

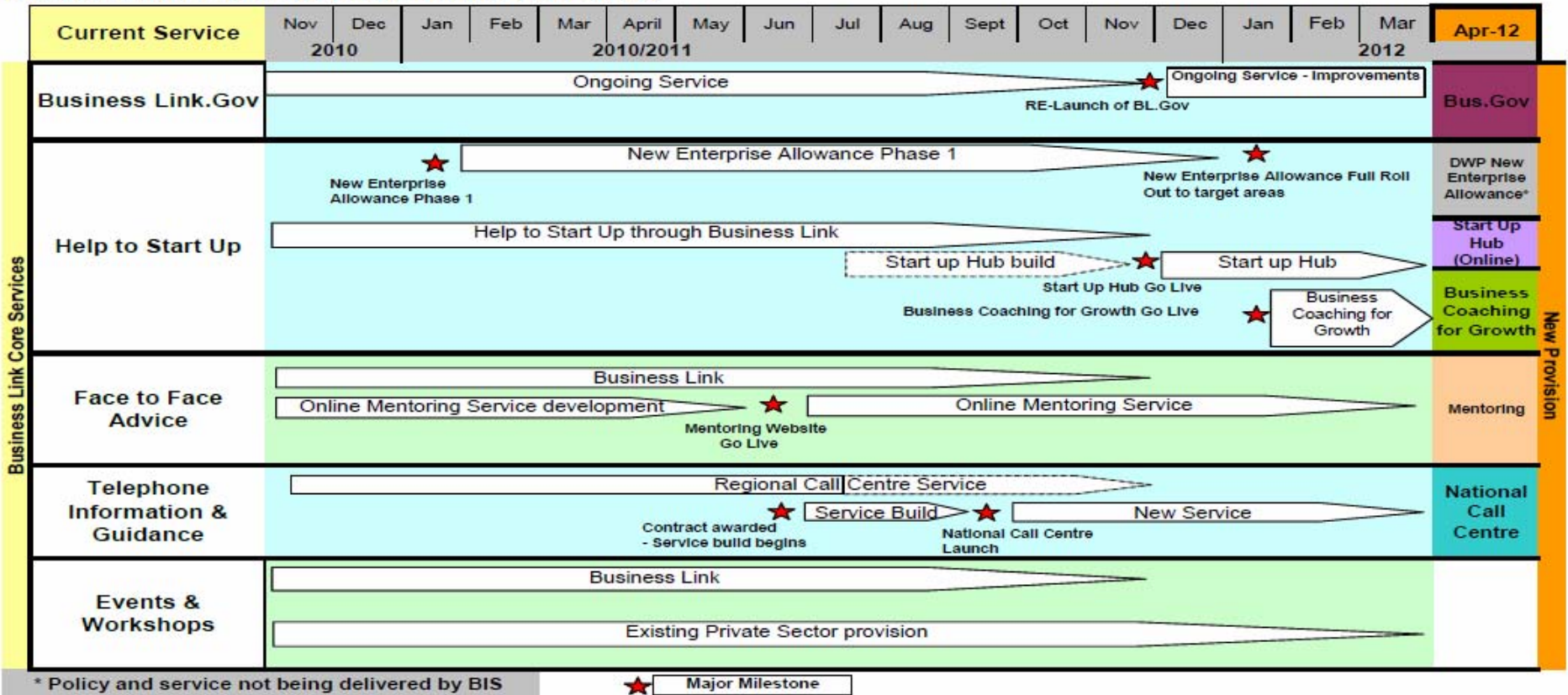
# Business Support – Transition to the New Framework

