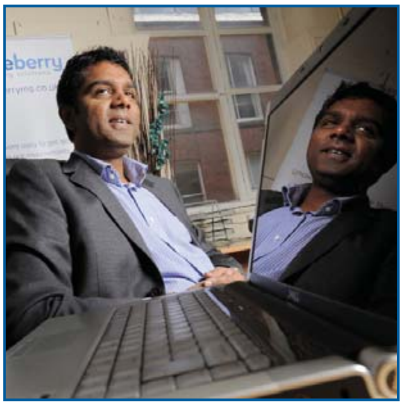
LOCAL ANNEXES

A companion document to Business Link Yorkshire: Learning Legacy



INTRODUCTION

This Local Annexes document supports the main report Business Link Yorkshire: Learning Legacy. It sets out detailed analysis of demand for business support services for each local authority area. Comparative Yorkshire and Humber (Y&H) data is also provided where possible so that local statistics can be compared to regional averages.

The information is in the form of data tables and these should be read in conjunction with the full Learning Legacy report, which provides an explanation of the context for the results and an interpretation. In most cases the data speaks for itself, however, occasional narrative points are included after tables to highlight any key points or variations that arise.

Data is shown for up to four financial years in each table, with the number of years dependent upon when the activity in question started or ended. Data for the 2011/12 financial year is for the first six months of that year only up to the end of September 2011.

Where averages are shown for uptake of Business Link Yorkshire services, these have been calculated excluding 2011/12 data given the partial coverage of that year and the exceptional circumstances applying in the run up to the closure of Business Link services. Averages are illustrative and should be treated with caution as the extent and nature of services offered changed significantly in each year, as detailed in the main Learning Legacy report.

A number of technical terms are used in this document. These are:

'Customers' - refers to all those using Business Link services, whether the business is up and running or a prospective 'pre-start' business.

'Pre-starts' - are those thinking about or in the process of starting a business.

'Start-ups'- are businesses that have just set up and are less than a year old.

'Established Businesses' - are those that have been trading for more than a year.

'Customers Penetrated' – are all those who have received support from Business Link Yorkshire whether, an established business, start-up or pre-start.

'Customers Assisted' – are those who have had at least 2 hours of support.

'Engagement Level' – refers to the type and depth of Business Link Yorkshire services used. 'Enquiry and Information Services' and 'Events' are light-touch in nature, 'Adviser Services' are more in-depth.

Statistical Notes:

Customers are only counted once in annual totals even though they may have used a service more than once, or used multiple services, in a year or over a number of years.

Total numbers of businesses within Yorkshire & Humber and local areas are illustrative and based on 'IDBR' statistics from 2010. These only include businesses registered for PAYE and/or VAT. The 'real' total including those not registered will be higher and will also vary by year.

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THE HUMBER

North East Lincolnshire

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	5,340	5,340	5,340	5,340	5,340
No. of customers penetrated	1,845	2,490	1,244	384	1,860
% of customers penetrated	35%	47%	23%	7%	35%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	737	1,199	452	201	796
% of customers assisted	14%	22%	8%	4%	15%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Overall customer penetration was notably lower than average, although the scale of the gap did diminish over time. Customer assists were also below average, but less markedly so.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	176	308	214	65	233
Pre-starts penetrated as % of all local penetration	10%	12%	17%	17%	13%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	103	228	56	18	129
Starts penetrated as % of all local penetration	6%	9%	5%	5%	7%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated locally	1,566	1,954	974	301	1,498
Established businesses penetrated as % of all local penetration	85%	78%	78%	78%	81%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

A higher proportion of customers locally were established businesses, with fewer pre-starts supported.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	1,669	2,182	1,030	319	1,627
0-4 - % of penetration – local	48%	52%	48%	49%	50%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	36%	31%	34%	34%	33%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	13%	13%	14%	12%	13%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	2%	2%	3%	3%	2%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	2%	2%	3%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Slightly fewer businesses supported had 0-4 employees than regionally.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	116	209	111	145
% female owned (local)	16%	16%	17%	16%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	6	57	20	28
% young person owned (below age 30) (local)	5%	6%	4%	5%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often it was not.*

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	1%	6%	6	1%
Production	7%	7%	160	14%
Construction	13%	11%	112	10%
Motor trades, wholesale, retail	26%	22%	283	24%
Transport & storage	6%	4%	73	6%
Accommodation & food services	7%	7%	73	6%
Information & communication	2%	4%	29	2%
Finance & insurance	2%	2%	14	1%
Property	3%	3%	18	1%
Professional, scientific & technical	9%	11%	120	10%
Business administration	6%	6%	73	6%
Public administration & defence	1%	1%	5	0%
Education	3%	3%	30	3%
Health	6%	6%	55	5%
Arts, entertainment, recreation	7%	7%	120	10%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

North East Lincolnshire's sector split mostly mirrors that of the region quite closely. The sector most over-represented in terms of local customers was 'production', which includes manufacturing.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	1,620	2,132	960	255	1,571	
Adviser Services	145	154	103	67	134	
Events	80	204	181	62	155	
Total no. of Customers	1,845	2,490	1,244	384	1,860	
% of Customers by Engagement						
Enquiry and Information Services	88%	86%	77%	66%	84%	81%
Adviser Services	8%	6%	8%	17%	7%	7%
Events	4%	8%	15%	16%	8%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

The delivery of light-touch support was slightly more than the regional average.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	9	1,336	739	5	695	
Business Planning	120	162	89	51	124	
Credit Crunch	19	19	3	1	14	
Human Resources	16	95	41	8	51	
ICT and eBusiness	3	3	-	7	2	
International Trade	5	-	2	2	2	
Legal	18	20	14	3	17	
Managing Finance – Access to Finance	50	75	43	15	56	
Managing Finance- Accounting	7	1	4	3	4	
Operations, Processes, Quality, Systems	19	8	3	4	10	
Product and Service Innovation	14	4	20	2	13	
Resource Efficiency	1	2	1	1	1	
Sales and Marketing	29	20	17	37	22	
Strategic Planning – Strategy	38	32	17	5	29	
Total Specified	348	1,777	993	144	1,039	
Not Specified	1,497	713	251	240	820	
Grand Total	1,845	2,490	1,244	384	1,860	
% Using Services (of those where need specified)						
Request for specific BL information service	3%	75%	74%	3%	67%	58%
Business Planning	34%	9%	9%	35%	12%	20%
Credit Crunch	5%	1%	0%	1%	1%	1%
Human Resources	5%	5%	4%	69%	5%	4%
ICT and eBusiness	1%	0%	0%	5%	0%	0%
International Trade	1%	0%	0%	1%	0%	0%
Legal	5%	1%	1%	2%	2%	1%
Managing Finance – Access to Finance	14%	4%	4%	10%	5%	6%
Managing Finance- Accounting	2%	0%	0%	2%	0%	1%
Operations, Processes, Quality, Systems	5%	0%	0%	3%	1%	1%
Product and Service Innovation	4%	0%	2%	1%	1%	1%
Resource Efficiency	0%	0%	0%	1%	0%	0%
Sales and Marketing	8%	1%	2%	26%	2%	3%
Strategic Planning – Strategy	11%	2%	2%	3%	3%	3%

Request for specific Business Link information services were used more than average, Business Planning services less so.

Table L8: Business Support on Skills - Overview

Skills Interventions for North East Lincolnshire Council		**Total 2009/10 – 2010/11**	**Average Take-up per Year**	**% of Local Total**	**Comparative Y&H %**
Skills Intensive	0-4	54	27	26.5%	32.6%
Assists by Business Size	5-49	110	55	63.2%	54.4%
	50-249	14	7	6.8%	10.2%
	250+	4	2	3.4%	2.8%
	Total	182	91	100.0%	100.0%
Skills Intensive	Construction & Built Environment	26	13	14.3%	8.9%
Assists by Sector	Manufacturing & Mechanical Eng.	18	9	9.9%	10.4%
(Top 5	Professional Services	17	9	9.3%	13.4%
	Retail	16	8	8.8%	6.1%
	Health & Social Care	14	7	7.7%	4.7%
	Total (All Sectors)	182	91		

Learner Take-up for North East Lincolnshire Council		**Total 2009/10 – 2010/11**	**Average Take-up per Year**	**% of Local Total**	**Comparative Y&H %**
Learners by Skill Level	Entry & Skills for Life	8	4	1.8%	8.1%
	Level 2	129	65	29.7%	27.2%
	Level 3	50	25	11.5%	8.4%
	Higher	17	9	3.9%	7.0%
	Industry Specific/Bespoke*	231	116	53.1%	49.2%
	Total	435	218	100.0%	100.0%
Learners by Area	Business, Administration & Law	189	95	43.4%	33.5%
of Learning	Education & Training	103	52	23.7%	21.2%
(Top 5)	Health, Public Services & Care	69	35	15.9%	15.9%
	Construction & Built Environment	52	26	12.0%	9.9%
	Engineering & Manufacturing Tech.	10	5	2.3%	7.1%
	Total (All Learning Areas)	435	218		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

There were fewer businesses with 0-4 employees supported on skills than regionally, but more with 5-49 employees.

Construction & built environment was prominent amongst those supported, more so than regionally for both businesses supported and learner take up.

Learner take up was relatively close to the regional patterns, although business, administration & law was the largest area of learning and 10 percentage points higher than for the region.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	**09-10**	**10-11**	**Average**	**Y&H Annual Average 09/10-10/11**	**Percentage of Regional Total**
Passport to Export	7	3	5	140	4%
Gateway to Global Growth	2	2	2	160	1%
Significant Assists	14	12	13	586	2%
TESS Businesses Assisted	8	17	12.5	780	2%
TESS Jobs Created	1	2	1.5	233	1%
TESS Jobs Safeguarded	2	4	3	511	1%
TESS Increase Export Turnover	£48,000.00	£348,000.00	£198,000.00	£65,609,362.77	0%
TESS Private Match Funding	£13,563.46	£43,269.07	£28,416.27	£2,567,602.41	1%
		% of all Y&H businesses that are in North East Lincolnshire			2.8%

Export outputs were slightly lower than would be expected compared to regional figures, except for take up of Passport to Export.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

North Lincolnshire

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	6,120	6,120	6,120	6,120	6,120
no. of customers penetrated	2,362	3,182	1,935	647	2,493
% of customers penetrated	39%	52%	32%	11%	41%
average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	927	1,493	814	398	1,078
% of customers assisted	15%	24%	13%	7%	18%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Overall customer penetration was lower than average, although the scale of the gap did diminish appreciably over time. Customer assists were also slightly below average.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	416	735	604	202	585
Pre-starts penetrated as % of all local penetration	18%	23%	31%	31%	23%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	143	265	127	36	178
Starts penetrated as % of all local penetration	6%	8%	7%	6%	7%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	1,803	2,182	1,204	409	1,730
Established businesses penetrated as % of all local penetration	76%	69%	62%	63%	69%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

A higher proportion of customers locally were 'pre-starts' than regionally.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	1,946	2,447	1,331	445	1,908
0-4 - % of penetration – local	52%	55%	56%	54%	54%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	32%	29%	28%	27%	30%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	12%	13%	12%	15%	13%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	2%	2%	3%	3%	2%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	2%	1%	1%	2%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Businesses supported in Hull tended to be larger than regional averages.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	163	272	157	197
% female owned (local)	20%	18%	19%	19%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	8	76	38	41
% young person owned (below age 30) (local)	8%	7%	7%	7%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often it was not.*

Fewer business supported in Hull were majority female owned than regionally.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	8%	6%	35	3%
Production	8%	7%	177	13%
Construction	13%	11%	143	10%
Motor trades, wholesale, retail	20%	22%	260	19%
Transport & storage	7%	4%	78	6%
Accommodation & food services	7%	7%	98	7%
Information & communication	2%	4%	37	3%
Finance & insurance	2%	2%	12	1%
Property	2%	3%	13	1%
Professional, scientific & technical	9%	11%	187	14%
Business administration	6%	6%	95	7%
Public administration & defence	1%	1%	7	0%
Education	3%	3%	54	4%
Health	5%	6%	60	4%
Arts, entertainment, recreation	7%	7%	118	9%%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

The sector split in North Lincolnshire is similar to that in Yorkshire and Humber. Agriculture, forestry & fishing businesses are those most under-represented in actual businesses supported, whilst production based sectors (including manufacturing) emerge more strongly.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	1,995	2,669	1,474	429	2.046	
Adviser Services	188	179	186	129	184	
Events	179	334	275	89	263	
Total no. of Customers	2,362	3,182	1,935	647	2,493	
% of Customers by Engagement						
Enquiry and Information Services	84%	84%	76%	66%	82%	81%
Adviser Services	8%	6%	10%	20%	7%	7%
Events	8%	10%	14%	14%	11%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Slightly more of the support delivered was of an enquiry nature than regionally..

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	21	1,507	859	28	796	
Business Planning	252	457	396	171	368	
Credit Crunch	19	41	3	2	21	
Human Resources	26	89	46	9	54	
ICT and eBusiness	1	6	1	2	3	
International Trade	6	8	2	4	5	
Legal	22	24	15	8	20	
Managing Finance – Access to Finance	100	141	94	40	112	
Managing Finance- Accounting	9	4	13	9	9	
Operations, Processes, Quality, Systems	12	9	5	6	9	
Product and Service Innovation	11	9	34	3	18	
Resource Efficiency	2	2	2	1	2	
Sales and Marketing	42	31	27	48	33	
Strategic Planning – Strategy	46	38	34	13	39	
Total Specified	569	2,366	1,531	344	1,489	
Not Specified	1,793	816	404	303	1,004	
Grand Total	2,362	3,182	1,935	647	2,493	
% Using Services (of those where need specified)						
Request for specific BL information service	4%	64%	56%	8%	53%	58%
Business Planning	44%	19%	26%	50%	25%	20%
Credit Crunch	3%	2%	0%	1%	1%	1%
Human Resources	5%	4%	3%	3%	4%	4%
ICT and eBusiness	0%	0%	0%	1%	0%	0%
International Trade	1%	0%	0%	1%	0%	0%
Legal	4%	1%	1%	2%	1%	1%
Managing Finance – Access to Finance	18%	6%	6%	12%	8%	6%
Managing Finance- Accounting	2%	0%	1%	3%	1%	1%
Operations, Processes, Quality, Systems	2%	0%	0%	2%	1%	1%
Product and Service Innovation	2%	0%	2%	1%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	7%	1%	2%	14%	2%	3%
Strategic Planning – Strategy	8%	2%	2%	4%	3%	3%

Request for specific Business Link information services were used more than average, Business Planning services less so.

Table L8: Business Support on Skills - Overview

Skills Interventions for North Lincolnshire Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	52	26	20.0%	32.6%
	5-49	135	68	67.3%	54.4%
	50-249	12	6	7.3%	10.2%
	250+	6	3	5.5%	2.8%
	Total	205	103	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	31	16	15.1%	13.4%
	Construction & Built Environment	25	13	12.2%	8.9%
	Manufacturing & Mechanical Eng.	23	12	11.2%	10.4%
	Health & Social Care	16	8	7.8%	4.7%
	Retail	9	5	4.4%	6.1%
	Digital, Creative, Media & Print	9	5	4.4%	7.5%
	Total (All Sectors)	205	103		
Learner Take-up for North	**Lincolnshire Council**	**Total 2009/10 – 2010/11**	**Average Take-up per Year**	**% of Local Total**	**Comparative Y&H %**
Learners by Skill Level	Entry & Skills for Life	30	15	4.1%	8.1%
	Level 2	223	112	30.5%	27.2%
	Level 3	40	20	5.5%	8.4%
	Higher	67	34	9.2%	7.0%
	Industry Specific/Bespoke*	371	186	50.8%	49.2%
	Total	731	366	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Administration & Law	252	126	34.5%	33.5%
	Engineering & Manufacturing Tech.	194	97	26.5%	7.1%
	Health, Public Services & Care	118	59	16.1%	15.9%
	Construction & the Built Environment	80	40	10.9%	9.9%
	Information & Communication Tech.	51	26	7.0%	5.7%
	Total (All Learning Areas)	731	366		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Businesses supported on skills were on average larger than in the region.
Professional services and construction were prominent amongst those supported.
Learner take-up was disproportionately high for engineering & manufacturing technology.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	6	3	4.5	140	3%
Gateway to Global Growth	5	5	5	160	3%
Significant Assists	19	22	20.5	586	3%
TESS Businesses Assisted	8	32	20	780	3%
TESS Jobs Created	1	18	9.5	233	4%
TESS Jobs Safeguarded	5.5	15	10.25	511	2%
TESS Increase Export Turnover	£60,000.00	£2,249,719.00	£1,154,859.50	£65,609,362.77	2%
TESS Private Match Funding	£14,271.00	£72,299.64	£43,285.32	£2,567,602.41	2%
		% of all Y&H businesses that are in North Lincolnshire			3.3%

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Hull

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	8,635	8,635	8,635	8,635	8,635
No. of customers penetrated	4,309	5,216	3,326	1,041	4,284
% of customers penetrated	50%	60%	39%	12%	50%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	1,616	2,709	1,776	687	2,034
% of customers assisted	19%	31%	21%	8%	24%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Overall customer penetration started off lower than average but levelled out over time. Customer assists were notably above average by 2010/11.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	866	1,361	1,143	257	1,123
Pre-starts penetrated as % of all local penetration	20%	26%	34%	25%	26%
Y&H average pre-start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	291	456	240	72	329
Starts penetrated as % of all local penetration	7%	9%	7%	7%	8%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated – locally	3,152	3,399	1,943	712	2,831
Established businesses penetrated as % of all local penetration	73%	65%	58%	68%	66%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

More of the local customers were 'pre-starts' compared to regional figures, established businesses were reached relatively less often.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	3,443	3,855	2,183	784	3,160
0-4 - % of penetration – local	44%	46%	46%	45%	45%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	36%	34%	34%	32%	35%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	16%	15%	15%	17%	15%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	2%	3%	3%	3%	3%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	2%	2%	2%	3%	2%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Businesses supported in Hull tended to be larger than regional averages.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	275	464	232	324
% female owned (local)	16%	18%	17%	17%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	50	190	95	112
% young person owned (below age 30) (local)	16%	10%	10%	10%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often it was not.*

Fewer businesses supported in Hull were majority female owned than regionally.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	0%	6%	7	0%
Production	8%	7%	332	15%
Construction	10%	11%	223	10%
Motor trades, wholesale, retail	22%	22%	458	21%
Transport & storage	4%	4%	101	5%
Accommodation & food services	8%	7%	139	6%
Information & communication	2%	4%	96	4%
Finance & insurance	2%	2%	25	1%
Property	3%	3%	42	2%
Professional, scientific & technical	6%	11%	244	11%
Business administration	7%	6%	135	6%
Public administration & defence	7%	1%	15	1%
Education	3%	3%	84	4%
Health	12%	6%	108	5%
Arts, entertainment, recreation	7%	7%	198	9%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

Hull has a notable concentration of businesses in the health sector, but fewer in the professional, scientific & technical sector. These was not reflected in actual local customer data.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	3,494	4,134	2,137	620	3,255	
Adviser Services	247	257	314	158	273	
Events	568	825	875	263	756	
Total no. of Customers	4,309	5,216	3,326	1,041	4,284	
% of Customers by Engagement						
Enquiry and Information Services	81%	79%	64%	60%	75%	81%
Adviser Services	6%	5%	9%	15%	6%	7%
Events	13%	16%	26%	25%	18%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Hull saw a greater proportion of support delivered through events than was typical, perhaps reflecting its role as a major centre that would suit the staging of events.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	26	2,344	1,252	29	1,207	
Business Planning	483	652	521	272	552	
Credit Crunch	38	53	13	-	35	
Human Resources	37	156	68	26	87	
ICT and eBusiness	2	7	13	10	7	
International Trade	10	4	8	7	7	
Legal	38	38	33	12	36	
Managing Finance – Access to Finance	156	240	159	30	185	
Managing Finance- Accounting	27	22	21	15	23	
Operations, Processes, Quality, Systems	22	18	10	6	17	
Product and Service Innovation	25	8	65	9	33	
Resource Efficiency	1	3	1	-	2	
Sales and Marketing	53	59	39	49	50	
Strategic Planning – Strategy	86	83	29	14	66	
Total Specified	1,004	3,687	2,232	479	2,308	
Not Specified	3,305	1,529	1,094	562	1,976	
Grand Total	4,309	5,216	3,326	1,041	4,284	
% Using Services (of those where need specified)						
Request for specific BL information service	3%	64%	56%	6%	52%	58%
Business Planning	48%	18%	23%	57%	24%	20%
Credit Crunch	4%	1%	1%	0%	2%	1%
Human Resources	4%	4%	3%	5%	4%	4%
ICT and eBusiness	0%	0%	1%	2%	0%	0%
International Trade	1%	0%	0%	1%	0%	0%
Legal	4%	1%	1%	3%	2%	1%
Managing Finance – Access to Finance	16%	7%	7%	6%	8%	6%
Managing Finance- Accounting	3%	1%	1%	3%	1%	1%
Operations, Processes, Quality, Systems	2%	0%	0%	1%	1%	1%
Product and Service Innovation	2%	0%	3%	2%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	5%	2%	2%	10%	2%	3%
Strategic Planning – Strategy	9%	2%	1%	3%	3%	3%

Take up of business planning services was prominent compared to regional average.

