

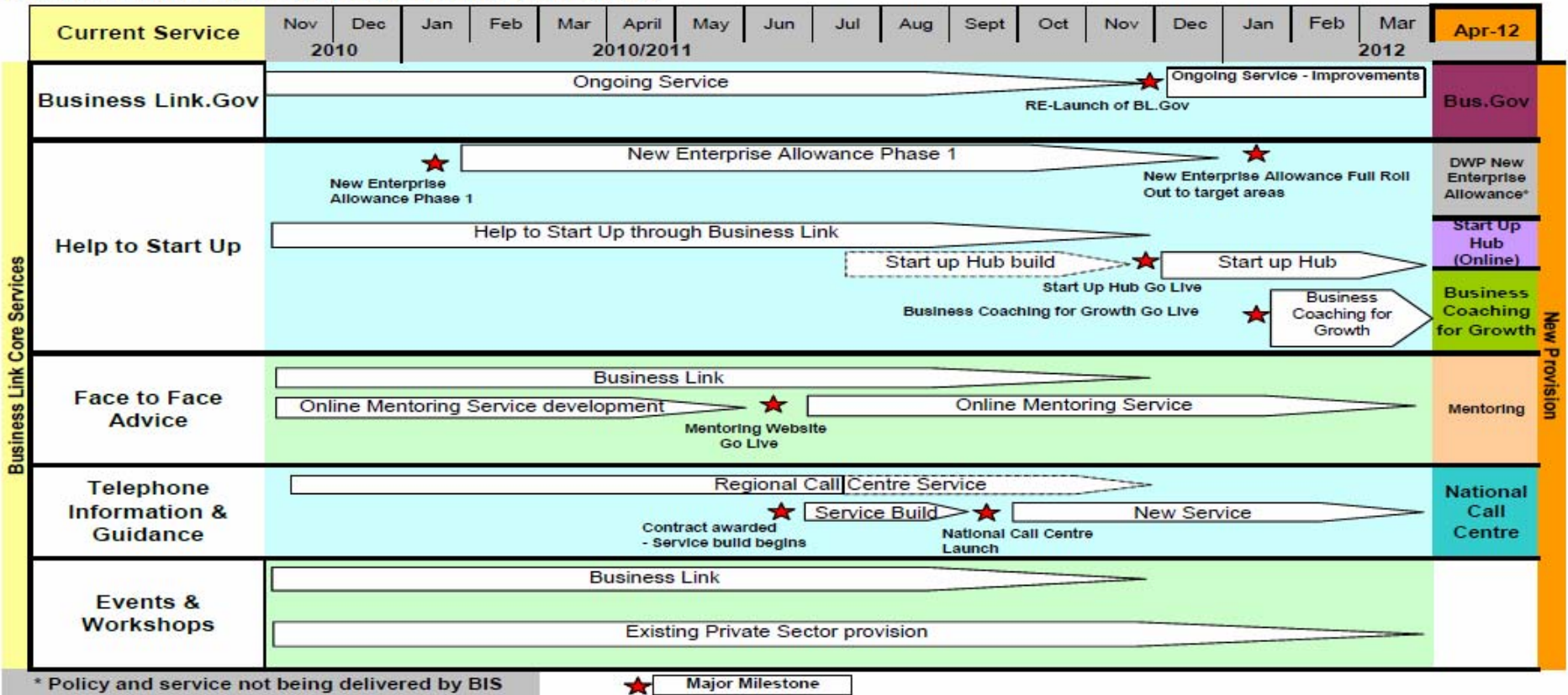
Business Support – Transition to the New Framework