30<sup>th</sup> June 2011

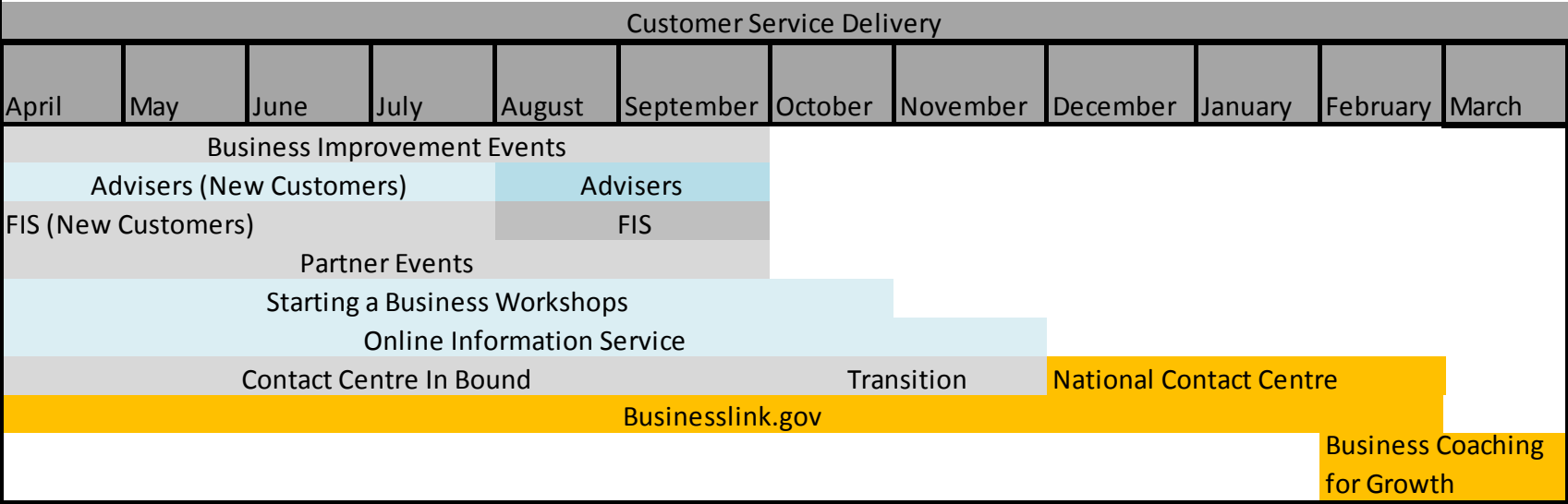


# BIS Plan

## BUSINESS IMPROVEMENT PROGRAMME: TRANSITION



# Phased Transition to the New Framework



# Performance so far

	End of Quarter 3 MI	
Measure	Distinct YTD Achieved	End Q3 Target
Hybrid Penetration	24307	26900
IA	1129	1187
Businesses Created	301	650
Businesses Supported	1179	1575
Customer Satisfaction	90.04%	85.0%

# Communicating the Change

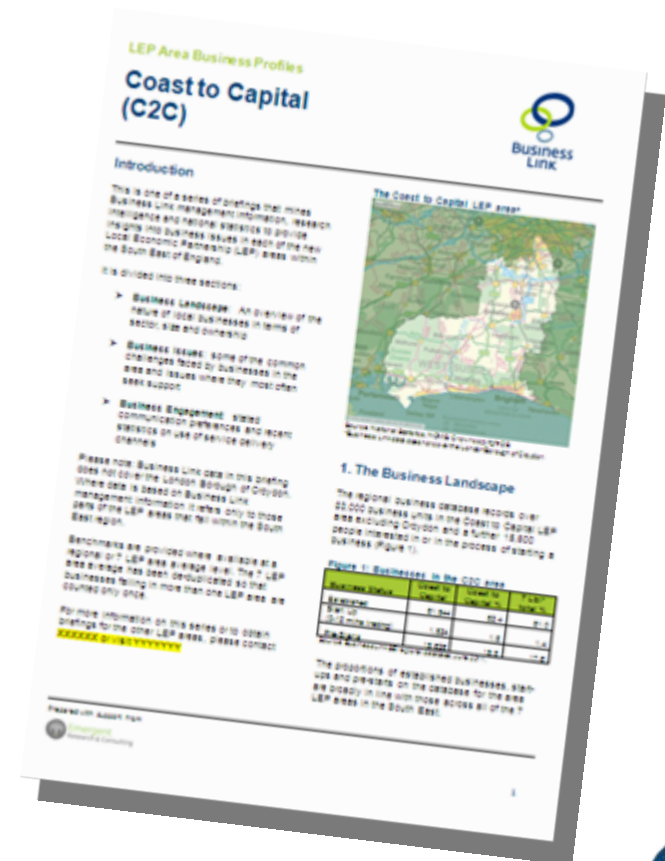
- Advisers will communicate the closure to customers that they have been dealing with in the last year
- Advisers will inform customers where they can access publicly funded support, and other paid for support in the future
- Customers will be invited to business improvement events in September where they can meet business support experts

