

Appendix 1. Business Gateway – Performance Improvement Plan – 2018/19

Improvement Action	Responsibility	Timeline	Cost/Resource	Expected Result
1). Research and consider implementation of proposed electronic start-up application	BG Manager & Start-up Advisers	Nov 2018	Staff Time	Offer an alternative to adviser contact. Provide a 24/7 service to potential start-up businesses. Evidence an increase in number of start-ups identified.
2). Monitor adviser time against CRM system and calendars for ERDF 'assist' target	BG Admin	Apr 2018	Staff Time	BG Admin person to monitor CRM input to ensure that all appointments are recorded, result will be greater achievement of ERDF business assist target.
3). Start-up adviser to work in the evenings for a few hours per week, to contact potential starts who may be working during office hours	Start-up adviser	Ongoing	Staff Time	Reduction in unanswered follow-up calls increasing the number of identified starts from enquiries.
4). Work closer with South of Scotland Local Export Partnership to assist in identification of exporting businesses.	BG Manager and BG Advisers	Ongoing	Staff time	New approach and new agency looking at exporting. Opportunity to assist in the setting up of the service and also to benefit from the work they lead on.
5). Research additional IT and Digital provision to complement the Digital Boost Service, such as availability of 'Amazon Workshops' and 'Google Garage'.	BG Manager/ Start-up Adviser	From July 2018	Staff time and budget for venue hire	Increased number of businesses attending Digital workshops. Increased level of digital activity in businesses and better performance of those businesses.
6). Work more closely with public/private sector providers of information workshops on relevant business issues such as GDPR/Brexit/Making Tax Digital	BG Manager	Ongoing	Staff Time	Provision of different type of workshops, reducing the amount of time and cost of delivering these workshops in-house. Promotion of providers and different delivery for the businesses.