacturing businesses, including in the low carbon environmental goods and services sector. The development will create up to 75 high value jobs and set a benchmark for design quality.

The 2,300 m² ESAM building, contains 25 industrial and office units which are now available for lease. The workspaces vary in size from small office and industrial units at 32m² to the largest industrial units at 90m² with opportunities for additional

mezzanine accommodation. The options provide tenants with an attractive choice that suits their needs now but most importantly supporting their growth in the future.

The Strategy and Opportunity

Advanced engineering is one of the fundamental building blocks of the Cornwall and the Isles of Scilly Strategic Economic Plan, Vision 2030. The evidence, on which the strategy is based, clearly indicates that emerging market areas can contribute to our economic prosperity. The Strategic Economic Plan concludes that Cornwall and the Isles of Scilly can lead the UK and compete with the world in advanced engineering and digital innovation. This will drive growth of large-scale aerospace, microelectronics, high tech marine engineering and energy sectors. At the same time, the opportunity exists to create new industries across environmental technologies, digital health and the creative sector.

Add to this the research and innovation excellence within the universities and institutes and we have the essential elements to support and grow the thriving SME business community.

Commitment and Partnerships

In a clear sign of commitment to advanced manufacturing, Cornwall Council has invested £2.7 million,

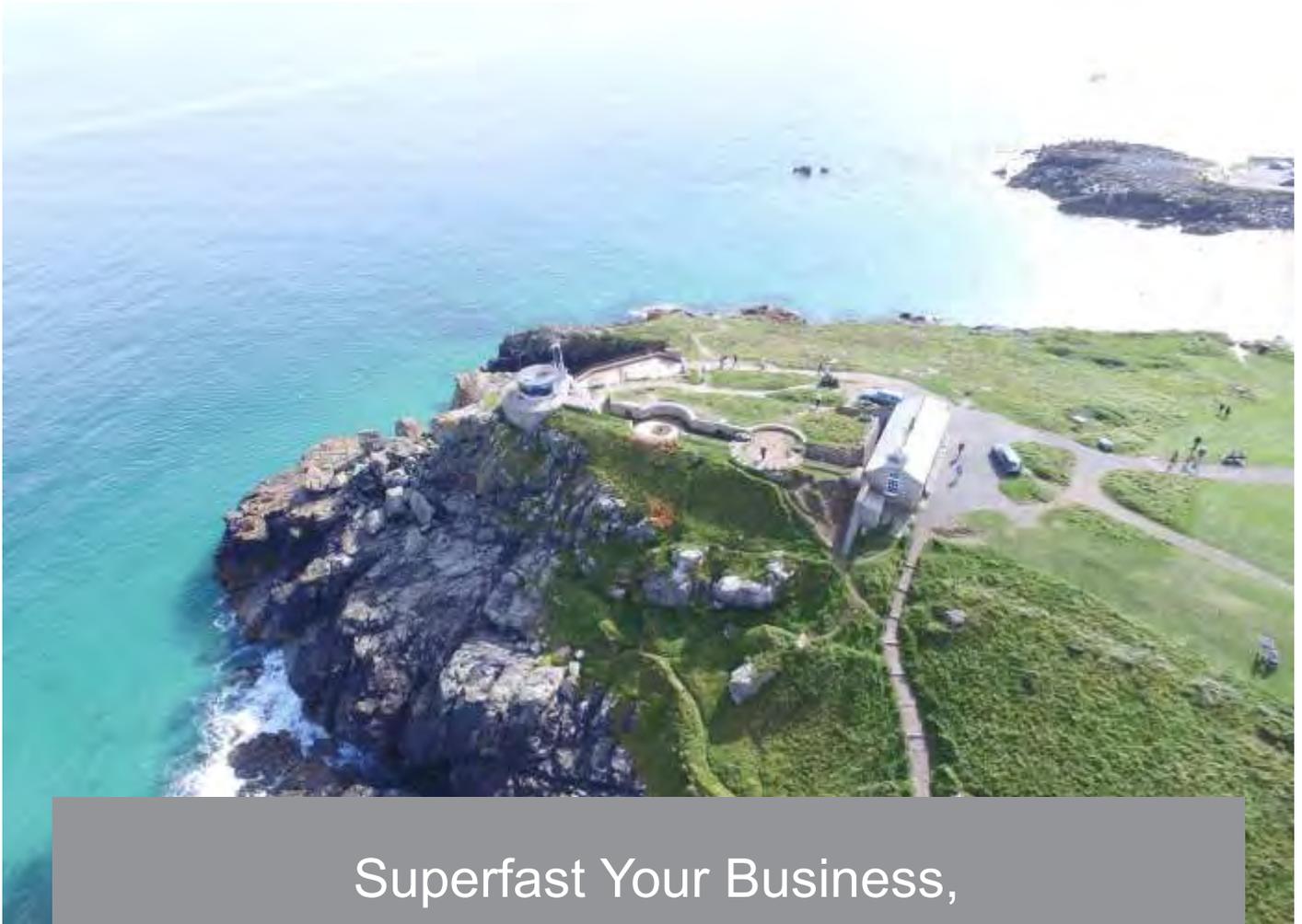
leveraging £6.2 million of European Regional Development Fund investment in the project. Cornwall Development Company has been commissioned to market and secure tenants in the building. To ensure the success of ESAM the team is working with the Cornwall Manufacturer's Group, the SW Manufacturing Advisory Service, Invest in Cornwall, the Cornwall and Isles of Scilly Growth Hub, and other local and regional partners to promote the advantages to businesses of locating in ESAM.