# Communicating the Change

- E-mail audience (circa 130k) receiving regular newsletter updates from BIS
- Increase communication of the new support framework in monthly newsletters
- Opportunities to communicate the LEP network
  - Particular service offerings
  - Contact details
  - Link to customer opt in pages

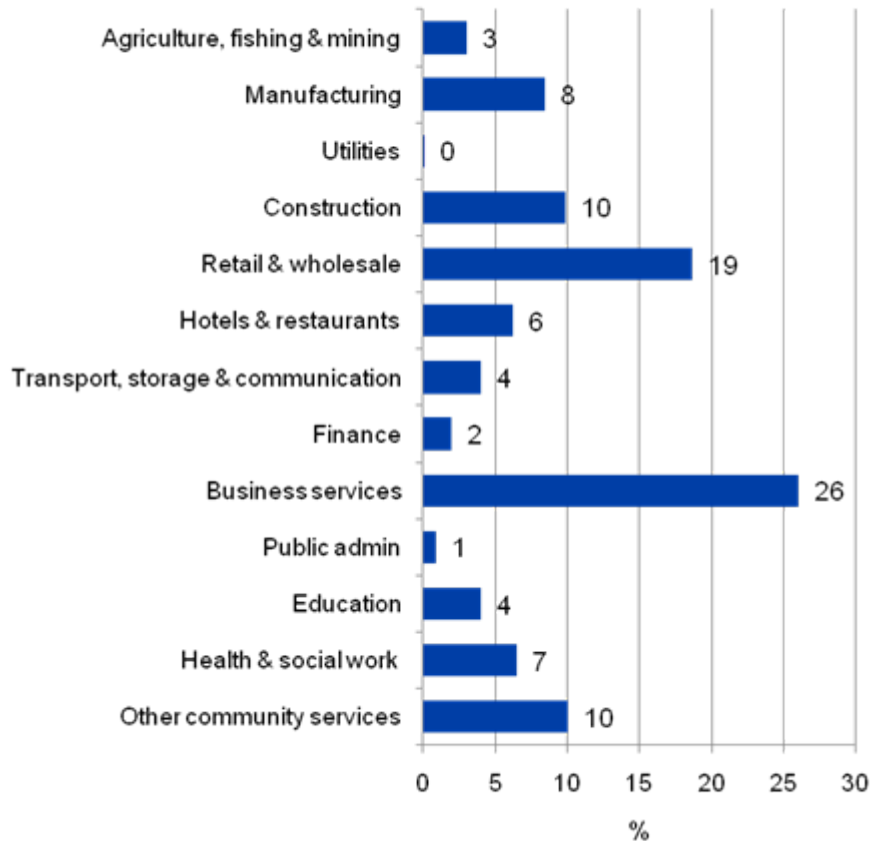
# Information to Support Planning

- Business Landscape
  - Business Status Profile
  - Sector Breakdown
- Business Issues
  - Business Confidence
  - Referral and Brokerage
  - Start up information
- Business Engagement
  - Service Delivery Volumetrics

