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WORCESTERSHIRE GROWTH HUB

Worcestershire Local Enterprise Partnership

Worcestershire Growth Hub

Quarter 1 Report - 2023/24

Worcestershire

Business Base – Worcestershire

Below are the latest ONS figures for the total number of businesses in Worcestershire broken down by both turnover and employee size.

Turnover Size band (£)	Bromsgrove	Malvern Hills	Redditch	Worcester	Wychavon	Wyre Forest	Worcestershire
Total	5,170	4,485	3,050	3,515	7,525	4,735	28,475
0 to 49 (thousand)	810	935	535	605	1,335	655	4,880
50 to 99 (thousand)	1,225	1,055	660	975	2,185	1,985	8,085
100 to 199 (thousand)	1,590	1,350	875	1,030	2,085	1,095	8,025
200 to 499 (thousand)	625	535	345	395	825	445	3,170
500 to 999 (thousand)	430	290	245	210	500	260	1,935
1,000 to 1,999 (thousand)	220	145	160	120	250	140	1,040
2,000 to 4,999 (thousand)	165	120	110	95	190	95	775
5,000 to 9,999 (thousand)	50	30	45	35	70	30	260
10,000 to 49,999 (thousand)	45	20	50	30	65	30	235
50,000+ (thousand)	10	5	20	15	20	5	70

Area	Total number of businesses	Micro (0 to 9)	Small (10 to 49)	Medium-sized (50 to 249)	Large (250+)
Bromsgrove	5,170	4,640	435	70	20
Malvern Hills	4,485	4,095	330	45	10
Redditch	3,050	2,635	310	80	25
Worcester	3,515	3,075	355	60	25
Wychavon	7,525	6,730	665	110	20
Wyre Forest	4,735	4,300	375	50	10
Worcestershire	28,475	25,480	2,480	410	110

WGH Performance Dashboard

483 Businesses engaged with

87 Business Visits

43 Skills Advisor business visits

129 Business Diagnostics completed

266 Referrals made

11 Events

14 property enquiries

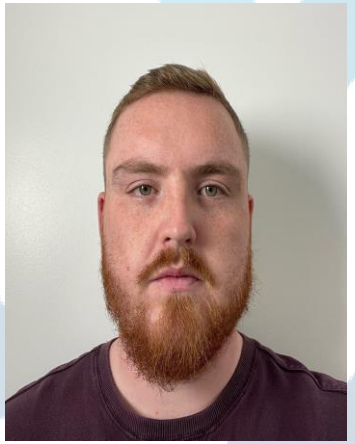
20 Pre-start enquiries

WGH Account Managers

Andrea Borwell
(Wyre Forest)

Gwen Davies
Strategic and FDI
(county-wide)

Randesh Kalar
(Malvern, Worcester, Wychavon)



Kieran Rodway
Skills
(county-wide)

Sally Stevenson
(Bromsgrove, Redditch)

Executive Summary

The Headline

Worcestershire businesses continue to demonstrate resilience, a large appetite for growth and a determination to succeed, despite the tough economic conditions through which they are having to navigate. High costs in energy, supply chain and labour continue to be a challenge, along with skills retention and recruitment. Business performance is now settling post covid and organisations are planning for growth and looking to invest in both people and capital equipment to move forward.

We continue to see a number of industrial/land property enquiries coming in, which are difficult to address.

Key Challenges across the County

- High costs in energy, supply chain and labour
- Skills recruitment and retention – including lack of access to public transport
- Availability of land or premises

Sustainability / Net Zero

Sustainability and net zero are still very popular areas of focus for businesses, with many attending the Sustainability Forum we jointly hosted with WCC at Sixways. This was an excellent opportunity for business leaders to really understand exactly what Net Zero is, what it means and how they can implement strategies to reduce their carbon emissions and increase their energy efficiency. Businesses across the county are keen to include sustainability in their plans, and we have been supporting this through the latest wave of our WGH Professional Business Advisors programme, alongside the Decarbonisation support available through the Clean Growth team at Worcestershire County Council.

Executive Summary

Business Support

There is an exciting new opportunity for business leaders in Worcestershire now, with the launch of the Help 2 Grow programme at the University of Worcester. Many business leaders have the expertise in the subject matter of their business but need more general business knowledge and training to successfully run and grow their businesses to be sustainable long-term. Help 2 Grow does this – it is heavily subsidised by the UK Government, and is a twelve week 'mini MBA' which gives an insight into various elements of business such as Finance, Strategy, Operations etc. This is proving to be very popular locally, and the University have had great demand for their first cohort to start in September 2023.

The fourth wave of the successful WGH Professional Business Advisors programme is now live and businesses can receive support across a range of areas including sustainability, marketing and communications, workforce planning and finance. Further details are available on the WGH website.

The UKPSF-funded business support programmes funded via District Councils will also be going live during Summer 2023, to provide much-needed and sought after support for Worcestershire businesses.

Skills and Workforce

We have also been working with businesses to help them better position themselves to manage their skills and workforce issues – both in terms of practical input on employer branding to attract and retain employees, but also in the medium to longer term around strategic workforce planning.