30th June 2011

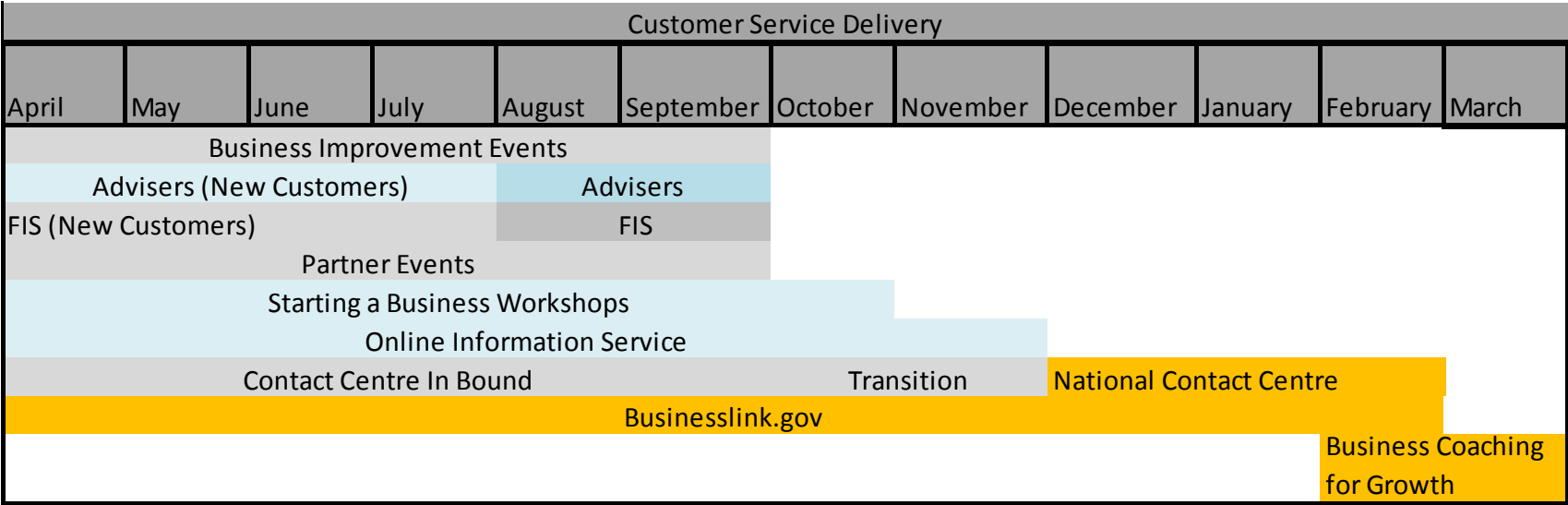


BIS Plan

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

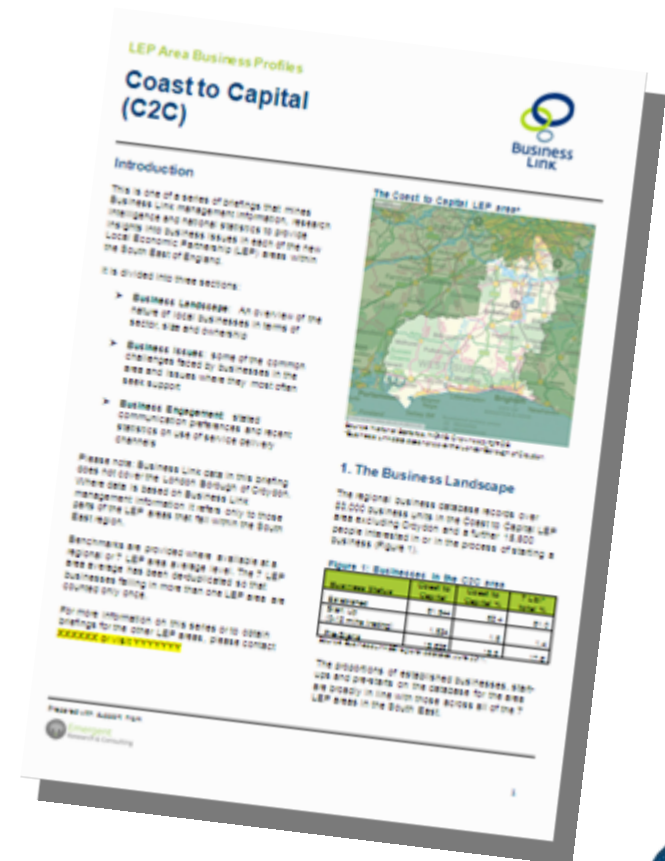
- Advisers will communicate the closure to customers that they have been dealing with in the last year
- Advisers will inform customers where they can access publicly funded support, and other paid for support in the future
- Customers will be invited to business improvement events in September where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