Table L8: Business Support on Skills - Overview

Skills Interventions for Kingston Upon Hull (City of) Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	133	67	22.4%	32.6%
	5-49	286	143	64.9%	54.4%
	50-249	36	18	7.8%	10.2%
	250+	15	8	4.9%	2.8%
	Total	470	235	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5)	Professional Services	61	31	13.0%	13.4%
	Construction & Built Environment	56	28	11.9%	8.9%
	Manufacturing & Mechanical Eng.	51	26	10.9%	10.4%
	Retail	40	20	8.5%	6.1%
	Financial Services	35	18	7.4%	7.2%
	Digital, Creative, Media & Print	35	18	7.4%	7.5%
	Total	470	235		

Learner Take-up for Kingston Upon Hull (City of) Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	15	7.5	0.7%	8.1%
	Level 2	430	215	20.8%	27.2%
	Level 3	111	56	5.4%	8.4%
	Higher	64	32	3.1%	7.0%
	Industry Specific/Bespoke*	1449	724.5	70.0%	49.2%
	Total	2069	1035	100.0%	100.0%
Learners by Area of Learning (Top 5)	Health, Public Services & Care	1075	538	52.0%	15.9%
	Business, Administration & Law	459	230	22.2%	33.5%
	Engineering & Manufacturing Tech.	191	96	9.2%	7.1%
	Education & Training	177	89	8.6%	21.2%
	Construction & the Built Environment	104	52	5.0%	9.9%
	Total (All Learning Areas)	2069	1035		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Businesses supported on skills were on average larger than in the region.
Professional services were prominent amongst those supported, as well as construction and the built environment.
Learner take-up was heavily skewed to health, public services & care.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	13	6	9.5	140	7%
Gateway to Global Growth	8	7	7.5	160	5%
Significant Assists	36	31	33.5	586	6%
TESS Businesses Assisted	41	39	40	780	5%
TESS Jobs Created	14	21.5	17.75	233	8%
TESS Jobs Safeguarded	24.5	49.5	37	511	7%
TESS Increase Export Turnover	£5,368,393.00	£5,004,884.00	£5,186,638.50	£65,609,362.77	8%
TESS Private Match Funding	£103,396.11	£124,891.68	£114,143.90	£2,567,602.41	4%
			% of all Y&H businesses that are in Hull		4.6%

Export outputs were slightly lower than would be expected compared to regional figures, except for take up of Passport to Export.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation Vouchers Claimed and Location of Main Suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

East Riding of Yorkshire

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	14,110	14,110	14,110	14,110	14,110*
No. of customers penetrated	5,627	7,351	4,406	1,579	5,795
% of customers penetrated	40%	52%	31%	11%	41%
average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	2,389	3,877	2,171	1,088	2,812
% of customers assisted	17%	27%	15%	8%	20%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Overall customer penetration was lower than average but increased over time. However, customer assists mirrored regional levels.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	931	1,509	1,290	408	1,243
Pre-starts penetrated as % of all local penetration	17%	21%	29%	26%	21%
Y&H average pre-start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	373	634	315	79	441
Starts penetrated as % of all local penetration	7%	9%	7%	5%	8%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated – locally	4,323	5,208	2,801	1,092	4,111
Established businesses penetrated as % of all local penetration	77%	71%	64%	69%	71%
Y&H average established business penetration (as % of all penetration)	80%	72%	68%	72%	74%

Slightly more of the local customers were 'pre-starts' compared to regional figures.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average
Total businesses penetrated	4,696	5,842	3,116	1,171	4,551
0-4 - % of penetration – local	60%	61%	61%	63%	60%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	29%	28%	26%	25%	28%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	9%	9%	11%	9%	10%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	1%	1%	1%	2%	1%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	1%	1%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Slightly more businesses in East Riding had 0-4 employees than regionally.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	519	804	443	589
% female owned (local)	25%	21%	22%	23%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	47	197	90	111
% young person owned (below age 30) (local)	10%	7%	6%	7%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often it was not*

The proportion of majority female owned businesses was slightly higher than average.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	14%	6%	115	4%
Production	7%	7%	364	12%
Construction	13%	11%	249	8%
Motor trades, wholesale, retail	18%	22%	595	20%
Transport & storage	5%	4%	138	5%
Accommodation & food services	6%	7%	241	8%
Information & communication	3%	4%	95	3%
Finance & insurance	2%	2%	27	1%
Property	3%	3%	46	2%
Professional, scientific & technical	10%	11%	447	15%
Business administration	6%	6%	180	6%
Public administration & defence	1%	1%	14	0%
Education	2%	3%	100	3%
Health	5%	6%	146	5%
Arts, entertainment, recreation	6%	7%	271	9%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

There are many more agriculture, forestry and fishing businesses in East Riding than regionally. However this was not fully reflected in the customer base, where production was the sector most over-represented.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	4,379	5,826	3,094	969	4,433	
Adviser Services	511	517	403	279	477	
Events	737	1,008	909	331	885	
Total no. of Customers	5,627	7,351	4,406	1,579	5,795	
% of Customers by Engagement						
Enquiry and Information Services	78%	79%	70%	61%	77%	81%
Adviser Services	9%	7%	9%	18%	8%	7%
Events	13%	14%	21%	21%	15%	12%

Note: The engagement level is based on first contact with the customer, many enquiry customers will have gone on to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	32	3,362	1,843	53	1,746	
Business Planning	484	748	594	437	609	
Credit Crunch	38	66	23	-	42	
Human Resources	70	211	93	26	125	
ICT and eBusiness	3	9	11	19	8	
International Trade	15	5	5	2	8	
Legal	32	68	41	21	47	
Managing Finance – Access to Finance	167	303	154	62	208	
Managing Finance- Accounting	32	21	28	14	27	
Operations, Processes, Quality, Systems	27	28	8	6	21	
Product and Service Innovation	22	14	61	20	32	
Resource Efficiency	4	7	2	-	4	
Sales and Marketing	129	65	69	75	88	
Strategic Planning – Strategy	147	121	70	24	113	
Total Specified	1,202	5,028	3,002	759	3,077	
Not Specified	4,425	2,323	1,404	820	2,717	
Grand Total	5,627	7,351	4,406	1,579	5,795	
% Using Services (of those where need specified)						
Request for specific BL information service	3%	67%	61%	7%	57%	58%
Business Planning	40%	15%	20%	58%	20%	20%
Credit Crunch	3%	1%	1%	0%	1%	1%
Human Resources	6%	4%	3%	3%	4%	4%
ICT and eBusiness	0%	0%	0%	3%	0%	0%
International Trade	1%	0%	0%	0%	0%	0%
Legal	3%	1%	1%	3%	2%	1%
Managing Finance – Access to Finance	14%	6%	5%	8%	7%	6%
Managing Finance- Accounting	3%	0%	1%	2%	1%	1%
Operations, Processes, Quality, Systems	2%	1%	0%	1%	1%	1%
Product and Service Innovation	2%	0%	2%	3%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	11%	1%	2%	10%	3%	3%
Strategic Planning – Strategy	12%	2%	2%	3%	4%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for East Riding of Yorkshire Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	204	102	36.8%	32.6%
	5-49	254	127	56.8%	54.4%
	50-249	21	11	5.3%	10.2%
	250+	3	2	1.1%	2.8%
	Total	482	241	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5)	Professional Services	52	26	10.8%	13.4%
	Retail	48	24	10.0%	6.1%
	Construction & Built Environment	47	24	9.8%	8.9%
	Manufacturing & Mechanical Eng.	38	19	7.9%	10.4%
	Financial Services	37	19	7.7%	7.2%
	Total (for all sectors)	482	241		
Learner Take-up for East Riding of Yorkshire Council		**Total 2009/10 – 2010/11**	**Average Take-up per Year**	**% of Local Total**	**Comparative Y&H %**
Learners by Skill Level	Entry & Skills for Life	68	34	11.6%	8.1%
	Level 2	170	85	29.0%	27.2%
	Level 3	42	21	7.2%	8.4%
	Higher	20	10	3.4%	7.0%
	Industry Specific/Bespoke*	287	144	48.9%	49.2%
	Total	587	294	100.0%	100.0%
Learners by Area of Learning (Top 5)	Social Sciences	234	117	39.9%	0.03%
	Retail & Commercial Enterprise	107	54	18.2%	1.1%
	Agriculture/Horticulture & Animal Care	78	39	13.3%	0.9%
	Construction & the Built Environment	61	31	10.4%	9.9%
	Health, Public Services & Care	54	27	9.2%	15.9%
	Total (All Learning Areas)	587	294		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Businesses supported on skills were on average slightly smaller than in the region.
Professional services and retail businesses were prominent amongst those supported.
Learner take-up was heavily skewed to social sciences and retail, which only featured to a small degree regionally.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	14	11	12.5	140	9%
Gateway to Global Growth	10	10	10	160	6%
Significant Assists	33	39	36	586	6%
TESS Businesses Assisted	37	56	46.5	780	6%
TESS Jobs Created	21.5	5.5	13.5	233	6%
TESS Jobs Safeguarded	48.5	18	33.25	511	7%
TESS Increase Export Turnover	£4,222,286.00	£21,870,997.00	£13,046,641.50	£65,609,362.77	20%
TESS Private Match Funding	£179,430.46	£99,518.28	£139,474.37	£2,567,602.41	5%
			% of all Y&H businesses that are in East Riding		7.5%

Local Innovation Data

The Full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

YORK AND NORTH YORKSHIRE

North Yorkshire (County Council Area)

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	33,420	33,420	33,420	33,420	33,420
no. of customers penetrated	17,991	20,203	10,559	3,962	16,251
% of customers penetrated	54%	60%	32%	12%	49%
average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	6,261	8,801	4,331	2,411	6,464
% of customers assisted	19%	26%	13%	7%	19%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Table L2: Number and Proportion of Customers by Status

Customer Status	**Year of Operation**				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	2118	2955	2218	824	2,430
Pre-starts penetrated as % of all local penetration	12%	15%	21%	21%	15%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	690	1308	655	179	884
Starts penetrated as % of all local penetration	4%	6%	6%	5%	5%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated locally	15,183	15,940	7,686	2,959	12,936
Established businesses penetrated as % of all local penetration	84%	79%	73%	75%	80%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

A higher proportion of support was to established businesses than Regionally. The proportion of support to businesses that had recently started and to 'pre-starts' was lower than average.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	15,873	17,248	8,341	3,138	13,821
0-4 - % of penetration – local	63%	62%	61%	60%	62%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	27%	27%	27%	26%	27%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	8%	9%	10%	11%	9%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	1%	1%	1%	2%	1%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	1%	1%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Businesses supported were typically smaller than the regional average, with over 60% in the 0-4 employees size band in most years.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	1,866	2,447	1,165	1,826
% female owned (local)	22%	21%	22%	22%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	88	389	177	218
% young person owned (below age 30) (local)	11%	5%	5%	6%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often it was not.*

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	18%	6%	505	5%
Production	5%	7%	912	10%
Construction	10%	11%	577	6%
Motor trades, wholesale, retail	18%	22%	1,836	20%
Transport & storage	3%	4%	313	3%
Accommodation & food services	7%	7%	963	10%
Information & communication	3%	4%	325	4%
Finance & insurance	2%	2%	72	1%
Property	3%	3%	177	2%
Professional, scientific & technical	11%	11%	1,402	15%
Business administration	6%	6%	556	6%
Public administration & defence	1%	1%	48	1%
Education	2%	3%	284	3%
Health	5%	6%	429	5%
Arts, entertainment, recreation	6%	7%	787	9%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

There are significantly more agriculture, forestry & fishing businesses in North Yorkshire than in most of Yorkshire and Humber. This was not reflected in the customer profile. The production sector and professional, scientific & technical sectors were 'over-represented'.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	16,016	17,411	8,022	2,518	13,816	
Adviser Services	730	785	870	618	795	
Events	1,245	2,007	1,667	826	1,640	
Total no. of Customers	17,991	20,203	10,559	3,962	16,251	
% of Customers by Engagement						
Enquiry and Information Services	89%	86%	76%	64%	85%	81%
Adviser Services	4%	4%	8%	16%	5%	7%
Events	7%	10%	16%	21%	10%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services	75	10,871	5,511	158	5,486	
Request for specific BL information service	1,136	1,770	1,375	821	1,427	
Business Planning	96	132	19	2	82	
Credit Crunch	122	376	179	83	226	
Human Resources	13	23	20	44	19	
ICT and eBusiness	18	24	24	15	22	
International Trade	100	95	75	34	90	
Legal	445	816	442	192	568	
Managing Finance – Access to Finance	72	63	59	25	65	
Managing Finance- Accounting	78	38	28	18	48	
Operations, Processes, Quality, Systems	53	37	126	16	72	
Product and Service Innovation	8	16	18	3	14	
Resource Efficiency	237	182	160	238	193	
Sales and Marketing	394	315	178	52	296	
Strategic Planning – Strategy	2,847	14,758	8,214	1,701	8,606	
Total Specified	15,144	5,445	2,345	2,261	7,645	
Grand Total	17,991	20,203	10,559	3,962	16,251	
% Using Services						
(of those where need specified)						
Request for specific BL information service	3%	74%	67%	9%	64%	58%
Business Planning	40%	12%	17%	48%	17%	20%
Credit Crunch	3%	1%	0%	0%	1%	1%
Human Resources	4%	3%	2%	5%	3%	4%
ICT and eBusiness	0%	0%	0%	3%	0%	0%
International Trade	1%	0%	0%	1%	0%	0%
Legal	4%	1%	1%	2%	1%	1%
Managing Finance – Access to Finance	16%	6%	5%	11%	7%	6%
Managing Finance- Accounting	3%	0%	1%	1%	1%	1%
Operations, Processes, Quality, Systems	3%	0%	0%	1%	1%	1%
Product and Service Innovation	2%	0%	2%	1%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	8%	1%	2%	14%	2%	3%
Strategic Planning – Strategy	14%	2%	2%	3%	3%	3%

Slightly greater than average use was made of requests for specific Business Link information services, with slightly below average use of business planning services

Table L8: Business Support on Skills - Overview

Skills Interventions for North Yorkshire County Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	325	163	34.6%	32.6%
	5-49	518	259	55.2%	54.4%
	50-249	73	37	7.8%	10.2%
	250+	22	11	2.3%	2.8%
	Total	938	469	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	126	63	13.4%	13.4%
	Manufacturing & Mechanical Eng.	72	36	7.7%	10.4%
	Construction & Built Environment	63	32	6.7%	8.9%
	Retail	52	26	5.5%	6.1%
	Financial Services	47	24	5.0%	7.2%
	Total (All Sectors)	938	469		

Learner Take-up for North Yorkshire County Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	73	37	4.7%	8.1%
	Level 2	586	293	37.9%	27.2%
	Level 3	162	81	10.5%	8.4%
	Higher	152	76	9.8%	7.0%
	Industry Specific/Bespoke*	574	287	37.1%	49.2%
	Total	1547	774	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Admin & Law	596	298	38.5%	33.5%
	Education & Training	277	139	17.9%	21.2%
	Construction & the Built Environment	172	86	11.1%	9.9%
	Health, Public Services & Care	165	83	10.7%	15.9%
	Information & Communication Tech.	109	55	7.0%	5.7%
	Total (All Learning Areas)	1547	774		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Take up of NVQ Level 2 learning was above average

Learning take up was highest in the area of business, administration & law and this was slightly above Yorkshire and Humber average.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	23	7	15	140	11%
Gateway to Global Growth	20	17	18.5	160	12%
Significant Assists	73	54	63.5	586	11%
TESS Businesses Assisted	45	82	63.5	780	8%
TESS Jobs Created	16.5	10.5	13.5	233	6%
TESS Jobs Safeguarded	10	35	22.5	511	4%
TESS Increase Export Turnover	£1,550,372.00	£889,465.00	£1,219,918.50	£65,609,362.77	2%
TESS Private Match Funding	£130,441.84	£149,044.36	£139,743.10	£2,567,602.41	5%
	% of all Y&H businesses that are in North Yorkshire County Council area				17.8%

Export based outputs were below average across the fields monitored. The most pronounced shortfall compared to regional averages was in jobs created/safeguarded and in turnover growth.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Hambleton

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	5,555	5,555	5,555	5,555	5,555
No. of businesses penetrated	2,735	3,146	1,625	703	2,502
% of businesses penetrated	49%	57%	29%	13%	45%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of businesses assisted	915	1,386	681	483	994
% of businesses assisted	16%	25%	12%	9%	18%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

The number of businesses reached was slightly below regional average as was the number of customer assists.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	306	471	317	162	365
Pre-starts penetrated as % of all local penetration	11%	15%	20%	23%	15%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	106	175	97	29	126
Starts penetrated as % of all local penetration	4%	6%	6%	4%	5%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	2,323	2,500	1,211	512	2,011
Established businesses penetrated as % of all local penetration	85%	79%	75%	73%	80%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

A higher proportion of support was to established businesses than regionally, the proportion of support to businesses that had recently started and to 'pre-starts' was lower than average.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	2,429	2,675	1,308	541	2,137
0-4 - % of penetration – local	63%	60%	59%	54%	61%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	29%	28%	27%	29%	28%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	7%	10%	10%	13%	9%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	1%	1%	2%	3%	1%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	2%	2%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	288	351	172	270
% female owned (local)	22%	20%	21%	21%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	17	58	28	34
% young person owned (below age 30) (local)	13%	5%	5%	6%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often it was not.*

