

# BIS

Department for Business  
Innovation & Skills

## Manufacturing and Materials Hot Issues December 2009



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## Hot Topics

### Editorial by Marie-Anne Mackenzie – Head of Manufacturing and Materials (MM)

We had a great reaction to the first edition of Hot Issues. Many of you forwarded it on to others - who found the information so useful they asked to be on the direct mail list. This edition will go out to 600 manufacturers and I hope you all find it as useful and informative as the first one. Since you last heard from us strategies on composites and plastic electronics have been published. I hope you enjoy reading about these, and the other work underway. But most of all I hope that you have a very enjoyable holiday season and a Happy New Year.

### Launch of the UK Composites Strategy Mark Oakes



**On 26 November the Secretary of State for Business, Lord Mandelson, launched the UK Composites Strategy at Williams Formula One's Oxfordshire headquarters. New investment totalling £22 million will further advance the development of lightweight and strong composite materials**

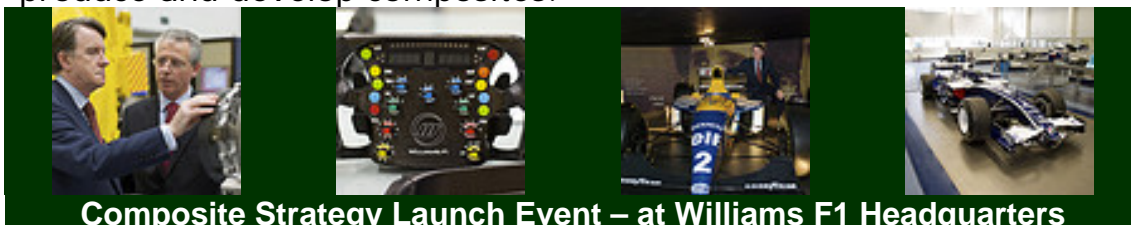
The investment is made up of:

- £16m for a new National Composites Centre in Bristol (£12m from central Government, £4m from the South West Regional Development Agency)
- £5m for the winning firms to develop new composites manufacturing techniques (**to be won via the Technology Strategy Board's new 'Grand Challenge' competition**) and £1m upfront funding to help develop challenge bids.

The new Composites Strategy explains how Government plans to support British firms involved in manufacturing, utilising and exporting composites and composite technology, with the aim of maintaining the UK's global lead in this growth field. The Strategy estimates that the high-value composites market is currently worth about £1 billion to the British economy but the UK offshore composite wind turbine blade and aerospace wind market alone

could be worth £22 billion by 2020 and highlights composites' low carbon credentials.

Lord Mandelson said: "Today's new strategy will help us to exploit the potential of composite materials which could help us lower carbon emissions, make cost savings by making things which last longer and boost our position globally making the UK the place to produce and develop composites."



### **Composite Strategy Launch Event – at Williams F1 Headquarters**

The Manufacturing and Materials team will be working with key stakeholders in the coming months to deliver and implement the outcomes of the Composites Strategy.

**If you would like further information on the Composite Strategy please e-mail Sandy Grom at [BIS – Hot Issues](mailto:businessrelations.hotissues@BIS.gsi.gov.uk) ([businessrelations.hotissues@BIS.gsi.gov.uk](mailto:businessrelations.hotissues@BIS.gsi.gov.uk)) or Telephone: 020 7215 6517.**

### **The Carbon Reduction Commitment Energy Efficiency Scheme Joan Ruddock, Energy and Climate Change Minister**



**In April next year a new scheme will begin to help private and public sector organisations save energy, save money and, in a growing environmentally conscious world, become leaders in tackling climate change. The Carbon Reduction Commitment (CRC) Energy Efficiency Scheme will be a legal requirement for certain organisations to take up cost effective energy efficiency measures that have previously been overlooked.**

Heating and powering workplaces accounted for more than a tenth of the UK's emissions last year so making them more efficient will help tackle climate change and reduce costs in fuel bills. There is compelling evidence that organisations are not implementing straightforward energy efficiency measures which would save more money than their cost. We are therefore introducing this new regulation which will deliver emissions savings of more than 4 million tonnes of carbon dioxide per year by 2020. This will save around £1 billion each year in energy costs by the same time.