The WGH Professional Business Advisor support is invaluable to help business leaders get a better understanding of the labour market and how they can plan to better manage their position going forwards. We are also integrating a new Growth Hub Skills Account Manager into the team, to engage with businesses on the various skills initiatives and programmes available to help provide support where it is required.

WORCESTERSHIRE GROWTH HUB

Worcestershire Local Enterprise Partnership

Business Intelligence

Some selected business visit reports from this quarter

UKF Stainless Holdings

District: Bromsgrove **Size:** (Medium 50-249) **Sector:** Manufacturing **Turnover:** £20m – 2022/23

Context

- UKF Stainless Group Holdings comprises of three businesses, with a total Turnover of £20m and 65 employees. See below for split:
  - UKF Stainless – Stockholder - £15m, 39 FTE, Bromsgrove
  - Joint Perforating Ltd – Processes / Manufactures - £3m, 20 FTE, Bromsgrove
  - Ferrari Stainless and Alloys – Fittings, Flanges, accessories - £2m, 6 FTE, Bournemouth

Issues Discussed:

- The Senior Management team is new and young – there is a lot of investment currently being made in development and establishing new processes and ways of working. This also includes a significant investment in new systems and management consultants. They are integrating their existing systems to improve internal operations and real time reporting, with accurate data.
- Recent investment has been approx. £200k capital, on shopfloor and premises improvements. They have no capital investment plans in place for the next 12 months, as they are investing in consultants and systems.
- Following Covid, the business has been accessing new markets – for example Yachts and many Healthcare items such as hospital beds, sanitising stations and other medical equipment.
- UKF owns half of the Bromsgrove site and lease the other half. They are interested in sustainability improvements and having a net zero target to work towards. They would be very keen for any support to assist with this, as the banks and some customers are now showing an interest in it and they need to be up to speed
- The main challenges faced by the business are mainly easing, following the recent economic uncertainty. They are recovering from the FX fluctuations, as they import in USD. This was a significant financial hit. The alloy fluctuations in the material pricing has also fallen unfavourable recently. The supply chain has settled down a bit, larger competitors have been squeezing the aluminium market. UKF import from Malaysia, China and India and are experiencing delays and issues with importing at ports / customs.

Actions Agreed:

- Refer to Clean Growth for Energy Assist time pre summer grant application
- Refer to WGH Professional Business Advisor programmes for Sustainability support
- Send details on the decarbonisation portal and UoW Help 2 Grow and DfE Bootcamp courses
- Set up a meeting with Made Smarter to explore support for investment in ERP/MRP system integration

JOHN BEAVAN
BESPOKE CABINET MAKERS & SPECIALIST ARCHITECTURAL JOINERY

John Beavan Ltd

District: Malvern **Size:** (Micro 0-9) **Sector:** Manufacturing **Turnover:** £195k – 2022/23

Context

- John Beavan are bespoke cabinet makers/manufactures, John and his team are highly trained dedicated, skilled cabinetmakers have built a reputation for quality, creativity and a high level of customer satisfaction in creating commissions. John is working with local school to encourage new skills in the industry offering work experience yearly to local school children who have the ambition to go into woodwork. John is interested in taking on an apprentice to support the business
- With a large, fully equipped workshop area includes adequate individual workshop areas for each cabinetmaker to work in. This is impractical for larger manufacturers, who depend on volume and robotic processes and machinery. Large manufacturers may outsource overseas to deliver mass produced, inferior pieces. These pieces are made for the fads and fashions of the times and have their place in the market for "quick fix furniture"
- The work could not be further from this mass-produced industry. The pieces made are functional, beautiful and extremely labour-intensive for the client who would like to hand on pieces for future cherished guardianship or profitable sale.
- Having being commission by some of his most inventive private clients to reproduce some of histories most defined and detailed Regency furniture pieces, mostly with elements taken for the outstanding private Regency collection in Southill Park, Bedfordshire. Commissions involve close and sensitive collaboration with each client to give a clear understanding of the finished piece, by creating scaled drawings, models together with samples of veneers, metals and other material samples, giving each client a full impression of how their furniture will appear.
- With some of these pieces being sold in one of Sotheby's auctions and latter Christies New York has now identified John Beavan as a recognised cabinet maker of the 21st century and 'one of England's finest cabinetmakers. Work has been undertaken for the UK royals, many multi-millionaires in London and royal in Dubai.
- John's expert cabinet maker skills have been mastered through years of making, using antiquated hand tools and age-old methods. Every piece of work is meticulously handmade, implementing, exacting precision, involving gold-leafing, carving and marquetry. Each piece becomes a unique and individual 'sculptural work of art' which makes his furniture sought-after and valuable. Their annual turnover is £200K and forecasting £220K for next year, the business has three employees currently.