Early conversations with potential occupants have been very positive with both local and national interest. Collaborative workspaces have a proven record of stimulating creative and innovative solutions that result in bringing new and successful products to market. Cornwall Development Company are working on a number of exciting joint working opportunities with existing initiatives in the marine and aerospace sector to benefit local businesses and attract inward investment to Cornwall.

If you are interested in learning more about what ESAM has to offer your business please contact Mike King (Managing Director, Cornwall Development Company) on mike.king@cornwalldevelopmentcompany.co.uk or call on 01872 322800



Digital connectivity - Avanti Communications



Superfast Your Business, Wherever You Are

Across some areas of Cornwall and the Isles of Scilly, superfast broadband is still a big issue facing some businesses. Although, thanks to significant investment, many areas of the region do enjoy access to high-speed broadband connectivity, where people can stream videos without buffering and access large files quickly, there are still a number of locations where fibre broadband is not available.

This lack of connectivity often affects routine business tasks, like checking and sending emails, sharing files with clients and online bill payments.

Whilst phase three of Cornwall's fibre broadband network is already underway, deployment takes time, and there are rural and remote locations which simply will not gain access to superfast speeds

through fibre. This is where Avanti Communications comes in. Avanti is a UK satellite operator which owns communications satellites and, under a scheme funded by the European Regional Development Fund (ERDF), provides superfast connectivity to rural businesses across Cornwall and Isles of Scilly. The scheme helps rural eligible businesses who do not have access to superfast broadband, get a connection of up to 40Mbps, the fastest satellite broadband speeds available in Europe.

The aim of this project is to support the growth of Small to Medium Enterprises (SMEs) by increasing competitiveness and productivity, as well as promoting the use of online and digital marketing tools. The scheme targets areas where there is no broadband connectivity or, where broadband access has speeds lower than 2Mbps. The project has funding

to provide high speed broadband connectivity of up to 40Mbps to up to 1,000 businesses across the region. Avanti is running the project from their base at the world famous Goonhilly site on the Lizard peninsula.

Getting on Board

One of the first small businesses in Cornwall to utilise the satellite technology is Surf House St Ives. It must rank as one of the most amazing business locations in Cornwall, if not the UK. Standing proud on The Island in St Ives with views across Porth Meor beach and Tate St Ives, business Director Tassy Swallow could not be better placed. The Surf House provides a number of functions including the provision of a clubhouse for “Tassy’s Surf Rats”, an all-girls club that helps to build self-confidence using surfing as a tool to engage. The Surf House is also home to Tassy’s surf school and it is a community events hub which has already hosted a festival and arts exhibition.

However, this seemingly perfect location has challenges to overcome. Tassy, Director of Surf House St Ives said, “The Surf House is effectively on an island so we can’t get close enough to the main cable network to get internet speeds that will open a basic webpage. That obviously has made our business plan really difficult, but that’s where Avanti came in. We purchased an Avanti business package to connect the Surf House and get the speeds we need to run our business. The engineer came and got everything set up for us efficiently and with no issues. Based on our previous connectivity issues, I was sceptical about the speeds we would get, but from the moment we connected we could access what we wanted in seconds, at high speeds. It is actually better than my connection at home! It’s game changing for us and it seems like the possibilities are endless.”

“I want to create a specialised technical classroom environment where I can bring in the latest software to facilitate modern coaching techniques. We can film a lesson on the beach, come back to the Surf House upload it, analyse it and immediately make changes and improvements. Beyond that, we can look to resources and people from around the world that we can then bring into the classroom through the internet. Going the other way, we have so much talent in this community that we will be able to share and export our offer to the world. We are not confined to the walls of this building now that we have

this connection.”

The Satellite Broadband Offer

The project offers satellite broadband services of up to 40Mbps download speeds and up to 6Mbps upload speeds, with a range of monthly data caps. The funding for the project includes free kit and subsidised installation, as well as the monthly tariffs offered on a subsidised rate. All packages offer the same speeds with the variance on price reflecting the data allowance per month; data packages start at 25GB and go up to 100GB for larger users. The installation is carried out by a Certified Service Provider, and includes the installation of a satellite dish (installed on the outside of the premises), and a modem (installed inside the premises). Once this is installed, PCs, Wi-Fi routers and other equipment can be connected and businesses can benefit from significantly increased broadband speeds.

To check your eligibility for the scheme, please visit www.avantiplc.com/cornwall or contact one of the following certified Service Providers:

Europasat: 01869 722 870

Bentley Walker: 0845 873 0266



Business Support - Business Investment for Growth



Business Investment is Top Trump

A Cornish printing company has expanded its capacity and gained new contracts following support from the Business Investment for Growth 2 programme.

St Austell Printing Company required investment into new machinery and equipment to enable effective and efficient finishing of playing cards, allowing the business to take on a major new contract with the producers of Top Trump cards, Winning Moves.

The new equipment consists of four different processes that allows the business to finish playing cards in-house. The cards can be cut, finished with round corners, collated into order and cellophane packed. The machinery can handle any size of card and St Austell Printing expects to be printing up to 2 million packs of playing cards a year.

The investment has also allowed the business to take on new staff with a new addition to the bindery department, raising the experience level of the team.

Operations Manager, Beth Mayman managed the project and application to the BIG2 programme. She said: "Winning Moves are a British company but they were outsourcing their print and finish work on Top Trumps cards to Poland, Italy and China which meant their turnaround time could be anything from 6 weeks to 2 months.

"The new machinery means we can print, finish, collate and package Top Trump cards on site providing Winning Moves with a faster and more flexible route to market.

“Without the investment from BIG2 we wouldn’t have been able to take on the contract so this funding has made a significant difference to our business.”

The investment from BIG2, which represents about 17% of the project cost has enabled St Austell Printing Company to enter into a market sector in which they otherwise wouldn’t have been able to compete.