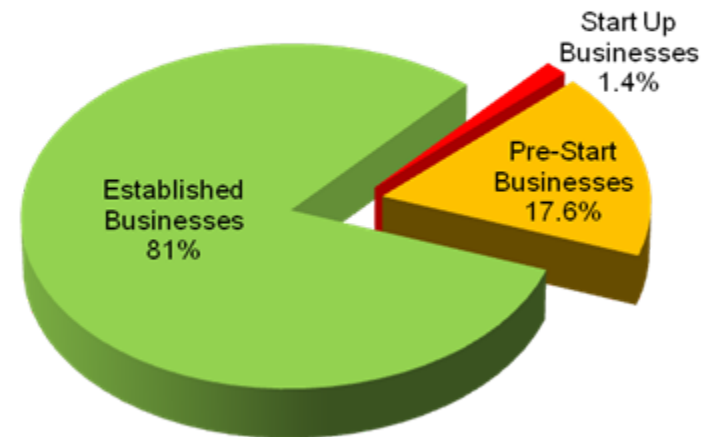


# Business Landscape

## Sector Breakdown - South East



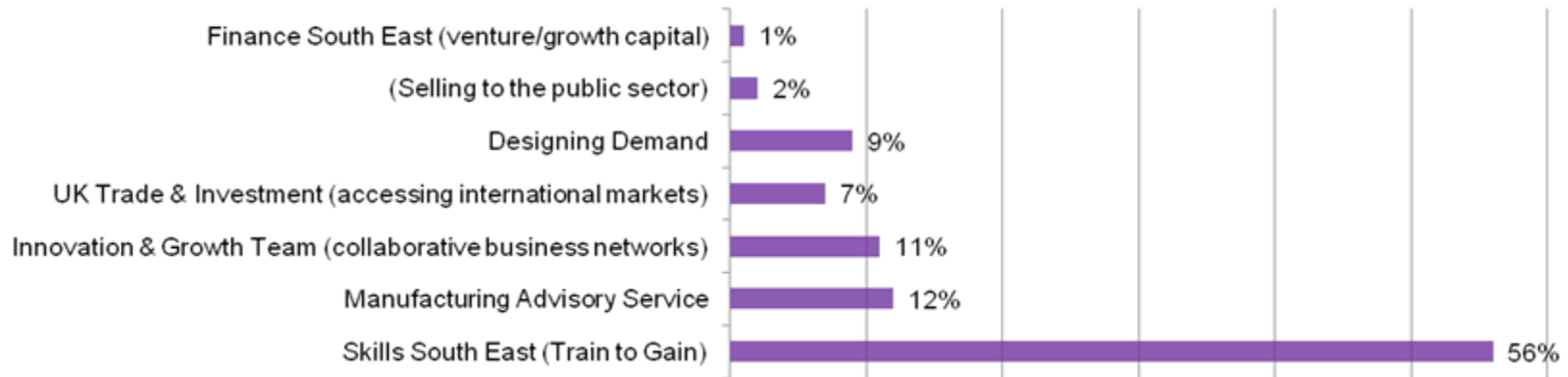
## Business Status Profile - South East



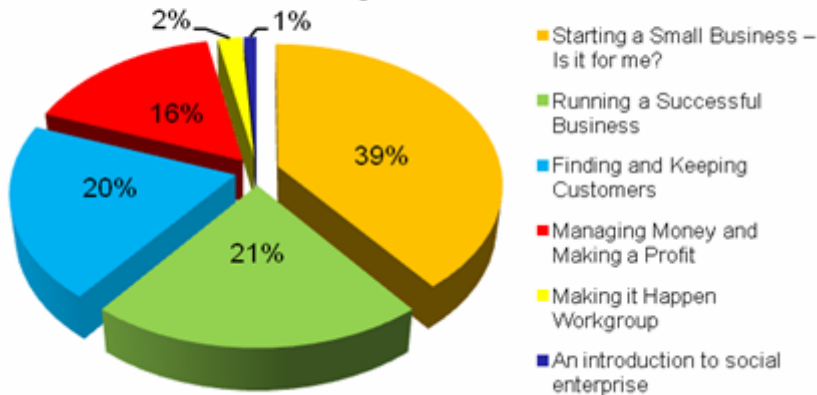


# Business Issues

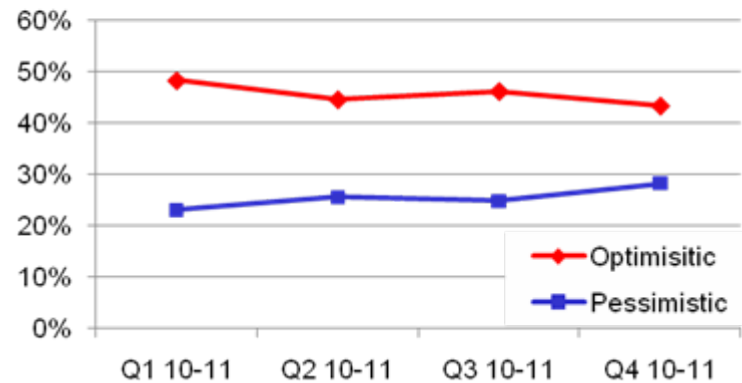
## Solutions for Business Referrals & Brokerage - South East