There were fewer than average businesses owned by young people that received support.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	23%	6%	108	7%
Production	6%	7%	158	11%
Construction	9%	11%	82	6%
Motor trades, wholesale, retail	17%	22%	303	21%
Transport & storage	3%	4%	56	4%
Accommodation & food services	5%	7%	107	7%
Information & communication	2%	4%	41	3%
Finance & insurance	2%	2%	13	1%
Property	3%	3%	31	2%
Professional, scientific & technical	11%	11%	231	16%
Business administration	5%	6%	84	6%
Public administration & defence	1%	1%	16	1%
Education	2%	3%	45	3%
Health	4%	6%	65	4%
Arts, entertainment, recreation	5%	7%	111	8%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

There are significantly more agriculture, forestry & fishing businesses in North Yorkshire than in most of Yorkshire and Humber. This was not reflected in the customer profile. The production sector and professional, scientific & technical sectors were 'over-represented'.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	2,454	2,732	1,247	447	2,144	
Adviser Services	95	107	155	123	119	
Events	186	307	223	133	239	
Total no. of Customers	2,735	3,146	1,625	703	2,502	
% of Customers by Engagement						
Enquiry and Information Services	90%	87%	77%	64%	86%	81%
Adviser Services	3%	3%	10%	17%	5%	7%
Events	7%	10%	14%	19%	10%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	9	1,683	840	25	844	
Business Planning	151	302	212	196	222	
Credit Crunch	20	16	2	1	13	
Human Resources	20	63	34	17	39	
ICT and eBusiness	-	2	3	7	2	
International Trade	3	2	2	1	2	
Legal	13	15	11	9	13	
Managing Finance – Access to Finance	78	139	92	35	103	
Managing Finance- Accounting	13	7	6	2	9	
Operations, Processes, Quality, Systems	14	5	3	4	7	
Product and Service Innovation	3	7	20	4	10	
Resource Efficiency	-	3	8	1	4	
Sales and Marketing	44	20	22	44	29	
Strategic Planning – Strategy	61	52	22	7	45	
Total Specified	429	2,316	1,277	353	1,341	
Not Specified	2,306	830	348	350	1,161	
Grand Total	2,735	3,146	1,625	703	2,502	
% Using Services						
(of those where need specified)						
Request for specific BL information service	2%	73%	66%	7%	63%	58%
Business Planning	35%	13%	17%	56%	17%	20%
Credit Crunch	5%	1%	0%	0%	1%	1%
Human Resources	5%	3%	3%	5%	3%	4%
ICT and eBusiness	0%	0%	0%	2%	0%	0%
International Trade	1%	0%	0%	0%	0%	0%
Legal	3%	1%	1%	3%	1%	1%
Managing Finance – Access to Finance	18%	6%	7%	10%	8%	6%
Managing Finance- Accounting	3%	0%	0%	1%	1%	1%
Operations, Processes, Quality, Systems	3%	0%	0%	1%	1%	1%
Product and Service Innovation	1%	0%	2%	1%	1%	1%
Resource Efficiency	0%	0%	1%	0%	0%	0%
Sales and Marketing	10%	1%	2%	12%	2%	3%
Strategic Planning – Strategy	14%	2%	2%	2%	3%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for Hambleton District Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	72	36	33.1%	32.6%
	5-49	102	51	54.5%	54.4%
	50-249	16	8	9.9%	10.2%
	250+	3	2	2.5%	2.8%
	Total	193	97	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	27	14	14.0%	13.4%
	Manufacturing & Mechanical Eng.	19	10	9.8%	10.4%
	Retail	19	10	9.8%	6.1%
	Construction & Built Environment	18	9	9.3%	8.9%
	Financial Services	17	9	8.8%	7.2%
	Total (All Sectors)	193	97		

Learner Take-up for Hambleton District Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	2	1	0.8%	8.1%
	Level 2	81	41	32.5%	27.2%
	Level 3	34	17	13.7%	8.4%
	Higher	28	14	11.2%	7.0%
	Industry Specific/Bespoke*	104	52	41.8%	49.2%
	Total	249	125	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Administration & Law	73	37	29.3%	33.5%
	Education & Training	50	25	20.1%	21.2%
	Construction & the Built Environment	35	18	14.1%	9.9%
	Information & Communication Tech.	26	13	10.4%	5.7%
	Retail & Commercial Enterprise	24	12	9.6%	1.1%
	Total (All Learning Areas)	249	125		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Take up of NVQ Level 2 and Level 3 training was slightly above average

Take up of information & communication technology learning was comparatively high.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	23	7	15	140	11%
Gateway to Global Growth	20	17	18.5	160	12%
Significant Assists	73	54	63.5	586	11%
TESS Businesses Assisted	45	82	63.5	780	8%
TESS Jobs Created	16.5	10.5	13.5	233	6%
TESS Jobs Safeguarded	10	35	22.5	511	4%
TESS Increase Export Turnover	£1,550,372.00	£889,465.00	£1,219,918.50	£65,609,362.77	2%
TESS Private Match Funding	£130,441.84	£149,044.36	£139,743.10	£2,567,602.41	5%
% of all Y&H businesses that are in North Yorkshire County Council area					17.8%

Local UKTI outputs data is only available for unitary council areas. T6he table above is for North Yorkshire County and is provided for illustrative purposes.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Richmondshire

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	2,880	2,880	2,880	2,880	2,880
No. of customers penetrated	1,402	1,634	910	356	1,315
% of customers penetrated	49%	57%	32%	12%	46%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	516	753	365	227	545
% of customers assisted	18%	26%	13%	8%	19%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Apart from in 2011/12, the number of customers reached was 3-5 percentage points lower than the regional average. However, customer assists were much closer to regional levels.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	159	255	202	93	205
Pre-starts penetrated as % of all local penetration	11%	16%	22%	26%	16%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	46	96	62	18	68
Starts penetrated as % of all local penetration	3%	6%	7%	5%	5%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated -locally	1,197	1,283	646	245	1,042
Established businesses penetrated as % of all local penetration	85%	79%	71%	69%	79%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

A higher proportion of support was to established businesses than regionally. The proportion of support to both businesses that had recently started and to 'pre-starts' was lower than average.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	1,243	1,379	708	263	1,110
0-4 - % of penetration – local	66%	63%	63%	65%	64%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	28%	29%	28%	27%	28%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	5%	7%	8%	8%	6%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	1%	1%	1%	1%	1%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	0%	0%	0%	0%	0%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Businesses supported were typically smaller than regional average, with 64% in the 0-4 employees size band compared to 56% regionally.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	183	244	126	184
% female owned (local)	25%	25%	26%	25%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	8	37	16	20
% young person owned (local)	10%	6%	5%	6%
% young person owned (Y&H	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

The number of businesses supported that were majority owned by women was above regional average Those owned by young people were slightly below average.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	25%	6%	71	9%
Production	5%	7%	85	11%
Construction	10%	11%	40	5%
Motor trades, wholesale, retail	14%	22%	131	17%
Transport & storage	3%	4%	28	4%
Accommodation & food services	8%	7%	102	13%
Information & communication	2%	4%	21	3%
Finance & insurance	1%	2%	4	1%
Property	4%	3%	15	2%
Professional, scientific & technical	7%	11%	113	15%
Business administration	7%	6%	45	6%
Public administration & defence	1%	1%	8	1%
Education	2%	3%	21	3%
Health	4%	6%	31	4%
Arts, entertainment, recreation	7%	7%	67	9%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

There are significantly more agriculture, forestry & fishing businesses in North Yorkshire than in most of Yorkshire and Humber. This was not reflected in the customer profile. The production sector and professional, scientific & technical sectors were 'over-represented'.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	1,282	1,419	705	208	1,135	
Adviser Services	64	92	121	102	92	
Events	56	123	84	46	88	
Total no. of Customers	1,402	1,634	910	356	1,315	
% of Customers by Engagement						
Enquiry and Information Services	91%	87%	77%	58%	86%	81%
Adviser Services	5%	6%	13%	29%	7%	7%
Events	4%	8%	9%	13%	7%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	4	851	436	20	430	
Business Planning	96	157	142	83	132	
Credit Crunch	14	5	1	-	7	
Human Resources	14	37	14	19	22	
ICT and eBusiness	4	1	1	4	2	
International Trade	1	4	1	-	2	
Legal	5	6	7	3	6	
Managing Finance – Access to Finance	49	88	55	22	64	
Managing Finance- Accounting	10	6	4	6	7	
Operations, Processes, Quality, Systems	6	1	7	3	5	
Product and Service Innovation	1	-	5	3	2	
Resource Efficiency	1	1	4	-	2	
Sales and Marketing	18	13	19	24	17	
Strategic Planning – Strategy	32	44	15	9	30	
Total Specified	255	1,214	711	196	727	
Not Specified	1,147	420	199	160	589	
Grand Total	1,402	1,634	910	356	1,315	
% Using Services						
(of those where need specified)						
Request for specific BL information service	2%	70%	61%	10%	59%	58%
Business Planning	38%	13%	20%	42%	18%	20%
Credit Crunch	5%	0%	0%	0%	1%	1%
Human Resources	5%	3%	2%	10%	3%	4%
ICT and eBusiness	2%	0%	0%	2%	0%	0%
International Trade	0%	0%	0%	0%	0%	0%
Legal	2%	0%	1%	2%	1%	1%
Managing Finance – Access to Finance	19%	7%	8%	11%	9%	6%
Managing Finance- Accounting	4%	0%	1%	3%	1%	1%
Operations, Processes, Quality, Systems	2%	0%	1%	2%	1%	1%
Product and Service Innovation	0%	0%	1%	2%	0%	1%
Resource Efficiency	0%	0%	1%	0%	0%	0%
Sales and Marketing	7%	1%	3%	12%	2%	3%
Strategic Planning – Strategy	13%	4%	2%	5%	4%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for Richmondshire District Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	43	22	34.2%	32.6%
	5-49	75	38	64.5%	54.4%
	50-249	2	1	1.3%	10.2%
	250+	0	0	0.0%	2.8%
	Total	120	60	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	21	11	17.5%	13.4%
	Food & Drinks Manufacturing	12	6	10.0%	2.7%
	Hosp., Travel, Tourism & Leisure	9	5	7.5%	3.5%
	Agricultural & Horticulture	9	5	7.5%	1.1%
	Retail	7	4	5.8%	6.1%
	Total (All Sectors)	120	60		

Learner Take-up for Richmondshire District Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	0	0	0.0%	8.1%
	Level 2	20	10	30.8%	27.2%
	Level 3	12	6	18.5%	8.4%
	Higher	31	16	47.7%	7.0%
	Industry Specific/Bespoke*	2	1	3.1%	49.2%
	Total	65	33	100.0%	100.0%
Learners by Area of Learning (Top 5)	Education & Training	24	12	36.9%	21.2%
	Information & Communication Tech.	20	10	30.8%	5.7%
	Health, Public Services & Care	12	6	18.5%	15.9%
	Business, Administration & Law	3	2	4.6%	33.5%
	Construction & the Built Environment	3	2	4.6%	9.9%
	Total (All Learning Areas)	65	33		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Skills based business support reached very few large businesses in Richmondshire, although the number in the 5-49 size bracket was significantly higher than average.

Food & drinks manufacturing was unusually prominent amongst sectors supported on skills.

Take-up of learning was much higher than typical, with around two thirds of support at Level 3 or above compared to a regional average of 15%.

Two areas of learning were both most common and distinctively over-represented: education & training and information & communication technologies.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	23	7	15	140	11%
Gateway to Global Growth	20	17	18.5	160	12%
Significant Assists	73	54	63.5	586	11%
TESS Businesses Assisted	45	82	63.5	780	8%
TESS Jobs Created	16.5	10.5	13.5	233	6%
TESS Jobs Safeguarded	10	35	22.5	511	4%
TESS Increase Export Turnover	£1,550,372.00	£889,465.00	£1,219,918.50	£65,609,362.77	2%
TESS Private Match Funding	£130,441.84	£149,044.36	£139,743.10	£2,567,602.41	5%
% of all Y&H businesses that are in North Yorkshire County Council area					17.8%

Local UKTI outputs data is only available for unitary council areas. The table is for North Yorkshire County and is provided for illustrative purposes.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Ryedale

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	3,720	3,720	3,720	3,720	3,720
No. of customers penetrated	1,873	2,043	1,054	365	1,657
% of customers penetrated	50%	55%	28%	10%	45%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	651	940	421	205	671
% of customers assisted	18%	25%	11%	6%	18%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

The number of customers reached slightly below average, as was the number of customers assisted, if to a lesser extent.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	235	254	204	72	231
Pre starts penetrated as % of all local penetration	13%	12%	19%	20%	14%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	63	131	57	14	84
Starts penetrated as % of all local penetration	3%	6%	5%	4%	5%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	1,575	1,658	793	279	1,342
Established businesses penetrated as % of all local penetration	84%	81%	75%	76%	81%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

A higher proportion of support was to established businesses than regionally, the proportion of support to businesses that had recently started and to 'pre-starts' was lower than average.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	1,638	1,789	850	293	1,426
0-4 - % of penetration – local	67%	64%	63%	64%	65%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	24%	24%	25%	22%	24%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	8%	10%	10%	11%	9%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	1%	1%	1%	2%	1%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	1%	1%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

The size of businesses reached was lower than the regional profile, with more businesses in the 0-4 employees size band especially.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	168	236	101	168
% female owned (local)	19%	19%	19%	19%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	12	35	16	21
% young person owned (below age 30) (local)	16%	4%	5%	5%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

There were fewer than average businesses owned by young people that received support.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	28%	6%	84	9%
Production	6%	7%	90	9%
Construction	10%	11%	58	6%
Motor trades, wholesale, retail	15%	22%	188	20%
Transport & storage	3%	4%	35	4%
Accommodation & food services	7%	7%	110	12%
Information & communication	2%	4%	23	2%
Finance & insurance	1%	2%	5	0%
Property	3%	3%	11	1%
Professional, scientific & technical	8%	11%	156	16%
Business administration	5%	6%	54	6%
Public administration & defence	0%	1%	4	0%
Education	2%	3%	21	2%
Health	3%	6%	30	3%
Arts, entertainment, recreation	6%	7%	82	9%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

There are significantly more agriculture, forestry & fishing businesses in North Yorkshire than in most of Yorkshire and Humber. This was not reflected in the customer profile. The production sector and professional, scientific & technical sectors were 'over-represented'.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	1,668	1,757	791	242	1,405	
Adviser Services	62	67	89	38	73	
Events	143	219	174	85	179	
Total no. of Customers	1,873	2,043	1,054	365	1,657	
% of Customers by Engagement						
Enquiry and Information Services	89%	86%	75%	66%	85%	81%
Adviser Services	3%	3%	8%	10%	4%	7%
Events	8%	11%	17%	23%	11%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	9	1,118	576	10	568	
Business Planning	124	144	104	55	124	
Credit Crunch	10	8	1	-	6	
Human Resources	14	31	20	3	22	
ICT and eBusiness	2	5	3	9	3	
International Trade	2	5	2	1	3	
Legal	6	8	10	6	8	
Managing Finance – Access to Finance	58	123	48	22	76	
Managing Finance- Accounting	8	15	4	-	9	
Operations, Processes, Quality, Systems	7	9	5	2	7	
Product and Service Innovation	3	7	20	1	10	
Resource Efficiency	1	7	1	1	3	
Sales and Marketing	26	14	15	15	18	
Strategic Planning – Strategy	37	30	16	1	28	
Total Specified	307	1,524	825	126	885	
Not Specified	1,566	519	229	239	771	
Grand Total	1,873	2,043	1,054	365	1,657	
% Using Services (of those where need specified)						
Request for specific BL information service	3%	73%	70%	8%	64%	58%
Business Planning	40%	9%	13%	44%	14%	20%
Credit Crunch	3%	1%	0%	0%	1%	1%
Human Resources	5%	2%	2%	2%	2%	4%
ICT and eBusiness	1%	0%	0%	7%	0%	0%
International Trade	1%	0%	0%	1%	0%	0%
Legal	2%	1%	1%	5%	1%	1%
Managing Finance – Access to Finance	19%	8%	6%	17%	9%	6%
Managing Finance- Accounting	3%	1%	0%	0%	1%	1%
Operations, Processes, Quality, Systems	2%	1%	1%	2%	1%	1%
Product and Service Innovation	1%	0%	2%	1%	1%	1%
Resource Efficiency	0%	0%	0%	1%	0%	0%
Sales and Marketing	8%	1%	2%	12%	2%	3%
Strategic Planning – Strategy	12%	2%	2%	1%	3%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for Ryedale District Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	24	12	34.2%	32.6%
	5-49	45	23	64.5%	54.4%
	50-249	5	3	1.3%	10.2%
	250+	1	1	0.0%	2.8%
	Total	75	38	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	12	6	16.0%	13.4%
	Manufacturing & Mechanical Eng.	8	4	10.7%	10.4%
	Construction & Built Environment	8	4	10.7%	8.9%
	Digital, Creative, Media & Print	7	4	9.3%	7.5%
	Food & Drinks Manufacturing	5	3	6.7%	2.7%
	Total (All Sectors)	75	38		

Learner Take-up for Ryedale District Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	0	0	0.0%	8.1%
	Level 2	29	15	38.7%	27.2%
	Level 3	12	6	16.0%	8.4%
	Higher	20	10	26.7%	7.0%
	Industry Specific/Bespoke*	14	7	18.7%	49.2%
	Total	75	38	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Administration & Law	21	11	28.0%	33.5%
	Construction & the Built Environment	18	9	24.0%	9.9%
	Education & Training	12	6	16.0%	21.2%
	Engineering & Manufacturing Tech.	2	1	2.7%	7.1%
	Health, Public Services & Care	15	8	20.0%	15.9%
	Total (All Learning Areas)	75	38		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Skills assists were concentrated on businesses with 5-49 employees.
Take-up of NVQ Level 2 and Level 3 training was significantly higher than average.
Learning in the areas of Construction & the Built Environment was relatively high.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	23	7	15	140	11%
Gateway to Global Growth	20	17	18.5	160	12%
Significant Assists	73	54	63.5	586	11%
TESS Businesses Assisted	45	82	63.5	780	8%
TESS Jobs Created	16.5	10.5	13.5	233	6%
TESS Jobs Safeguarded	10	35	22.5	511	4%
TESS Increase Export Turnover	£1,550,372.00	£889,465.00	£1,219,918.50	£65,609,362.77	2%
TESS Private Match Funding	£130,441.84	£149,044.36	£139,743.10	£2,567,602.41	5%
	% of all Y&H businesses that are in North Yorkshire County Council area				17.8%

Local UKTI outputs data is only available for unitary council areas. The table is for North Yorkshire County and is provided for illustrative purposes.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Scarborough

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	4,755	4,755	4,755	4,755	4,755
No. of customers penetrated	3,093	3,473	1,637	512	2,734
% of customers penetrated	65%	73%	34%	11%	58%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	1,040	1,389	635	248	1,021
% of customers assisted	22%	29%	13%	5%	21%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

The number of customers penetrated was well above average in the first two years but levelled off thereafter. Customer assists were close to regional average.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	332	519	417	118	423
Pre-starts penetrated as % of all local penetration	11%	15%	25%	23%	15%
Y&H average pre-start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	131	232	117	14	160
Starts penetrated as % of all local penetration	4%	7%	7%	3%	6%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	2,630	2,722	1,103	380	2,152
Established businesses penetrated as % of all local penetration	85%	78%	67%	74%	79%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

