



A springboard to recovery: Building back better together

1.4 million
SMEs employ
43%
of the private-
sector workforce.

Boosting SME
productivity and
growth could add
£140 billion
GVA to the UK
economy by 2030:

Boosting the
productivity of
~900k SMEs
would unlock

**£35
billion.**

Increasing the number of
female-led businesses and
their productivity would add

£50 billion.

And add 50,000 female
entrepreneurs and 260,000
women-led businesses.

Improving Black, Asian and
Ethnic Minority workforce
participation could result in

£20 billion

and add
310,000
new SME workers.

Shifting toward sustainable business
operating models would reduce the UK
carbon footprint and increase GVA.

Transforming more SMEs into
high-performing 'scaleups'
would increase GVA.

Scaleups are **50% more productive** than other SMEs.

But

there are challenges
to overcome:

- SMEs in many sectors are up to **60%** less productive than the UK average.
- Only **20%** of UK SMEs participate in programmes to help them scale up.
- Less than **5%** see real productivity gains as a result of such programmes.
- Women, Black, Asian and Ethnic Minority & regional entrepreneurs are underrepresented.

NatWest's SME analysis
sought insights from:

- Survey of **1,000** UK SMEs
- Review of **100+** reports
- Analysis of **50** SME support programmes
- Interviews with more than **20** support programmes and organisations
- Focus groups with more than **20** SME leaders

8 **golden** principles

to personalise SME support programmes and unlock growth:

- 1.** Leverage multiple channels to drive awareness and enrolment.
- 2.** Speak the language of the SME.
- 3.** A high-quality team builds trusted relationships.
- 4.** Simplicity and flexibility are key.
- 5.** Ensure commitment, especially in blended programmes.
- 6.** “One-stop shop” implementation support.
- 7.** Support SMEs beyond the formal programme scope.
- 8.** Invest in building engaged SME networks.

Understanding the **diversity** of UK SMEs is key:

Business context:

Just **37%** of female owners believe digitisation can improve productivity vs 46 percent of male owners.

Markets served:

SMEs with high growth targets have **twice** the export turnover of less ambitious SMEs.

Management mindset:

Older businesses are **1.5 to 2 times less likely** to plan to grow and transform.

How SMEs are run:

Best performing businesses are greener and more tech-savvy.

Our commitment:

NatWest is investing **£6 billion*** in the growth of SMEs, £4bn outside London

We will support personalised programmes will enhance productivity in four areas:

- 1. Scaling up micro businesses**
- 2. Unlocking potential outside London**
- 3. Boosting managerial skills and practices**
- 4. Supporting technology adoption**

This commitment will include:

- 1. 180,000 NatWest mentoring days**
- 2. Scaling-up of 1.2 million micro businesses
Creation of dedicated Growth Consultants**
- 3. 10,000 NatWest customers connected to training and growth opportunities**
- 4. Partnerships with the Government, charities and business community**
- 5. Mentoring of 500,000 women in tech skills and practices.**

*Available to UK residents aged 18 or over. Security and Director's guarantee may be required. Product fees may apply. Subject to status, for businesses only.