BIG2 business advisor Rachel Roach said: “This is a great example of how BIG 2 can enhance and fast-track a business plan for growth. The fund can be a crucial part of the puzzle to enable a project to go ahead.

“We are interested in talking to businesses who have projects that will create jobs and deliver growth, with the hope that we can invest in their future success.”

About Business Investment for Growth 2

BIG2 is delivered by Cornwall Development Company and funded by ERDF Convergence as part of the European Structural and Investment Funds Growth Programme 2014 - 2020. It aims to support 200 businesses in Cornwall with growth projects, and create 360 jobs. Investments range from £2,500 to a maximum of £75,000 with the average investment typically being £17,000. The programme currently runs until December 2018.

The process starts by registering your interest and completing an application. This should take about one hour, and from this the experienced team can assess the suitability of your business and project for this fund.

Find out more about BIG2 and whether your business is eligible at:

www.businessinvestmentforgrowth.co.uk/



Business Support - Superfast Business Cornwall



Cornish Eco-business goes Superfast for Growth

A trailblazing Cornish eco-business is using super-fast broadband to help grow sales, boost profits and create new jobs.

ashortwalk is leading the way in transforming household waste into reusable, modern homewares and garden accessories.

Set up by Dan Dicker in 2003, the Perranporth-based company manufactures high quality house signs, garden and household products from recycled paper cups, plant pots and used hops from Cornish brewer Skinners. Some 15% of the company's sales are international.

With the support of Superfast Business Cornwall, the company is embracing digital technology so that it can increase its number of direct customer sales

and better connect with an impressive client list including Waitrose, Oxfam and National Trust.

Dan left his job as a product designer and inventor for global technology giant Dyson, to move to Cornwall and set up his own business. He said:

"I started the company in my shed with the ambition to create something that was really sustainable.

"Throughout the industry, products are being recycled but they aren't truly recycled until they have been reused – transformed into something else, and we are one of a few companies that can recycle single use cups.

"The harsh reality is that some recycling ends up being incinerated because we don't have the infrastructure to recycle it or it's not cost effective, but we

are now working with big coffee chains and other companies like Pret a Manger and McDonald's, to help them realise what they can do with their recyclable waste. We are also collaborating locally with Skinners to re-use their spent hops."

Dan began working with Superfast Business Cornwall in October 2016, completing a technology for growth workshop before working one-to-one with business adviser Dan Piper on a digital action plan. This covered efficient use of technology for internal and external communications, remote working, disaster recovery and using information to develop marketing intelligence.

But the main focus of the work with the Superfast team has been a project to give customers the ability to design their own house signs online in a move that is expected to grow sales, reduce manufacturing waste and save time.

Dan said: "We wanted to develop a unique system online that would enable the public to start designing their own signs in a really easy and manageable way, and then integrate that with software that can take payment and feed their order straight into the manufacturing tooling system, rather than having to enter it manually.

"All of this is fully integrated with our back office sales and accounting which will streamline operations, and will allow us to significantly increase our direct sales through better customer engagement. It also has the potential to be applied to other product lines.

"We wouldn't have been able to get to this point without the support of Superfast Business Cornwall, and with our new digital focus there are real growth opportunities for the future. We are already looking to take on two new members of staff".

"The work we've done with our adviser Dan has also helped us to look more polished and professional when dealing with huge global brands, and has allowed us to cut down on travel time and costs by communicating digitally."

The support the project offered included grant funding which is available for new digital projects enabled by superfast Broadband. These are projects which develop new products or services or access new markets AND create jobs in Cornwall and the Isles of Scilly. The programme can support busi-

nesses in completing the grant application and decisions are normally made within two weeks.

Dan commented "The grant application wasn't onerous. The questions were sensible and covered what you would ask yourself as a business owner to check you are making a rational investment. Procurement requirements were straight forward best practice and I had the benefit of help from the team from start to finish".

Dan added: "We've learned how to engage directly online with our customers and promote our brand more effectively, and the superfast team has really opened our eyes to so many new avenues".

"In Cornwall, we can be seen as being remote from our markets, so we need to lead the way with the use of technology to remain competitive, communicate and network. By using superfast technology to innovate we can compete with the best."

Superfast Business Cornwall business adviser Dan Piper, said: "It is always good to work with a business leader who is passionate about their company. Dan has been open to new ideas and has had the ability to use innovation to grow his business. I enjoyed working with Dan, he is extremely knowledgeable in his sector and forward thinking. It's great to see him collaborating with other Cornish based businesses to support sustainability in Cornwall."

You can find out more about ashortwalk at: ashortwalk.com

If you want to access Superfast Business Cornwall and see how they could help you business, visit sfbcornwall.co.uk/ or call 0345 600 3936.



Business Support - Superfast Business Cornwall



Golf and Country Club boosts Productivity and Growth

A well-established golf and country club has been able to grow and move its business forward thanks to support from Superfast Business Cornwall on two major IT projects.

The China Fleet Country Club, near Saltash, wanted to become more productive and grow its business by implementing a sophisticated time and attendance system and greatly enhanced WiFi for customers including a customer portal.

“The projects were both quite expensive undertakings and it would have been quite a few years until we were able to afford them both,” said General Manager Dean Bennett. “These projects were key to growing our business quickly but having recently invested significantly in upgrading our facilities we weren’t able to release that level of investment.

“We discussed our funding options and opportunities with Superfast Business Cornwall and have managed to implement both with their funding support and expertise.”

The enhanced WiFi system includes a captive portal for customers to log in and is already up and running. It is particularly useful for corporate events and allows the club to automatically notify customers of offers, events and other marketing activity.