More of the local customers were established businesses whilst fewer were 'pre-starts'.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	2,761	2,954	1,220	394	2,312
0-4 - % of penetration – local	63%	62%	60%	59%	62%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	26%	27%	26%	27%	27%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	10%	10%	12%	11%	10%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	1%	1%	2%	2%	1%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	1%	0%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Businesses supported in Scarborough tended to be smaller than average, with over 60% in the 0-4 employees size band every year.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	292	403	161	285
% female owned (local)	20%	21%	21%	21%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	9	73	23	35
% young person owned (below age 30) (local)	12%	6%	5%	6%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

The number of young people owning businesses was slightly below regional average.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	13%	6%	56	4%
Production	6%	7%	124	8%
Construction	11%	11%	103	7%
Motor trades, wholesale, retail	21%	22%	334	22%
Transport & storage	2%	4%	47	3%
Accommodation & food services	13%	7%	270	18%
Information & communication	2%	4%	43	3%
Finance & insurance	2%	2%	12	1%
Property	3%	3%	24	2%
Professional, scientific & technical	6%	11%	143	9%
Business administration	5%	6%	81	5%
Public administration & defence	1%	1%	4	0%
Education	2%	3%	40	3%
Health	7%	6%	94	6%
Arts, entertainment, recreation	7%	7%	141	9%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

There are significantly more agriculture, forestry & fishing businesses in North Yorkshire than in most of Yorkshire and Humber. This was not reflected in the customer profile. The production sector and professional, scientific & technical sectors were 'over-represented'.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	2,794	3,002	1,264	351	2,353	
Adviser Services	137	133	110	56	127	
Events	162	338	263	105	254	
Total no. of Customers	3,093	3,473	1,637	512	2,734	
% of Customers by Engagement						
Enquiry and Information Services	90%	86%	77%	69%	86%	81%
Adviser Services	4%	4%	7%	11%	5%	7%
Events	5%	10%	16%	21%	9%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	13	1,957	857	21	942	
Business Planning	218	335	235	96	263	
Credit Crunch	7	26	2	1	12	
Human Resources	17	61	29	13	36	
ICT and eBusiness	1	6	2	6	3	
International Trade	-	2	4	3	2	
Legal	22	17	7	3	15	
Managing Finance – Access to Finance	70	125	70	30	88	
Managing Finance- Accounting	11	7	8	6	9	
Operations, Processes, Quality, Systems	12	7	1	1	7	
Product and Service Innovation	14	4	17	1	12	
Resource Efficiency	2	1	-	-	1	
Sales and Marketing	33	29	19	15	27	
Strategic Planning – Strategy	39	34	23	3	32	
Total Specified	459	2,611	1,274	199	1,448	
Not Specified	2,634	862	363	313	1,286	
Grand Total	3,093	3,473	1,637	512	2,734	
% Using Services						
(Of those where need specified)						
Request for specific BL information service	3%	75%	67%	11%	65%	58%
Business Planning	47%	13%	18%	48%	18%	20%
Credit Crunch	2%	1%	0%	1%	1%	1%
Human Resources	4%	2%	2%	7%	2%	4%
ICT and eBusiness	0%	0%	0%	3%	0%	0%
International Trade	0%	0%	0%	2%	0%	0%
Legal	5%	1%	1%	2%	1%	1%
Managing Finance – Access to Finance	15%	5%	5%	15%	6%	6%
Managing Finance- Accounting	2%	0%	1%	3%	1%	1%
Operations, Processes, Quality, Systems	3%	0%	0%	1%	0%	1%
Product and Service Innovation	3%	0%	1%	1%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	7%	1%	1%	8%	2%	3%
Strategic Planning – Strategy	8%	1%	2%	2%	2%	3%

Scarborough businesses made above average use of request for specific Business Link information services.

Table L8: Business Support on Skills - Overview

Skills Interventions for Scarborough Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	35	18	35.5%	32.6%
	5-49	56	28	53.2%	54.4%
	50-249	13	7	9.7%	10.2%
	250+	5	3	1.6%	2.8%
	Total	109	55	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	16	8	14.7%	13.4%
	Manufacturing & Mechanical Eng.	9	5	8.3%	10.4%
	Construction & Built Environment	9	5	8.3%	8.9%
	Digital, Creative, Media & Print	9	5	8.3%	7.5%
	Food & Drinks Manufacturing	9	5	8.3%	2.7%
	Total (All Sectors)	109	55		

Learner Take-up for Scarborough Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	0	0	0.0%	8.1%
	Level 2	113	57	70.6%	27.2%
	Level 3	16	8	10.0%	8.4%
	Higher	11	6	6.9%	7.0%
	Industry Specific/Bespoke*	20	10	12.5%	49.2%
	Total	160	80	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Administration & Law	69	35	43.1%	33.5%
	Agriculture/Horticulture & Animal Care	20	10	12.5%	0.9%
	Science & Mathematics	20	10	12.5%	0.03%
	Construction & the Built Environment	18	9	11.3%	9.9%
	Health, Public Services & Care	18	9	11.3%	15.9%
	Total (All Learning Areas)	160	80		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

In contrast to the regional averages, take up was dominated by Level 2 learning.

The subjects taken up were also quite distinctive, with science & mathematics and agriculture/horticulture & animal care featuring locally but not at regional level.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	23	7	15	140	11%
Gateway to Global Growth	20	17	18.5	160	12%
Significant Assists	73	54	63.5	586	11%
TESS Businesses Assisted	45	82	63.5	780	8%
TESS Jobs Created	16.5	10.5	13.5	233	6%
TESS Jobs Safeguarded	10	35	22.5	511	4%
TESS Increase Export Turnover	£1,550,372.00	£889,465.00	£1,219,918.50	£65,609,362.77	2%
TESS Private Match Funding	£130,441.84	£149,044.36	£139,743.10	£2,567,602.41	5%
	% of all Y&H businesses that are in North Yorkshire County Council area				17.8%

Local UKTI outputs data is only available for unitary council areas. The table is for North Yorkshire County and is provided for illustrative purposes.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Craven

Overall Performance

Table L1: Overall Reach - Business Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	3,690	3,690	3,690	3,690	3,690
no. of businesses penetrated	1,798	2,029	1,028	450	1,618
% of businesses penetrated	49%	55%	28%	12%	44%
average Y&H % penetrated	54%	62%	35%	13%	50%
No. of businesses assisted	692	903	406	305	667
% of businesses assisted	19%	24%	11%	8%	18%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Apart from in 2011/12, the number of businesses reached was 5-7 percentage points lower than the regional average. However, customer assists were much closer to regional levels.

Table L2: Number and Proportion of Customers by Status

Customer Status	**Year of Operation**				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	144	240	149	75	178
Pre-starts penetrated as % of all local penetration	8%	12%	14%	17%	11%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	48	106	61	16	72
Starts penetrated as % of all local penetration	3%	5%	6%	4%	4%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated locally	1,606	1,683	818	359	1,369
Established businesses penetrated as % of all local penetration	89%	83%	80%	80%	85%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

A higher proportion of support was to established businesses than regionally, the proportion of support to both businesses that had recently started and to 'pre-starts' was lower than average.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average (all yrs)**
Total businesses penetrated	1,654	1,789	879	375	1,441
0-4 - % of penetration – local	62%	61%	59%	56%	61%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	26%	27%	27%	28%	27%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	10%	10%	11%	13%	10%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	0%	1%	1%	2%	1%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	2%	2%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	**09/10**	**10/11**	**Average**
No of female owned (local)	204	256	119	193
% female owned (local)	23%	21%	21%	22%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	3	33	22	19
% young person owned (below age 30) (local)	3%	4%	6%	4%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often it was not.*

There were fewer than average businesses owned by young people that received support.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	20%	6%	53	5%
Production	5%	7%	101	10%
Construction	11%	11%	53	5%
Motor trades, wholesale, retail	18%	22%	203	21%
Transport & storage	3%	4%	29	3%
Accommodation & food services	7%	7%	119	12%
Information & communication	3%	4%	35	3%
Finance & insurance	2%	2%	8	1%
Property	3%	3%	22	2%
Professional, scientific & technical	9%	11%	139	14%
Business administration	6%	6%	56	6%
Public administration & defence	1%	1%	3	0%
Education	2%	3%	32	3%
Health	4%	6%	44	4%
Arts, entertainment, recreation	6%	7%	96	10%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

There are significantly more agriculture, forestry & fishing businesses in North Yorkshire than in most of Yorkshire and Humber. This was not reflected in the customer profile. The production sector and professional, scientific & technical sectors were 'over-represented'.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	1,638	1,750	788	288	1,392	
Adviser Services	100	108	114	91	107	
Events	60	171	126	71	119	
Total no. of Customers	1,798	2,029	1,028	450	1,618	
% of Customers by Engagement						
Enquiry and Information Services	91%	86%	77%	64%	86%	81%
Adviser Services	6%	5%	11%	20%	7%	7%
Events	3%	8%	12%	16%	7%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	7	1,164	598	20	590	
Business Planning	86	113	105	97	101	
Credit Crunch	9	12	3	-	8	
Human Resources	14	47	12	10	24	
ICT and eBusiness	-	-	2	3	1	
International Trade	1	1	3	3	2	
Legal	9	6	3	2	6	
Managing Finance – Access to Finance	48	87	46	11	60	
Managing Finance- Accounting	6	2	4	2	4	
Operations, Processes, Quality, Systems	5	4	4	-	4	
Product and Service Innovation	5	1	17	4	8	
Resource Efficiency	-	-	-	-	-	
Sales and Marketing	19	25	28	47	24	
Strategic Planning – Strategy	61	47	32	10	47	
Total Specified	270	1,509	857	209	879	
Not Specified	1,528	520	171	241	740	
Grand Total	1,798	2,029	1,028	450	1,618	
% Using Services (of those where need specified)						
Request for specific BL information service	3%	77%	70%	10%	67%	58%
Business Planning	32%	7%	12%	46%	12%	20%
Credit Crunch	3%	1%	0%	0%	1%	1%
Human Resources	5%	3%	1%	5%	3%	4%
ICT and eBusiness	0%	0%	0%	1%	0%	0%
International Trade	0%	0%	0%	1%	0%	0%
Legal	3%	0%	0%	1%	1%	1%
Managing Finance – Access to Finance	18%	6%	5%	5%	7%	6%
Managing Finance- Accounting	2%	0%	0%	1%	0%	1%
Operations, Processes, Quality, Systems	2%	0%	0%	0%	0%	1%
Product and Service Innovation	2%	0%	2%	2%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	7%	2%	3%	22%	3%	3%
Strategic Planning – Strategy	23%	3%	4%	5%	5%	3%

Businesses in Craven made relatively high use of specific Business Link information services and less use of Business Planning.

Table L8: Business Support on Skills - Overview

Skills Interventions for Craven District Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	33	17	32.9%	32.6%
	5-49	58	29	60.0%	54.4%
	50-249	4	2	5.7%	10.2%
	250+	3	2	1.4%	2.8%
	Total	98	49	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	12	6	12.2%	13.4%
	Manufacturing & Mechanical Eng.	11	6	11.2%	10.4%
	Hosp., Travel, Tourism & Leisure	9	5	9.2%	3.5%
	Retail	7	4	7.1%	6.1%
	Digital, Creative, Media & Print	6	3	6.1%	7.5%
	Total (All Sectors)	98	49		

Learner Take-up for Craven District Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	13	7	7.9%	8.1%
	Level 2	94	47	57.0%	27.2%
	Level 3	22	11	13.3%	8.4%
	Higher	6	3	3.6%	7.0%
	Industry Specific/Bespoke*	30	15	18.2%	49.2%
	Total	165	83	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Administration & Law	56	28	33.9%	33.5%
	Health, Public Services & Care	53	27	32.1%	15.9%
	Engineering & Manufacturing Tech.	18	9	10.9%	7.1%
	Education & Training	14	7	8.5%	21.2%
	Agriculture/Horticulture & Animal Care	10	5	6.1%	0.9%
	Total (All Learning Areas)	165	83		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

The hospitality, travel, tourism & leisure sector was relatively prominent amongst the businesses supported on skills.

Take up of NVQ Level 2 and Level 3 training was significantly higher than average, with their being less bespoke/non NVQ level accredited training as a result.

There was notably greater learner take-up of health, public services & care training than average regionally.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	23	7	15	140	11%
Gateway to Global Growth	20	17	18.5	160	12%
Significant Assists	73	54	63.5	586	11%
TESS Businesses Assisted	45	82	63.5	780	8%
TESS Jobs Created	16.5	10.5	13.5	233	6%
TESS Jobs Safeguarded	10	35	22.5	511	4%
TESS Increase Export Turnover	£1,550,372.00	£889,465.00	£1,219,918.50	£65,609,362.77	2%
TESS Private Match Funding	£130,441.84	£149,044.36	£139,743.10	£2,567,602.41	5%
% of all Y&H businesses that are in North Yorkshire County Council area					17.8%

Local UKTI outputs data is only available for unitary council areas. The table is for North Yorkshire County and is provided for illustrative purposes.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Harrogate

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	9,180	9,180	9,180	9,180	9,180
No. of customers penetrated	5,174	5,692	3,157	1,188	4,674
% of cutomers penetrated	56%	62%	34%	13%	51%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	1,779	2,492	1,338	721	1,870
% of customers assisted	19%	27%	15%	8%	20%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

The number of businesses reached was slightly below regional average as was the number of Business Assists.

Table L2: Number and Proportion of Customers by Status

Customer Status	**Year of Operation**				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	658	822	632	213	704
Pre-starts penetrated as % of all local penetration	13%	14%	20%	18%	15%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	204	389	177	63	257
Starts penetrated as % of all local penetration	4%	7%	6%	5%	5%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	4,312	4,481	2,348	912	3,714
Established businesses penetrated as % of all local penetration	83%	79%	74%	77%	79%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

A higher proportion of support was to established businesses than regionally, the proportion of support to businesses that had recently started and to 'pre-starts' was lower than average.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	4,516	4,870	2,525	975	3,970
0-4 - % of penetration – local	62%	61%	61%	61%	61%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	28%	28%	27%	26%	28%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	8%	9%	10%	10%	9%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	1%	1%	2%	2%	1%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	1%	1%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

The size of businesses reached was on average slightly lower than the regional profile.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation 2008/9	09/10	10/11	Average
No of female owned (local)	542	700	366	536
% female owned (local)	23%	22%	23%	23%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	27	110	52	63
% young person owned (below age 30) (local)	12%	5%	5%	6%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often it was not.*

The number of businesses supported that were majority owned by women was slightly above regional average. Those owned by young people were slightly below average.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	11%	6%	98	4%
Production	5%	7%	248	10%
Construction	9%	11%	166	6%
Motor trades, wholesale, retail	20%	22%	496	19%
Transport & storage	2%	4%	71	3%
Accommodation & food services	6%	7%	196	8%
Information & communication	5%	4%	138	5%
Finance & insurance	2%	2%	23	1%
Property	4%	3%	55	2%
Professional, scientific & technical	15%	11%	476	18%
Business administration	7%	6%	172	7%
Public administration & defence	1%	1%	10	0%
Education	3%	3%	88	3%
Health	5%	6%	130	5%
Arts, entertainment, recreation	6%	7%	219	8%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

There are significantly more agriculture, forestry & fishing businesses in Harrogate which was only partially reflected in the customer base. Production (including manufacturing) was the sector that was most 'over-represented' within local business support customers.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	4,525	4,872	2,357	727	3,918	
Adviser Services	200	200	227	165	209	
Events	449	620	573	296	547	
Total no. of Customers	5,174	5,692	3,157	1,188	4,674	
% of Customers by Engagement						
Enquiry and Information Services	87%	86%	75%	61%	84%	81%
Adviser Services	4%	4%	7%	14%	4%	7%
Events	9%	11%	18%	25%	12%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	18	2,971	1,646	47	1,545	
Business Planning	317	495	396	225	403	
Credit Crunch	25	48	9	-	27	
Human Resources	27	89	49	15	55	
ICT and eBusiness	5	8	8	11	7	
International Trade	9	9	10	5	9	
Legal	31	32	29	7	31	
Managing Finance – Access to Finance	96	172	91	51	120	
Managing Finance- Accounting	14	14	26	4	18	
Operations, Processes, Quality, Systems	22	9	7	4	13	
Product and Service Innovation	21	14	36	3	24	
Resource Efficiency	2	2	4	1	3	
Sales and Marketing	66	52	39	78	52	
Strategic Planning – Strategy	114	73	60	13	82	
Total Specified	767	3,988	2,410	464	2,388	
Not Specified	4,407	1,704	747	724	2,286	
Grand Total	5,174	5,692	3,157	1,188	4,674	
% Using Services (of those where need specified)						
Request for specific BL information service	2%	74%	68%	10%	65%	58%
Business Planning	41%	12%	16%	48%	17%	20%
Credit Crunch	3%	1%	0%	0%	1%	1%
Human Resources	4%	2%	2%	3%	2%	4%
ICT and eBusiness	1%	0%	0%	2%	0%	0%
International Trade	1%	0%	0%	1%	0%	0%
Legal	4%	1%	1%	2%	1%	1%
Managing Finance – Access to Finance	13%	4%	4%	11%	5%	6%
Managing Finance- Accounting	2%	0%	1%	1%	1%	1%
Operations, Processes, Quality, Systems	3%	0%	0%	1%	1%	1%
Product and Service Innovation	3%	0%	1%	1%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	9%	1%	2%	17%	2%	3%
Strategic Planning – Strategy	15%	2%	2%	3%	3%	3%

Businesses in Harrogate made relatively high use of request for other specific Business Link information services

Table L8: Business Support on Skills - Overview

Skills Interventions for Harrogate Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	81	41	34.0%	32.6%
	5-49	146	73	53.2%	54.4%
	50-249	20	10	9.9%	10.2%
	250+	5	3	2.8%	2.8%
	Total	252	126	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	29	15	11.5%	13.4%
	Manufacturing & Mechanical Eng.	13	7	5.2%	10.4%
	Retail	19	10	7.5%	6.1%
	Construction & Built Environment	18	9	7.1%	8.9%
	Financial Services	25	13	9.9%	7.2%
	Total (All Sectors)	252	126		

Learner Take-up for Harrogate Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	51	26	7.7%	8.1%
	Level 2	216	108	32.6%	27.2%
	Level 3	47	24	7.1%	8.4%
	Higher	48	24	7.2%	7.0%
	Industry Specific/Bespoke*	301	151	45.4%	49.2%
	Total	663	332	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Administration & Law	283	142	42.7%	33.5%
	Education & Training	138	69	20.8%	21.2%
	Construction & Built Environment	93	47	14.0%	9.9%
	Information & Communication Tech.	63	32	9.5%	5.7%
	Health, Public Services & Care	47	24	7.1%	15.9%
	Total (All Learning Areas)	663	332		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

There was above average learner take up of business, administration & law and this was the most popular area of learning within Harrogate.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	23	7	15	140	11%
Gateway to Global Growth	20	17	18.5	160	12%
Significant Assists	73	54	63.5	586	11%
TESS Businesses Assisted	45	82	63.5	780	8%
TESS Jobs Created	16.5	10.5	13.5	233	6%
TESS Jobs Safeguarded	10	35	22.5	511	4%
TESS Increase Export Turnover	£1,550,372.00	£889,465.00	£1,219,918.50	£65,609,362.77	2%
TESS Private Match Funding	£130,441.84	£149,044.36	£139,743.10	£2,567,602.41	5%
	% of all Y&H businesses that are in North Yorkshire County Council area				17.8%

Local UKTI outputs data is only available for unitary council areas. The table is for North Yorkshire County and is provided for illustrative purposes.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Selby

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	2009/10	2010/11	4/11-9/11	Average
Total Businesses in Local Area*	3,640	3,640	3,640	3,640	3,640
No. of customers penetrated	1,916	2,186	1,148	388	1,750
% of customers penetrated	53%	60%	32%	11%	48%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	668	938	485	222	697
% of customers assisted	18%	26%	13%	6%	19%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

The number of businesses reached and assisted was similar to regional averages, although higher than for much of North Yorkshire.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average
No. of pre-starts penetrated – locally	284	394	297	91	325
Pre-starts penetrated as % of all local penetration	15%	18%	26%	23%	19%
Y&H average pre-start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	92	179	84	25	118
Starts penetrated as % of all local penetration	5%	8%	7%	6%	7%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	1,540	1,613	767	272	1,307
Established businesses penetrated as % of all local penetration	80%	74%	67%	70%	75%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	1,632	1,792	851	297	1,425
0-4 - % of penetration – local	62%	62%	62%	64%	62%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	28%	27%	26%	24%	27%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	9%	8%	10%	12%	9%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	1%	1%	1%	0%	1%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	1%	1%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Businesses supported were typically smaller than regional average, with over 60% in the 0-4 employees size band every year compared to a regional average of 56%.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation 2008/9	09/10	10/11	Average
No of female owned (local)	189	257	120	189
% female owned (local)	24%	23%	24%	23%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	12	43	20	25
% young person owned (below age 30) (local)	12%	5%	6%	6%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

There were fewer than average businesses owned by young people that received support, and slightly more majority female owned businesses.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	13%	6%	37	4%
Production	7%	7%	106	11%
Construction	12%	11%	76	8%
Motor trades, wholesale, retail	18%	22%	183	20%
Transport & storage	5%	4%	49	5%
Accommodation & food services	6%	7%	61	7%
Information & communication	4%	4%	27	3%
Finance & insurance	2%	2%	8	1%
Property	3%	3%	20	2%
Professional, scientific & technical	12%	11%	145	16%
Business administration	6%	6%	66	7%
Public administration & defence	1%	1%	4	0%
Education	3%	3%	38	4%
Health	4%	6%	37	4%
Arts, entertainment, recreation	5%	7%	73	8%

There are many more land based businesses in Selby than average, which was not strongly reflected in the local customer profile.