Issues Discussed

- There is a real difficulty in finding skilled cabinet makers which is holding back the growth of the business.
- There is no marketing strategy in place, the business would like to revamp the website costing around 5K

Actions Agreed

- Refer to Growth Grant
- Refer to Skills officer
- Refer to Made Smarter programme

G&O Springs Ltd

District: Redditch **Size:** (Small 10-49) **Sector:** Manufacturing **Turnover:** £3.1M -2022/23

Context:

- G&O Springs have continued to grow since I last saw them. They have increased turnover by 38% to £3.1m last year and are on track to deliver £4m this year. The target is to get to £5m in three years. They are also now taking work on from other local suppliers in the aerospace sector (Eaton) to do some of the NDT process work, this increases income and uses existing capacity.
- They have made some changes to the leadership team, with a change in the Operations Director – newly promoting from within. There is very much an emphasis now on team-based leadership and being promoted to leadership from within the business through career pathway progression. They are moving to a four-day week on 11th September, for all employees. Currently, more than 50% of the workforce has been there for less than 2 years and the average age is 42 – which is very much unheard of within this sector. Everyone has a personal OTIF target, with an overall performance for the team of 47ppm which is excellent. Would appreciate support from Hewett Recruitments as Professional Advisors.
- There has been a lot of investment in the business, especially in terms of the facility. They have installed solar panels which produce 600kw a day (they use 800kw a day), as well as replacing an old spring coiler machine (£120k). They have also commenced the £200k building project to extend their facility, which will add 3,000 sq ft and an upstairs office. Steve is looking to invest in batteries for the solar panels – if they could store the energy that they will be producing on Fridays / Saturdays and Sundays through the four-day working week, they would have enough energy to be fully self-sufficient. He would also like to have the support from the sustainability team to help them understand the environmental impacts of new materials, as well as gaining a better understanding of their energy consumption. They are not working towards a formal net zero target and would appreciate help to create a strategy to do so
- Made Smarter has been supporting the business, MTC have been in and completed a value stream mapping process and are looking at helping to develop real time visual management boards for the factory. They have cleansed the ERP data and are using the system better now. This has highlighted to them just how poor their supplier performance is – which is something they are now working on.

Issues Discussed:

- The business need to be able to upskill their staff quicker. A new skills system needs to be embedded.
- They are seeing a huge increase in costs from suppliers for materials. They have been able to increase their prices and pass a lot onto their customers, but they have also partially mitigated it through changing their procurement to be more strategic and buying in bulk to offset the increases. Previously they were buying tactically, using a Just in time process.

Actions Agreed:

- Refer to Clean Growth for energy assist and grant when available
- Refer to decarbonisation portal
- Refer to Advisor Programme for sustainability and strategic workforce support

King Sheet Metal Ltd

District: Worcester **Size:** (Small 10-49) **Sector:** Manufacturing **Turnover:** £1.8M – 2022/23

Context

- King Sheet Metal are specialists in manufacturing high-quality, unique products and offer Laser Cutting services focusing on several sectors including Weighing and Packaging Industry, Pharmaceutical, Defence, Tubular Products, Automotive and Architectural. The Material ranges King sheet Metal cover are from 0.5mm up to 20mm thick in the following Materials: Stainless Steel, Aluminium, Mild Steel, Tin and Titanium. Raw materials are sourced from the UK and overseas.
- Their annual turnover is £1.8m and are forecasting £2m for next year. They currently stand at 18 employees, but this will increase by at least 2/3 people due to increase in demand from customers and ongoing contracts.
- The business operates in the same way it has from the beginning, with no real processes nor business planning taking place, the majority of the current orders are from repeat business. The business does no marketing or advertising. However, there is real desire in the business to become more digitalised and implement a new IT infrastructure. The business recognises it needs to make major changes which can increase turnover dramatically.
- The business moved to a new larger premises in January 23 to accommodate its growth, to cut cost when electricity and operating costs increased a new 4 day working patten was introduced. The workforce work Mon-Thurs and 38 hours weekly. This has made a significant difference in becoming for efficient and save on running costs on the shop floor.
- The business operated fully throughout Covid; demand was high but in the last 6 months a few contracts have lost, mainly due to fierce competition

Issues Discussed

- The main barrier to growth is skillset - finding experienced welders is a major issue for the business; MD James explained he is happy to work with schools and college to explain to the future workforce there is a good pathway to learn some great skills and earn a high income. The business retains its workforce mainly by the pay and flexibility they offer.
- They have good staff retention – people are treated well and like working there. They are now focussing on growing / training their own people from the ground up. They are struggling to find a young apprentice for the quality team. The business is happy to retain people and offer experience to those who wish to go into welding but still are unable to attract people

Actions Agreed

- Refer to The Chamber
- Refer to Made Smarter
- Refer to Skills account manager
- Refer to WGH Professional Business Advisor programmes for Marketing

Greener Options

District: Wychavon **Size:** (Small 10-49) **Sector:** Waste Management **Turnover:** £650k – 2022/23

Context

- Green options are a hygiene and clinical waste company. They send nothing to land fill, managing waste cost-effectively and in tune with the business operation. Greener Options is an independent company that is fully committed to customising an integrated range of services/products that understand the health and wellness needs of people who use washrooms away from home both at work and play. All waste, both hazardous and non-hazardous plus a large range of incidental waste is where they have links with local companies and charities come into their own.
- The business portfolio is very diverse ranging from Private clinics, NHS contracts, Tattoo Shops to day nurseries
- Their annual turnover is £650k and are forecasting £700K for next year. There are 15 staff ranging from drivers to office staff. The business is a family businesses with day-to-day operation headed by daughter Holly.
- The business has outgrown its current premises and is looking to relocate to a bigger unit on the same industrial estate. The new unit will give extra space not only for storage but to accommodate more office staff which is needed to assist with the business growth.
- Green option is looking to become more digitalised and integrate its systems as currently the CRM system does not integrate with his finance system or the main operating system . The business is looking to invest around 10K in this development including new IT Equipment.