The CRC will place an obligation on organisations including all central government departments to report their carbon emissions, and purchase allowances to cover these emissions each year. The beauty of the scheme is that those organisations which take up energy efficiency measures to reduce their emissions will not only save money on fuel bills, but will be rewarded financially, based on good performance. This will be reflected in a league table taking into account things like the overall carbon emissions reduction, whether action has been taken before the scheme started and the emissions reduction relative to business growth. In a market place increasingly conscious of green credentials, this will provide a real incentive to act.

Whether an organisation has to participate is determined by electricity consumption during 2008. Any organisation with a "settled half-hourly electricity meter" will have to provide data to the scheme administrator, the Environment Agency, on how much half hourly metered electricity it uses. If that was less than 6,000MWh in 2008 the administrator must be told, but then no further action will be required. Those that used 6000MWh or more, roughly equating to a bill of £500,000 per year, will then have to start monitoring and recording emissions from energy use from April next year. We estimate this will affect around 5,000 organisations.

Many organisations are already preparing for the introduction of the scheme, and it's not too late to start. The Environment Agency have contacted all the billing addresses of the qualifying metering equipment and published guidance in November about qualification for the scheme. The Carbon Trust provides information and advice to businesses and public sector organisations about making energy efficiency changes and can advise on what financial help is available.

**Organisations can sign up to the CRC mailing list to receive regular updates and notifications. To sign up to the mailing list or for enquiries on the scheme, email the Environment Agency's dedicated helpdesk [crchelp@environment-agency.gov.uk](mailto:crchelp@environment-agency.gov.uk)**

## Skills for Growth Karen Willcocks



*“An active government approach to equipping this country for globalisation means making sure we have the skills that underwrite the industries and jobs of the future. That means skills for the high tech, low carbon, more high-value added sectors that drive the growth that underwrites everything else we want to achieve as a society. These skills are becoming more sophisticated and complex, and more vital”.* Business Secretary Lord Mandelson.

Skills are a key part of our plan for economic recovery, and an urgent challenge. This country's future can only be built by people who have the skills demanded by modern work in a globalised economy. Skilled people are more productive and more innovative. Skills give individuals wider options; they climb higher, earn more and get more out of work. And skilled people are the foundation of successful businesses.

### **How will we rise to this challenge?**

On Wednesday 11 November we published Skills for Growth: a national strategy for economic growth and individual prosperity. It takes some important decisions and marks a radical shift in some of the priorities of our skills system. Download a copy of the strategy at <http://www.bis.gov.uk/policies/skills-for-growth>

Commitments include:

- Creating a modern technician class through more advanced apprenticeships
- Investing in skills in the sectors on which future growth and jobs depend
- Empowering individuals through skills accounts giving people 'consumer choice' and better information about courses
- The introduction of light touch monitoring arrangements for our best providers
- Simplifying the skills landscape, working with UKCES to implement their recommendation to reduce the number of separately publicly funded agencies by over 30 in the next three years

## What does this mean for Manufacturing?

There is already a transformation in UK manufacturing towards more high value activities and in increasing proportion of manufacturing employment being more highly skilled. UK manufacturing offers skilled employment, not just in production - but also in areas such as R&D, professional services, sales and markets, branding, design, logistics and distribution.

Much has been achieved on putting in place the skills we need for the future, for example; **Train to Gain** is playing a huge role in helping the workforce up its skills. It has funded more than 122,000 learners in the manufacturing and engineering sectors between August 2007 and April 2009. Apprenticeships are also playing a key part in preparing our workforce for the challenges of tomorrow. Between 05/06 and 07/08, 108,700 people started apprenticeship in Engineering and Manufacturing, and 60,500 people completed an apprenticeship.



