

Leighton



Innovation as standard



knowledge
house

OECD/ IMHE Conference, Copenhagen, October 2006

Innovation, Entrepreneurship & Links with Industry

Group 2 – Bridging the gap between HEIs and Industry

**KNOWLEDGE HOUSE, A ONE STOP SHOP OF FIVE
UNIVERSITIES**

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Chair of the Leighton Group and Chair of Business Link North East

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Regional Director, Knowledge House



Introduction

- The NE of England
- The Leighton Group
- Knowledge House
- Issues facing the NE
- What do businesses need?
- How can Knowledge House help?



The NE of England

- The NE Region is the smallest of the nine English regions
- The population is 2.5 million and declining
- There are around 56,000 registered businesses
- The business density is much lower than the national average
- The Region's GVA was £32.3bn in 2003
- The GVA/head was £12.24K in 2003 (80% national average)
- The dominant economic sectors are manufacturing, business services and the public sector
- Economic growth is higher than the national and European averages
- The NE has 5 campus universities and the Open University in the North
- The NE has 22 Further Education Colleges 15 of which offer HE courses



The Leighton Group

- ❑ Leighton is a technology and communications group that is based in Sunderland in the North East of England and has offices in London and in North America.
- ❑ Leighton operates in over 45 countries on 6 continents and in 10 languages at the cutting edge of new technology and currently has four companies based in the North East that lead the UK in their respective markets:
 - ❑ **4Projects** (The UK's market leader in the provision of on-line Project Management software)
 - ❑ **Communicator Corp** (Developers of award-winning on-demand digital marketing and communications software)
 - ❑ **Leighton** (The North East's foremost digital agency with a world-wide portfolio of clients)
 - ❑ **Business Education Publishers** (A long-established publishing company)
- ❑ Among the Group's clients are British Airways, Microsoft, BT, the Australian Government, John Lewis Partnership, Mitchell and Butlers, Carillion, Scottish Power, Sir Robert McAlpine, Royal Bank of Scotland, Prudential, GNER, English Partnerships, Land Securities, Conoco, Lloyds TSB, Visit London, Best Western Hotels, Corus, Endsleigh Insurance, Tesco, Amnesty International, Sega Europe, Huntsman, Network Rail and Taylor Woodrow



Knowledge House

- A single access point to the skills, expertise and resources of the North East Universities

KH/ONE/UKTI

KH Central Activities

- Operations
- Best Practice
- Administration
- KHIS
- KHCAS
- Marketing
- PR

KH/Business Link





Issues facing the NE

- Declining (due to outward migration) and ageing population
- Low employment rates (4.5% lower than the UK average)
- De-industrialisation with the loss of traditional industries (ship-building, mining and other heavy industries)
- Low business stock
- Low skills equilibrium and low average earnings
- Relatively low academic achievement and low participation in FT post-compulsory education
- Low productivity and GVA/head
- Low levels of research and innovation in the private sector (investment in R&D is <half the national rate)
- No Public Sector Research Establishments (PSREs)
- Low graduate retention in the private sector (although overall graduate retention is close to the national average)
- Geographically peripheral



Business support and economic regeneration - what do businesses need?

- Stable Macro economic environment
- Quality, focussed business support
- Need for change in the prevailing culture towards enterprise
- Ideas – innovation and a new way of doing things
- Educated, trained, ambitious and confident workforce
- Good places to work and to set up business
- Transport infrastructure



How can Knowledge House help?