## Starting A Business Workshop Attendance

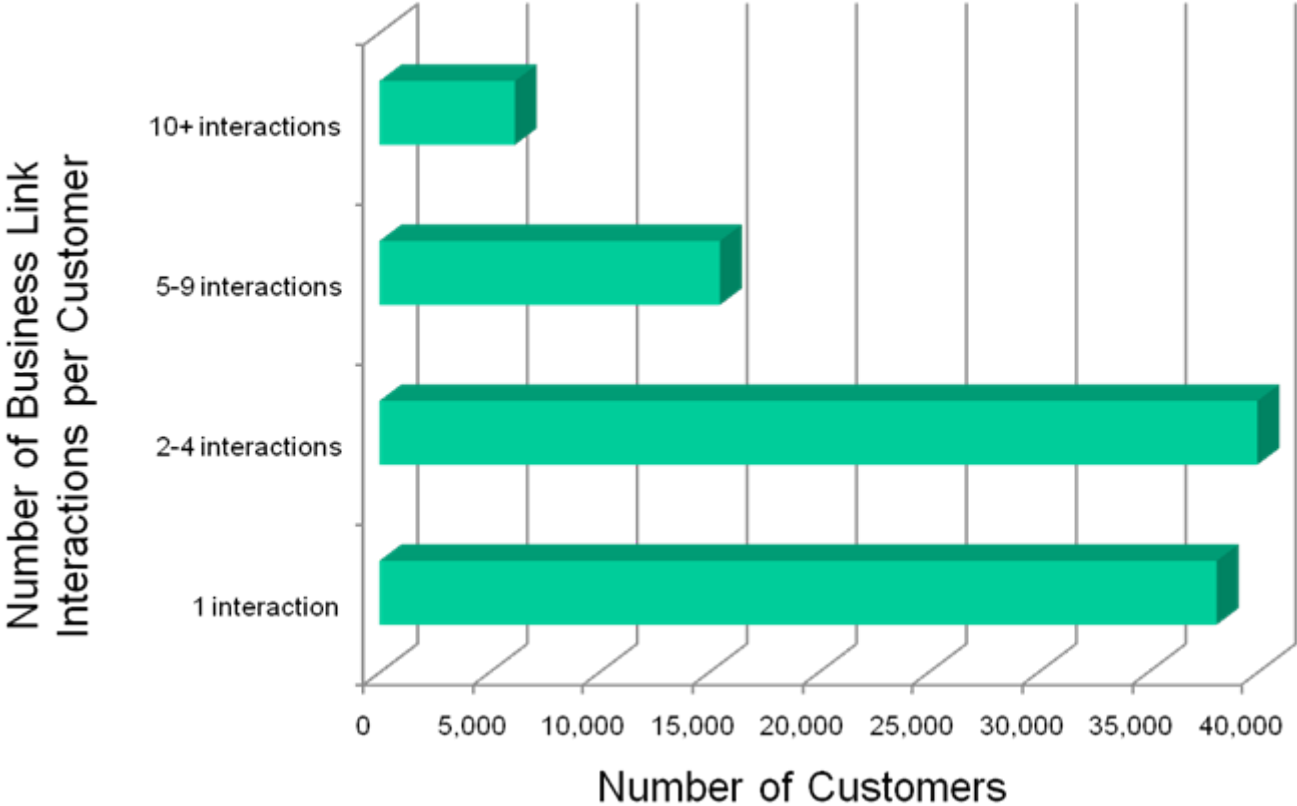


## Business Confidence - South East



# Business Engagement

## Service Delivery Volumes - South East



# Contact Details

- Appointments:  
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- Laura Pelling
- Mobile: 07748115417
- [laura.pelling@businesslinksoutheast.co.uk](mailto:laura.pelling@businesslinksoutheast.co.uk)