**What do you think? We are interested in hearing your views on the strategy and skills related experiences. Please contact Karen Willcocks at BIS – Hot Issues ([businessrelations.hotissues@BIS.gsi.gov.uk](mailto:businessrelations.hotissues@BIS.gsi.gov.uk)) or Telephone: 020 7215 6517.**

## Fantastic plastic: New boost for UK electronics manufacturing sector Ian Williams - Photonics and Emerging Sectors Unit



Ensuring the UK remains a world-leader in the high-growth plastic electronics sector is at the heart of a new government strategy launched by Peter Mandelson.

Plastic electronics technology makes it possible to produce a wide range of innovative products more cheaply and in a more environmentally friendly way than ever before.

Potential applications include food containers that flash when their contents go mouldy, animated e-papers, smart

packaging on pills that beeps your doctor when you forget to take them, and intelligent bandages that measure oxygen levels in a patient's wound to determine when they need changing.

Plastic electronics technology makes it possible to produce a wide range of innovative products more cheaply and in a more environmentally friendly way than ever before.

The global market for these technologies is forecast to grow at an astonishing rate over the next decade, exceeding US\$120 billion by 2020. This rapid expansion will create up to 20,000 jobs and generate a wealth of economic opportunities for the UK.

Launching the strategy at the QE2 Conference Centre in London, Business Secretary Peter Mandelson said: "Plastic electronics technology has the capacity to revolutionise the way we do things and shake up whole industries. And it's a sector where Britain has huge potential for leadership, employment and growth.

"The UK is already a global leader in the sector thanks to our world-class science base and our strengths in research, creativity and innovation. We now need a roadmap for the industry that takes it from cutting edge to mass market while keeping Britain firmly in front. This new industry-led strategy is another important step towards achieving the vision defined in New Industry, New Jobs."

*Plastic Electronics Strategy for Success: Realising the UK Potential* identifies the key challenges facing the sector and recommends solutions, including actions to:

- exploit opportunities for UK manufacturing in domestic and export markets and identify potential areas of global collaboration
- encourage, co-ordinate and facilitate investment and support business growth to ensure that the UK remains an attractive environment for plastic electronics manufacturing
- support the five Centres of Excellence in showcasing the benefits of using plastic electronics in the development of new products
- develop new training strategies to ensure the future workforce has the multi-disciplinary skills needed as the sector rapidly expands
- establish a Plastic Electronics Leadership Group (PELG) to champion the sector, raise its profile, and improve co-ordination within the industry and research institutions

The Technology Strategy Board is investing £8 million in initiatives to help the industry work collaboratively to develop new manufacturing processes and innovative products.

**If you would like further information please e-mail Ian Williams at BIS – Hot Issues** ([businessrelations.hotissues@BIS.gsi.gov.uk](mailto:businessrelations.hotissues@BIS.gsi.gov.uk))

## **Manufacturing Strategy and Advanced Manufacturing – progress continues Martin Gilligan**

In the August edition of Hot Issues we highlighted progress with implementation of the 2008 Manufacturing Strategy - *Manufacturing: New Challenges, New Opportunities* - and told you about the Advanced Manufacturing package of measures launched in July this year.



Implementation continues apace and recent highlights with delivery of the Manufacturing Strategy have included the commitment of £40 million from the Regional Development Agencies (RDA's) for the Manufacturing Technology Centre near Coventry (scheduled for completion in the first quarter of 2011) plus the launch of Manufacturing Insight and the Manufacturing the Future Campaign. Headline milestones anticipated in the first quarter of next year include the presentation of National Cluster Mark awards in February, and the availability of Designing Demand advice through the RDA's and the Design Council in all the English regions from the end of March.

