

## D2N2 Growth Hub Case Study Template

Title of Case Study:

<b>Business Name</b>	RWR Associates
<b>Contact Name</b>	Richard Reith
<b>Telephone/e-mail of business contact</b>	01246 454964 / 07973 891202 / <a href="mailto:Richard.Reith@sipp.co.uk">Richard.Reith@sipp.co.uk</a>
<b>Advisor name and Organisation</b>	Adrian Williamson Chesterfield Borough Council
<b>Adviser telephone/e-mail</b>	07805 764251 / <a href="mailto:adrian.williamson@chesterfield.gov.uk">adrian.williamson@chesterfield.gov.uk</a>
<b>Website</b>	

Each case study is to include a photo of the owner and their business (ensure that you have their agreement)

### **Commentary /Background to the business**

*Brief introduction to the business – date of set up, size & scope, local/national/international, anything worthy of note e.g. award winning, celebrity following, first one in the area/county/country*

**With significant industry experience, Richard Reith now runs his own financial services business based out of Dunston Innovation Centre. The business began back in 1990 and as the sector has changed over the years Richard has developed significant business to business opportunities and now services individual needs where there is the most to gain from careful Investment Planning, Retirement Planning and life insurance planning.**

### **Growth Hub Input**

*Provide brief details of what resources were required in delivering the business support – eg approx staff-time How did you help?*

**As I have a background in Financial Services and am usually based in Dunston Innovation Centre, I first began having short conversations with Richard around individual business issues. We have subsequently had structured meetings**

## Outcomes

*What happened before/during/after your intervention? Can they quantify the benefit of the advice/support that they have received?*

**RWR Associates is a very successful business. The work we have done together has revolved around fine tuning some of the systems and processes to grow the business and develop a little more capacity by examining the customer service model.**

**In a little more detail we looked at Instituting different ways to assess opportunity within the servicing system, looked at identifying historical client groups, different ways to approach the use of seminars, alternative time management approaches within the review system, use of web-based communications and additional ways to develop referrals.**

## Business Advisor Comments

Quote from the business owner on their experience of the service/adviser they have had contact with and how it has helped them & their business. Please confirm that they are willing to be quoted as being happy with the support they have received from the Growth Hub.

**Following our discussions with Adrian from the Growth Hub, RWR Associates has seen a turnover increase of 21% which we expect to hold true for 2016/2017 as a whole.**

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