# **Client Charter**

# About EEN, and the innovate2succeed programme delivered under Horizon 2020 – our commitment to you.

## About Enterprise Europe Network

EEN operates in over 60 countries, employing over 4000 staff through a network of over 600 partner organisations. Funded under the COSME programme, EEN’s aim is to stimulate innovation and internationalisation in European SMEs, drive prosperity and productivity and generally contribute to the overall wealth and success of the SME community.

EEN is delivered in England, Northern Ireland and Wales by a consortium of 21 partners. Business West is one of those partners and we provide these services in SW England on behalf of Innovate UK and the European Commission. For more information on the consortium and EEN go to [www.enterprise-europe.co.uk](http://www.enterprise-europe.co.uk)

## Our Commitment to you

Our programmes are funded by taxpayers’ money and we aim to provide the users of our services with quality interventions and valuable support

We are not commercially motivated or incentivised in the delivery of our service to you but aim to help your business prosper and grow by providing state funded information and support to your innovation and internationalisation activities.

Our aim is to support your business to innovate and grow and help deliver our stakeholders’ objectives in developing and stimulating UK and European productivity and prosperity.

We offer a number of services that can go to support your business and these are identified during our first meetings with you to see which would be of greatest benefit to you.

## KPIs

Our aim is to deal with your enquiries promptly and efficiently.

We will aim to contact you within two working days of an initial enquiry and respond promptly thereafter.

We will agree times and dates with you for further correspondence, actions and activities and aim to meet those.

We will work collaboratively with you for your benefit and expect that you will use reasonable endeavours to meet any timescales or commitments that you have made to us.

## Using your data

We will share your data with our stakeholders, Innovate UK and the European Commission, and with the 21 partners that go to form the consortium that delivers EEN services in England, Northern Ireland and Wales.

We will enter your details on to our shared CRM system.

For more information on how we deal with your data and our data policy go to [Privacy Policy | Business West](https://www.businesswest.co.uk/privacy)

## NDAs

If there is information that you do not wish to be shared as part of your support from us, we will enter into a Non-Disclosure Agreement between Business West and you and keep that information private from other consortia partners.

## Services provided

We offer a range of support services including:

* Innovation strategy development
* Business strategy development
* Leadership development
* Financial strategy and access to finance support
* Access to funding
* IP strategy development
* Innovation and design
* Lean process and manufacturing support
* Sales and marketing strategy
* Digital marketing
* Commercialisation strategies
* Partner search – finding international partners for trade, tech transfer and collaborative r and d
* Tender search and alerts

These services can be subject to change dependent on demand and our supply of expert advisers.

## Access to Funding

We help you with accessing Research Development & Innovation Grant Funding and helping you draw down funding for those projects is an important part of our work.

We focus on working with SME’s, Research and Technology Organisations, Universities and organisations to:

* Assess business and project proposition for suitability to competitions and calls run by Innovate UK or through Horizon 2020
* Discuss the likelihood of a successful application
* Prepare organisations to make bids
* Find suitable partners for collaborative bids
* Provide feedback and critique on application drafts
* Provide information on “best practice”
* Key Account Management for Horizon2020 SME Instrument beneficiaries

## Supporting your application for funding

The Enterprise Europe Network can help develop your potential to successfully apply for UK and EU research and innovation grants and help you present a competitive proposal. We provide a confidential and impartial review with an objective analysis and critique, offering constructive feedback. Please note that this support is not an indication or guarantee that your project will be funded or that we adopt any responsibility for an unsuccessful bid.

## Timescales for feedback

For us to review your documentation, we need reasonable time and notice to be able to provide feedback.

* + **First draft** cut off for application review 10 working days before application deadline.
  + **Final draft** cut off for application review 7 working days before application deadline.

## Advisory Service Outcome

Following the review of an application or the delivery of a service we may ask you to sign an Advisory Service Outcome – this is a document outlining the support and advice we have given you and serves as documented evidence of our activity.

## Follow up from EEN advisor diarised to review success.

We will contact you following your application submission to review progress and next steps.

## Information we may require from you

In order to be able to provide advice on the funding you require for your project we may ask for the following information from you:

* + Full details of disruptive innovation project proposed.
  + Evidence/knowledge of target market - Who are you already working with? Can you already demonstrate market engagement i.e. field testing or trials, demonstrator/prototype stage?
  + Confirmation of technology readiness level (TRL) - benchmark to demonstrate at what stage the technology is developed.
  + Level of funding sought.
  + Details of activities that you are seeking to fund through the project.
  + Timescale for seeking funding.

Information provided to us can be covered by an NDA if you wish. See above

## What we will not do

Our services do not include advice or support with:

* Writing applications. We cannot write bids or respond to tenders on your behalf. We provide a confidential and impartial review with an objective analysis and critique, offering constructive feedback. This support is not an indication or guarantee that your project will be funded. We provide advice and support to you on your bids and grant applications where appropriate and in some cases evaluate them but we are unable to use funded activity for commercial purposes or to specifically write your application. We are unable to provide you with any commitment that support from us will in any way influence the assessment, success or award of any bids that you might make.
* Financial advice or planning. We will signpost where necessary to appropriate access to finance support.
* Grant alerts. We cannot alert you to all UK and EU innovation grants offered or take responsibility for your awareness of suitable calls. We will signpost you to relevant newsletters and sources of information.

## Our expectations of you

It is important that we spend our funders’ money effectively.

As such we would ask that you:

* At the beginning of the engagement complete a form that agrees to you receiving the service from us and that your data will be recorded and shared.
* Use reasonable endeavours to meet your agreed actions.
* Provide feedback to us on the work that we do for you.
* Sign off the work we have done for you

You will understand that we only have limited resources and need to use these in the most effective way possible and with clients that will benefit the most.

## If you are unhappy with the service

We always  aim to provide a high quality service within the boundaries and limitations  set us by funders however if you are unhappy with the service provided, please initially speak with your normal contact explaining why you are dissatisfied and ask them to address the problem.

If this does not address your issues please write to me at [paul.ocollins@businesswest.co.uk](mailto:paul.ocollins@businesswest.co.uk) and I will attempt to address your concerns.