

NORTH EAST ENGLAND WORKS FOR FINANCIAL, PROFESSIONAL AND BUSINESS SERVICES

invest | north east
england



Jump to
↓

Overview

Move on Up

Key Specialisms

Skills and talent

Connectivity

Networks and business support

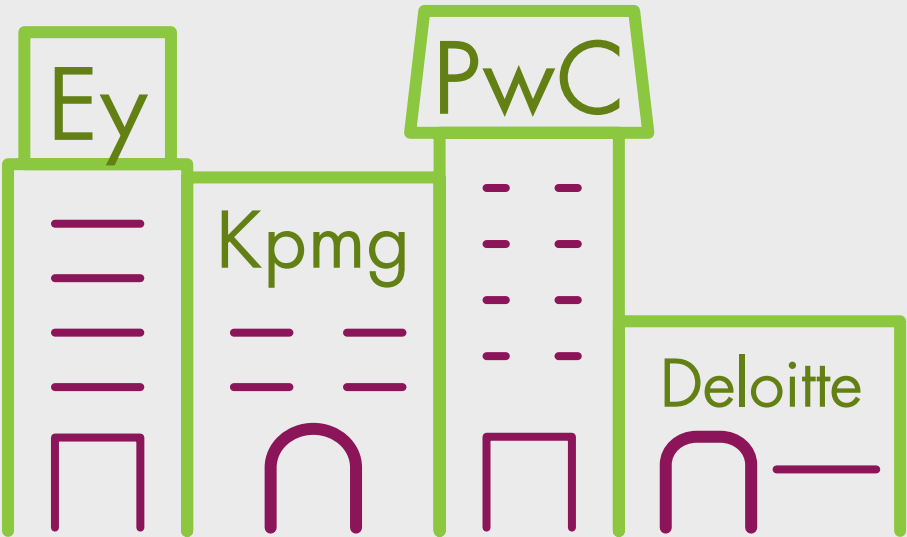
Case studies

Our service

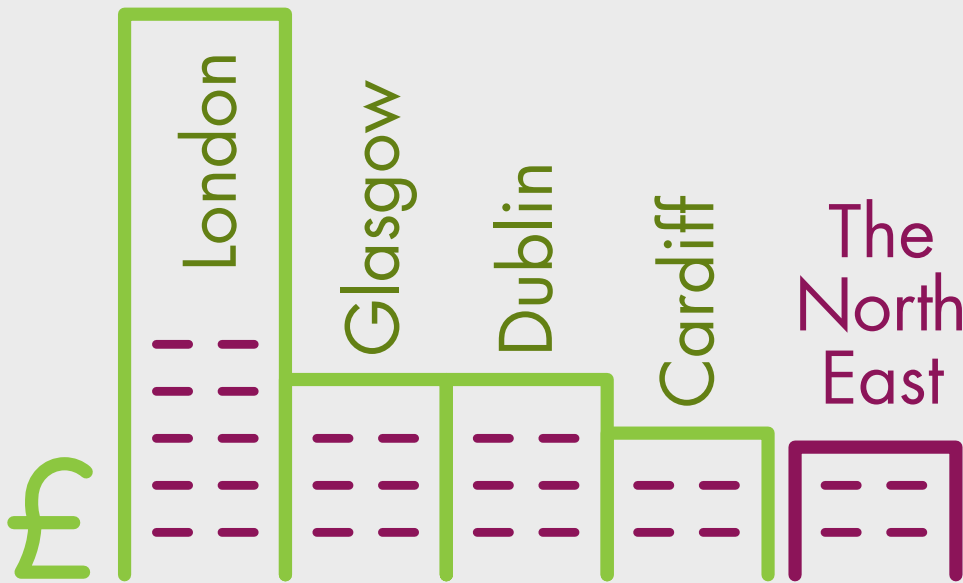
**One of the lowest staff
turnover rates in the UK**



for contact centre employees



**The 'big four' have homes
in the North East England**



**Lower property costs than
most other UK regions**



133,000+
**people employed in its
business services sector**

Overview

**NORTH EAST ENGLAND WORKS
FOR FINANCIAL, PROFESSIONAL
AND BUSINESS SERVICES**



Training and education

Our colleges and universities offer over 400 courses for the financial, professional and business services sector, providing a strong pipeline of new skilled workers every year. [Learn more >](#)



Large and growing business base

Almost 19,000 financial, professional and business services companies already call North East England home. Our strengths lie in business process outsourcing, back and middle offices, financial, tax and advisory services, financial technology (fintech), legal services and contact centres.