“WiFi is such a utility these days, it’s not a nice to have, but a need to have, and we were suffering from reliability issues previously,” added Dean. “Now with help from Superfast Business Cornwall we have a very sophisticated system where we can even target specific markets within the hotel.

“It also means we can retain customers who stay with us for business purposes, as we can provide a reliable system for them to work with, and that is really important with the conference market.

“We have seen evidence of growth and increased turnover already as we have introduced a new full-time member of staff into our sales team.”

Although the time and attendance system has not been rolled out fully yet, initial feedback from staff is very positive. Staff will sign in and out with a thumbprint which will help with efficiency, meaning that any overtime is recorded exactly and the process is less labour intensive.

“We have more than 200 members of staff, meaning we have a lot of information to get on to the system and configured ahead of going live,” said Dean.

“Time and attendance recording was previously very labour intensive and mistakes were often made.

“We were bogged down with a huge admin burden and removing that will allow us to move the business forward and grow. The system is also paperless, which has a positive environmental impact as well.”

China Fleet Country club is being supported by Superfast Business Cornwall Digital Business Enabler Steve Edwards and Digital Business Adviser Jon Gerrard throughout the process.

“The systems that we are introducing are so powerful, I don’t think we would have been able to manage it without Superfast Business Cornwall,” said Dean. “They really held our hands through the

whole process and helped us to complete the application process and the tender.

“Superfast Business Cornwall have been with us every step of the way. We have received a fantastic service from them.”

Digital Business Enabler Steve Edwards said “It has been great to work with Dean and the China Fleet team. They have been open to new ideas and have engaged within their team, which is a great catalyst for change. I have used the Wi-Fi and Captive portal service already and the growth benefits have already started to be seen. I am sure that the Time and Attendance system will equally deliver the desired outcomes giving China Fleet a solid platform to continue and support their future growth plans”.

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For more information about Superfast Business Cornwall and how it can help your business to utilise digital technology, visit www.sfbcornwall.co.uk.



Business Support - Superfast Business Cornwall



Moving into the Cloud after a life on paper

Support from Superfast Business Cornwall has allowed a family-owned company to bring its business into the digital age.

Electrical contractors Delve and Nankervis are based in St Ives and have been in business since 1959.

The company has been using the same, manual paper-based way of recording projects since it was founded.

Now, thanks to support and funding from Superfast Business Cornwall, the business is implementing a

cloud-based Field Management Software which includes a CRM (customer relationship management) system that can be used in the office or on the road.

“I came across Superfast Business Cornwall’s website and saw they were running a seminar that I asked to be part of,” said company secretary Natasha Gunn. “It was there that I spoke with a Digital Business Adviser about what was available to us.”

“Delve and Nankervis have been working with their paper-based process for a long time. We felt it was the right time to update to a field management system to collect, record and store all information in a more efficient and productive manner. From my own

experience, I have used various field management systems in other businesses and could see the potential value of implementing one here.”

Superfast Business Cornwall Digital Business Enabler Mike Robertson spent time with the company helping to put together proposals and research potential field management packages, and supported them for several weeks to meet project milestones.

“We are in the process of implementing the system at the moment,” said Director Liam Nankervis. “We are already using it and just ironing out a few glitches.”

“It’s been a bit of learning curve for us as we have worked with a paper-based system for so long but Superfast Business Cornwall have been a great help. It’s a big change, as due to the nature of our company there was a lot of information to input into the system before we started using it, which is constantly being updated, so it’s an ongoing process.”

As part of the move to the field management system all members of staff also received an iPad, meaning they can log into the system remotely. Colleagues can log labour hours, job materials, testing results and ensure that they have sign off from the customer.

Natasha added: “It gives us, and our customers, more visibility. Our electricians can simply log into their iPad and access their work load for the day. It’s a really great job management tool.”

The system also has the functionality to allow customers to access it, monitoring the progress and completion of their work and accessing testing certificates.

“One of our bigger clients is a residential lettings agency and this tool will be particularly useful to them.” said Natasha. “The field management system will allow us to reduce admin time and increase productivity because jobs can be scheduled in more

efficiently, saving time which ultimately means more opportunity to grow as a business. Less time at the office, means more time on site with the customer which is really important to us.”

Liam took over the business from his father in 2000 along with fellow director Ian Rule. This cloud-based solution will allow the business to expand its reach nationally.

“Mike at Superfast Business Cornwall was instrumental in providing support throughout the whole process,” said Liam. “Mike is a former electrician himself, he really understood the business and our requirements.”

“I don’t think that we would have undertaken this project and switched to a cloud-based system without the help of Superfast Business Cornwall.”

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Business Support - Superfast Business Cornwall



Broken Abacus, an online marketplace for the sale and promotion of Cornish art

An online start-up business is on course to create a new market for Cornish art with support, advice and guidance from Superfast Business Cornwall.

Broken Abacus, an online marketplace for the sale and promotion of contemporary Cornish art, is in the late stages of development and due to launch this year.

The business was co-founded by Chris Colston and Lucy Collett who noticed time and again that artists were limiting their client base by only displaying their work in galleries.

Chris said: "My background is in art and web development and so many times I went to look online for an artist I had noticed or liked, only to find that their website was out dated or wasn't suitable for mobile

use.

"A proactive, strong, digital footprint is the cornerstone of any business and essential for artists. By displaying and selling work online artists can access a much broader client base than if the artist displays in physical spaces alone. I found that a strong website and promotion through social media was often not an integral part of many artists' business models."

Lucy added: "Often, even if the artist had a website, it was limited in scope, without a commerce function, pricing or availability. We are conscious of the fact that maintaining a web presence is resource intensive in terms of time and costs. By introducing a collective digital marketing platform, we can hopefully help alleviate much of that faff and allow artists

to concentrate on their studio practices.