Strategy and business analysis

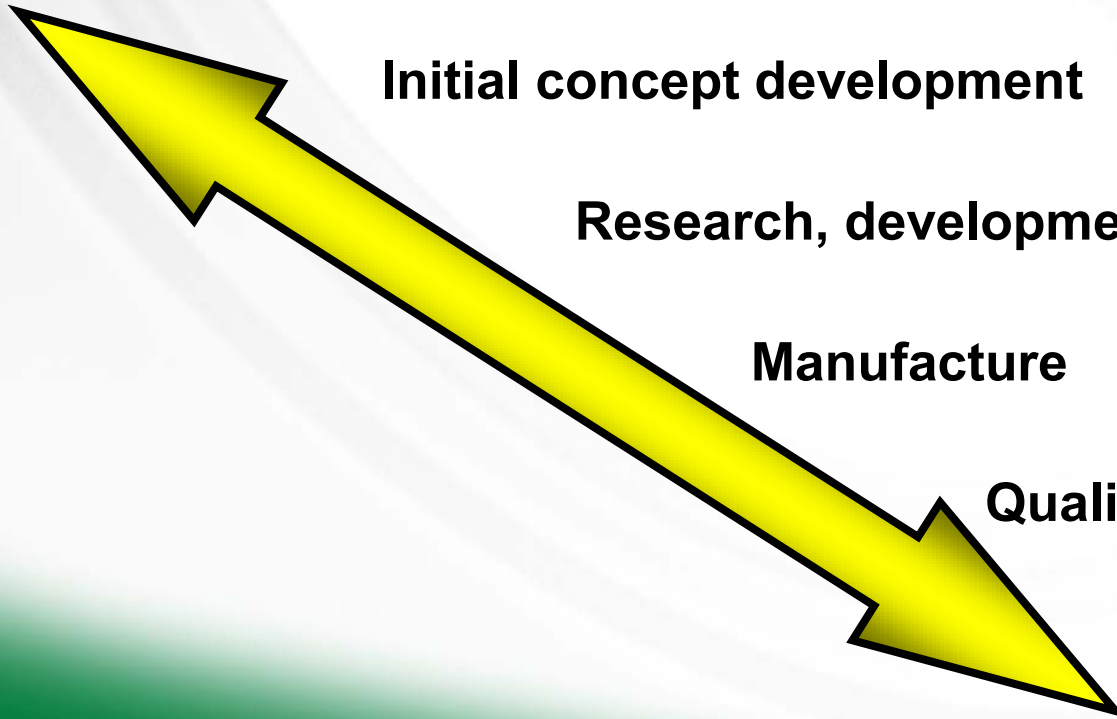
Initial concept development

Research, development and design

Manufacture

Quality assurance

Staff development



Leighton



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Thanks for your attention

Discussion



The KH process - tools

- KHIS – Knowledge House Information System
- Best Practice Guide
- Values and Standards



KHIS – Knowledge House Information System

- Bespoke system designed specifically for the universities in the north east
- Collaborative tool to used to manage projects
- Customer relationship management tool

Mon, 21-Nov-2005
Mark Jackson

Knowledge House Commercial Projects

Documents Companies Projects Resources Options News Feeds Accounts

List/Find Projects

Year: All Company: (contains) Title: (contains) Project Ref: (contains)
Owner: All University: All Project Type: All

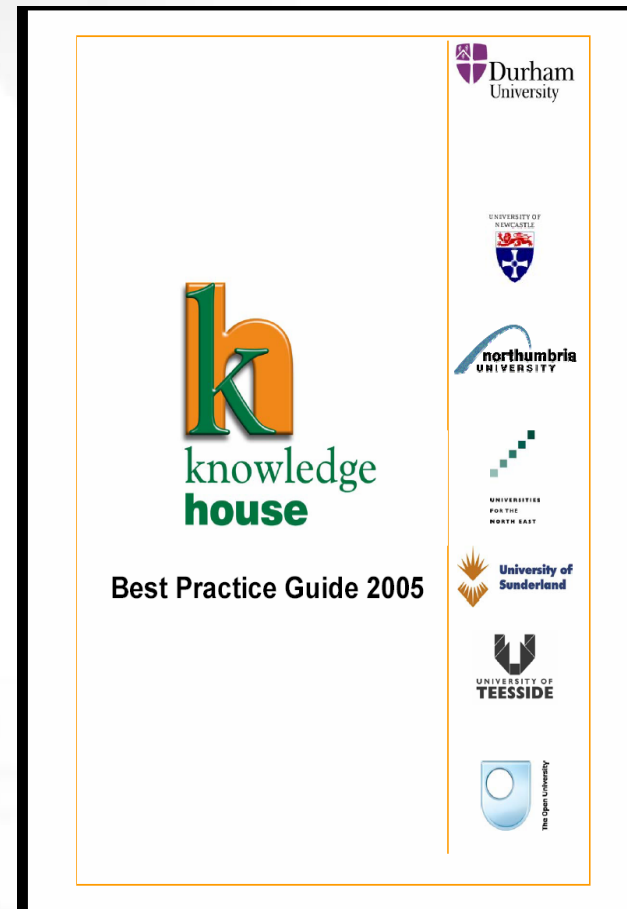
Page: 1 of 81 (467 Projects)