[Learn more >](#)



Exceptional property solutions for any business

The choice of office accommodation in the North East is exceptional. Companies can enjoy a wide range of small co-working and managed workspaces as well as Grade A office accommodation in city centres and out-of-town business hubs. [Learn more >](#)



Easy to reach and globally connected

With exceptional digital connectivity and fantastic air, rail, sea and road networks, North East England is the perfect location to reach European and international markets. [Learn more >](#)



Skills

The region has a large pool of workers in the financial, professional and business services sector. More than 133,000 people are employed in the sector, and over 50,000 in call centre activities, ensuring a constant flow of staff with financial, technical and administrative skills. [Learn more >](#)



Quality of life

From the stunning coastline to picturesque countryside and the vibrant city centres of Newcastle, Durham and Sunderland, North East England has something for everyone. With some of the lowest house prices in the UK, the region is the perfect location for work/life balance.

[Learn more >](#)

Move on Up

More and more businesses are making the move from the congested and over-heated South East of England to North East England. Struggling to find skilled, loyal staff, coupled with soaring property costs, businesses are looking to make the move North, and North East England is the perfect location to base their operations.

With access to a highly skilled workforce of more than 1.2 million people, boasting one of the lowest staff turnover rates in the country and an extensive range of competitively priced property options, the region offers the perfect business solution.

People too are looking to move up north, relocating with their employers, starting new jobs, or remaining here after university. The region offers a fantastic quality of life and a very low cost of living, with cheaper house prices and rentals, low traffic congestion levels and short commute times as well as beautiful countryside and coastline and vibrant city centres.



Low cost base



Access to talent



**Low staff
turnover rates**



**Quality
property solutions**



**One of the UK's fastest
growing digital sectors**



**Excellent
connectivity**

Key specialisms

From legal and financial technology, to shared service and contact centres, North East England is home to some of the world's biggest business services companies. From EY to Accenture, Verisure to Atom Bank, they all have operations in the region, servicing customers across the globe.



Contact centres

There are more than 145 contact centres employing 50,000 people in the region. They provide direct, third-party business process outsourcing (BPO) and customer service functions for global companies such as Barclays, British Airways, EE, Parkdean Holidays, BSKyB and Verisure.



Shared services

Shared service centres are a significant employer in North East England. Our highly skilled workforce, low cost base and our strength in digital innovation and adapting new technologies has assisted many support centres to grow and prosper.



Fintech

With a strong ecosystem of innovation, access to large fintech market opportunities, an unrivalled network of business clusters, five world class universities and a highly skilled talent pool, North East England is an unbeatable location for fintech companies.

Five fintech sub-sectors are thriving in the region: payments; software; data analytics; platforms; and cybersecurity. We have innovative businesses working in these fields as well as academic expertise supporting their growth and development.



Legal services

North East England is home to over 250 legal firms – including Womble Bond Dickinson, Sintons, Ward Hadaway and Norton Rose Fulbright. Cost-effective region, a wealth of talent and a digital powerhouse make the region a sought after location. Combining technology with traditional legal practice, the North East has the right skills expertise for law firms to take advantage of the digital opportunity across the legal and business services sector.

Watch our video



Skills and talent

The region has a large pool of workers in the financial, professional and business services sector.

More than 133,000 people are employed in business services and over 50,000 in call centre activities, ensuring a constant flow of staff with financial, digital, technical and administrative skills.

What makes the region stand out is the low staff turnover rates reported by our employers. In turn, that gives companies the confidence to recruit, train and invest in their teams and reduces the considerable costs of high staff turnover, meaning businesses can focus their time and investment on growth plans.

Our universities and colleges play a major role in the business service sector. There are over 120,000 students across our five universities and multiple courses for the financial, professional and business services sector, providing a strong pipeline of skilled workers every year.

Our education institutions work collaboratively with industry to deliver bespoke courses supporting talent development and business growth.

▶ [Learn more](#)



“Newcastle is a great place to do business. As well as being renowned for the friendly demeanour and sociable culture of the locals, the city’s business community has an incredibly strong resilience, work ethic, and entrepreneurial spirit.”