“We want to create a cohesive collective, where we tell the story of Cornish artists. We have many artists already on board and are still actively recruiting – there is a huge market for creative talent in Cornwall that needs to be celebrated.”

Lucy and Chris were directed to Superfast Business Cornwall by Outset Cornwall, which advises people on setting up their own business. They attended a Technology for Growth workshop with the Superfast Business Cornwall team where they met Dan Piper, who was later assigned as their Business Advisor and helped them to develop a digital action plan and reviewed their website plans.

They also attended Superfast Business Cornwall’s Tech for Growth conference last year and the Connect to the Future conference at Goonhilly Earth Station in October, which further opened their eyes to understanding, adopting and exploiting digital technology to start their business.

Chris said: “Our experience with Superfast Business Cornwall has been invaluable, they have given us business advice as well as access to knowledge and further opportunities.

“Dan and Superfast Business Cornwall have helped us with market research and understanding our competitors, as well as helping us to use that information to take our business forward.”

With the support of the project and due to a direct suggestion from Dan, Broken Abacus crowdfunded to raise money for the platform, which caught the attention of Arts Council England. The Council agreed to support the venture, providing 25 per cent of the funding if Lucy and Chris reached 75 per cent of the overall target, which they did.

Broken Abacus is due to go live in early 2018 using a dot com address to further its reach and appeal to the international market.

Lucy said: “Dan has been so incredible in encouraging us with our ideas and he has given us the confidence to move forward with them. Superfast Business Cornwall has helped to cement and gel our idea as a business venture as well as signposting us to further opportunities.

“Throughout the entire project, the organisation, and Dan in particular, has given us confidence, and helped us recognise that we are definitely on the

right track with Broken Abacus.”

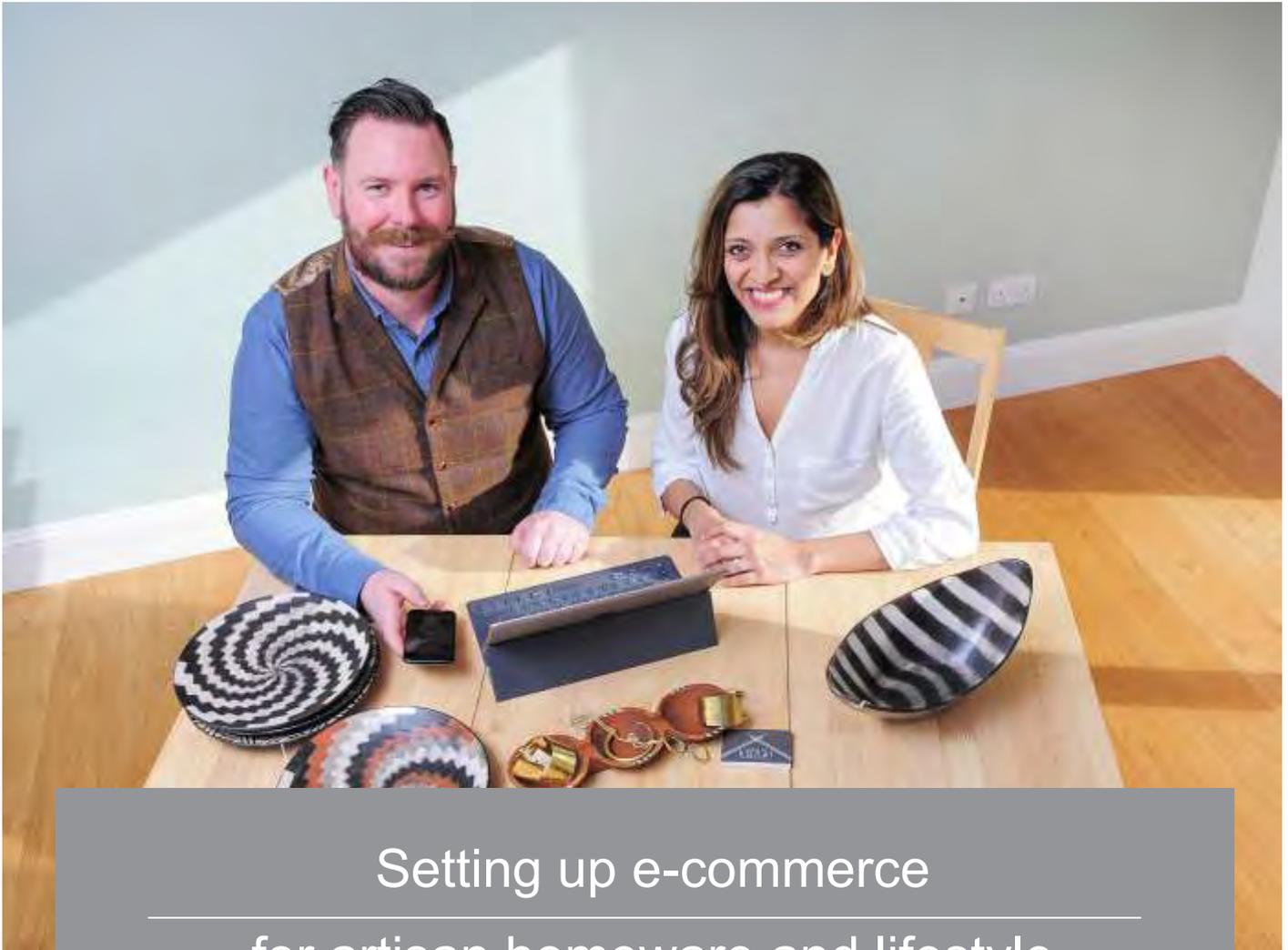
You can find out more about the business at www.brokenabacus.com/.