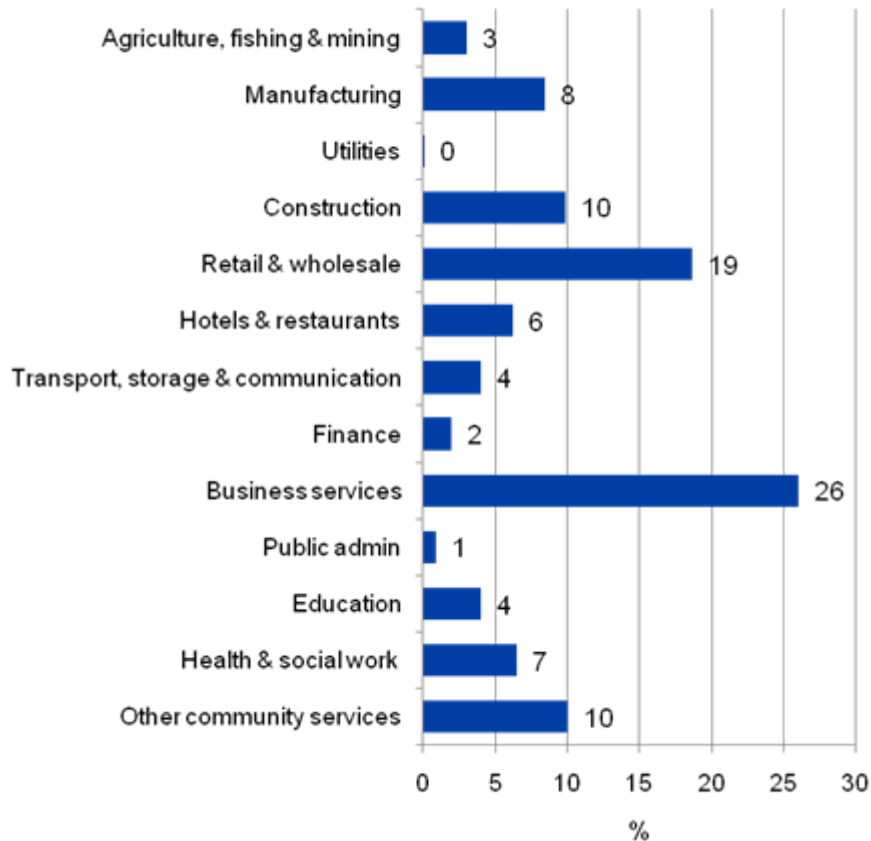
Information to Support Planning

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

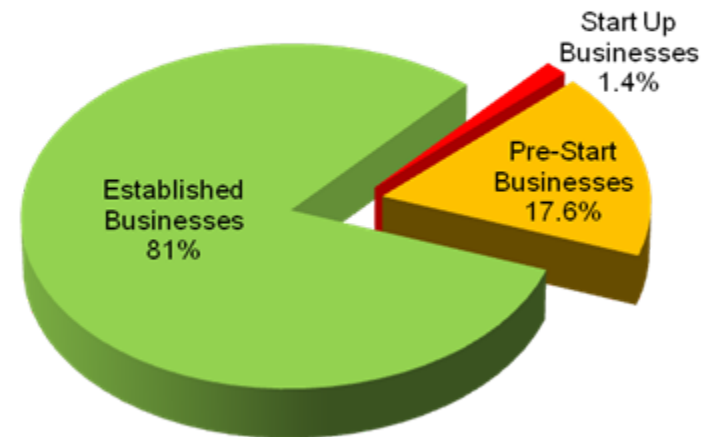


Business Landscape

Sector Breakdown - South East