James Lloyd Townshend, Chairman and Chief Executive Officer at Frank Recruitment Group

Connectivity



North East England has digital infrastructure which is second to none, with some of the fastest broadband speeds in England. Local authorities in the region are committed to further improving digital connectivity and are investing in the most innovative projects.

North East England has an excellent transport network and a unique landscape that make it the ideal place to live and work.

Served by an international airport, three ports, and fantastic rail and road networks. You can be in London, Paris or Amsterdam in around an hour by air, or reach the capital in under three hours by train.

Workers enjoy low commute times and some of the least congested roads in the UK. The region is home to the Tyne and Wear Metro, the UK's largest rapid transport system outside of London, whose 60 stations provide speedy access to Newcastle, Gateshead and Sunderland plus a direct connection to Newcastle International Airport.

▶ [Find out more](#)



“There are few places in the world where you go surfing in the morning and then be in a bustling city centre for a 9am meeting.”

Guy Currey, Director, Invest North East England



Networks and Business Support



Companies moving to North East England will receive a warm welcome from our extensive cluster networks and business support ecosystem.

Our established network of existing business services companies cover disciplines such as legal, accountancy, financial services, marketing and digital. They are keen to work with new businesses locating to the region and there are many opportunities to take advantage of partnerships, business development and support services.

There is a comprehensive network of support for the financial, professional and business services sector. These networks provide regular meet-ups across all sub-sectors – including marketing, finance and general networking – from breakfast seminars to all-day conferences.

Business support and networks include;

Dynamo Service Delivery Centre Cluster

Dynamo Fintech Cluster Group

The North East Fund

UMI

Maven

Contact Centre Partnership

[Find out more](#)



“The North East is home to an incredible cluster of contact centres– the industry is one of the biggest employers in the region and is really important to the local economy. The region has an incredible pool of skilled workers that makes North East Contact Centres amongst the best in the world.”

Andrew Wilson
Director, The Projects Studio, Organisers of
The North East Contact Centre Awards



Case studies

North East England has a rich and vibrant business services sector, many companies based here operate their global brands from within our region.

Our company case studies demonstrate why so many business service companies choose to locate in North East England.



"We have chosen North Tyneside as the ideal location for our new site after deep analysis of more than 15 of the UK's larger urban areas. It stood out for many reasons including the friendliness of the people, the incredible quality of life and the high standard of education"

Gabino Sanchez
Managing Director, Verisure



"The move into Sunderland has really helped the company to advance its growth plans and I am delighted to now count the 300-strong Customer Hub team as part of Ocado Retail. Despite only opening our Sunderland base in late 2019, with less than 6 months of operations before Covid-19 hit the UK, the team have shown incredible commitment ... The skilled workforce was just one of the reasons we were attracted to the area and Sunderland has delivered for us"

Melanie Smith CBE
CEO of Ocado Retail



"Don't believe anyone who suggests that to run an exciting, innovative fintech business you need to be in London. This is clearly not the case! Basing ourselves in the north east, and in particular in beautiful city of Durham, is one of the best decisions we've made as a business. The region's fintech community is growing rapidly, there's a fantastic, supportive network of peers and mentors to help grow your business, and we have some of the best universities in the country generating some outstanding talent... all without a packed tube train in sight, or any of the dog-eat-dog attitude. We would not hesitate to recommend setting up shop in the north east to any fintech business."

Gavin Sewell, Co-founder & CEO, Honcho

Our service

Invest North East England is the first point of contact for companies looking to locate and invest in our region.

Our highly experienced team opens the door for businesses to the region's network of specialist organisations and individuals with the information, support and advice essential for businesses looking to locate in North East England.

We co-ordinate investment enquiries on behalf of our region's local authorities to ensure businesses are able to make the best decisions based on a wide array of information.

Our team has access to the UK Government, support agencies, sector specialists, universities, colleges, knowledge networks, finance streams and business organisations, helping your transition and move to North East England run smoothly.

Invest North East England supports businesses with a whole range of practical relocation support and advice including:



Advice on availability of land and property and costs



HR support, including wage comparisons, training, recruitment and local market information



Information and statistics on the local economy, demographics, infrastructure and labour market



Support for key employees and their families moving to the area



Organising visits to the region and meetings with key stakeholders



Introductions to supply chain knowledge networks and technological expertise



Access to finance – guidance on the availability of financial assistance and grants



A Personal Account Manager dedicated to your project with a full aftercare programme

Want to take the next step in locating or expanding your business in North East England, or just need to find out more?

Get in touch today.



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