Since the launch of the Advanced Manufacturing package, we have seen the publication of two important Strategies, for **Composite Materials** on 26 November and more recently, **Plastic Electronics** on 7 December. The month of December also saw the announcement of a new Rolls-Royce Nuclear Advanced Manufacturing plant (which will be followed by the announcement of two Rolls-Royce Civil Aerospace Advanced Manufacturing plants in the New Year). Also in December, we anticipate the announcement by the Technology Strategy Board of successful project bids for support for collaborative R&D projects, as part of the TSB's High Value Manufacturing competition in which TSB invested a further £5 million when the Advanced Manufacturing package was launched.

**You can find further information on these measures and other government action on advanced manufacturing on the [BIS Advanced Manufacturing website](#) or e-mail us at [BIS – Hot Issues](mailto:BIS – Hot Issues) ([businessrelations.hotissues@BIS.gsi.gov.uk](mailto:businessrelations.hotissues@BIS.gsi.gov.uk)).**

## Latest BIS News

### Government Funding for a New Manufacturing Technology Centre (MTC)

**Since the Manufacturing Strategy was published in 2008, Government has set out a new activist approach to supporting the economy. The transition to low carbon and a move to high tech value-added manufacturing will give industry new opportunities to build on its strong base. The Government is investing in the MTC and similar facilities to help UK manufacturing realise those opportunities.**



The Manufacturing Technology Centre (MTC) brings together Midlands's research universities Birmingham, Nottingham and Loughborough and The Welding Institute (TWI), to enable them to commercialise their science base through collaborative research programmes drawing in both private and public sector funds. It will also include Rolls Royce, Aero Engine Controls' Airbus UK, JLR, Bombardier, BAe Systems and JCB.

The new centre at Ansty Park in the Midlands will form part of a national network of manufacturing centres offering support for business and universities. The network will support innovation in manufacturing, helping new and emerging products and processes get to market.

Up to twenty projects have already been identified to use the new centre at Ansty Park and it is hoped that up to 150 highly skilled jobs will be created. Over the next ten years a total of £130 million will be invested in the centre and constitutes the largest investment in a manufacturing research facility for many years.

## Government Outlines Support for UK Civil Nuclear Sector Ahead of Copenhagen



As part of the Government's commitment to new low carbon sustainable growth, the Business Secretary Lord

**Mandelson provided a boost for the UK's civil nuclear industry when he outlined a package of announcements in Yorkshire and the North West to provide real help to enable British businesses to seize the opportunities that this rapidly expanding sector presents.**

Speaking at the Advanced Manufacturing Research Centre (AMRC) in Sheffield he announced:

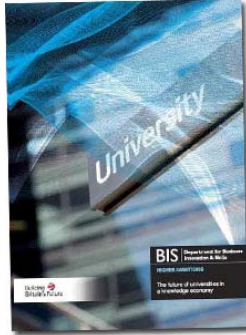
- That the new Nuclear Advanced Manufacturing Research Centre (NAMRC) will be based in South Yorkshire alongside the AMRC, led by University of Sheffield in partnership with University of Manchester, with Rolls-Royce as the lead industrial partner.
- An additional £8m to upgrade the nuclear laboratories at Manchester University's Dalton Nuclear Institute to support the NAMRC. This is in addition to the £15m Government has already committed to the NAMRC.
- Rolls-Royce's planned civil nuclear factory in South Yorkshire.
- A Nuclear Low Carbon Economic Area (LCEA) in the North West and Yorkshire, led by NWDA in close collaboration with Yorkshire Forward
- As part of the Nuclear LCEA the North West will support the Manufacturing Advisory Service's (MAS) nuclear services as part of the Nuclear LCEA, offering manufacturing companies advice and support to access the nuclear energy market.

The NAMRC was a commitment under the Low Carbon Industrial Strategy, and is supported by £15m of government funding from the Strategic Investment Fund and £10m from Yorkshire Forward. It will bring together university research and industrial expertise to develop manufacturing techniques and components that will meet the demand for new nuclear power stations. It will also benefit supply chain companies with support in securing accreditation to compete in the civil nuclear sector. Led by Rolls-Royce, founder industrial partners also include Areva, Westinghouse, Sheffield Forgemasters and NAMTEC.

