

APPENDIX E

INTERVENTIONS USED TO ACHIEVE PERFORMANCE TARGETS

Reference No.		Description	Business and Jobs – Businesses enquiries supported													
Lead Officer		Barrie Walford	Date Plan Completed	18.10.18												
Performance Out-turn		2018/19					2019/20					2020/21				
		Q1	Q2	Q3	Q4	Full Year	Q1	Q2	Q3	Q4	Full Year	Q1	Q2	Q3	Q4	Full Year
Overall Measure	Target	40	40													
	Actual	41	34													
Explanation of Current Performance		<p>For Q2, the Business Focus team provided direct support to 34 new businesses. Due to project work the teams programme of work our engagement activity for Q2 has been less proactive and more responsive to existing enquiries and reactive to new enquiries.</p> <p>In addition to the 34 new business enquiries, 19 business were supported through the Enterprising 1: to: 1 support and a further 5 business were supported through the Enterprising Markets programme.</p>														
Interventions in the last 3 months and evaluation of impact		<p>It is likely that the number of business enquiries supported will average out across the year. In particular due to the programme and planning that has occurred in Q2 to deliver new engagement activity in Q3.</p>														

INTERVENTION PLAN TO ACHIEVE PERFORMANCE TARGETS

	Key Interventions in Place to Achieve Performance	By When	By Who	Resource Implications	Most Significant Risk to Achievement of Intervention	Contingency Intervention for Most Significant Risk	Monitoring Process	Outcomes expected from intervention
1	Continued reactive engagement and three new engagement programmes (Starting a new business event, Food & Drink retailer support and a Disability Confident event) will be delivered in November 2018	Quarter 3	Business Focus	Business Focus capacity and funding allocated to Business Focus reserves	Lack of staff resource	Work has been scheduled as part of the Business Focus Team Plan	Business Focus work plan updates to Head of Service	Business support numbers to increase