

# Kintyre Action Plan: Status Report

Kintyre Action Plan		
<b>Action / Project</b> <b>1.2a Supportive Business Environment</b>	<b>Prepared By:</b> Kate Fraser	<b>Date:</b> 11/10/13
<b>Action / Project Overall Status:</b> Delivery of Business Gateway service		
<b>Action / Project Summary:</b> <ul style="list-style-type: none"><li>• Donald Melville (Business Adviser) has been in Campbeltown/Kintyre to meet clients on 30<sup>th</sup> August, 12<sup>th</sup> &amp; 26<sup>th</sup> Sept and 3<sup>rd</sup> &amp; 11<sup>th</sup> October. When not with clients on these dates, Donald has been proactively engaging with businesses and intermediaries by leafleting and calling into premises.</li><li>• Donald has also been on Islay 14<sup>th</sup> &amp; 15<sup>th</sup> October and on Gigha 13<sup>th</sup> September to meet clients.</li><li>• Two e-Commerce workshops scheduled for Campbeltown regrettably had to be cancelled due to lack of interest - 'Build Your Own Business Website' on 17<sup>th</sup> October generated only 2 bookings and 'Improve your Business Website' on 18<sup>th</sup> October generated 3. These workshops were advertised in the Campbeltown Courier, Kintyre Forum, Business Gateway e-zine (to over 2,000 contacts) and Facebook, posters in the library, Aqualibrium and Burnett building, as well as word of mouth promotion by advisers to clients.</li><li>• Business Gateway press releases featured in the Campbeltown Courier 6<sup>th</sup> September &amp; 4<sup>th</sup> October (attached).</li></ul>		
<b>Milestone/s scheduled for completion</b> <ul style="list-style-type: none"><li>• Donald Melville scheduled to be in Campbeltown at least fortnightly.</li><li>• Clients wanting to meet with Donald can request this via the local office or the national enquiry centre.</li><li>• Donald expects to visit Islay for 2 days every quarter, subject to demand. Next visit is scheduled for the new year.</li><li>• Other Campbeltown workshops can be added to the Business Gateway 2013-14 schedule subject to demand. 10 + clients are needed for workshops delivered by an external trainer and 6+ for workshops delivered by the Business Gateway advisers.</li><li>• A decision is pending regarding an application made to ERDF for support with Business Gateway Plus. This is a programme of support which, if approved, will provide growth grant funding, additional workshops and specialist advice to businesses with growth potential.</li></ul>		
<b>All enquiries for support should be directed to 01546 605 459 or <a href="mailto:business.gateway@argyll-bute.gov.uk">business.gateway@argyll-bute.gov.uk</a></b>		

**Impact (year to date April – Sept 2013):**

**There has been a marked increase in the volume of enquiries and adviser meetings with Kintyre based businesses in the last quarter (July – Sept) as well as an increase in the number of start-up businesses supported.**

- Q2 saw 43 enquiries from Kintyre compared to 24 the previous quarter, an increase of nearly 80%. Year to date there have been 42 start-up enquiries and 25 existing business enquiries from Kintyre. This compares to 257 start-up enquiries for Argyll and Bute overall and 121 existing business enquiries.
- Q2 saw 28 adviser meetings with Kintyre based businesses, compared to 24 the previous quarter. 52 meetings with a business adviser have taken place year to date for Kintyre, 36 relating to start-up and 16 with an existing business. Totals for Argyll and Bute for the same period are 201 start-up meetings and 83 existing business meetings.
- Q2 saw 7 new start-ups supported in Kintyre, compared to 2 the previous quarter. For the six months to September, Business Gateway has supported 9 new start-up businesses in Kintyre (including Islay and Jura). These new starts are based in Campbeltown (4), Islay (1) plus 4 elsewhere in Kintyre. Last year 11 starts were supported in Kintyre for the full year. Across all of Argyll and Bute, 58 start-ups have been supported in the same period. Kintyre based start-ups represent 16% of the total start-ups supported in Argyll and Bute by Business Gateway year to date. This compares to 9.5% for 2012-13.
- For the year to date Business Gateway has supported 8 existing businesses in Kintyre (including Islay and Jura). Across all of Argyll and Bute, 171 existing businesses were supported during this period. Year to date, Kintyre represents 5% of the total businesses supported in Argyll and Bute by Business Gateway.
- One start-up workshop has been held in Kintyre year to date, with a total of 3 across Argyll. These workshops are typically scheduled for Feb – April and Oct – Nov as demand over the summer tends to be lower
- Quarterly customer satisfaction at Apr 13 was 93% for Argyll and Bute compared to 86% nationally. Data is available at Argyll and Bute level only. Q2 data is not yet available.
- 12 month survival rate of supported businesses was 92% for Argyll and Bute in Q2 compared to 78% nationally. 36 month survival rates have just become available. For Q2 the 36 month survival rate was 100% compared to 67% nationally, but the small sample size for Argyll (7) should be noted. Survival data is available at Argyll and Bute level only.