In another boost for South Yorkshire, Rolls-Royce confirmed its intention to base its planned new civil nuclear factory in the region. This factory is part of an investment programme that Rolls-Royce

announced on 28 July 2009, which included £45m of investment from the Government.

## Higher Ambitions - The 10-year Framework for Higher Education



We've made a lot of progress in higher education (HE) over the past few years. Greater public investment has seen an increase in people going to university and created some of the world's best research institutions. But we need to widen access to universities and continue to improve standards so that our universities remain internationally competitive.

*Higher Ambitions* sets out how we can continue to ensure that all those who have the ability to benefit can get access to higher education and to drive up excellence even in a time of rising competition and tighter public funding.

### **Access to HE is Important**

Higher skills significantly influence life chances and earning potential, so wider and fairer access to higher education is a question of basic social justice. People with a university education are more likely to be in work, so it's good for the economy too.

### **HE will assist Britain grow out of recession**

The framework sets out a greater role for universities in driving economic recovery and future growth. The knowledge that universities produce – particularly in areas like science and engineering – can have great economic benefits if they are harnessed properly. And we want to ensure that universities contribute even more effectively to our skills base. It is estimated that university 'spin-outs' - commercial ventures that results from collaboration between business and academic researchers have been worth £3.5billion over the last five years.

### **HE Students**

Students are the "clients" of higher education and the Government wants to improve their experience. This includes making sure students are better informed about their choices so they can demand better services and improved flexibility so they can fit study around other commitments such as through digital learning.

### **Funding - Higher Ambitions**

The framework pledges to develop new funding models, including reviewing contributions from other organisations, overseas sources

and business. A separate fees review will be announced later this month.

**Further Information:**

**It is possible to download [The Higher Education Blueprint – Higher Ambitions](#).**

### Success for Olympic 2012 Business Summit



On 4 November, BIS and UKTI held a 2012 games business summit for 500 small to medium-sized enterprises. Speakers included Lord Mandelson, Sebastian Coe, Tessa Jowell and Boris Johnson; as well as Dmitry Mosin from the Sochi 2014 Winter Games and other overseas speakers.

Lord Mandelson outlined the help that BIS and UKTI are providing businesses involved in the games. Thirty-five thousand companies registering on **CompeteFor** (the free service that enables businesses to compete for contract opportunities linked to the London 2012 Games) had already received help through Business Link. UKTI are helping companies export to other sporting events across the world.

On day two of the Summit, BIS and UKTI arranged for 18 UK and international buyers to hold 15-minute 'speed networks' with 120 suppliers. One buyer said that 20 of these dates had led to contract negotiations with around half a dozen suppliers.

### Creating the Conditions for Business Success with Better Regulation



Improving regulatory frameworks and minimising burdens on business is one of BIS's priorities. We've saved business £2 billion a year and have just introduced new plans to cut the cost of regulation by a further £6.5 billion. Creating the right conditions for businesses to start up, grow and invest requires a strong and responsive regulatory framework to be in place.

Regulation strengthens our society and our economy, delivering essential protections, improving rights and building a strong and effective business environment and healthy economy. But when we introduce new rules we need to make sure we maximise the benefits to businesses, the economy and society, and ensure the

costs are minimised or reduced where possible. New planned regulations reflect the Government's priorities in helping to reform our democracy; take Britain out of recession; reform public services and modernise our infrastructure; and making Britain a fairer and safer place to live.

In October BIS announced a new package of measures designed to strengthen the Government's management of regulation. This will deliver Real Help Now to businesses by timing the introduction of 26 regulations to take account of current economic circumstances, deferring £3.5 billion in new costs.

The plans deliver a new commitment to cut the ongoing costs of existing regulation by a further £6.5 billion by 2015. It will increase transparency and accountability through the publication of all business regulations planned over the next 18 months. This will mean government taking even greater account of the cumulative burden of measures it introduces.