| Un | Title | Company | Un | Recv Date | Status | Project Type |
|----------|--|--|----|------------|---------------------------|-------------------|
| KH051667 | Strategic IT analysis and Design of an Integrated Management System | Sova Property Services Limited | UN | 21/11/2005 | Initial Enquiry | Consultancy |
| KH051665 | State of Iraq Cities | United Nations Office at Nairobi | UN | 18/11/2005 | Initial Enquiry | Consultancy |
| KH051664 | Gemini Pathchai | Dorina Haselby | UN | 18/11/2005 | Initial Enquiry | Consultancy |
| KH051663 | Non Disclosure Agreement for the Design Centre | Nanyang Technical University | UN | 18/11/2005 | Initial Enquiry | Consultancy |
| KH051662 | Non Disclosure Agreement for The Energy Centre | Nanyang Technical University | UN | 18/11/2005 | Initial Enquiry | Consultancy |
| KH051661 | Non Disclosure Agreement | HeadSTATS International Pte Ltd | UN | 18/11/2005 | Initial Enquiry | Consultancy |
| KH051660 | CELS Enquiry Electro Stimulation Electroporation | ONE Inward Investment | UN | 18/11/2005 | Initial Enquiry | Consultancy |
| KH051659 | Research into Late Onset Depression | GE Healthcare Ltd | UN | 17/11/2005 | Initial Enquiry | Consultancy |
| KH051658 | Sustainable Farming and Food Strategy: Alternative Food and Non-Food Crops Opportunities | ONE North East (Head Office) | UN | 17/11/2005 | Initial Enquiry | Consultancy |
| KH051653 | Student placements and other consultancies | Boyd and Noble Ltd | US | 16/11/2005 | Initial Enquiry | Consultancy |
| KH051650 | Business Startup Advice and Support | Agg. Agm | UN | 16/11/2005 | Initial Enquiry | Consultancy |
| KH051648 | New Product Development | Lilipod | UN | 16/11/2005 | Enquiry Being Crated | Consultancy |
| KH051647 | Management time for SERA | Sustainable Environmental Remediation Association (SERA) | UN | 16/11/2005 | Work Completed | Consultancy |
| KH051646 | Student Placement | Qualcom | US | 15/11/2005 | Initial Enquiry | Student Placement |
| KH051644 | Validation of Colour Perception Techniques | K9 Colour Consultants | US | 15/11/2005 | Initial Enquiry | Consultancy |
| KH051639 | Potential Impact of Proposed Reinstatement of Drainage | Corus Construction and Industrial | UN | 15/11/2005 | Quote Submitted to Client | Consultancy |
| KH051638 | Horse Racing- Statistical Analysis | Christopher Anderson | UN | 14/11/2005 | Response Issued to Client | Consultancy |
| KH051637 | Tender for the creation and delivery of a supplier training scheme | NEMLAC (North East Museums, Libraries and Archive Council) | UN | 14/11/2005 | Initial Enquiry | Consultancy |
| KH051636 | Video and voice over IP | Oxford Brookes University | UN | 14/11/2005 | Initial Enquiry | Consultancy |
| KH051635 | Consultancy Services | Innovia Technology | UN | 14/11/2005 | Work in Progress | Consultancy |
| KH051634 | Sharing of NEPA Research Data | ONE North East (Head Office) | UN | 14/11/2005 | Initial Enquiry | Consultancy |
| KH051631 | Fund Sourcing for Care of the Elderly Project | O & P Consultancy | UN | 11/11/2005 | Initial Enquiry | Consultancy |
| KH051630 | NE Region Integrated Coastal Zone Management (ICZM) Stocktaking exercise | Emission Partners LLP | UN | 11/11/2005 | Initial Enquiry | Consultancy |
| KH051629 | Birth Inspection Lamp | Rocket Medical Plc | UN | 11/11/2005 | Quote Submitted to Client | Consultancy |
| KH051628 | Pharm Pack Medical Resin Modification | Rocket Medical Plc | UN | 11/11/2005 | Quote Submitted to Client | Consultancy |



Best practice guide

- Internal quality manual used by all universities
- Provides consistency of service
- Captures and promotes best practise within the organisation
- Part of our continuous improvement programme





Values and standards

- Skills and attributes which are required of all staff working on Knowledge House contracts
- Manages expectations between client and consultant
- Sets out our professional code of conduct



Sectors Knowledge House is working in