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Business Support - Superfast Business Cornwall



Setting up e-commerce for artisan homeware and lifestyle

A Cornwall-based start-up business that sells artisan homeware and lifestyle products from Africa is gearing up to launch an e-commerce website thanks to expert support from Superfast Business Cornwall.

House of Kanzi only started trading in September 2017 and owner Mili Pavitt was keen to enhance its online presence and make its products more widely available to new markets.

“I had heard lots of different opinions about the best platforms to use to build a website and, after doing some research, I decided to go with Wordpress, which I find more flexible and easy to use,” said Mili. “The problem was I had never used an e-commerce function before so I started to feel quite lost with it all.”

Mili attended a Technology for Business Growth Workshop in October hosted by Superfast Business Cornwall, which gave an overview of the digital technology available to businesses to help them streamline their business processes, reach new markets, create new products and grow.

She was assigned a Digital Business Advisor, Dan Piper, who provided one-to-one support to guide Mili through the development of a digital action plan. Superfast Business Cornwall also funded an IT specialist, as part of Mili’s 12 hours of support, to help in the development of the business’ e-commerce trading platform.

“Through Dan, Superfast Business Cornwall has given me access to a web specialist, which has been very useful, and something, that as a start-up

business, I particularly needed to explore,” said Mili.

“Now that I have had time with the web specialist, I know what I need to do to develop my own website. I am now much more comfortable to experiment with it to find the best way for me to market my products. The IT specialist also helped me with setting up the back-end of the e-commerce site and showed me how to use it.”

Kanzi is a Swahili word meaning a ‘hidden treasure’. House of Kanzi sources, imports and retails African-made homeware, accessories and gifts. Mili, who was born in Kenya and whose parents still live there, sources products directly from the country’s resourceful and creative makers and suppliers. She aims to showcase their work and help them reach new markets.

She said: “I initially wanted to see if there was a demand for the different pieces I am selling and I have had a really good response. I can now confidently put the website with my products out there.

“When the website is fully up and running and I have more content I am hoping to have a website review with Superfast Business Cornwall so I can look at my Search Engine Optimisation (SEO) and Google rankings to ensure the e-commerce site is working as effectively as possible.

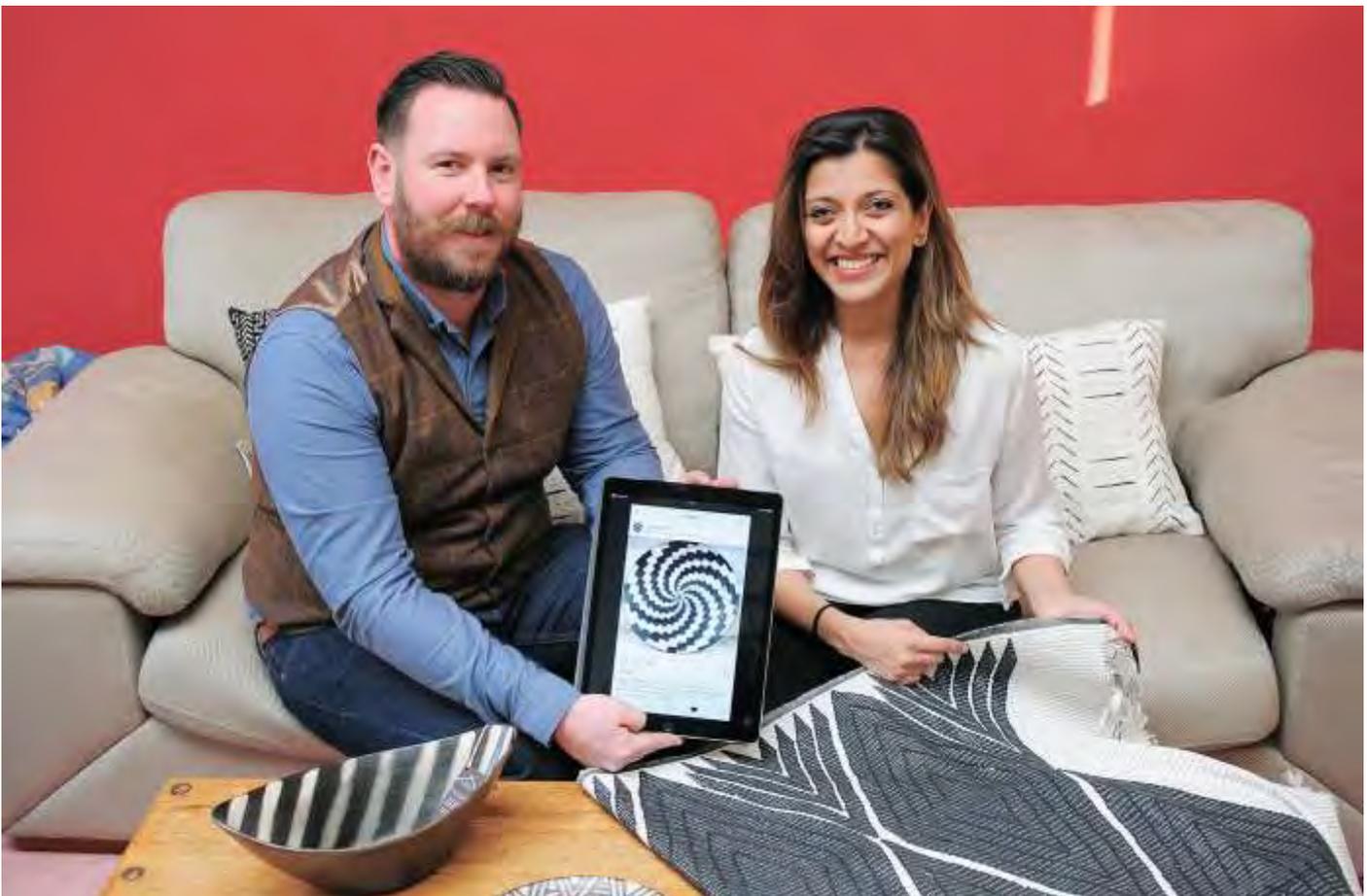
“Dan has been a great support. He has been on the end of a phone when I needed him and I was confident that if I tried something new there was someone there to help me.”

