



Providing EU Transition & future trading relations advice

Overview

V4 Services deployed a team of 8 business advisors to provide businesses with telephone (outbound and inbound) and virtual in-depth advice on EU Transition and future trading relations on behalf of New Anglia Local Enterprise Partnership (LEP). They were tasked with supporting a targeted range of businesses from an unqualified database of 10,000 companies provided by New Anglia LEP.

Outreach Service

This team of advisors operated a rotational outreach service making outbound telephone calls to businesses, delivering direct outreach support and signposting to relevant internal agencies, Growth Hub and Chambers of Commerce – delivering services to approximately 60 businesses per day.

Where the business was deemed to need more substantial in-depth specialist advice, then a separate session was booked with the business advisor to provide that level of specialist or in-depth support.

Specialist/In-Depth Support

To ensure that the specialist support provided met the needs of businesses, and the requirements of the EU Exit Consultancy brief, our team delivered further in-depth support and guidance using their skills, knowledge, expertise and recent delivery experience of the challenges being faced by businesses – this included general topics (requirements derived from initial conversation) as well as specifically targeted/focused support on the EU Exit related topics affecting each SME business who is triaged into the specialist/in-depth support service.

Over 2500 businesses were provided with outreach initial advice or further in-depth, detailed and specialist support. A further 360+ businesses were also offered additional signposting to alternative solutions.

NEWANGLIA
Local Enterprise Partnership
for Norfolk and Suffolk

“ This was a very different process to any previous tender. We carried out the whole process digitally without any face-to-face meetings. V4 Services hit the ground running, able to bring in additional resources as and when needed, and, even with extremely challenging targets set for the contract, they have been able to deliver the required results. The knowledge and experience of the team, coupled with their flexibility, has made this an extremely workable partnership. ”

Julie West | Programmes Coordinator – New Anglia LE



To find out how V4 Services can help you with your next project, please get in touch.



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