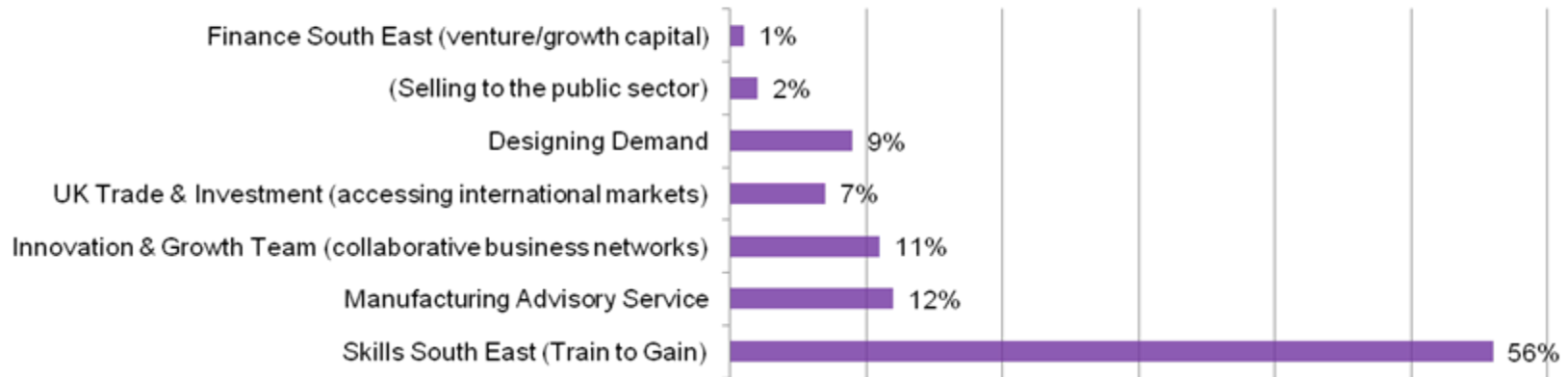


Business Status Profile - South East

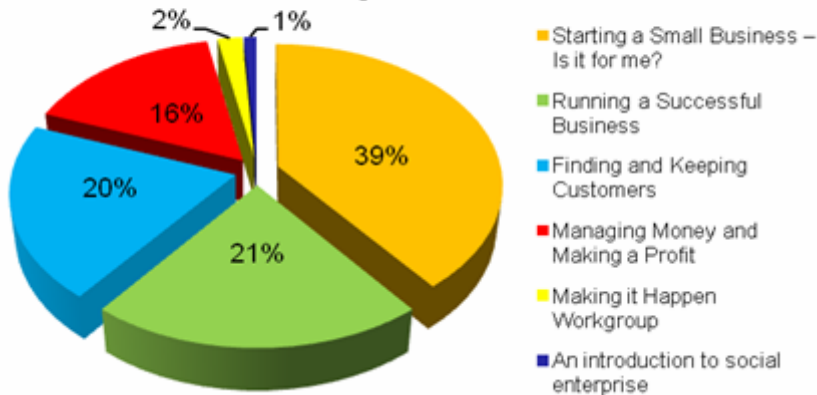


Business Issues

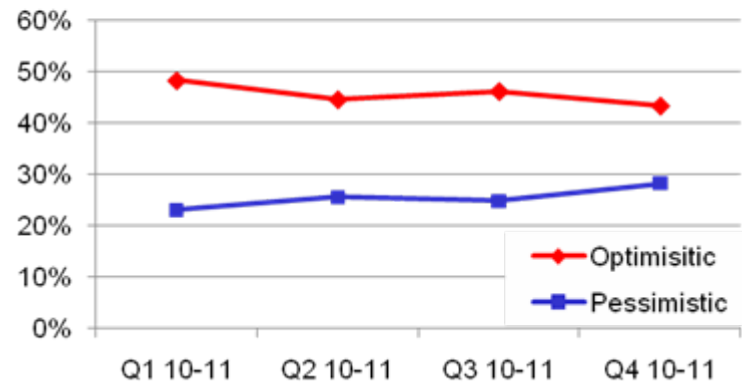
Solutions for Business Referrals & Brokerage - South East