Issues Discussed

- The business does not undertake any real marketing or have a strategy as the bulk of contracts are repeat business, however the business recognises it needs to expand its portfolio and increase new business. Support is required externally to put this in place. Some social media post are posted by this is skills picked up within the business no real formal training.
- The costs of Fuel prices has had a detrimental effect on the business with fuel bills costing around 2K a week, the business has currently absorbed theses costs but is finding it verry difficult as it still seems to be rising. The industrial estate the business is located on has an incinerator but the business is unable to load into this due to not having the specific truck required therefore having to travel to Tewkesbury and Cambridge to incinerator the waste.
- The business currently has no apprenticeships, but this is something greener options can undertake in the new premises due to space.

Actions Agreed

- Refer to district council for generic advice
- Refer to WGH Professional Business Advisor programmes for Marketing

Minster Micro Computers

District: Wyre Forest **Size:** (Small 10-49) **Sector:** Information & Technology **Turnover:** £1.3 – 2022/23

Context

- Minster Micro are looking to grow and are working hard to deliver it. There is a lot going on at the business and therefore we are looking at support over a long period of time. This visit prioritised skills and sales / marketing
- There are 4 apprentices in the business, one has just finished, and three are soon to complete. They are very happy with how the system works and keen to support it.
- They have got KTP funding in place to finance the roles and are going to be creating processes and a knowledge base within the business that are much needed. The hardware and networking team are also looking to develop their 'ethical hacking' capability. The business does carry out R&D and does claim this through their accounts / finance.
- Susan has recently commissioned a new website which is very much people focussed and fosters a partnering feel with customers. They do not have an in-house marketing team and have not had a good experience with their previous marketing manager. They are using a marketing consultancy in Stourbridge for support, as well as an external PR resource. The business needs to focus on marketing in order to gain new business and improve client retention. Support would be very much appreciated in this area. A full audit of the marketing activities and plans needs to be carried out, in order to get the business to the next level.

Issues Discussed

- Support with Employer branding and strategic workforce planning is greatly needed and would have a huge impact on the business

Actions Agreed:

- Refer to new advisor programme for Marketing, Strategic Workforce Planning and Sustainability
- Refer to Clean Growth
- Send our website details and newsletter link

WORCESTERSHIRE GROWTH HUB

Worcestershire Local Enterprise Partnership

Workforce and Skills Update

Latest business engagement on workforce and skills initiatives

Cornerstone Employers

Worcestershire's Cornerstone Employers are local employers who support educational establishments in their area in a variety of different ways over an extended period. The culture of wanting to be involved with young people's careers education will run throughout the company. Throughout the county there are 12 cornerstone employers.

We hosted our first Worcestershire cornerstone meeting on the 23 June. We had a total of 8 corner stone employers in attendance and discussed initiatives and strategies moving forward for the remainder of the year such as teacher encounters.

Find out more here

Enterprise Advisors and Pledge Cards

The recruitment process for enterprise advisors has now changed. We are now looking to recruit advisors in a specialised capacity following guidance from the CEC to support our schools in the county.

We have had a total of 214 businesses pledged to support the skills agenda in Worcestershire, including 160 businesses from Worcestershire.

- Bromsgrove - 16
- Malvern Hills - 12
- Redditch - 17
- Worcester - 62
- Wychavon - 33
- Wyre Forest - 20

54 businesses are not located in the county, however they do continue to support the agenda.

Severn Valley Railway

District: Wyre Forest **Size:** (Medium 50-249) **Sector:** Tourism **Turnover:** £8M 2022/23

Context

- I was brought in on a meeting with SVR by the Wyre Forest WGH Account Manager because skills was an issue that had been raised in previous meetings and is now a priority concern for the business

Issues Discussed

- Huge staffing / volunteer shortage throughout the business.
- Supporting schools' skills agenda to increase the exposure of SVR to young people in the county.
- Opportunity to become involved in local engineering event and showcase what is on offer at SVR.