The creation of a new independent body, the Regulatory Policy Committee, will strengthen the way we regulate by bringing greater scrutiny to new proposals. Members are in the process of being appointed.

We want to ensure that regulation works better for everyone. Doing this means increasing the transparency and scrutiny of our collective, forward regulatory plans. And it also means taking greater account of the impact on businesses and the economy. A benefit-cost ratio has been published, showing the impact that regulation is having on the economy and society, a world-first. The ratio shows that, for legislation enacted in 2008-09, benefits outweigh costs by around 80 per cent, or delivering £1.85 in benefits for every £1 in cost.

## Consultations

### We want your views



**The Department needs you to respond to consultations as they make a difference to the outcome of the Department's policies. Please let us know your views.**

Full details of the Consultation process may be found on the [BIS Consultation website](#) together with

details of closed and archived Consultations. You can **order a printed copy** of the consultation document online. If you would prefer to request a copy by telephone, phone **0845 015 0010**.

Once the consultation deadline has passed and we have analysed the responses, the Department will place a copy of the Government Response on the consultation's page on the BIS Consultation Website - you will find this by using the link **Closed with Response**. The Department aims to do this within three months of the date the consultation closed.

### **A selection of our current Consultations:**

#### **Post Office Banking: A consultation on developing the banking and financial services available at the Post Office**

**Starting Date:** 02-12-09


**Closing Date:** 24-02-10


#### **Background**

The Post Office offers a wide range of financial services, and the Government believes the time is right to expand their offer. The Prime Minister announced on 29 September 2009 "I want the Post Office to play a much bigger role, bringing banking services back to the heart of people's communities". This consultation takes forward that commitment.

#### **Consultation Documents**

[Post Office banking: a consultation on developing the banking and financial services available at the Post Office](#)  (1985KB)

[Post Office banking: a combined consultation stage impact assessment and equality impact assessment](#)  (330KB)

[Response Form. Post Office banking: a consultation on developing the banking and financial services available at the Post Office](#)  (82KB)

#### **Consultation on the role and powers of the Consumer Advocate**

**Starting Date:** 02-12-09


**Closing Date:** 05-03-10

#### **Background to consultation**

In July 2009, the Government published its Consumer White Paper "A Better Deal for Consumers: Delivering Real Help Now and Change for the Future". This White Paper announced that a Consumer Advocate would be appointed in 2010 to co-ordinate work to educate consumers and be a champion for groups of consumers who have suffered a loss at the hands of a business. One of the commitments we made in the White Paper was to consult on equipping the Advocate with some specific powers.

### **Consultation Documents**

[Consultation. The role and powers of the Consumer Advocate](#)  (1473KB)

[Consultation on the role and powers of the Consumer Advocate: consultation response form](#)  (155KB)

### **Companies Act 2006 Objecting to a Registered Office Address – Consultation**

**Starting Date:** 25-11-09

**Closing Date:** 19-01-10

#### **Background to consultation**

There is some evidence that companies may incorrectly use, as their registered office address, the address of another business or private individual with whom they have no connection. While it appears that the scale of the problem is small, the impact on an individual or business who finds that their address is being misused can be significant and distressing.

### **Consultation Documents**

[Companies Act 2006: objecting to a registered office address. Consultation](#)  (113KB)

### **Companies Act 2006 Statements of Capital - Consultation on Financial Information Required**

**Starting Date:** 23-11-09

**Closing Date:** 11-01-10

#### **Background to consultation**

The last tranche of provisions of the Companies Act 2006 was commenced on 1 October 2009. Among the changes introduced then was a new "statement of capital" – a snapshot of a company's

share capital that must be produced at various stages in a company's life-cycle, including each year in its annual return. In the summer of 2009, it became clear that for certain companies, it could be difficult to comply with one of the requirements of the Act for financial information in the statement of capital. We published an [FAQ](#) on our website acknowledging the problem, and undertaking to consider and consult on how to resolve it.