A range of sectors were mildly overrepresented including professional, scientific & technical and production.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	1,655	1,879	870	255	1,468	
Adviser Services	72	78	54	43	68	
Events	189	229	224	90	214	
Total no. of Customers	1,916	2,186	1,148	388	1,750	
% of Customers by Engagement						
Enquiry and Information Services	86%	86%	76%	66%	84%	81%
Adviser Services	4%	4%	5%	11%	4%	7%
Events	10%	10%	20%	23%	12%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Less business support was accessed through face to face adviser led services.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	15	1,127	558	15	567	
Business Planning	144	224	181	69	183	
Credit Crunch	11	17	1	-	10	
Human Resources	16	48	21	6	28	
ICT and eBusiness	1	1	1	4	1	
International Trade	2	1	2	2	2	
Legal	14	11	8	4	11	
Managing Finance – Access to Finance	46	82	40	21	56	
Managing Finance- Accounting	10	12	7	5	10	
Operations, Processes, Quality, Systems	12	3	1	4	5	
Product and Service Innovation	6	4	11	-	7	
Resource Efficiency	2	2	1	-	2	
Sales and Marketing	31	29	18	15	26	
Strategic Planning – Strategy	50	35	10	9	32	
Total Specified	360	1,596	860	154	939	
Not Specified	1,556	590	288	234	811	
Grand Total	1,916	2,186	1,148	388	1,750	
% Using Services						
(of those where need specified)						
Request for specific BL information service	4%	71%	65%	10%	60%	58%
Business Planning	40%	14%	21%	45%	19%	20%
Credit Crunch	3%	1%	0%	0%	1%	1%
Human Resources	4%	3%	2%	4%	3%	4%
ICT and eBusiness	0%	0%	0%	3%	0%	0%
International Trade	1%	0%	0%	1%	0%	0%
Legal	4%	1%	1%	3%	1%	1%
Managing Finance – Access to Finance	13%	5%	5%	14%	6%	6%
Managing Finance- Accounting	3%	1%	1%	3%	1%	1%
Operations, Processes, Quality, Systems	3%	0%	0%	3%	1%	1%
Product and Service Innovation	2%	0%	1%	0%	1%	1%
Resource Efficiency	1%	0%	0%	0%	0%	0%
Sales and Marketing	9%	2%	2%	10%	3%	3%
Strategic Planning – Strategy	14%	2%	1%	6%	3%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for Selby District Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	37	19	45.5%	32.6%
	5-49	36	18	36.4%	54.4%
	50-249	13	7	12.1%	10.2%
	250+	5	3	6.1%	2.8%
	Total	91	46	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Manufacturing & Mechanical Eng.	12	6	13.2%	10.4%
	Construction & Built Environment	10	5	11.0%	8.9%
	Professional Services	9	5	9.9%	13.4%
	Digital, Creative, Media & Print	8	4	8.8%	7.5%
	Financial Services	5	3	5.5%	7.2%
	Total (All Sectors)	91	46		

Learner Take-up for Selby District Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	7	4	4.1%	8.1%
	Level 2	33	17	19.4%	27.2%
	Level 3	19	10	11.2%	8.4%
	Higher	8	4	4.7%	7.0%
	Industry Specific/Bespoke*	103	52	60.6%	49.2%
	Total	170	85	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Administration & Law	91	46	53.5%	33.5%
	Education & Training	39	20	22.9%	21.2%
	Health, Public Services & Care	20	10	11.8%	15.9%
	Construction & the Built Environment	5	3	2.9%	9.9%
	Preparation for Life & Work	4	2	2.4%	0.1%
	Total (All Learning Areas)	170	85	100%	100.0%

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Businesses supported were over-represented at both the larger (250+) and smaller ends (0-4) with fewer businesses supported between these extremes.

Industry specific/bespoke training was taken up most frequently and more than typically in the region.

Take-up of business, administration & law learning was comparatively high.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	23	7	15	140	11%
Gateway to Global Growth	20	17	18.5	160	12%
Significant Assists	73	54	63.5	586	11%
TESS Businesses Assisted	45	82	63.5	780	8%
TESS Jobs Created	16.5	10.5	13.5	233	6%
TESS Jobs Safeguarded	10	35	22.5	511	4%
TESS Increase Export Turnover	£1,550,372.00	£889,465.00	£1,219,918.50	£65,609,362.77	2%
TESS Private Match Funding	£130,441.84	£149,044.36	£139,743.10	£2,567,602.41	5%
	% of all Y&H businesses that are in North Yorkshire County Council area				17.8%

Local UKTI outputs data is only available for unitary council areas. The table is for North Yorkshire County and is provided for illustrative purposes.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

York

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	7,980	7,980	7,980	7,980	7,980
No. of customers penetrated	5,065	5,145	3,115	1,181	4,442
% of customers penetrated	63%	64%	39%	15%	56%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	1,700	2,272	1,498	753	1,823
% of customers assisted	21%	28%	19%	9%	23%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

The number of businesses supported ('penetrated') was above average in all years. Business Assists were usually in line with regional average, except for in 2010/11.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	838	804	852	256	831
Pre-starts penetrated as % of all local penetration	17%	16%	27%	22%	19%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	188	360	205	48	251
Starts penetrated as % of all local penetration	4%	7%	7%	4%	6%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	4,039	3,981	2,058	877	3,359
Established businesses penetrated as % of all local penetration	80%	77%	66%	74%	76%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average (all yrs)**
Total businesses penetrated	4,227	4,341	2,263	925	3,610
0-4 - % of penetration – local	56%	53%	55%	54%	55%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	31%	31%	28%	27%	30%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	10%	12%	12%	13%	11%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	2%	2%	3%	3%	2%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	2%	2%	3%	2%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	**09/10**	**10/11**	**Average**
No of female owned (local)	461	585	342	463
% female owned (local)	24%	22%	27%	24%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	24	135	74	78
% young person owned (below age 30) (local)	13%	8%	9%	8%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

The number of women owning businesses in York was consistently above regional average.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	3%	6%	23	1%
Production	4%	7%	171	8%
Construction	10%	11%	138	6%
Motor trades, wholesale, retail	19%	22%	390	18%
Transport & storage	2%	4%	67	3%
Accommodation & food services	10%	7%	211	10%
Information & communication	5%	4%	110	5%
Finance & insurance	3%	2%	22	1%
Property	4%	3%	64	3%
Professional, scientific & technical	13%	11%	367	17%
Business administration	7%	6%	156	7%
Public administration & defence	3%	1%	23	1%
Education	3%	3%	93	4%
Health	7%	6%	136	6%
Arts, entertainment, recreation	7%	7%	217	10%

Note: Sectors splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

Apart from having more businesses in accommodation & food services, York's sector profile is similar to that of the region. The sectors supported mirrored York's economy quite closely, if with some over-representation in production, and arts, entertainment and recreation.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	3,949	4,414	2,202	727	3,522	
Adviser Services	159	132	139	133	143	
Events	957	599	774	321	777	
Total no. of Customers	5,065	5,145	3,115	1,181	4,442	
% of Customers by Engagement						
Enquiry and Information Services	78%	86%	71%	62%	79%	81%
Adviser Services	3%	3%	4%	11%	3%	7%
Events	19%	12%	25%	27%	17%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

York businesses received more support through light touch services such as events, and less through face to face adviser support than was typical.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	21	2,682	1,459	39	1,387	
Business Planning	312	416	386	196	371	
Credit Crunch	16	21	8	-	15	
Human Resources	28	110	54	16	64	
ICT and eBusiness	1	7	1	6	3	
International Trade	7	3	10	3	7	
Legal	29	27	28	20	28	
Managing Finance – Access to Finance	71	131	90	31	97	
Managing Finance- Accounting	10	22	17	6	16	
Operations, Processes, Quality, Systems	29	9	6	2	15	
Product and Service Innovation	14	18	30	4	21	
Resource Efficiency	2	-	-	-	1	
Sales and Marketing	55	54	36	59	48	
Strategic Planning – Strategy	80	79	53	9	71	
Total Specified	675	3,579	2,178	391	2,144	
Not Specified	4,390	1,566	937	790	2,298	
Grand Total	5,065	5,145	3,115	1,181	4,442	
% Using Services (of those where need specified)						
Request for specific BL information service	3%	75%	67%	10%	62%	58%
Business Planning	46%	12%	18%	50%	17%	20%
Credit Crunch	2%	1%	0%	0%	1%	1%
Human Resources	4%	3%	2%	4%	3%	4%
ICT and eBusiness	0%	0%	0%	2%	0%	0%
International Trade	1%	0%	0%	1%	0%	0%
Legal	4%	1%	1%	5%	1%	1%
Managing Finance – Access to Finance	11%	4%	4%	8%	5%	6%
Managing Finance- Accounting	1%	1%	1%	2%	1%	1%
Operations, Processes, Quality, Systems	4%	0%	0%	1%	1%	1%
Product and Service Innovation	2%	1%	1%	1%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	8%	2%	2%	15%	2%	3%
Strategic Planning – Strategy	12%	2%	2%	2%	3%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for City of York Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	72	36	30.6%	32.6%
	5-49	111	56	49.0%	54.4%
	50-249	29	15	15.3%	10.2%
	250+	9	5	5.1%	2.8%
	Total	221	111	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	35	18	15.8%	13.4%
	Construction & Built Environment	22	11	10.0%	8.9%
	Financial Services	22	11	10.0%	7.2%
	Manufacturing & Mechanical Eng.	15	8	6.8%	10.4%
	Digital, Creative, Media & Print	14	7	6.3%	7.5%
	Total (All Sectors)	221	111		

Learner Take-up for City of York Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	341	171	16.4%	8.1%
	Level 2	153	77	7.4%	27.2%
	Level 3	205	103	9.9%	8.4%
	Higher	333	167	16.0%	7.0%
	Industry Specific/Bespoke*	1047	524	50.4%	49.2%
	Total	2079	1040	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Administration & Law	781	391	37.6%	33.5%
	Construction & the Built Environment	607	304	29.2%	9.9%
	Education & Training	380	190	18.3%	21.2%
	Health, Public Services & Care	151	76	7.3%	15.9%
	Information & Communication Tech.	79	40	3.8%	5.7%
	Total (All Learning Areas)	2079	1040		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Businesses supported on skills were on average somewhat larger than in the region, with 20% having more than 50 employees compared to a norm of 13%.

Learner take-up of Entry Level and Higher Level skills were both comparatively high, whereas level 2 take up was much lower than average.

Learner take-up was highest in business, administration & law, with construction & built environment the area that most exceeded regional average

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	4	7	5.5	140	4%
Gateway to Global Growth	5	5	5	160	3%
Significant Assists	15	15	15	586	3%
TESS Businesses Assisted	36	21	28.5	780	4%
TESS Jobs Created	10	5	7.5	233	3%
TESS Jobs Safeguarded	5.5	13.5	9.5	511	2%
TESS Increase Export Turnover	£0.00	£1,205,400.00	£602,700.00	£65,609,362.77	1%
TESS Private Match Funding	£69,510.75	£34,233.79	£51,872.27	£2,567,602.41	2%
			% of all Y&H businesses that are in York		3.7%

Most outputs were in line with averages, except TESS export turnover and private match funding which were somewhat lower.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

WEST YORKSHIRE

Bradford

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	15,180	15,180	15,180	15,180	15,180
No. of customers penetrated	8,801	9,497	4,735	1,737	7,678
% of customers penetrated	58%	63%	31%	11%	51%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	3,224	4,128	1,812	938	3,055
% of customers assisted	21%	27%	12%	6%	20%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Although there was some variation year by year, overall levels of customer penetration and assists were generally quite close to regional average.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	1,364	1,731	1,153	486	1,416
Pre-starts penetrated as % of all local penetration	15%	18%	24%	28%	18%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	478	833	342	82	551
Starts penetrated as % of all local penetration	5%	9%	7%	5%	7%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	6,959	6,933	3,240	1,169	5,711
Established businesses penetrated as % of all local penetration	79%	73%	68%	67%	74%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	7,437	7,766	3,582	1,251	6,262
0-4 - % of penetration – local	59%	57%	52%	51%	57%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	29%	28%	30%	28%	29%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	10%	11%	14%	17%	11%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	1%	2%	3%	2%	2%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	1%	1%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	765	964	468	732
% female owned (local)	19%	18%	19%	18%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	117	324	162	201
% young person owned (below age 30) (local)	10%	8%	9%	9%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

The proportion of majority female owned businesses accessing business support was relatively low.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	2%	6%	31	1%
Production	9%	7%	661	14%
Construction	9%	11%	337	7%
Motor trades, wholesale, retail	25%	22%	1,035	22%
Transport & storage	4%	4%	165	4%
Accommodation & food services	6%	7%	274	6%
Information & communication	4%	4%	171	4%
Finance & insurance	3%	2%	59	1%
Property	3%	3%	100	2%
Professional, scientific & technical	10%	11%	569	12%
Business administration	6%	6%	315	7%
Public administration & defence	1%	1%	15	0%
Education	3%	3%	171	4%
Health	7%	6%	266	6%
Arts, entertainment, recreation	7%	7%	443	10%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

The proportion of 'production' based businesses (which includes manufacturing) was one of the highest in Yorkshire and Humber and the sector was also over-represented in terms of business support customers. There was also a modest spike in arts, entertainment and recreation businesses accessing support.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	7,492	8,283	3,639	1,061	6,471	
Adviser Services	726	461	540	305	576	
Events	583	753	556	371	631	
Total no. of Customers	8,801	9,497	4,735	1,737	7,678	
% of Customers by Engagement						
Enquiry and Information Services	85%	87%	77%	61%	84%	81%
Adviser Services	8%	5%	11%	18%	7%	7%
Events	7%	8%	12%	21%	8%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	56	5,440	2,351	127	2,616	
Business Planning	592	775	637	284	668	
Credit Crunch	49	70	12	1	44	
Human Resources	56	246	126	47	143	
ICT and eBusiness	4	8	9	9	7	
International Trade	35	17	16	5	23	
Legal	38	48	46	32	44	
Managing Finance – Access to Finance	192	344	208	83	248	
Managing Finance- Accounting	34	25	26	12	28	
Operations, Processes, Quality, Systems	70	23	24	12	39	
Product and Service Innovation	39	23	134	10	65	
Resource Efficiency	5	2	4	2	4	
Sales and Marketing	196	100	65	116	120	
Strategic Planning – Strategy	208	130	121	62	153	
Total Specified	1,574	7,251	3,779	802	4,201	
Not Specified	7,227	2,246	956	935	3,476	
Grand Total	8,801	9,497	4,735	1,737	7,678	
% Using Services (of those where need specified)						
Request for specific BL information service	4%	75%	62%	16%	62%	58%
Business Planning	38%	11%	17%	35%	16%	20%
Credit Crunch	3%	1%	0%	0%	1%	1%
Human Resources	4%	3%	3%	6%	3%	4%
ICT and eBusiness	0%	0%	0%	1%	0%	0%
International Trade	2%	0%	0%	1%	1%	0%
Legal	2%	1%	1%	4%	1%	1%
Managing Finance – Access to Finance	12%	5%	6%	10%	6%	6%
Managing Finance- Accounting	2%	0%	1%	1%	1%	1%
Operations, Processes, Quality, Systems	4%	0%	1%	1%	1%	1%
Product and Service Innovation	2%	0%	4%	1%	2%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	12%	1%	2%	14%	3%	3%
Strategic Planning – Strategy	13%	2%	3%	8%	4%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for City of Bradford Metropolitan Borough Council		**Total 2009/10 – 2010/11**	**Average Take-up per Year**	**% of Local Total**	**Comparative Y&H %**
Skills Intensive Assists by Business Size	0-4	205	103	31.2%	32.6%
	5-49	299	150	53.2%	54.4%
	50-249	61	31	12.9%	10.2%
	250+	9	5	2.7%	2.8%
	Total	574	287	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	84	42	14.6%	13.4%
	Manufacturing & Mechanical Eng.	64	32	11.1%	10.4%
	Digital, Creative, Media & Print	52	26	9.1%	7.5%
	Financial Services	42	21	7.3%	7.2%
	Construction & Built Environment	40	20	7.0%	8.9%
	Total (All Sectors)	574	287		

Learner Take-up for City of Bradford Metropolitan Borough Council		**Total 2009/10 – 2010/11**	**Average Take-up per Year**	**% of Local Total**	**Comparative Y&H %**
Learners by Skill Level	Entry & Skills for Life	77	39	4.7%	8.1%
	Level 2	297	149	18.1%	27.2%
	Level 3	109	55	6.7%	8.4%
	Higher	262	131	16.0%	7.0%
	Industry Specific/Bespoke*	892	446	54.5%	49.2%
	Total	1637	819	100.0%	100.0%
Learners by Area of Learning (Top 5)	Education & Training	434	217	26.5%	21.2%
	Leisure, Travel & Tourism	309	155	18.9%	3.2%
	Business, Administration & Law	285	143	17.4%	33.5%
	Engineering & Manufacturing Tech.	198	99	12.1%	7.1%
	Health, Public Services & Care	177	89	10.8%	15.9%
	Total (All Learning Areas)	1637	819		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Higher Level Skills and Industry specific skills saw relatively high levels of learner take-up.