Actions Agreed

- Immediate action as priority to introduce to non-cost recruitment partners throughout our network
- Invited to attend upcoming "Get into Engineering event" at HoW college
- Sent Employer Brochure / Pledge card to start engaging with local schools and young people

WORCESTERSHIRE GROWTH HUB

Worcestershire Local Enterprise Partnership

Strategic and FDI Update

A strategic business visit report from this quarter

Lucart Hygiene

District: Malvern Hills **Size:** (Large 250+) **Sector:** Manufacturing **Turnover:** £36m (2022)

Context

- The business is undergoing exponential growth, not just from price increases but as a result of the Malvern site, they convert products for the “away from home” market (non-consumer), currently 10% of market share. Biggest competitors include Kimberley Clark.
- In 2021 sales turnover achieved £26 million, 2022 reached £36 million with a forecast to achieve £45.6 million in 2023. The focus is to move away from the low margin centre feed products (ESP legacy product) to the Lucart Hygiene quality professional range (these products generate 35% profit margin). The ESP model was high volume, low margin with hundreds of customers.
- At the beginning of 2022, the company implemented a new ERP system which utilised the system to identify more profitable clients to focus on. In 2022 1% of sales were of the new professional quality range, in 2023 the target is set to rise 5%. Lucart’s main differentiations from competitors are quality products, good service and on time delivery.
- Since Jonny joined the business, productivity has increased from 7,000 cases a day to 18,000 and there is still room for further efficiencies to be made. approx (20%). The productivity improvement has been in part due to a range of improvements to staffing, staff recruitment, training and benefits. Staff turnover has improved from 20% down to 2%.
- Jonny wants to raise the profile of the business and although the UK is preforming well, other Lucart Hygiene companies within the group had a tough year last year with France & Spain been hindered not just with raw material cost increases but also with the crippling energy costs due to the Paper Mills being high energy users. Substantive strikes were also an issue in Spain, which has hindered deliveries.

Sustainability

- Sustainability and ESG is of great importance to the group and one the company’s USPs. Accreditations achieved in Italy for the “Ecological Award” for low environmental impact. The company sold £10 million through energy generation, using hydrogen, and bio-mass. The Italian parent are focussing on a circular economy and striving to lead in this area. Lucart Hygiene in Italy offer an Eco natural product range which is made from tetra pak and cartons are recycled.

LUCART
SHARING THE FUTURE

Sustainability (cont'd)

- Energy is hedged until 2025, currently paying 6pence per kw. If Lucart UK took out an energy contract today, they would be paying and additional £800,000 per annum!
- The company have started working on ways in which they can mitigate energy risk, once the current contract ends. WGH referred Lucart to WGH funded sustainability consultancy and further work is currently being undertaken, to assist with a micro metering and monitoring project over 12months. Several colleagues from across the business are involved in the project with buy in from all departments.

Site & Planning

- Lucart's plans for growth require further space both short term and longer term which is placing constraints on the company's ability to grow.
- The immediate need is for more storage to house stock, purchased former sister company in Spain. The company is currently, procuring material from Spain inefficiently as unable to house large volumes. Also, rumbling issues in Spain with potential strikes. This may become a supply chain issue. Previous strike action in Spain saw striking of up to 300 plus days.
- For Phase 2 - Jonny has been advised that as part of the temporary structure planning application, there will be a requirement for a concrete base and they will need to undertake environmental assessments (Newts and wildlife). The company will bring in an external consultancy to support this.
- The site has previously gained planning permission for an anaerobic digestor and hopefully the 2nd phase will not encounter too many issues but will be subject to meeting planning requirements. The new temporary structure would be in place for 2yrs costing £160,000 to buy or £84,000 to rent for 2 yrs. The new investment will create 2 jobs.
- Phase 3 - The longer- term plan is to build a new factory warehouse and invest new machinery to be able to produce the Italian range of professional products in Malvern. This will be a £6-7 million investment for the building, and additional investment in machinery, with a total investment of £15 million.
- Jonny has met with "One Ltd" who were the architects / planning consultancy used for the original factory build and 40 jobs will be created as a result of the investment.
- Planning considerations are:
    - Additional lorries, potential traffic lights and road layout changes. Planning applications relating to buildings in MHDC area need to blend with the surrounding area. If planning was not granted a second site could be an option but not preferred due to inefficiencies, which would impact productivity. Finance, is likely through the current bank (Santander). All Lucart's banking will shortly move to Santander who offer preferential rates.
    - Job creation is expected , largely with the phase 3 project, 45-50 new jobs with the new machinery producing the professional range as opposed to importing product in from Italy.
    - The site is 20 acres in total, plan to keep it all for future growth or possible consideration to renting for offices.

Issues Discussed:

- Robotics - 4 robots, of which 2 do not work. The company who supplied them is Italian and will no longer support, as the machinery was moved into a new position. Lucart engineers have studied the manuals and are working on a solution. In the future Lucart will procure robots from the UK.
- Downtime - since Jonny has joined the business, downtime has been reduced from 38% to 18.5%, still working on lowering and have increased the engineering team from 2 to 5.
- One disadvantage for Lucart is that the group do not own a papermill in the UK. Their main competitor does own a paper mill which Lucart procure from and which means 15% additional cost.
- Raw material prices increased by 45% at one point, by the time the increases had been passed onto customers, another increase had been inflicted by suppliers. Raw materials at their peak were costing £1,600 per tonne last year, they have now stabilised at £1,250 per tonne. As a direct result, Lucart made 5 price increases during 2022.
- Import penalty charges have re-occurred, recently. The company organised a vehicle to collect a shipment from the port, however their vehicle was sent away as the port were unable to move the consignment. This occurred after a demurrage charge, which can be between £2,000 - £20,000. The charge is based on the value of goods and the length of time they are kept as the port. Jonny has advised that ports are still not working smoothly and are in disarray. Last year goods were stuck 6 times which delayed arrival and 6 days late. Lucart operate a just-in-time system. This leads to stopping the machines each time, leading to downtime and pressure to deliver to clients.