### **Consultation Documents**

[Companies Act 2006: statements of capital. Consultation on financial information required](#)  (165KB)

### **Consultation: Implementation of the European Works Council Directive 2009/38/EC**


**Starting Date:** 19-11-09

**Closing Date:** 12-02-10

### **Background to consultation**

The Department for Business, Innovation and Skills (BIS) is seeking views on draft Regulations to implement the Directive on the establishment of a European Works Council or a procedure in Community-scale undertakings or Community-scale groups of undertakings for the purposes of informing and consulting employees (Recast), commonly known as the recast European Works Council (EWC) Directive. Member States have until 5 June 2011 to implement. The Directive was heavily informed by input from the European Social Partners and represents a carefully balanced compromise between the interests of employees and business. The Government intends to implement the Directive in such a way that this balance is retained.

### **Consultation Documents**

[Consultation: implementation of the European Works Council Directive 2009/38/EC](#)  (852KB)

### **Consultation on a proposed amendment to Schedule 1 and 3 to the Furniture and Furnishings (Fire) (Safety) Regulations 1988**


**Starting Date:** 12-11-09

**Closing Date:** 23-12-09

## Background to consultation

The Government has been informed that test houses are using a test cover fabric for testing the flammability compliance of furniture fillings that does not fully meet the specification in the Regulations. The specified fabric is not currently available.

## Consultation Documents

[Consultation on a proposed amendment to schedules 1 and 3 to The Furniture and Furnishings \(Fire\) \(Safety\) Regulations 1988](#)   
(208KB)

## Other Departments Consultations

The **DirectGOV Website** has a full list of other Departments Consultation Websites.

Useful Link: **DirectGOV**

[http://www.direct.gov.uk/en/Governmentcitizensandrights/UKgovernment/PublicConsultations/DG\\_170463](http://www.direct.gov.uk/en/Governmentcitizensandrights/UKgovernment/PublicConsultations/DG_170463)

## Publications

### What's new

A selection of recent BIS publications added to the Departments Publications website in the last few weeks. There are over 4,500 publications available on our website. Please follow the links on individual publication titles or **contact us** or our **publication colleagues for further details**.



### **Solutions for business: a foundation for the future** URN: 09/1325

Summarises the progress solutions for business has made in three sections; progress against delivery, early indications of the associated benefits and an outline of the strategy for the future. Published 7 December 2009.



### **TUC: training equality reps URN: 09/1517**

Case study on a Union Modernisation Fund (UMF) round two projects. The project seeks to develop a targeted training programme for tutors and union equality reps to ensure they focus on relevant issues and engage effectively with both employers and members. TUC would work with unions to provide general courses open to all; targeted training for individual unions; and to share good practice from those undertaking their own training. Published 3 December 2009.



### **Manufacturing Advisory Service: annual report 2008-09 - URN: 09/360**

Annual report for the Manufacturing Advisory Service for the year 2008/2009. Published 2 December 2009.



### **Changing to compete: review of productivity and skills in UK engineering construction URN: 09/1525**

Independent review by Mark Gibson of productivity and skills in the engineering construction sector, for the Secretary of State for Business, Innovation & Skills. Published 1 December 2009.



### **Early assessment of Business Link health checks URN: 09/1537**

Research report for BIS that aims to provide an early assessment of the process through which small and medium sized enterprises access health checks, the support they receive and the actions and behavioural changes they subsequently undertake. Also considers potential benefits likely to accrue to businesses as a result of the health check, and potential deadweight effects and an assessment is made of the overall effectiveness and additionality of the health check service. Published 27 November 2009.



## Mystery shopping the early stages of the Business Link service URN: 09/1538

Report for BIS on research that tested the early stages of contact when businesses seek advice from Business Link, focusing on the level of responsiveness, professionalism and timeliness of the service. Real businesses were recruited as mystery shoppers. Findings show, overall, that there is widespread satisfaction and approval of the Business Link response and services received. Where dissatisfaction exists, much of it relates to failures in communication at the initial stages, and the level of satisfaction increased as the customer journey progressed. Published 27 November 2009.

