



Business Support

Southend is home to customer contact centres for global names such as Royal Bank of Scotland, Insure-and-Go and Converso. A plethora of national and local business support services are also hosted within Southend adding to the diversity of the borough's economy. The City Deal gained by Southend further confirmed an increased investment into business support.

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Southend has a long history in financial and business support functions and has attracted investment from major public and private sector organisations totalling over 6,500 businesses to date which generate more than £2.6bn annually.

Today it is home to the customer contact centres of Royal Bank of Scotland, Insure and Go, Converso and many more. HMRC and DWP also have administrative centres within the town. Against the trend in off-shoring of these positions, Southend retains a large part of its employment in business support functions and outsourced contracting, in part due to its combination of comparatively low business accommodation costs, adaptable workforce and proximity to the City of London.



Just 40 miles from the capital, existing office space can be acquired for lower prices making Southend a very attractive opportunity for locating support functions within easy reach of the city, the rest of the UK or even abroad with the expansion of London Southend Airport. Alternatively there are multiple and varied opportunities for bespoke commercial development across the borough.

Southend has been the only city in the south east to gain a City Deal and has enabled the delivery of £1.8m Regional Growth Fund support to stimulate and enable business growth and innovation as well as a £1.3m redevelopment to create business incubation space to house our entrepreneurs.

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Recent investments include the development of the Incubation Hub which provides flexible space at reasonable rates located in the Hive, Victoria Avenue. It is planned that a new commercial space located within the future Airport Business Park will accommodate new businesses as they grow.

Southend wants to see further investment and development in this sector recognising its role as an economic driver and in high value training and employment. Choosing to locate your financial and business support business here you could benefit from:

- The reputation of Southend as a provider for such services
- A well established skills base with employees experienced in customer service and support functions
- Development opportunities with outstanding locally based education providers including the University of Essex, South Essex College and Southend Adult Community College
- Supply chain opportunities to and from local businesses
- International links via London Southend Airport
- National transport links via the road and rail network



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