Marketing

- Exhibit at shows to promote products. Lucart do not sell direct to consumers, instead sell to distributors. The Malvern site benefits from a show room and interactive, demonstrator / training centre for distributors.
- Marketing is outsourced. On several platforms including Facebook, Linkedin and Twitter, although not much social media currently. Could do more to promote sustainable angle and business profile for recruiting.
- Export – small amount of export to Ireland. The company is primarily UK focussed.

Actions Agreed:

- Refer to Made Smarter – Martyn Mangan follow up
- Introduction to Morgan Motors & Biopak
- Apprenticeship Levy support when reach £3 million salary

WORCESTERSHIRE GROWTH HUB

Worcestershire Local Enterprise Partnership

Business Diagnostic Overview

Statistics from this quarters completed business diagnostic survey

Business Environment

Is Your Business Looking To Grow, Stay The Same Or Decline?

Total number of responses to this question	127

Response	Number of Responses	% of total
Grow	119	94%
Stay The Same	8	6%
Decline	0	0%
Total Answers	**127**	**100%**

Are you an exporter?

Total number of responses to this question	123

Response	Number of Responses	% of total
Yes	22	18%
No	101	82%
Total Answers	**123**	**100%**

Are you seeing any changes to your cost base?

Total number of responses to this question	117

Response	Number of Responses	% of total
Yes	56	48%
No	61	52%
Total Answers	**117**	**100%**

Are you facing any issues with your supply chain?

Total number of responses to this question	109

Response	Number of Responses	% of total
Yes	14	13%
No	95	87%
Total Answers	**109**	**100%**

Skills

Have you recently/planning on recruiting?

Total number of responses to this question	128

Response	**Number of Responses**	**% of total**
Yes	52	41%
No	64	50%
Planning to	12	9%
Total Answers	**128**	**100%**

Do you provide Specialist training for your staff?

Total number of responses to this question	119

Response	**Number of Responses**	**% of total**
Yes	50	42%
No	69	58%
Total Answers	**119**	**100%**

Do you have a succession planning strategy in place?

Total number of responses to this question	108

Response	**Number of Responses**	**% of total**
Yes	52	48%
No	56	52%
Total Answers	**108**	**100%**

Do you have good relationships with colleges / Universities?

Total number of responses to this question	99

Response	**Number of Responses**	**% of total**
Yes	20	20%
No	79	80%
Total Answers	**99**	**100%**

Innovation

Have you made any recent investment in the following options?

Total number of responses to this question	93

Response	Number of Responses	% of total
Equipment	75	55%
Location	28	21%
People	33	24%
Total Answers	**136**	**100%**

Are you planning to make any investment in the following options?

Total number of responses to this question	115

Response	Number of Responses	% of total
Equipment	87	46%
Location	46	24%
People	55	29%
Total Answers	**188**	**100%**

Do you fund any R&D in your business?

Total number of responses to this question	110

Response	Number of Responses	% of total
Yes	33	30%
No	77	70%
Total Answers	**110**	**100%**

Have you got / are you planning on new products or process in your business?

Total number of responses to this question	116

Response	Number of Responses	% of total
Yes	86	74%
No	30	26%
Total Answers	**116**	**100%**

Do you have any barriers in innovation?

Total number of responses to this question	101

Response	Number of Responses	% of total
Yes	7	7%
No	94	93%
Total Answers	**101**	**100%**

Have you accessed any innovation grants?

Total number of responses to this question	104

Response	Number of Responses	% of total
Yes	27	26%
No	77	74%
Total Answers	**104**	**100%**

Infrastructure

Do you have a premises?

Total number of responses to this question	127

Response	Number of Responses	% of total
Yes	98	77%
No	29	23%
Total Answers	**127**	**100%**

Are you looking to move or expand premises?

Total number of responses to this question	124

Response	Number of Responses	% of total
Yes	47	38%
No	77	62%
Total Answers	**124**	**100%**

Do you have a remote workforce?

Total number of responses to this question	122

Response	Number of Responses	% of total
Yes	25	20%
No	97	80%
Total Answers	**122**	**100%**

Do you have a Digital connectivity within your business?

Total number of responses to this question	104

Response	Number of Responses	% of total
Yes	72	69%
No	32	31%
Total Answers	**104**	**100%**

Are there sufficient transport links in place for your staff?

Total number of responses to this question	62

Response	Number of Responses	% of total
Yes	53	85%
No	9	15%
Total Answers	**62**	**100%**

Is your business working towards a net zero target?