Starting A Business Workshop Attendance

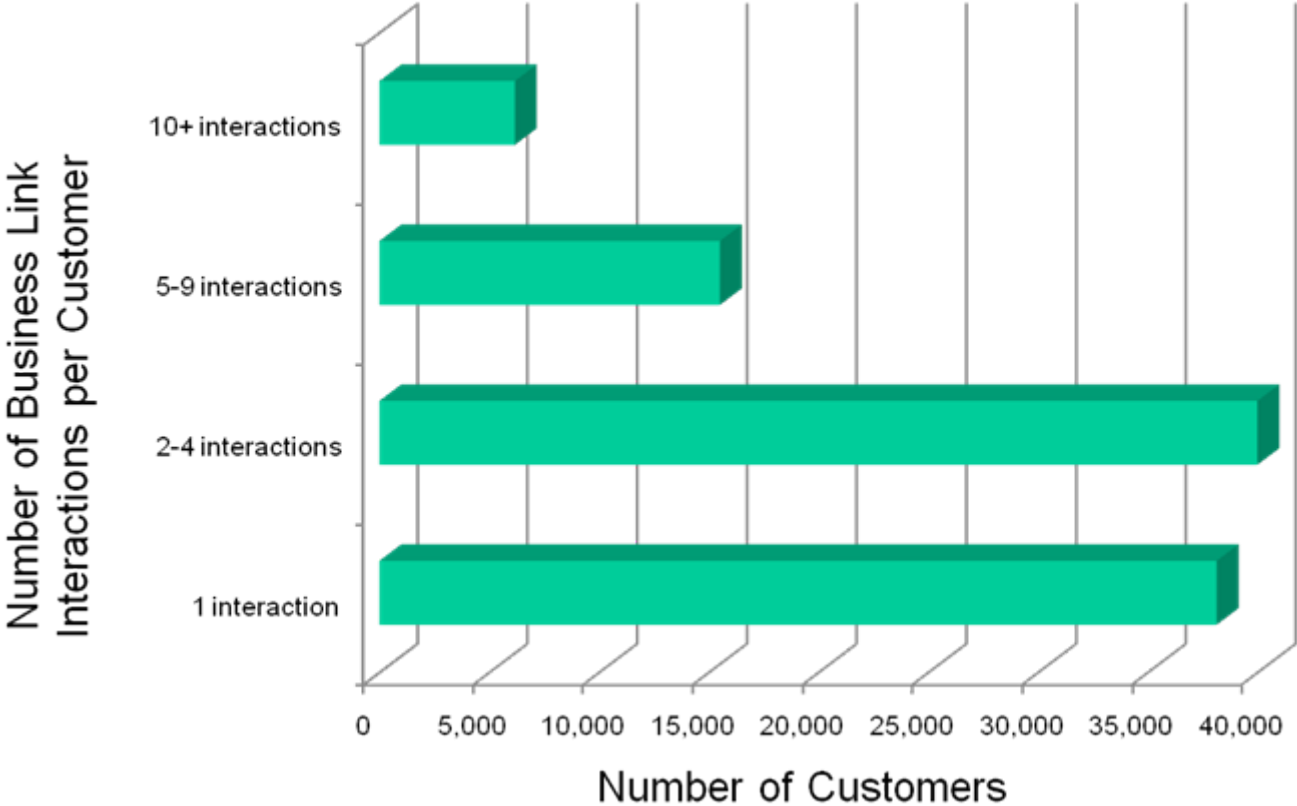


Business Confidence - South East



Business Engagement

Service Delivery Volumes - South East



Contact Details

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