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[To find out more about House of Kanzi visit: www.houseofkanzi.com](http://www.houseofkanzi.com)



Business Support - Superfast Business Cornwall



Newquay Activity Centre is growing on Superfast Broadband

An outdoor watersports centre based in the heart of Newquay is benefiting from advice and guidance from Superfast Business Cornwall with the implementation of a new booking system that will transform business efficiency.

The [Newquay Activity Centre](#) offers surfing, bodyboarding, coasteering and paddleboarding activities as well as bodyboarding coaching holidays both in the UK and abroad through its sister company [Bodyboard Holidays](#).

“I read about Superfast Business Cornwall online and everything they offered seemed really informative and useful,” said Director Rob Barber.

“We are going through a period of growth and increasing the amount of activities we offer to our customers. We will be moving to new premises much

closer to the beach and offering new things such as sea kayaking and stand-up paddleboarding, as well as increasing the number of holidays we offer.

“To deal with these new changes, we need a robust booking system and customer management system in place.”

Rob attended one of Superfast Business Cornwall’s Technology for Growth workshops, which covers how businesses can harness digital technology for growth. The workshop looks at what technologies are available to businesses in Cornwall and how they can save money, become more efficient, build a better online presence and grow using it. Rob was inspired by the workshop and found that getting an outsider’s point of view about his business was invaluable.

Superfast Business Cornwall's Digital Business Advisor Jon Gerrard worked hand-in-hand with Newquay Activity Centre as the project developed. He undertook two website reviews and gave support and guidance on identifying, procuring and implementing an effective new booking system.

"Superfast Business Cornwall has given us support with initial market research for our booking system and how the system will work," said Rob. "They helped us with our website, gave advice about SEO (Search Engine Optimisation) and usability and helped us improve our broadband speeds so we could support the new booking system."

Although the project is still in its relatively early stages it is hoped that the system will be in use this year.

"Working with Superfast Business Cornwall has really fast tracked us to where we need to be," said Rob. "There is such a wealth of knowledge in the team and we have truly benefited from that knowledge as well as their experience and resources. Jon has been so helpful and always at the end of the phone when we need him.

"After completing our move to a new base we are going to implement the new system. This will im-

prove the payment process for customers and make it easier and quicker for them to book and schedule activities or trips at any time of the day or night. From our point of view it will make it easier to plan around staffing, equipment and conditions, and free up more time to focus on business development."

To find out more about Rob's business visit: <https://newquayactivitycentre.co.uk/>

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Business Support - Superfast Business Cornwall



Pump technology business with sights on further global growth

An international pump technology business based in Truro has set its sights on further global growth thanks to support from Superfast Business Cornwall.

Riventa are award-winning specialists at pump testing, monitoring and network optimisation, using highly accurate data to help clients such as water and waste water companies save money across their pumping networks.

Like many consultancies Riventa had used traditional methods to manage its logistics and administrative systems, but this was becoming a barrier to scaling up the business.

Riventa's Consultancy Director Tom Clifford explained: "We previously managed to run the busi-

ness using spreadsheets but were outgrowing that system and needed a more robust solution."

"It was becoming challenging to operate efficiently and exceed customer expectation without a structured system. We have offices in the UK, Seoul, Toronto and Las Vegas, so having an integrated system in place became essential."

Riventa approached Superfast Business Cornwall who helped guide the company to identify the best solution, an ERP (Enterprise, Resource and Planning) system that could integrate a number of functions from across the whole business. This included customer relationship management, a sales pipeline, manufacturing and inventory management, accounting and finance, human resources and project management.

The system has an online portal for customers to use so they can see workflows and dashboards, which is a new service for clients. There is also a new document management system that enabled digitisation of Riventa's quality management system ISO 9001.

Riventa was assisted throughout the process by one of Superfast Business Cornwall's Digital Business Enablers, Steve Edwards.

"Superfast Business Cornwall was pivotal in helping us to distil our requirements and understand the underlying technology, which proved essential when it came to generating specification documentation and selecting the right vendor," said Tom.

Riventa works predominantly with customers in the water industry, and was awarded Project of the Year 2016 by trade body The Pump Centre for its work with Severn Trent Water after it saved the business £400,000 in energy costs, or 9% of the annual energy bill.

The company has a diverse client base, with 99% of its revenue coming from outside of the Cornwall area and 75% of turnover is export.

"We needed to have a more organised system in place to support further global expansion," said Tom. "We are a niche company, which means we are able to have a much greater global reach. We currently have overseas contracts in the Asia, the Middle East, North America and South America, and our new system has allowed us to be more

structured and organised to take our business forward.

"If it hadn't been for Superfast Business Cornwall's support, we wouldn't have been able to get the system in place so quickly. It would have been a considerably more drawn-out process; realising the benefits sooner has enabled us to expand faster."

Digital Business Enabler Steve Edwards said "It was a delight to work with Tom and the Riventa team. As they expand globally the need for a flexible ERP solution is essential. The system needed to support them now and allow for flexible development in enabling their future requirements. The ERP system is already providing a solid platform for Riventa and will continue to support their future growth plans".