Total number of responses to this question	82

Response	Number of Responses	% of total
Yes	48	59%
No	33	41%
Total Answers	**81**	**100%**

WORCESTERSHIRE GROWTH HUB

Worcestershire Local Enterprise Partnership

Inward Investment

Latest update on queries received in Worcestershire

Total Enquiries

Total Enquiries	**14**
Land	3
Industrial/Warehouse	11
Office	0

Land Enquiries

Type of building / Size	Business name	Date of Enquiry	Current location	Location of Search	Buy /Lease	Result
Land / 4 Acres 174,240sq ft	Aegis Energy	11/04/2023	Unknown	County Wide	Buy	• Performed CoStar Search. No results
Land - 1-3HA to a max of 10HA for super Hub 130,680sq ft to 435,600sq ft	Unknown - Came from DIT	26/04/2023	Austrian construction company, with a base in Wales	Bromsgrove	Buy/Lease	• No Results for Bromsgrove • After widening the search there was available land in Redditch, but near a village and too far from motorway.
Land / 215,278sq ft (20,000. sqm)	Unknown (Came from DIT)	04/05/2023	Unknown	County Wide	Buy	• No Results other than some land in Redditch, • However, the land was too large and included a grade 2 listed building. • Downloaded brochure and sent to DIT informing it may be worth asking Commercial agents if parcels of land would be considered as to purchase whole plot is beyond budget

Industrial/Warehouse Enquiries

Type of building / Size	Business name	Date of Enquiry	Current location	Location of Search	Buy /Lease	Result
Industrial/Warehouse - 2,000 sq ft	Classic Engine Workshop	31/05/2023	Redditch	North Worcestershire	Buy	• 3 buildings found • However, one was under offer and the second was in the exchange process. • Presented the one remaining property in Redditch • Searched up to 3,000Sq.Ft
Industry – 15,000 sq ft	Absolute Automation Ltd	19/06/2023	Bromsgrove	Bromsgrove	Lease	• No results suitable • Results returned showed the buildings were too old and run down. • Looked on Potters Space website, units available are too large
Light Ind + Industrial - 3,000 sq ft	Pitstop Centres Ltd	22/06/2023	Worcester (Shrub Hill)	Worcester + County Wide	Lease	• Have saved results of search, both for Worcester and County Wide.

Type of building / Size	Business name	Date of Enquiry	Current location	Location of Search	Buy /Lease	Result
Light Ind + Industrial – 3,000 sq ft	Flexdoor Adjustable Lining Ltd	22/06/2023	Worcester (Shrub Hill)	Worcester + County Wide	Lease	• Have saved results of search, both for Worcester and County Wide.
Light Ind + Industrial – 2,500 sq ft	PAP Antiques	22/06/2023	Worcester (Shrub Hill)	Worcester + County Wide	Lease	• Have saved results of search, both for Worcester and County Wide.
Light Ind + Industrial – 1,500 sq ft	Noah Morris Bespoke	22/06/2023	Worcester (Shrub Hill)	Worcester + County Wide	Lease	• Have saved results of search, both for Worcester and County Wide.
Light Ind + Industrial – 1,000 sq ft	John Harwood & Christine Harwood	22/06/2023	Worcester (Shrub Hill)	Worcester + County Wide	Lease	• Have saved results of search, both for Worcester and County Wide.
Warehouse – 500 sq ft	M.I.F Electrical Ltd	22/06/2023	Worcester (Shrub Hill)	Worcester + County Wide	Lease	• Have saved results of search, both for Worcester and County Wide.

Type of building / Size	Business name	Date of Enquiry	Current location	Location of Search	Buy /Lease	Result
Warehouse – 600 sq ft	Worcester Diving Club.	22/06/2023	Worcester (Shrub Hill)	Worcester + County Wide	Lease	• Have saved results of search, both for Worcester and County Wide. • Sent results to business, however not suitable • I have had to extend search radius and sent second file of possible units.
Light industrial - 3,000 sq ft	Surf Works	23/06/2023	Kidderminster	Kidderminster	Lease	• No light industry units In Kidderminster. • Have sent 2 results to client that may be helpful.
Warehouse – 10,000 sq ft	Charter Auctions	29/06/2023	Droitwich	Bromsgrove, Redditch, Droitwich + Worcester	Lease	• Four possibilities were found. • Sent results with a brochure to WGH Account Manager on the 30/06/23 to send to business

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Pre-Starts

Information on individuals interested in starting a business

We have received a total of 22 Prestart enquiries this quarter in Worcestershire. Typically, the enquiries will come through incoming calls and emails, and website enquiries.

