

**APPENDIX 1**

**Business Gateway – Performance Improvement Plan – 2016/17**

<b>Improvement Action</b>	<b>Responsibility</b>	<b>Timeline</b>	<b>Cost/Resource</b>	<b>Update to September</b>	<b>Expected Result</b>
1). Increase activity in the Start-up team ensuring greater focus on business starts with the greatest potential for growth	BG Manager & Start-up Advisers	April 2016	Staff Time	Now have two officers on Start-up team, allows for more time to be spent with each start. All starts now offered meeting rather than telephone support. Leading to earlier identification of growth prospects.	Better service given to all start-ups, individual businesses given adviser time not just in workshop situation. Better identification of growth potential clients, better monitoring of start-ups and achievement of target.
2). Implement 'localities' type approach to Growth service allocating a growth adviser to each area.	BG Manager and Growth Advisers.	April 2016	Staff Time	Working well per the figures shown in the committee paper.	Greater visibility across the Borders, better service to existing clients, identification of new prospects, closer working with intermediaries and other Council partners, increased networking across the area and achievement of growth targets.
3). Better integration with Economic Development and other business facing Teams in the Council	BG Manager	Ongoing	Staff Time	More Economic Development staff hot desking in BG office. Officers have been across to BG team meetings to present on their areas of activity and expertise.	Meetings to be held to explain more about the service, asking for representatives from each Team to present at BG meetings. Aim is to have better communication between departments and ultimately provide a better service to the business customer.

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4). Increase delivery of workshops to harder to reach areas and communities in the area.	BG Manager and BG Advisers	Ongoing	Staff Time plus venue hire approx. £2k per annum	Workshops held in Eyemouth and in Langlee, Galashiels.	Provision of a better service from BG, carrying out our wider social responsibilities as part of SBC. Discovering new businesses and individuals that we should be working with and who will contribute to our national targets.
5). Research opportunities to increase internationalisation with local businesses. Working in partnership with Exporters Association, hold related workshops, actively seek out businesses who could export their products.	BG Manager, Project officer	From May 2016	Staff time and small budget £5k ERDF funded	Further work required. The delay in EU ERDF approval led to workshops being put back, these are likely to start in Jan 2017. Presentation made to Scottish Borders Export Association in Sept 2016 and 2 seminars planned for Borders Business week in Nov 2016.	Increased number of businesses looking at exporting as an option, closer working with partners, and ultimately greater number of sales from outside the Borders increases local GVA.
6). Research opportunities to provide a better service for Innovation to the businesses in the Borders, working with SE colleagues and researching premises that could be used for Business Improvement Bases.	BG Manager and project officer	May 16 – onwards	Staff Time, Budget of approx. £5k ERDF funded	Long term project - working with Heriot Watt University to look at their Innovation Centre plans and also seeking to provide a service through the Borders College in Hawick.	More innovative businesses operating in the Borders, a better understanding by the businesses of what innovation means and why it is so important to their business. Identify future project for a Business Improvement Base.

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7). Launch a new series of Masterclasses and networking events.	BG Manager and BG Administrator	May 2016	£10k budget ERDF funded	2 planned/delivered for 2016, more to come in 2017.	Knowledge transfer to businesses across the Borders on subjects important to their business. Better informed business owners making their chance of success greater. Networking opportunities will result in potential new collaborative working between businesses.
8). Run a 'Business Week' providing a wide range of seminars with partners.	Business Gateway team	Nov 2016	Staff time, £4k core budget	12 events planned for Scottish Borders Business Week, which will run from 7-11 November 2016.	Knowledge transfer to businesses. Opportunity to promote services and skills on offer from BG. Opportunity to create closer partnerships and working relationships with other organisations.
9). Run a number of retail workshops across the Scottish Borders, in partnership with Retail Mentors and Scottish Business in the Community.	BG Manager	September 2016	£500 per workshop paid from existing budgets	First event planned in Galashiels on 3 November 2016, with Marks & Spencer and Boots taking part.	Advice to small retailers on our local High Streets. Providing retailers with some extra focus and new ideas to improve their offering, improve the survival rates of retailers and make our High Streets more attractive to shoppers and tourists.

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