Take-up of learning around leisure, travel & tourism was distinctively high and six times more common in Bradford than in Yorkshire and Humber overall.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	**09-10**	**10-11**	**Average**	**Y&H Annual Average 09/10-10/11**	**Percentage of Regional Total**
Passport to Export	22	17	19.5	140	14%
Gateway to Global Growth	12	12	12	160	8%
Significant Assists	45	48	46.5	586	8%
TESS Businesses Assisted	64	71	67.5	780	9%
TESS Jobs Created	22.5	21.5	22	233	9%
TESS Jobs Safeguarded	23.5	53	38.25	511	7%
TESS Increase Export Turnover	£6,817,321.00	£1,508,660.00	£4,162,990.50	£65,609,362.77	6%
TESS Private Match Funding	£222,993.87	£268,578.56	£245,786.22	£2,567,602.41	10%
			% of all Y&H businesses that are in Rotherham		8.1%

Bradford has seen comparatively high exports outputs, especially businesses benefiting from the Passport to Export Programme and private match funding levered in.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Calderdale

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	7,850	7,850	7,850	7,850	7,850
No. of customers penetrated	4,513	5,093	2,769	1,041	4,125
% of customers penetrated	57%	65%	35%	13%	53%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	1,818	2,407	1,016	538	1,747
% of customers assisted	23%	31%	13%	7%	22%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Overall customer penetration and assists were above average in the first two years this levelled out at around the Yorkshire and Humber regional average.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	752	977	674	262	801
Pre-starts penetrated as % of all local penetration	17%	19%	24%	25%	19%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	280	471	215	61	322
starts penetrated as % of all local penetration	6%	9%	8%	6%	8%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	3,481	3,645	1,880	718	3,002
Established businesses penetrated as % of all local penetration	77%	72%	68%	69%	73%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	3,761	4,116	2,095	779	3,324
0-4 - % of penetration – local	61%	60%	58%	55%	60%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	28%	28%	28%	30%	28%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	9%	10%	11%	12%	10%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	2%	2%	2%	2%	2%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	0%	1%	1%	1%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Businesses supported in Calderdale were slightly skewed towards small/micro-businesses with 0-4 employees compared to regional average.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	544	670	371	528
% female owned (local)	26%	23%	25%	25%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	69	137	78	95
% young person owned (below age 30) (local)	13%	7%	8%	8%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

Numbers of female owned businesses accessing support were well above average and amongst the highest in Yorkshire and Humber.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	3%	6%	36	1%
Production	11%	7%	391	15%
Construction	12%	11%	219	8%
Motor trades, wholesale, retail	21%	22%	517	20%
Transport & storage	3%	4%	71	3%
Accommodation & food services	7%	7%	178	7%
Information & communication	5%	4%	113	4%
Finance & insurance	3%	2%	37	1%
Property	3%	3%	38	1%
Professional, scientific & technical	11%	11%	312	12%
Business administration	6%	6%	192	7%
Public administration & defence	1%	1%	14	1%
Education	3%	3%	99	4%
Health	5%	6%	130	5%
Arts, entertainment, recreation	8%	7%	295	11%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

The 'production' sector (which includes manufacturing) was more pronounced in Calderdale than regionally and this fed through into a comparatively high representation of the sector in business support. Arts, entertainment & recreation businesses also accessed business support relatively often.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	3,771	4,416	2,217	628	3,468	
Adviser Services	449	231	229	210	303	
Events	293	446	323	203	354	
Total no. of Customers	4,513	5,093	2,767	1,041	4,125	
% of Customers by Engagement						
Enquiry and Information Services	84%	87%	80%	60%	84%	81%
Adviser Services	10%	5%	8%	20%	7%	7%
Events	6%	8%	12%	20%	9%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	23	2,728	1,407	53	1,386	
Business Planning	439	509	386	192	445	
Credit Crunch	30	50	8	-	29	
Human Resources	41	126	86	23	84	
ICT and eBusiness	2	8	4	4	5	
International Trade	13	9	12	1	11	
Legal	36	39	38	23	38	
Managing Finance – Access to Finance	153	189	123	46	155	
Managing Finance- Accounting	20	27	13	11	20	
Operations, Processes, Quality, Systems	31	18	8	14	19	
Product and Service Innovation	21	12	48	13	27	
Resource Efficiency	1	4	4	6	3	
Sales and Marketing	92	62	43	64	66	
Strategic Planning – Strategy	226	102	68	34	132	
Total Specified	1,128	3,883	2,248	484	2,420	
Not Specified	3,385	1,210	521	557	1,705	
Grand Total	4,513	5,093	2,769	1,041	4,125	
% Using Services (of those where need specified)						
Request for specific BL information service	2%	70%	63%	11%	57%	58%
Business Planning	39%	13%	17%	40%	18%	20%
Credit Crunch	3%	1%	0%	0%	1%	1%
Human Resources	4%	3%	4%	5%	3%	4%
ICT and eBusiness	0%	0%	0%	1%	0%	0%
International Trade	1%	0%	1%	0%	0%	0%
Legal	3%	1%	2%	5%	2%	1%
Managing Finance – Access to Finance	14%	5%	5%	10%	6%	6%
Managing Finance- Accounting	2%	1%	1%	2%	1%	1%
Operations, Processes, Quality, Systems	3%	0%	0%	3%	1%	1%
Product and Service Innovation	2%	0%	2%	3%	1%	1%
Resource Efficiency	0%	0%	0%	1%	0%	0%
Sales and Marketing	8%	2%	2%	13%	3%	3%
Strategic Planning – Strategy	20%	3%	3%	7%	5%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for Calderdale Metropolitan Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	95	48	28.3%	32.6%
	5-49	179	90	59.7%	54.4%
	50-249	28	14	10.5%	10.2%
	250+	4	2	1.6%	2.8%
	Total	306	153	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	91	46	29.7%	13.4%
	Digital, Creative, Media & Print	38	19	12.4%	7.5%
	Financial Services	34	17	11.1%	7.2%
	Construction & Built Environment	24	12	7.8%	8.9%
	Retail	24	12	7.8%	6.1%
	Total (All Sectors)	306	153		

Learner Take-up for Calderdale Metropolitan Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	51	26	6.0%	8.1%
	Level 2	83	42	9.8%	27.2%
	Level 3	53	27	6.3%	8.4%
	Higher	32	16	3.8%	7.0%
	Industry Specific/Bespoke*	628	314	74.1%	49.2%
	Total	847	424	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Administration & Law	472	236	55.7%	33.5%
	Education & Training	151	76	17.8%	21.2%
	Information & Communication Tech.	91	46	10.7%	5.7%
	Health, Public Services & Care	69	35	8.1%	15.9%
	Construction & Built Environment	36	18	4.3%	9.9%
	Total (All Learning Areas)	847	424		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Professional services businesses were prominent amongst businesses receiving skills support.

Nearly three quarters of learners undertook industry specific/bespoke training – one of the highest levels in the region.

Uptake of learning in the field of business, administration & law was high in itself and compared to the regional average.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	2	3	2.5	140	2%
Gateway to Global Growth	12	8	10	160	6%
Significant Assists	23	24	23.5	586	4%
TESS Businesses Assisted	40	51	45.5	780	6%
TESS Jobs Created	4.5	7.5	6	233	3%
TESS Jobs Safeguarded	41	56.5	48.75	511	10%
TESS Increase Export Turnover	£2,764,510.00	£1,702,923.00	£2,233,716.50	£65,609,362.77	3%
TESS Private Match Funding	£188,175.83	£189,104.75	£188,640.29	£2,567,602.41	7%
			% of all Y&H businesses that are in Calderdale		4.2%

Calderdale businesses varied in their uptake of exports support. Passport to Export outputs were comparatively low. Match funding secured and jobs safeguarded were notably high.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Kirklees

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	13,970	13,970	13,970	13,970	13,970
No. of customers penetrated	8,183	9,155	5,014	1,875	7,451
% of customers penetrated	59%	66%	36%	13%	53%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	3,310	4,086	1,884	1,021	3,093
% of customers assisted	24%	29%	13%	7%	22%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Overall customer penetration was slightly above regional average. Customer assists were close to the regional figure and just above it in the first two years.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	1,340	1,839	1,319	516	1,499
Pre-starts penetrated as % of all local penetration	16%	20%	26%	28%	20%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	442	835	332	85	536
Starts penetrated as % of all local penetration	5%	9%	7%	5%	7%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	6,401	6,481	3,363	1,274	5,415
Established businesses penetrated as % of all local penetration	78%	71%	67%	68%	73%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	6,843	7,316	3,695	1,359	5,951
0-4 - % of penetration – local	60%	59%	57%	56%	59%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	29%	28%	28%	28%	28%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	10%	11%	12%	13%	11%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	1%	1%	2%	3%	1%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	1%	1%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Slightly more of the local business customers were micro businesses (0-4 employees) than was the case regionally.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	759	991	486	745
% female owned (local)	22%	20%	20%	21%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	73	289	142	168
% young person owned (below age 30) (local)	16%	9%	10%	10%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

More businesses were owned by young people in Kirklees than was the case in Yorkshire and Humber.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	2%	6%	46	1%
Production	10%	7%	676	15%
Construction	12%	11%	394	9%
Motor trades, wholesale, retail	24%	22%	937	21%
Transport & storage	4%	4%	138	3%
Accommodation & food services	6%	7%	264	6%
Information & communication	4%	4%	196	4%
Finance & insurance	2%	2%	29	1%
Property	3%	3%	83	2%
Professional, scientific & technical	10%	11%	563	13%
Business administration	6%	6%	299	7%
Public administration & defence	1%	1%	15	0%
Education	3%	3%	179	4%
Health	5%	6%	186	4%
Arts, entertainment, recreation	6%	7%	444	10%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

The proportion of 'production' based businesses (which includes manufacturing) was one of the highest in Yorkshire and Humber, and the sector was also over-represented in terms of business support customers.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	6,866	7,970	4,057	1,145	6,298	
Adviser Services	720	339	362	409	474	
Events	597	846	595	321	679	
Total no. of Customers	8,183	9,155	5,014	1,875	7,451	
% of Customers by Engagement						
Enquiry and Information Services	84%	87%	81%	61%	85%	81%
Adviser Services	9%	4%	7%	22%	6%	7%
Events	7%	9%	12%	17%	9%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	49	5,031	2,530	148	2,537	
Business Planning	711	965	870	381	849	
Credit Crunch	70	79	12	1	54	
Human Resources	84	233	115	36	144	
ICT and eBusiness	4	12	10	16	9	
International Trade	21	16	24	12	20	
Legal	53	59	43	35	52	
Managing Finance – Access to Finance	251	329	186	75	255	
Managing Finance- Accounting	25	17	27	12	23	
Operations, Processes, Quality, Systems	67	23	21	24	37	
Product and Service Innovation	38	29	87	8	51	
Resource Efficiency	6	2	12	3	7	
Sales and Marketing	147	104	82	144	111	
Strategic Planning – Strategy	243	133	86	62	154	
Total Specified	1,769	7,032	4,105	957	4,302	
Not Specified	6,414	2,123	909	918	3,149	
Grand Total	8,183	9,155	5,014	1,875	7,451	
% Using Services (of those where need specified)						
Request for specific BL information service	3%	72%	62%	15%	59%	58%
Business Planning	40%	14%	21%	40%	20%	20%
Credit Crunch	4%	1%	0%	0%	1%	1%
Human Resources	5%	3%	3%	4%	3%	4%
ICT and eBusiness	0%	0%	0%	2%	0%	0%
International Trade	1%	0%	1%	1%	0%	0%
Legal	3%	1%	1%	4%	1%	1%
Managing Finance – Access to Finance	14%	5%	5%	8%	6%	6%
Managing Finance- Accounting	1%	0%	1%	1%	1%	1%
Operations, Processes, Quality, Systems	4%	0%	1%	3%	1%	1%
Product and Service Innovation	2%	0%	2%	1%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	8%	1%	2%	15%	3%	3%
Strategic Planning – Strategy	14%	2%	2%	6%	4%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for Kirklees Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	130	65	26.1%	32.6%
	5-49	266	133	59.5%	54.4%
	50-249	57	29	11.7%	10.2%
	250+	9	5	2.7%	2.8%
	Total	462	231	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Manufacturing & Mechanical Eng.	63	32	13.6%	10.4%
	Professional Services	55	28	11.9%	13.4%
	Digital, Creative, Media & Print	45	23	9.7%	7.5%
	Construction & Built Environment	41	21	8.9%	8.9%
	Financial Services	30	15	6.5%	7.2%
	Total (All Sectors)	462	231		

Learner Take-up for Kirklees Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	35	18	3.0%	8.1%
	Level 2	591	296	50.9%	27.2%
	Level 3	109	55	9.4%	8.4%
	Higher	96	48	8.3%	7.0%
	Industry Specific/Bespoke*	330	165	28.4%	49.2%
	Total	1161	581	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Administration & Law	552	276	47.5%	33.5%
	Education & Training	180	90	15.5%	21.2%
	Engineering & Manufacturing Tech.	134	67	11.5%	7.1%
	Health, Public Services & Care	120	60	10.3%	15.9%
	Construction & Built Environment	113	57	9.7%	9.9%
	Total (All Learning Areas)	1161	581		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

The manufacturing & mechanical engineering sector benefited most in terms of the number and proportion of skills assists to business. Digital, creative, media & print skills assistance was also relatively high.

NVQ Level 2 Skills had comparatively high take-up.

Almost half of all learner take-up was around business, administration & law – a high figure in absolute and relative terms. Engineering & manufacturing technology was also above average.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	12	7	9.5	140	7%
Gateway to Global Growth	17	16	16.5	160	10%
Significant Assists	44	45	44.5	586	8%
TESS Businesses Assisted	60	54	57	780	7%
TESS Jobs Created	35.5	7.5	21.5	233	9%
TESS Jobs Safeguarded	67.5	28.5	48	511	9%
TESS Increase Export Turnover	£5,503,489.63	£1,315,363.00	£3,409,426.32	£65,609,362.77	5%
TESS Private Match Funding	£281,915.01	£280,749.69	£281,332.35	£2,567,602.41	11%
			% of all Y&H businesses that are in Kirklees		7.4%

Kirklees fared well on exports outputs, with some of the highest figures in Yorkshire & Humber for private match funding, 'Gateway to Global Growth' support, and jobs created/safeguarded.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Leeds

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	26,775	26,775	26,775	26,775	26,775
No. of customers penetrated	14,621	16,783	9,225	3,288	13,543
% of customers penetrated	55%	63%	34%	12%	51%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	5,648	8,084	3,650	1,787	5,794
% of customers assisted	21%	30%	14%	7%	22%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Overall customer penetration and assists largely mirrored regional average.

Table L2: Number and Proportion of Customers by Business Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	2,837	3,981	2,592	909	3,137
Pre-starts penetrated as % of all local penetration	19%	24%	28%	28%	23%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	809	1,606	635	140	1,017
Starts penetrated as % of all local penetration	6%	10%	7%	4%	8%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated – locally	10,975	11,196	5,998	2,239	9,390
Established businesses penetrated as % of all local penetration	75%	67%	65%	68%	69%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

A greater proportion of customers supported in Leeds were pre-starts, with a consequently smaller proportion of business support going to established businesses.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	11,784	12,802	6,633	2,379	10,406
0-4 - % of penetration – local	55%	53%	51%	51%	54%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	31%	31%	30%	28%	31%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	11%	12%	14%	14%	12%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	2%	2%	3%	4%	2%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	2%	2%	2%	2%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation 2008/9	09/10	10/11	Average
No of female owned (local)	1,191	1,666	869	1,242
% female owned (local)	22%	20%	21%	21%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	121	558	257	312
% young person owned (below age 30) (local)	17%	10%	10%	10%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

A greater number of young business owners gained support in Leeds than in most of the region – under 30s owned businesses accounted for 10% of customers.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	1%	6%	49	1%
Production	6%	7%	820	11%
Construction	11%	11%	580	8%
Motor trades, wholesale, retail	21%	22%	1,463	20%
Transport & storage	3%	4%	219	3%
Accommodation & food services	7%	7%	422	6%
Information & communication	6%	4%	371	5%
Finance & insurance	4%	2%	100	1%
Property	4%	3%	213	3%
Professional, scientific & technical	14%	11%	1,186	16%
Business administration	8%	6%	606	8%
Public administration & defence	1%	1%	29	0%
Education	2%	3%	295	4%
Health	6%	6%	370	5%
Arts, entertainment, recreation	7%	7%	669	9%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

The professional, scientific & technical sector was relatively prominent within Leeds and in terms of customers gaining business support. The 'production' sector (which includes manufacturing) was also better represented in business support take up than in the local economy overall.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	11,923	13,778	7,240	2,049	10,980	
Adviser Services	949	754	668	497	790	
Events	1,749	2,251	1,317	742	1,772	
Total no. of Customers	14,621	16,783	9,225	3,288	13,543	
% of Customers by Engagement						
Enquiry and Information Services	82%	82%	78%	62%	81%	81%
Adviser Services	6%	4%	7%	15%	6%	7%
Events	12%	13%	14%	23%	13%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	109	8,442	4,308	220	4,286	
Business Planning	1,378	1,834	1,553	599	1,588	
Credit Crunch	127	165	27	2	106	
Human Resources	94	495	204	64	264	
ICT and eBusiness	11	20	11	24	14	
International Trade	42	24	29	14	32	
Legal	107	127	94	44	109	
Managing Finance – Access to Finance	360	604	379	124	448	
Managing Finance- Accounting	76	68	71	28	72	
Operations, Processes, Quality, Systems	52	46	31	22	43	
Product and Service Innovation	51	47	139	12	79	
Resource Efficiency	9	6	4	1	6	
Sales and Marketing	261	173	94	205	176	
Strategic Planning – Strategy	398	242	158	78	266	
Total Specified	3,075	12,293	7,102	1,437	7,490	
Not Specified	11,546	4,490	2,123	1,851	6,053	
Grand Total	14,621	16,783	9,225	3,288	13,543	
% Using Services						
(of those where need specified)						
Request for specific BL information service	4%	69%	61%	15%	57%	58%
Business Planning	45%	15%	22%	42%	21%	20%
Credit Crunch	4%	1%	0%	0%	1%	1%
Human Resources	3%	4%	3%	4%	4%	4%
ICT and eBusiness	0%	0%	0%	2%	0%	0%
International Trade	1%	0%	0%	1%	0%	0%
Legal	3%	1%	1%	3%	1%	1%
Managing Finance – Access to Finance	12%	5%	5%	9%	6%	6%
Managing Finance- Accounting	2%	1%	1%	2%	1%	1%
Operations, Processes, Quality, Systems	2%	0%	0%	2%	1%	1%
Product and Service Innovation	2%	0%	2%	1%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	8%	1%	1%	14%	2%	3%
Strategic Planning – Strategy	13%	2%	2%	5%	4%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for Leeds City Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive	0-4	282	141	38.3%	32.6%
Assists by Business Size	5-49	382	191	45.9%	54.4%
	50-249	97	49	12.4%	10.2%
	250+	22	11	3.4%	2.8%
	Total	783	392	100.0%	100.0%
Skills Intensive	Professional Services	121	61	15.5%	13.4%
Assists by Sector	Digital, Creative, Media & Print	76	38	9.7%	7.5%
(Top 5	Construction & Built Environment	66	33	8.4%	8.9%
	Financial Services	54	27	6.9%	7.2%
	Manufacturing & Mechanical Eng.	47	24	6.0%	10.4%
	Total (All Sectors)	783	392		

Learner Take-up for Leeds City Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	277	139	7.5%	8.1%
	Level 2	641	321	17.3%	27.2%
	Level 3	225	113	6.1%	8.4%
	Higher	212	106	5.7%	7.0%
	Industry Specific/Bespoke*	2347	1174	63.4%	49.2%
	Total	3702	1851	100.0%	100.0%
Learners by Area	Business, Administration & Law	1163	582	31.4%	33.5%
of Learning	Education & Training	988	494	26.7%	21.2%
(Top 5)	Health, Public Services & Care	749	375	20.2%	15.9%
	Construction & Built Environment	324	162	8.8%	9.9%
	Information & Communication Tech.	183	92	4.9%	5.7%
	Total (All Learning Areas)	3702	1851		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Small businesses (0-4) made up a greater than average proportion of those accessingsupport.