### Future Hot Issues

#### Nanotechnology Mini-Innovation and Growth Team (IGT)

**We are pleased to announce that the Nanotechnology Mini-Innovation and Growth Team (IGT) will launch its Report entitled *"Nanotechnology: a UK Industry View"* to Government at an event at the BIS Conference Centre, London on Thursday, 14<sup>th</sup> January 2010. This event is organised by the Materials and Nanotechnology Knowledge Transfer Networks (KTNs) with support from Materials UK, the Sensors and Instrumentation KTN and the Chemistry Innovation KTN.**

This is a FREE event to present the report of the work carried out by the Mini-IGT since Lord Drayson announced that the UK would develop a Nanotechnology Strategy and launched the Government evidence gathering website on 7<sup>th</sup> July 2009. This event will provide an excellent opportunity to learn about the cohesive and coherent vision of industry and the community for future nanotechnology research, development and exploitation in the UK to meet the Scientific, Technical and Societal Challenges we face. This will also be an excellent opportunity for networking with the UK nanotechnology community.

#### **Audience**

Any individual or organisation interested in nanotechnology and the UK industry's vision for:

- innovation, development and exploitation
- developing new applications, processes or techniques
- addressing environmental, health and safety issues

- addressing standards and regulatory issues
- addressing concerns and societal issues
- applications and emerging benefits of nanotechnology
- recommendations for research programme
- funding and support
- accessing the UK's nanotechnology facilities

### **Programme Outline**

The event programme will include speakers from Government departments, non-Government organisations, industry and academia and will include presentations and exhibitions showcasing UK activities in nanotechnology.

### **Further Information**

**Places are limited, so to ensure your attendance please register for this event, by emailing your full contact details to [matthew.thornton@materials.ktn.net](mailto:matthew.thornton@materials.ktn.net)**

## **Pre – Budget Report**

BIS is playing a key role in the Government's plans announced as part of the **Pre-Budget Report (PBR)**. Only if the economy returns to strong and sustainable growth can we reduce public borrowing and protect frontline public services.

## **Contact US**

**We trust that you enjoy this new edition. If we can assist you with the issues raised in this edition or if you would like to give us your feedback on how we may improve the publication for our next edition. Please [contact us](#).**

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## Manufacturing and Materials – Roles and Responsibilities

Name	Job Title
Marie-Anne Mackenzie (Mrs M)	Head of Manufacturing & Materials
Noreen Moriarty (Miss NF)	Personal Assistant

### Relationship Management

Name	Role
Brian Greenwood	Team Leader and Relationship Management, Corus, Siemens and liaison with EEF
Sandy Grom	Engineering, non ferrous metals and composites including Rio Tinto Alcan, EAMA
Kenton Thompson	Materials and Nanotechnology Team - Technology Coordination
Simon Greaves	Ferrous Metals and Metals Processing including Sheffield Forgemasters and Metals Forum
Ivan Youd	Nanotechnologies and Materials, Bombardier transportation and Hitachi (Trains)

### Manufacturing Strategy

Name	Role
Keith Avis	Manufacturing Strategy Team Leader
Stuart Barthropp	Manufacturing Policy
Martin Gilligan	Manufacturing Strategy Implementation
John Mackay	Manufacturing Advisory Service and Regional aspects of Manufacturing Strategy implementation
Karen Willcocks	Managing Manufacturing Insight and Manufacturing Futures project
Russell Kerr	Manufacturing Strategy/Communications

### UK Trade & Investment (UKTI)

Name	Role
Donald McNeill (Mr D)	Head of Advanced Engineering
Janet Tingle (Miss JA)	Head of Engineering within the Advanced Engineering Team.
Ben Taylor (Mr B)	Marketing Executive
Roisin McClory (Mr R)	Marketing Account Manager: Oil & Gas and Advanced Engineering (UKTI MG Marketing Services)
Faye Smith	Sector Specialist – Materials

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