*Quarterly reporting data will be available after 17 Jan for Q3 and 14 April for Q4.*

## Donald is helping Kintyre

AS part of the local Business Gateway service, experienced advisers are available to meet both new and existing businesses owners across Kintyre.

The meetings are free and confidential and can be used to discuss any issues relevant to that particular business, be it early stage plans, new opportunities, challenges or growth potential.

Donald Melville is the business adviser predominantly covering the Kintyre area. He is available in Campbeltown at least once a fortnight and is also available to visit business owners at their premises.

'I have seen a steady increase in the number of Campbeltown clients booking appointments with me since I joined the Business Gateway team earlier this year,' he said.

'They come from a wide range of backgrounds and size. Many clients have just a kernel of an idea which we can help them investigate and explore the potential of, while others are looking to diversify, source funding or secure new contracts.

Anyone looking to meet with Donald should contact 01546 605 459.



Business adviser Donald Melville.



Amy Gray outside her Kirk Street premises which opened two months ago. 08\_c40beauty01

# Shop looks good and Amy feels good about Campbeltown

IT WAS the craziest week of her life - but already beautician Amy Gray knows it was worth it.

The owner of Look Good Feel Good in Kirk Street, Campbeltown gave her self just seven days to completely overhaul the premises and be ready for her first customer.

That meant knocking down walls, putting up new ones and painting and preparing the rooms.

Incredibly, finishing with an 8am to midnight shift, she managed it.

'It was such an ex-

hausting week and I don't want to pick up a paintbrush again for a long time,' she laughed.

'It all happened so quickly, I had no time to think. I had help from my boyfriend Peter McKerral and other friends'.

So, how did a young woman from Callander end up in Campbeltown?

Well, on finishing her college beauty course, Amy fulfilled her urge to travel and spent more than two years in Australia.

She 'had a wonderful time' there and ended up managing two beauty clinics in towns 40 minutes apart in North Queensland.

Returning home to Callander she set up her own beauty salon, sharing large premises with her mother, Val Gray, who had a clothing out-

let. However, 18 months on, when her mum decided to retire, Amy knew the place was too big for her to afford on her own. Then, while visiting boyfriend Peter in Campbeltown, she spotted the Kirk Street premises up for sale.

'I knew they would be ideal, and it was worked out so well.'

It is almost exactly two months since Amy, 23, opened in Campbeltown where she now lives.

'The salon is perfect for me, just the way I pictured the way it would be, and the people have been fantastic,' she told the Courier.

'They have been so friendly and supportive, and I have been fully booked most days. I think the central location has been a big help.

'I am still really excited about it all. It's been such a whirlwind of a time.'



Amy in her treatment room in Look Good Feel Good. 08\_c40beauty02

## Still spaces for autumn workshops

RECENT promotion of Business Gateway's range of autumn workshops has generated an excellent response from local businesses and entrepreneurs, with several of the October workshops already fully booked in Lochgilphead and Oban.

Additional dates have been made available, and anyone looking to book a place at these free workshops should contact Argyll and Bute Council's Business Gateway team on 01546 605 459 or email [business.gateway@argyll-bute.gov.uk](mailto:business.gateway@argyll-bute.gov.uk).

Places are still available at the two-day business start-up workshops running in Campbeltown on November 19 and 20 and Lochgilphead on December 4 and 5.

This workshop will help anyone thinking of self-employment to turn their ideas into a practical and effective plan to launch their own business.

### Variety of businesses

'I enjoyed the course and found it very useful. It was also great to meet so many people also starting out on a variety of business ventures,' said a previous participant.

'I wanted to do it right. The workshop was excellent and it was great to meet such a mix of people with lots of different ideas.'

A few places are still available at the half-day book-keeping workshop on October 30 at Inveraray. This workshop is aimed at those new to self-employment

and with little or no formal training in book-keeping.

The Build Your Own Business Website workshop, designed to introduce people to the basics of good website design, will be held in Inveraray on October 14, while the Improve Your Business Website workshop is also in Inveraray on October 16.

### Selling online

The one-day Online Trading Essentials workshop is aimed at small businesses considering selling online but unsure of how to start. It will be available on October 15 in Inveraray.

To book a place on any of the workshops call the Gateway team on 01546 605459 or email [business.gateway@argyll-bute.gov.uk](mailto:business.gateway@argyll-bute.gov.uk).

Your ambition. Our know-how. Together we can make your new business happen.

Free, practical advice and support to help start your business. Call your local office on 01546 605 459 or visit [www.bgateway.com/argyllandbute](http://www.bgateway.com/argyllandbute)

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