Take-up of industry specific/bespoke training was very prominent (nearly two thirds of learners).

Education & training and health, public services & care were relatively prominent as areas with high learner take up compared to Yorkshire and Humber averages.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	18	16	17	140	12%
Gateway to Global Growth	20	28	24	160	15%
Significant Assists	95	114	104.5	586	18%
TESS Businesses Assisted	117	113	115	780	15%
TESS Jobs Created	22	62.5	42.25	233	18%
TESS Jobs Safeguarded	85.5	90	87.75	511	17%
TESS Increase Export Turnover	£6,649,008.03	£8,887,097.00	£7,768,052.52	£65,609,362.77	12%
TESS Private Match Funding	£339,539.01	£423,392.70	£381,465.86	£2,567,602.41	15%
			% of all Y&H businesses that are in Leeds		14.3%

Leeds benefited from high exports outputs, with significant assists and jobs created/safeguarded particularly pronounced.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Wakefield

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	9,965	9,965	9,965	9,965	9,965
No. of customers penetrated	5,439	6,319	3,256	1,203	5,005
% of customers penetrated	55%	63%	33%	12%	50%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	2,075	2,691	1,153	650	1,973
% of customers assisted	21%	27%	12%	7%	20%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Overall customer penetration and assists were close to regional average figures.

Table L2: Number and Proportion of Customers by Business Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	733	1,170	839	307	914
Pre-starts penetrated as % of all local penetration	13%	19%	26%	26%	18%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	280	507	222	45	336
Starts penetrated as % of all local penetration	5%	8%	7%	4%	7%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated – locally	4,426	4,642	2,195	851	3,754
Established businesses penetrated as % of all local penetration	81%	73%	67%	71%	75%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	4,706	5,149	2,417	896	4,091
0-4 - % of penetration – local	59%	57%	52%	49%	57%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	29%	29%	30%	31%	30%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	9%	11%	13%	15%	11%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	1%	2%	3%	4%	2%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	2%	2%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	475	678	314	489
% female owned (local)	20%	20%	21%	20%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	49	176	85	103
% young person owned (below age 30) (local)	14%	8%	9%	9%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

A greater number of young business owners gained support in Leeds than did in most of the region – under 30s owned businesses accounted for 10% of customers.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	2%	6%	34	1%
Production	8%	7%	378	12%
Construction	12%	11%	316	10%
Motor trades, wholesale, retail	24%	22%	638	21%
Transport & storage	6%	4%	127	4%
Accommodation & food services	8%	7%	215	7%
Information & communication	3%	4%	110	4%
Finance & insurance	2%	2%	28	1%
Property	3%	3%	61	2%
Professional, scientific & technical	9%	11%	347	11%
Business administration	7%	6%	249	8%
Public administration & defence	1%	1%	13	0%
Education	3%	3%	106	3%
Health	6%	6%	147	5%
Arts, entertainment, recreation	7%	7%	332	11%

Note: Sectors splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

Wakefield's sector split is close to that across Yorkshire and Humber. Sectors that made up a greater proportion of business support customers than they did local businesses included 'production' (which includes manufacturing) and arts, entertainment & recreation.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	4,768	5,592	2,632	851	4,331	
Adviser Services	277	224	269	143	257	
Events	394	503	355	209	417	
Total no. of Customers	5,439	6,319	3,256	1,203	5,005	
% of Customers by Engagement						
Enquiry and Information Services	88%	88%	81%	71%	87%	81%
Adviser Services	5%	4%	8%	12%	5%	7%
Events	7%	8%	11%	17%	8%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Uptake of enquiry based services exceeded regional average; attendance at events was on the low side.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	44	3,567	1,616	112	1,742	
Business Planning	432	689	574	238	565	
Credit Crunch	47	58	10	4	38	
Human Resources	37	141	88	25	89	
ICT and eBusiness	2	13	5	6	7	
International Trade	15	9	7	6	10	
Legal	52	47	46	17	48	
Managing Finance – Access to Finance	163	230	172	64	188	
Managing Finance- Accounting	30	18	24	13	24	
Operations, Processes, Quality, Systems	23	18	12	6	18	
Product and Service Innovation	21	11	28	3	20	
Resource Efficiency	-	-	3	1	1	
Sales and Marketing	78	64	40	75	61	
Strategic Planning – Strategy	174	68	55	31	99	
Total Specified	1,118	4,933	2,680	601	2,910	
Not Specified	4,321	1,386	576	602	2,094	
Grand Total	5,439	6,319	3,256	1,203	5,005	
% Using Services (of those where need specified)						
Request for specific BL information service	4%	72%	60%	19%	60%	58%
Business Planning	39%	14%	21%	40%	19%	20%
Credit Crunch	4%	1%	0%	1%	1%	1%
Human Resources	3%	3%	3%	4%	3%	4%
ICT and eBusiness	0%	0%	0%	1%	0%	0%
International Trade	1%	0%	0%	1%	0%	0%
Legal	5%	1%	2%	3%	2%	1%
Managing Finance – Access to Finance	15%	5%	6%	11%	6%	6%
Managing Finance- Accounting	3%	0%	1%	2%	1%	1%
Operations, Processes, Quality, Systems	2%	0%	0%	1%	1%	1%
Product and Service Innovation	2%	0%	1%	0%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	7%	1%	1%	12%	2%	3%
Strategic Planning – Strategy	16%	1%	2%	5%	3%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for Wakefield Metropolitan Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	79	40	27.5%	32.6%
	5-49	153	77	56.3%	54.4%
	50-249	33	17	14.1%	10.2%
	250+	6	3	2.1%	2.8%
	Total	271	136	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	36	18	13.3%	13.4%
	Financial Services	30	15	11.1%	7.2%
	Manufacturing & Mechanical Eng.	29	15	10.7%	10.4%
	Construction & Built Environment	25	13	9.2%	8.9%
	Health & Social Care	20	10	7.4%	4.7%
	Total (All Sectors)	271	136		

Learner Take-up for Wakefield Metropolitan Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	28	14	4.3%	8.1%
	Level 2	145	73	22.5%	27.2%
	Level 3	130	65	20.2%	8.4%
	Higher	25	13	3.9%	7.0%
	Industry Specific/Bespoke*	316	158	49.1%	49.2%
	Total	644	322	100.0%	100.0%
Learners by Area of Learning (Top 5)	Construction & Built Environment	155	78	24.1%	9.9%
	Education & Training	149	75	23.1%	21.2%
	Business, Administration & Law	121	61	18.8%	33.5%
	Health, Public Services & Care	121	61	18.8%	15.9%
	Engineering & Manufacturing Tech.	42	21	6.5%	7.1%
	Total (All Learning Areas)	644	322		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Financial services businesses were more prominent amongst businesses receiving skills support in Wakefield than they were regionally.

NVQ Level 3 Skills had comparatively high take-up.

Uptake of learning in the field of construction & built environment was high in itself and distinctively so compared to the regional average.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	10	5	7.5	140	5%
Gateway to Global Growth	8	4	6	160	4%
Significant Assists	20	17	18.5	586	3%
TESS Businesses Assisted	16	35	25.5	780	3%
TESS Jobs Created	18.5	14	16.25	233	7%
TESS Jobs Safeguarded	26.5	23.5	25	511	5%
TESS Increase Export Turnover	£2,556,037.76	£1,440,775.00	£1,998,406.38	£65,609,362.77	3%
TESS Private Match Funding	£34,872.73	£85,113.04	£59,992.89	£2,567,602.41	2%
			% of all Y&H businesses that are in Wakefield		5.3%

Wakefield businesses varied in their uptake of exports support. Private match funding and business assists outputs were comparatively low, however jobs created was above average.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

SOUTH YORKSHIRE

Barnsley

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	6,260	6,260	6,260	6,260	6,260
No. of customers penetrated	4,216	4,591	2,538	953	3,782
% of customers penetrated	67%	73%	41%	15%	60%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	1,613	1,853	951	552	1,472
% of customers assisted	26%	30%	15%	9%	24%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Overall customer penetration was amongst the highest at local level and significantly above regional average, especially in 2008/9 and 2009/10. Customer assists were also above average.

Table L2: Number and Proportion of Customers by Status

Customer Status	**Year of Operation**				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	428	915	657	229	667
Pre-starts penetrated as % of all local penetration	10%	20%	26%	24%	18%
Y&H average pre-start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	235	382	174	31	264
Starts penetrated as % of all local penetration	6%	8%	7%	3%	7%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	3,553	3,294	1,707	693	2,851
Established businesses penetrated as % of all local penetration	84%	72%	67%	73%	75%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	3,788	3,676	1,881	724	3,115
0-4 - % of penetration – local	55%	58%	53%	47%	56%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	31%	26%	29%	33%	28%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	12%	13%	13%	15%	13%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	2%	2%	3%	3%	2%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	2%	2%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation 2008/9	09/10	10/11	Average
No of female owned (local)	195	396	164	252
% female owned (local)	23%	20%	19%	20%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	11	141	66	73
% young person owned (below age 30) (local)	13%	9%	10%	9%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

As with the size and status of businesses, ownership patterns were close to regional average.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	4%	6%	47	2%
Production	8%	7%	272	13%
Construction	14%	11%	212	10%
Motor trades, wholesale, retail	23%	22%	407	19%
Transport & storage	4%	4%	87	4%
Accommodation & food services	7%	7%	131	6%
Information & communication	3%	4%	87	4%
Finance & insurance	2%	2%	26	1%
Property	3%	3%	26	1%
Professional, scientific & technical	9%	11%	237	11%
Business administration	6%	6%	129	6%
Public administration & defence	1%	1%	19	1%
Education	3%	3%	123	6%
Health	6%	6%	138	6%
Arts, entertainment, recreation	6%	7%	229	11%

Note: Sectors splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

Production (which includes manufacturing) and, more notably, construction made up a greater proportion of the local than the regional economy. The former also made up a higher than proportionate share of business customers in Barnsley.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	3,713	3,834	2,013	720	3,187	
Adviser Services	246	352	186	98	261	
Events	257	405	339	135	334	
Total no. of Customers	4,216	4,591	2,538	953	3,782	
% of Customers by Engagement						
Enquiry and Information Services	88%	84%	79%	76%	84%	81%
Adviser Services	6%	8%	7%	10%	7%	7%
Events	6%	9%	13%	14%	9%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	24	2,556	1,263	31	1,281	
Business Planning	271	462	390	283	374	
Credit Crunch	16	30	6	2	17	
Human Resources	23	111	63	10	66	
ICT and eBusiness	4	7	4	6	5	
International Trade	4	6	6	4	5	
Legal	22	29	20	10	24	
Managing Finance – Access to Finance	89	182	105	37	125	
Managing Finance- Accounting	18	14	15	11	16	
Operations, Processes, Quality, Systems	20	11	4	4	12	
Product and Service Innovation	25	12	42	6	26	
Resource Efficiency	-	2	2	-	1	
Sales and Marketing	47	41	31	44	40	
Strategic Planning – Strategy	82	54	27	12	54	
Total Specified	645	3,517	1,978	460	2,047	
Not Specified	3,571	1,074	560	493	1,735	
Grand Total	4,216	4,591	2,538	953	3,782	
% Using Services						
(of those where need specified)						
Request for specific BL information service	4%	73%	64%	7%	63%	58%
Business Planning	42%	13%	20%	62%	18%	20%
Credit Crunch	2%	1%	0%	0%	1%	1%
Human Resources	4%	3%	3%	2%	3%	4%
ICT and eBusiness	1%	0%	0%	1%	0%	0%
International Trade	1%	0%	0%	1%	0%	0%
Legal	3%	1%	1%	2%	1%	1%
Managing Finance – Access to Finance	14%	5%	5%	8%	6%	6%
Managing Finance- Accounting	3%	0%	1%	2%	1%	1%
Operations, Processes, Quality, Systems	3%	0%	0%	1%	1%	1%
Product and Service Innovation	4%	0%	2%	1%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	7%	1%	2%	10%	2%	3%
Strategic Planning – Strategy	13%	2%	1%	3%	3%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for Barnsley Metropolitan Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	72	36	33.1%	32.6%
	5-49	110	55	45.1%	54.4%
	50-249	34	17	15.5%	10.2%
	250+	11	6	6.3%	2.8%
	Total	227	114	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Manufacturing & Mechanical Eng.	33	17	14.5%	10.4%
	Construction & Built Environment	23	12	10.1%	8.9%
	Professional Services	21	11	9.3%	13.4%
	Financial Services	15	8	6.6%	7.2%
	Retail	15	8	6.6%	6.1%
	Total (All Sectors)	227	114		

Learner Take-up for Barnsley Metropolitan Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	23	12	3.4%	8.1%
	Level 2	215	108	31.9%	27.2%
	Level 3	84	42	12.5%	8.4%
	Higher	32	16	4.8%	7.0%
	Industry Specific/Bespoke*	319	160	47.4%	49.2%
	Total	673	337	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Administration & Law	323	162	48.0%	33.5%
	Education & Training	126	63	18.7%	21.2%
	Construction & Built Environment	108	54	16.0%	9.9%
	Engineering & Manufacturing Tech.	31	16	4.6%	7.1%
	Leisure, Travel & Tourism	26	13	3.9%	3.2%
	Total (All Learning Areas)	673	337		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Larger firms were supported on skills more than average, 22% had 50 employees or more.

Take-up of learning in business, administration & law was pronounced in both absolute and relative terms. Construction & the built environment was also relatively high.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	4	5	5	140	3%
Gateway to Global Growth	6	3	5	160	3%
Significant Assists	19	20	20	586	3%
TESS Businesses Assisted	22	28	25	780	3%
TESS Jobs Created	4	8.5	6	233	3%
TESS Jobs Safeguarded	73	3	38	511	7%
TESS Increase Export Turnover	£1,057,995.25	£1,555,032.00	£1,306,513.63	£65,609,362.77	2%
TESS Private Match Funding	£58,797.58	£118,189.87	£88,493.73	£2,567,602.41	3%
			% of all Y&H businesses that are in Barnsley		3.3%

Export outputs were resolutely average, except for jobs safeguarded which was rather pronounced - more than double what might have been expected.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Doncaster

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	8,500	8,500	8,500	8,500	8,500
No. of customers penetrated*	4,802	5,259	3,311	1,079	4,457
% of customers penetrated	56%	62%	39%	13%	52%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	1,760	2,224	1,257	671	1,747
% of customers assisted	21%	26%	15%	8%	21%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Overall customer penetration was mostly in line with regional average, but slightly higher in 2010/11. Customer assists were similar to regional levels.

Table L2: Number and Proportion of Customers by Status

Customer Status	**Year of Operation**				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	575	887	664	177	709
Pre-starts penetrated as % of all local penetration	12%	17%	20%	16%	16%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	291	499	211	55	334
Starts penetrated as % of all local penetration	6%	9%	6%	5%	7%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	3,936	3,873	2,436	847	3,415
Established businesses penetrated as % of all local penetration	82%	74%	74%	78%	77%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

Slightly more of the local customers were established businesses, slightly fewer were new starts.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	4,227	4,372	2,647	902	3,749
0-4 - % of penetration – local	54%	55%	53%	51%	54%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	32%	29%	28%	27%	30%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	11%	12%	14%	17%	12%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	1%	2%	2%	3%	2%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	2%	2%	2%	2%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	190	569	285	348
% female owned (local)	22%	22%	21%	22%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	6	184	88	93
% young person owned (below age 30) (local)	7%	9%	9%	9%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	4%	6%	56	2%
Production	7%	7%	330	13%
Construction	13%	11%	280	11%
Motor trades, wholesale, retail	25%	22%	497	19%
Transport & storage	5%	4%	106	4%
Accommodation & food services	7%	7%	142	5%
Information & communication	3%	4%	93	4%
Finance & insurance	2%	2%	34	1%
Property	3%	3%	52	2%
Professional, scientific & technical	9%	11%	298	11%
Business administration	7%	6%	197	7%
Public administration & defence	1%	1%	20	1%
Education	3%	3%	128	5%
Health	6%	6%	144	5%
Arts, entertainment, recreation	7%	7%	259	10%

Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

'Production', which includes manufacturing, was the sector most overrepresented in terms of business support customers compared to the local sectoral split. Motor trades, wholesale, retail, which is higher than average in Doncaster, made up relatively fewer customers.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	4,127	4,462	2,551	742	3,713	
Adviser Services	389	251	228	116	289	
Events	286	546	532	221	455	
Total no. of Customers	4,802	5,259	3,311	1,079	4,457	
% of Customers by Engagement						
Enquiry and Information Services	86%	85%	77%	69%	83%	81%
Adviser Services	8%	5%	7%	11%	6%	7%
Events	6%	10%	16%	20%	10%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	17	2,813	1,820	36	1,550	
Business Planning	300	458	342	202	367	
Credit Crunch	51	41	5	-	32	
Human Resources	41	194	97	11	111	
ICT and eBusiness	3	7	5	10	5	
International Trade	13	6	6	3	8	
Legal	38	25	28	12	30	
Managing Finance – Access to Finance	131	228	148	41	169	
Managing Finance- Accounting	26	19	17	13	21	
Operations, Processes, Quality, Systems	36	21	14	6	24	
Product and Service Innovation	19	13	44	4	25	
Resource Efficiency	5	-	1	-	2	
Sales and Marketing	56	58	42	50	52	
Strategic Planning – Strategy	96	94	55	17	82	
Total Specified	832	3,977	2,624	405	2,478	
Not Specified	3,970	1,282	687	674	1,980	
Grand Total	4,802	5,259	3,311	1,079	4,457	
% Using Services (of those where need specified)						
Request for specific BL information service	2%	71%	69%	9%	63%	58%
Business Planning	36%	12%	13%	50%	15%	20%
Credit Crunch	6%	1%	0%	0%	1%	1%
Human Resources	5%	5%	4%	3%	4%	4%
ICT and eBusiness	0%	0%	0%	2%	0%	0%
International Trade	2%	0%	0%	1%	0%	0%
Legal	5%	1%	1%	3%	1%	1%
Managing Finance – Access to Finance	16%	6%	6%	10%	7%	6%
Managing Finance- Accounting	3%	0%	1%	3%	1%	1%
Operations, Processes, Quality, Systems	4%	1%	1%	1%	1%	1%
Product and Service Innovation	2%	0%	2%	1%	1%	1%
Resource Efficiency	1%	0%	0%	0%	0%	0%
Sales and Marketing	7%	1%	2%	12%	2%	3%
Strategic Planning – Strategy	12%	2%	2%	4%	3%	3%

Proportionately fewer than average Doncaster businesses used business planning services.