The types of enquiries have ranged from individuals looking to start enterprises in the following areas:

- Health and Social Care – 4
- Creative Arts – 4
- Business Services – 3
- Food and Drink – 2
- Trade (e.g. plumbing, carpentry) – 2
- Consumer Goods – 1
- Landscaping – 1
- Leisure – 1
- Technology – 1
- Renting Office Space – 1
- Agricultural – 1
- Dog grooming – 1

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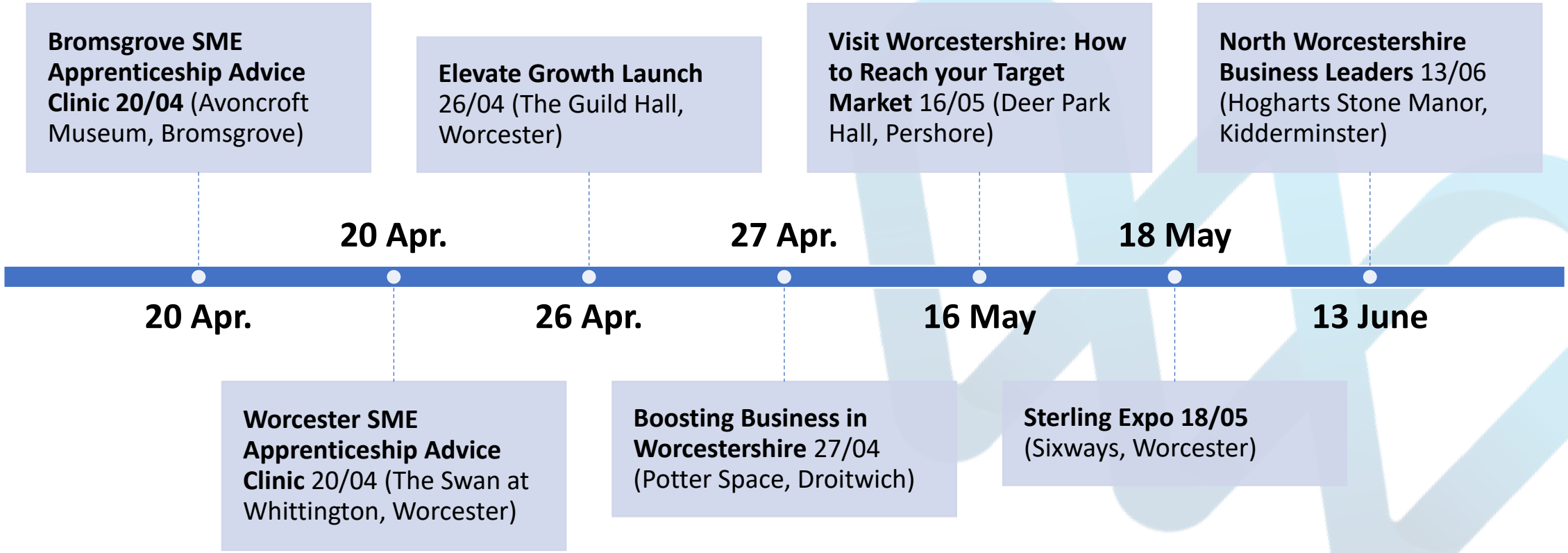
Worcestershire Local Enterprise Partnership

Events and Campaigns

Latest intel on events delivered/attended and upcoming campaigns and events

Events Attended



Events Attended

Business Breakfast 15/06 (Droitwich Spa Library, Droitwich)

Worcestershire Business Conference 27/06 (Sixways, Worcester)

National Employability Day 16/06 (Kidderminster & District Youth Trust, Kidderminster)

Risk of NEET Indicator Launch 27/06 (County Hall, Worcester)

Upcoming Events

- Herefordshire & Worcestershire Chamber of Commerce Women's Business Forum **13/07 (Hartlebury Castle, Kidderminster)**
- Women's Business Conference **07/09 (Crumplebury Farm, Worcester)**
- District Council based events to launch UKSPF Business Support Programmes **TBC September**
- Worcestershire Business Forum – Workforce Planning **02/10 (Worcestershire County Cricket Club, Worcester)**
- Herefordshire & Worcestershire Chamber of Commerce Business Expo **12/10 (Three Counties Showground)**

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Business Support Accessed

Information about nature of support provided and referrals made

Total Referrals

Total Referrals	**266**

Programmes	Number of Referrals
Advised in Worcestershire	12
Advisors - Blue Orchid	1
Advisors 3 - Multiple Advisors	1
Advisors 4 – Marketing and Communications	6
Advisors 4 - Strategic Workforce Planning	3
Apprenticeship Grant (District Council)	1
BCRS	3
Betaden	7
British Business Bank	2
Business and IP Centre (BIPC)	20
Business Start Up Grant	4
Clean Growth	16
District Council (generic advice)	7
District Growth Grant - Malvern	17
District Growth Grant - Worcester	15
District Growth Grant - Wychavon	11
DIT	1
Elevate	3
Enterprising Worcestershire	8
Find It In Worcestershire	5
General Information	11
Graduate Grants (District Council)	2

Programmes	Number of Referrals
Help to Grow	2
Innovate UK	3
Inward Investment	2
Made Smarter	12
Malvern Hills Upskilling Grant	1
MEIF - BCRS Small Business Loans	3
MEIF - Midven Equity Funding	1
Midlands Investment Fund	2
Newsletter	5
One Worcestershire	2
Other	6
Skills Bootcamp	9
Skills Engagement	5
The Chamber of Commerce	14
Visit Worcestershire	1
WCC Funding Portal	2
Women Who Worcestershire	3
Worcester City Retail Enhancement Grant	3
Worcester University	21
Worcestershire Apprenticeships	12
Worcestershire Regulatory Services	1

For all enquires or for further information please contact the
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