

## OVERVIEW AND SCRUTINY REVIEW OF SUPPORT TO SMALL BUSINESSES 2009/10

### RECOMMENDATIONS ACTION PLAN

Recommendation	Response	Action	Costs	Owner	Timescale
1. That whilst the Panel consider the present mix of services to be comprehensive and continually improving, it was clear that not all agencies were aware of the extent of the services provided to SMEs and this should be addressed by the Enterprise Partnership Board receiving a report on all services provided and by whom and that once approved this should be circulated widely. The Enterprise Partnership Board should also consider its' role as the focus for business support.	Noted	Produce a report for HSP Enterprise Board on services to business, from the Council, from partners, business link and other providers in London.	£0	Juneed Asad	November 2010 Enterprise Board
2. That the Council's central performance team be instructed, in conjunction with the other local authorities involved, to develop effective performance indicators to assess the cost effectiveness of the support given to small businesses and the possibility of developing effective partnerships with other boroughs be explored further.	Agreed	A performance framework and benchmarking assessment is in place and will be reported in September 2010 in advance of any changes to service delivery.	£0	Juneed Asad	June-Sep 2010
3. That a further assessment be carried out to establish whether small businesses and the organisations representing them	Agreed	A sample survey of local businesses will be undertaken on what advice and support they see as a priority. This will be fed into any proposals	£0	Juneed Asad	June Sep 2010

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value the present mix of services and whether they consider them to be a cost effective way of encouraging enterprise in the borough		for changes to the delivery of services.			
4. That, as this is a rapidly evolving area the Overview and Scrutiny Committee receive a report in 2 years time on how the Enterprise Partnership Board has developed and monitors services to small businesses.	Agreed	Overview and Scrutiny to receive a report in November 2011.	£0	Juneed Asad	November 2011
5. That the work of the Enterprise and Business team should not be outsourced as suggested in the report on Service Profile/Efficiencies and Service development.	Disagree	The Overview and Scrutiny panel is inconsistent in making this recommendation, since according to recs 1-4 the report does not seem to identify whether the service is value for money, provides what is needed or is supported by local businesses. A review will be undertaken based on and taking into account council priorities and council budget issues which will determine service provision.	£0	Juneed Asad	September 2010
6. That consideration be given to the investment of around £25K to enable the Council to engage the services of an external provider such as	Agreed	This will be considered along with other priorities including the appropriate commissioning of Town Centre Management projects and	£25k identified in the addendum to the ABG	Juneed Asad	June 2010 Enterprise Board

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Capital Enterprise to provide a Business turnaround service.		services.	commissioning prospectus		
7. That consideration be given to commissioning a best value partner offering loan schemes (such as GLEone London) to work with officers in introducing a scheme in Haringey.	Agreed	Same response as No.6	tbc	Juneed Asad	November 2010 Enterprise Board
8. That in order to ensure clear lines of responsibility, a single Cabinet member should assume the brief to act as champion for all aspects of support to small businesses.	Agreed	Councillor Antonia Mallett has been appointed lead member for Planning and Regeneration.	£0	Haringey's Labour Party	In place
9. That the role of Property Services be clarified in respect of providing space for expanding and start up companies with the emphasis moved to a regeneration function and less of a simple property management role.	Agreed	A report will be put to Regeneration Board to consider this issue.	£0	Juneed Asad	Sep 2010 Regeneration Board
10. That lessons learnt from previous attempts to set up Pop Up shops across the Borough be disseminated corporately and any new options be pursued.	Disagree	All options were considered as part of the original Empty Shops Project.	£0	Juneed Asad	n/a
11. That the Council should, through its corporate procurement and	Agree	Policies are already in place within Planning and Corporate	£0	Juneed Asad	Nov 2010 Nov 2011

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section 106 negotiations, encourage the use of local labour and local SME sub-contractors in the delivery of substantial contracts and major projects.		Procurement to achieve this. This will be checked and put in place in the Planning Policy Annual Monitoring Report.			Nov 2012
12. That a clear commitment to maximise the amount of space available to business start ups and expansions should be made in the LDF, with appropriate protection given to the remaining retail, industrial, craft and other spaces in the borough.	Disagree	The planning policy framework supports the protection of strategically designated sites and floorspace in Town Centres for retail and offices. Other floorspace is less protected and is needed for new homes, this is based on an employment and employment land study. OSC members are encouraged to put comments to the final core strategy consultation which runs to end of June 2010.	£0	Juneed Asad	Ongoing
13. That the nascent relationship Haringey is developing with local banks be consolidated and expanded and the tangible benefits for Haringey's business community be widely publicised.	Noted	2 yearly meetings with bank representatives will be arranged to monitor services to local businesses.	£0	Juneed Asad	Ongoing
14. That in order to ensure that the Haringey Business Support web pages are meeting the needs of clients, research should be done with a range of users to canvass their views, opinion and ideas for	Agreed	The council website has a user satisfaction feedback system built into every page, including the business pages. Users are able to rate the page and provide additional comments that go to webcomms	£0	Juneed Asad	Ongoing

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content and accessibility.		<p>before being sent back to the Business and Enterprise Team.</p> <p>In the last 12 months less than 5 comments have been made about the website and 12 monthly revisions have been made to the Business pages.</p>			
15. That Grant Thornton (external auditors) be appointed carry out an in depth review of the Haringey City growth project to provide assurance to future funders and to look at a) how better systems can be put in place for proper accountability and b) legacy issues.	Noted	The Business and Enterprise Team will review the formal evaluations of the programme carried out by the funder (LDA) and will send members of the OSC a summary of the evaluation and audit trail. The LDA will be asked for a letter of satisfaction relating to spend and programme outputs.	£0	Juneed Asad	July 2010