Table L8: Business Support on Skills - Overview

Skills Interventions for Doncaster Metropolitan Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive	0-4	110	55	27.7%	32.6%
Assists by Business Size	5-49	203	102	59.1%	54.4%
	50-249	35	18	9.1%	10.2%
	250+	16	8	4.1%	2.8%
	Total	364	182	100.0%	100.0%
Skills Intensive	Professional Services	46	23	12.6%	13.4%
Assists by Sector	Construction & Built Environment	42	21	11.5%	8.9%
(Top 5	Manufacturing & Mechanical Eng.	41	21	11.3%	10.4%
	Financial Services	28	14	7.7%	7.2%
	Retail	27	14	7.4%	6.1%
	Total (All Sectors)	364	182		

Learner Take-up for Doncaster Metropolitan Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	28	14	2.5%	8.1%
	Level 2	404	202	36.4%	27.2%
	Level 3	109	55	9.8%	8.4%
	Higher	102	51	9.2%	7.0%
	Industry Specific/Bespoke*	466	233	42.0%	49.2%
	Total	1109	555	100.0%	100.0%
Learners by Area	Business, Administration & Law	375	188	33.8%	33.5%
of Learning	Construction & Built Environment	153	77	13.8%	9.9%
(Top 5)	Education & Training	145	73	13.1%	21.2%
	Information & Communication Tech.	142	71	12.8%	5.7%
	Health, Public Services & Care	112	56	10.1%	15.9%
	Total (All Learning Areas)	1109	555		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Businesses supported on skills were on average slightly larger than in the region.

NVQ Level 2 Skills had comparatively high take up compared to average.

Business, administration & law had the greatest learner take-up. Information & communication technology was lower but high compared to Yorkshire and Humber average.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	7	2	4.5	140	3%
Gateway to Global Growth	4	9	6.5	160	4%
Significant Assists	16	19	17.5	586	3%
TESS Businesses Assisted	33	27	30	780	4%
TESS Jobs Created	11	5.5	8.25	233	4%
TESS Jobs Safeguarded	8	4.5	6.25	511	1%
TESS Increase Export Turnover	£709,265.78	£12,626,899.00	£6,668,082.39	£65,609,362.77	10%
TESS Private Match Funding	£225,585.69	£95,189.60	£160,387.65	£2,567,602.41	6%
		% of all Y&H businesses that are in Doncaster			4.5%

Delivery of export support and related outputs in Doncaster was close to, if just shy of, Regional average performance. The exception was jobs safeguarded, which was somewhat lower.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Rotherham

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	7,210	7,210	7,210	7,210	7,210
No. of customers penetrated	4,642	5,340	2,908	945	4,297
% of customers penetrated	64%	74%	40%	13%	60%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	1,490	2,213	1,145	547	1,616
% of customers assisted	21%	31%	16%	8%	22%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Overall customer penetration was well above regional average, especially in 2008/9 and 2009/10.
Customer assists were slightly above regional levels.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	448	1,104	657	213	736
pre starts penetrated as % of all local penetration	10%	21%	23%	23%	17%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	210	385	182	29	259
starts penetrated as % of all local penetration	5%	7%	6%	3%	6%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	3,984	3,851	2,069	703	3,301
Established businesses penetrated as % of all local penetration	86%	72%	71%	74%	77%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	4,194	4,236	2,251	732	3,560
0-4 - % of penetration – local	53%	52%	50%	47%	52%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	30%	29%	28%	29%	29%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	14%	16%	17%	19%	15%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	2%	2%	2%	3%	2%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	1%	2%	2%	1%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Slightly more businesses supported in Rotherham had 20-99 employees than was the case regionally, slightly fewer had 0-4 employees.

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	185	442	160	262
% female owned (local)	23%	20%	16%	19%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	3	148	55	69
% young person owned (local)	4%	8%	7%	7%
% young person owned (Y&H	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

Slightly fewer businesses were majority female owned.

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	2%	6%	36	1%
Production	9%	7%	399	16%
Construction	13%	11%	208	8%
Motor trades, wholesale, retail	21%	22%	424	17%
Transport & storage	5%	4%	104	4%
Accommodation & food services	6%	7%	138	5%
Information & communication	3%	4%	101	4%
Finance & insurance	2%	2%	33	1%
Property	2%	3%	31	1%
Professional, scientific & technical	8%	11%	310	12%
Business administration	6%	6%	176	7%
Public administration & defence	3%	1%	23	1%
Education	4%	3%	163	6%
Health	7%	6%	144	6%
Arts, entertainment, recreation	7%	7%	241	10%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

'Production' businesses (which includes manufacturing), were more evident locally than regionally and disproportionately represented as Business Link Yorkshire customers. The professional, scientific & technical sector was also relatively good at accessing business support.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	4,115	4,285	2,208	684	3,536	
Adviser Services	227	464	211	88	301	
Events	300	591	489	173	460	
Total no. of Customers	4,642	5,340	2,908	945	4,297	
% of Customers by Engagement						
Enquiry and Information Services	89%	80%	76%	72%	82%	81%
Adviser Services	5%	9%	7%	9%	7%	7%
Events	6%	11%	17%	18%	11%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	20	3,076	1,554	33	1,550	
Business Planning	233	406	351	198	330	
Credit Crunch	17	28	8	-	18	
Human Resources	31	127	73	15	77	
ICT and eBusiness	-	2	4	5	2	
International Trade	8	5	3	4	5	
Legal	34	23	21	9	26	
Managing Finance – Access to Finance	93	152	105	31	117	
Managing Finance- Accounting	10	16	14	8	13	
Operations, Processes, Quality, Systems	22	14	6	6	14	
Product and Service Innovation	15	6	51	7	24	
Resource Efficiency	1	-	-	1	0	
Sales and Marketing	48	38	29	38	38	
Strategic Planning – Strategy	87	48	23	8	53	
Total Specified	619	3,941	2,242	363	2,267	
Not Specified	4,023	1,399	666	582	2,029	
Grand Total	4,642	5,340	2,908	945	4,297	
% Using Services (of those where need specified)						
Request for specific BL information service	3%	78%	69%	9%	68%	58%
Business Planning	38%	10%	16%	55%	15%	20%
Credit Crunch	3%	1%	0%	0%	1%	1%
Human Resources	5%	3%	3%	4%	3%	4%
ICT and eBusiness	0%	0%	0%	1%	0%	0%
International Trade	1%	0%	0%	1%	0%	0%
Legal	5%	1%	1%	2%	1%	1%
Managing Finance – Access to Finance	15%	4%	5%	9%	5%	6%
Managing Finance- Accounting	2%	0%	1%	2%	1%	1%
Operations, Processes, Quality, Systems	4%	0%	0%	2%	1%	1%
Product and Service Innovation	2%	0%	2%	2%	1%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	8%	1%	1%	10%	2%	3%
Strategic Planning – Strategy	14%	1%	1%	2%	2%	3%

More use was made of requests for specific Business Link information services and less of business planning compared to Yorkshire and Humber average.

Table L8: Business Support on Skills - Overview

Skills Interventions for Rotherham Metropolitan Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive	0-4	76	38	33.3%	32.6%
Assists by Business Size	5-49	117	59	44.2%	54.4%
	50-249	34	17	16.0%	10.2%
	250+	17	9	6.4%	2.8%
	Total	244	122	100.0%	100.0%
Skills Intensive	Professional Services	84	42	34.4%	13.4%
Assists by Sector	Construction & Built Environment	33	17	13.5%	8.9%
(Top 5	Financial Services	29	15	11.9%	7.2%
	Digital, Creative, Media & Print	18	9	7.4%	7.5%
	Advanced Eng. Manufacturing & STEM	18	9	7.4%	1.9%
	Total (All Sectors)	244	122		

Learner Take-up for Rotherham Metropolitan Borough Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	311	156	17.1%	8.1%
	Level 2	817	409	44.9%	27.2%
	Level 3	214	107	11.8%	8.4%
	Higher	34	17	1.9%	7.0%
	Industry Specific/Bespoke*	442	221	24.3%	49.2%
	Total	1818	909	100.0%	100.0%
Learners by Area	Business, Administration & Law	706	353	38.8%	33.5%
of Learning	Education & Training	490	245	27.0%	21.2%
(Top 5)	Engineering & Manufacturing Tech.	228	114	12.5%	7.1%
	Health, Public Services & Care	189	95	10.4%	15.9%
	Construction & Built Environment	132	66	7.3%	9.9%
	Total (All Learning Areas)	1818	909		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Rotherham businesses accessing skills support were larger than average entry level and NVQ Level 2 Skills had comparatively high take up compared to average, industry specific training was about half of the regional figure.

The area with the most distinctively high take-up was engineering & manufacturing technology, although business, administration & law was the largest single area of learning take-up.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	5	6	5.5	140	4%
Gateway to Global Growth	10	8	9	160	6%
Significant Assists	19	25	22	586	4%
TESS Businesses Assisted	17	62	39.5	780	5%
TESS Jobs Created	9.5	15	12.25	233	5%
TESS Jobs Safeguarded	16.5	13.5	15	511	3%
TESS Increase Export Turnover	£3,567,601.00	£3,244,006.00	£3,405,803.50	£65,609,362.77	5%
TESS Private Match Funding	£38,018.64	£138,597.38	£88,308.01	£2,567,602.41	3%
			% of all Y&H businesses that are in Rotherham		3.8%

Delivery of export support and related outputs hovered around average. Gateway to Global Growth was the only area that stood out, and had slightly greater than average take up.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Sheffield

Overall Performance

Table L1: Overall Reach - Penetration and Assistance

	Year of Operation				
	2008/9	**2009/10**	**2010/11**	**4/11-9/11**	**Average**
Total Businesses in Local Area*	16,495	16,495	16,495	16,495	16,495
No. of customers penetrated	9,284	10,380	7,487	2,566	9,050
% of customers penetrated	56%	63%	45%	16%	55%
Average Y&H % penetrated	54%	62%	35%	13%	50%
No. of customers assisted	3,586	4,990	2,935	1,497	3,837
% of customers assisted	22%	30%	18%	9%	23%
Average Y&H % assisted	20%	28%	14%	7%	21%

**This is an IDBR figure for business units in 2010. This source is used consistently for business numbers by area and sector.*

Overall customer penetration was well above regional average, but notably higher in 2010/11. Customer assists were similar to but slightly above regional levels.

Table L2: Number and Proportion of Customers by Status

Customer Status	Year of Operation				
	2008/9	**09/10**	**10/11**	**4/11-9/11**	**Average**
No. of pre-starts penetrated – locally	1,307	2,066	1,695	534	1,689
Pre-starts penetrated as % of all local penetration	14%	20%	23%	21%	19%
Y&H average pre start penetration (as % of all penetration)	15%	19%	25%	24%	19%
No. of starts penetrated – locally	557	896	392	84	615
Starts penetrated as % of all local penetration	6%	9%	5%	3%	7%
Y&H average start penetration (as % of all penetration)	5%	8%	7%	4%	7%
No. of established businesses penetrated –locally	7,420	7,418	5,400	1,948	6,746
Established businesses penetrated as % of all local penetration	80%	71%	72%	76%	75%
Y&H average established businesses penetration (as % of all penetration)	80%	72%	68%	72%	74%

Slightly more of the local customers were established businesses.

Table L3: Number and Proportion of Customers by Business Size (employees)

No. of Employees	Year of Operation				
	2008/9	09/10	10/11	4/11-9/11	Average (all yrs)
Total businesses penetrated	7,977	8,314	5,792	2,032	7,361
0-4 - % of penetration – local	52%	53%	51%	49%	52%
0-4 - % of penetration – Y&H average	57%	56%	54%	53%	56%
5-19 - % of penetration – local	33%	30%	30%	29%	31%
5-19 - % of penetration – Y&H average	30%	29%	29%	28%	29%
20-99 - % of penetration – local	12%	13%	14%	16%	13%
20-99 - % of penetration – Y&H	11%	12%	13%	14%	12%
100-249 - % of penetration – local	2%	2%	2%	4%	2%
100-249 - % of penetration – Y&H average	1%	2%	2%	3%	2%
250+ % of penetration – local	1%	2%	2%	2%	2%
250+ % of penetration – Y&H average	1%	1%	2%	2%	1%

Table L4: Number and Proportion of Customers by Ownership – Y&H Total

Business Penetration by Ownership	Year of Operation			
	2008/9	09/10	10/11	Average
No of female owned (local)	400	910	530	613
% female owned (local)	24%	21%	21%	21%
% female owned (Y&H)	22%	20%	21%	21%
No. of young person owned businesses (local)	19	343	165	176
% young person owned (below age 30) (local)	10%	9%	9%	9%
% young person owned (below age 30) (Y&H)	12%	8%	8%	8%

**All data and is where ownership was stated – often was not.*

Table L5: Local Business Link Yorkshire Customers by Sector Against Local and Regional Sector Split

Sector	% of businesses in local economy	% of Y&H customers	Average no. of local customers (where sector known) in year	Average % of local customers
Agriculture, forestry & fishing	1%	6%	43	1%
Production	8%	7%	709	14%
Construction	11%	11%	367	7%
Motor trades, wholesale, retail	23%	22%	924	18%
Transport & storage	3%	4%	162	3%
Accommodation & food services	8%	7%	290	6%
Information & communication	5%	4%	329	6%
Finance & insurance	3%	2%	58	1%
Property	3%	3%	105	2%
Professional, scientific & technical	12%	11%	764	15%
Business administration	6%	6%	379	7%
Public administration & defence	1%	1%	44	1%
Education	3%	3%	220	4%
Health	6%	6%	310	6%
Arts, entertainment, recreation	7%	7%	538	10%

Note: Sector splits are based on IDBR data using 2007 SIC Code Broad Industry Groups. They are based on business units (not employees or output) that were VAT and/or PAYE registered in 2010.

'Production', which includes manufacturing, was the sector most over-represented in terms of business support customers compared to the local sectoral split.

Table L6: Engagement Level

Engagement Level	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers of Customers by Engagement						
Enquiry and Information Services	7,645	8,423	5,581	1,753	7,216	
Adviser Services	603	467	624	237	565	
Events	1,036	1,490	1,282	576	1,269	
Total no. of Customers	9,284	10,380	7,487	2,566	9,050	
% of Customers by Engagement						
Enquiry and Information Services	82%	81%	75%	68%	80%	81%
Adviser Services	6%	4%	8%	9%	6%	7%
Events	11%	14%	17%	22%	14%	12%

Note: The engagement level is based on first contact with the customer. Many enquiry customers will have gone to attend an event and/or receive an adviser service.

Table L7: Business Needs and Services Used

Services Used	Year of Operation 2008/9	09/10	10/11	4/11-9/11	Average	Y&H % (total across years)
Numbers Using Services						
Request for specific BL information service	44	5,190	3,962	129	3,065	
Business Planning	631	1,095	831	433	852	
Credit Crunch	72	95	20	2	62	
Human Resources	59	368	162	38	196	
ICT and eBusiness	7	10	6	33	8	
International Trade	26	22	19	6	22	
Legal	55	59	68	36	61	
Managing Finance – Access to Finance	221	380	248	60	283	
Managing Finance- Accounting	38	27	31	23	32	
Operations, Processes, Quality, Systems	47	28	14	20	30	
Product and Service Innovation	65	27	182	7	91	
Resource Efficiency	2	9	3	1	5	
Sales and Marketing	150	111	78	71	113	
Strategic Planning – Strategy	212	124	68	25	135	
Total Specified	1,629	7,545	5,692	884	4,955	
Not Specified	7,655	2,835	1,795	1,682	4,095	
Grand Total	9,284	10,380	7,487	2,566	9,050	
% Using Services (of those where need specified)						
Request for specific BL information service	3%	69%	70%	15%	62%	58%
Business Planning	39%	15%	15%	49%	17%	20%
Credit Crunch	4%	1%	0%	0%	1%	1%
Human Resources	4%	5%	3%	4%	4%	4%
ICT and eBusiness	0%	0%	0%	4%	0%	0%
International Trade	2%	0%	0%	1%	0%	0%
Legal	3%	1%	1%	4%	1%	1%
Managing Finance – Access to Finance	14%	5%	4%	7%	6%	6%
Managing Finance- Accounting	2%	0%	1%	3%	1%	1%
Operations, Processes, Quality, Systems	3%	0%	0%	2%	1%	1%
Product and Service Innovation	4%	0%	3%	1%	2%	1%
Resource Efficiency	0%	0%	0%	0%	0%	0%
Sales and Marketing	9%	1%	1%	8%	2%	3%
Strategic Planning – Strategy	13%	2%	1%	3%	3%	3%

Table L8: Business Support on Skills - Overview

Skills Interventions for Sheffield City Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Skills Intensive Assists by Business Size	0-4	214	107	26.6%	32.6%
	5-49	381	191	55.7%	54.4%
	50-249	93	47	13.5%	10.2%
	250+	26	13	4.1%	2.8%
	Total	714	357	100.0%	100.0%
Skills Intensive Assists by Sector (Top 5	Professional Services	108	54	15.1%	13.4%
	Manufacturing & Mechanical Eng.	79	40	11.1%	10.4%
	Digital, Creative, Media & Print	61	31	8.5%	7.5%
	Financial Services	46	23	6.4%	7.2%
	Retail	46	23	6.4%	6.1%
	Total (All Sectors)	714	357		

Learner Take-up for Sheffield City Council		Total 2009/10 – 2010/11	Average Take-up per Year	% of Local Total	Comparative Y&H %
Learners by Skill Level	Entry & Skills for Life	409	205	14.2%	8.1%
	Level 2	1083	542	37.7%	27.2%
	Level 3	204	102	7.1%	8.4%
	Higher	87	44	3.0%	7.0%
	Industry Specific/Bespoke*	1092	546	38.0%	49.2%
	Total	2875	1438	100.0%	100.0%
Learners by Area of Learning (Top 5)	Business, Administration & Law	952	476	33.1%	33.5%
	Education & Training	944	472	32.8%	21.2%
	Health, Public Services & Care	301	151	10.5%	15.9%
	Information & Communication Tech.	266	133	9.3%	5.7%
	Engineering & Manufacturing Tech.	211	106	7.3%	7.1%
	Total (All Learning Areas)	2875	1438		

** Denotes industry/sector related and mandatory training, and bespoke training designed for the business.*

Businesses supported on skills were on average slightly larger than in the region.

Entry Level and NVQ Level 2 Skills had comparatively high take-up compared to average.

The area with the most distinctively high-take up was education & training. Information & communication technology was also higher than average.

Table L9: International Trade – UKTI Output Data Delivered Through Business Link Yorkshire

Service	09-10	10-11	Average	Y&H Annual Average 09/10-10/11	Percentage of Regional Total
Passport to Export	26	9	17.5	140	13%
Gateway to Global Growth	19	28	23.5	160	15%
Significant Assists	118	98	108	586	18%
TESS Businesses Assisted	136	171	153.5	780	20%
TESS Jobs Created	27.5	51.5	39.5	233	17%
TESS Jobs Safeguarded	80.5	96.5	88.5	511	17%
TESS Increase Export Turnover	£6,338,244.09	£20,156,982.00	£13,247,613.05	£65,609,362.77	20%
TESS Private Match Funding	£462,526.52	£649,993.91	£556,260.22	£2,567,602.41	22%
			% of all Y&H businesses that are in Sheffield		8.8%

Delivery of export support and related outputs in Sheffield was the most pronounced in Yorkshire & Humber, with performance across output types typically double the share that would be expected.

Local Innovation Data

The full Learning Legacy report contains local data tables listing all local authority areas for the following statistics:

- Innovation vouchers claimed and location of main suppliers (Table 7.5).
- Type of innovation (Annex 1).

Cross reference to the full report is advised if this data is required.

Business Link