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Business Support - Breakthrough



iBouncing to the top!

iBounce is a trampoline park business founded by Rhys Heavens in 2016. He launched Cornwall's first ever trampoline park facility in Bodmin and now has three sites across the South West.

Trampoline Parks if you haven't heard of them are the new soft-play. They're the on-trend, any-age, any-ability family entertainment facility for kids and big kids alike. The parks offer wall-to-wall trampolines, dodgeball, giant airbags, fitness classes, parent & toddler sessions and interactive light games amongst many other amazing features.

Breakthrough Journey So Far

Back in December 2015 I was running a pub but I had ambitions to have my own business and to carve out a work-life balance where I could spend weekends with my family and young children. The iBounce story started if not on the back of a pub coaster, not far off. A weekend away with my friend and now business partner, experiencing a trampoline park in action, a few Long Island Iced Teas and a long old night round a cocktail bar and we realised our opportunity. The numbers just worked. We thought, "there isn't one in Cornwall, there isn't one in Devon. We've got 12p and a lot of drive. How do we get one open? And what does a trampoline park look like?"

We figured that one out pretty quickly as fast forward to Easter 2017 and, with a little help from Breakthrough, iBounce now has three sites open including Cornwall's first trampoline park in Bodmin and just a few weeks ago Exeter's first too.

We've got a lot of people here with really great knowledge and now, after such a whirlwind period of growth we need to consolidate. We're looking to re-structure and re-attribute, responsibilities and KPIs. If you ask me about more parks I've got to hold myself back at the moment as up until now we've all been trying to get everything done as quickly as possible. On site, I'm the labourer, building stuff and getting stuff done because it needs to be done. Then 10 minutes later, I'm on the phone making business decisions, dealing with finances. That's why it's so valuable to have help from Breakthrough – they keep me level-headed. I just feel like there's an extension to our company as I'm not reliant solely on just me or our management team. There are other people I can call on for support in other organisations like Oxford Innovation and Unlocking Potential, who deliver the Breakthrough support. They're great to just to talk to and see what they think – it feels like we've got a bigger head office.

How Breakthrough Helped

We've just opened our third park since our standing start last year and we've also got a central office and a reservations centre about to come online so we'll have 5 buildings and around 60 employees. That's 16 months on from what was essentially a tippy conversation which got out of hand! But with such rapid growth and expansion comes risk – here is where support from Breakthrough has been crucial. Before meeting Breakthrough Coach Heather Coupland to talk finance, I'd done basically wet finger in the wind but this was more structured with a lot more thought going into it. When we opened our third site we used the same tools Heather had shown us so we didn't over-borrow and with this greater understanding of cashflow we've ensured our growth is more secure.

I've also been able to take on four key members of

staff with the recruitment and salary support. One of those for example is Cornwall Assistant Manager Hannah Collin. She's a real asset to the business and it was the Breakthrough job support which helped us find her - not just in terms of the Unlocking Potential Jobs website but also the help from our Business Development Manager on job descriptions, advertising, interviewing and selecting. They did their absolute best for us in a short space of time. I set myself tight deadlines and they came on that journey with me... and delivered.

Thank you to the Breakthrough team for all their support in the past and now ongoing – we couldn't have done it without them. We're excited about the future including re-investment upgrading the parks with more smart technology as it emerges. There are plans for franchising as well as industry consulting because I hope others can learn from our journey as you can't take on the world by yourself.

Skills Development - Active Plus



Who Dares Works, Bosavern Workshop

West Cornwall jobseekers have been helping with conservation at Bosavern Community Farm in St. Just as part of a European Social Fund and National Lottery funded project.

Ten participants from Who Dares Works spent a week preparing land for the conservation of Cornish Black Bees. They also fenced a chicken run and built a new, farm-sized compost heap, gaining valuable work experience and skills while boosting confidence and wellbeing.

Ruby Ferris, who took part in the week-long activity said: "Before being given this opportunity I was unemployed for 5 years because of poor mental health. After completing this course, I have been given the opportunity to meet new people and my self-worth has increased. This course has opened

up many new opportunities and I'm confident it will result in finding full time employment."

Who Dares Works is a partnership of 17 organisations, led by Active Plus, funded by the European Social Fund and the Big Lottery Fund, helping people in West Cornwall and the Isles of Scilly to get back into training, education and work. Who Dares Builds, delivered by Rebuild South West, is one of the work-related opportunities that participants can undertake.

Craig Little from Rebuild South West praised the participants saying "Everyone worked together really well and achieved much more in a week than any of them thought they would. It was a pleasure to work alongside such positive and hard-working people"

Cornish Black Bees are important to local biodiversity as, unlike their honey-bee cousins, they can flourish in Cornish mizzle. Mark Yeoman, Who Dares Works Partnership Manager said: "This activity is a win-win-win that brings together all aspects of sustainable development. The participants gain from increased wellbeing, skills and experience; the environment gains from the active conservation of a locally important bee and the local economy benefits through supporting the community farm. All thanks to National Lottery players and investment from the European Social Fund."

The group will continue to work with mentors to look at their next steps, including further work related activity and specialist support, while individuals will continue to volunteer weekly at the farm.

Summing up the activity, Bob Egerton, Cornwall Council Portfolio Holder for Economy and Culture, said, "Congratulations to everyone involved in this project, it really is excellent to hear about these positive outcomes. Whilst the big structural investments may steal the headlines when it comes to European investments, we must not forget the crucial work that supports the people and skills development in Cornwall and the Isles of Scilly. I wish the people involved in the project the very best for their futures

and a bright, prosperous career."

To find out more about Who Dares Works, call 01872 300236 or email who-daresworks@activeplus.org.uk.



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