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

RECOMMMENDATIONS ACTION PLAN - Update 18 Jan 2012 – Marc Dorfman and Martin Tucker V2

Recommendation	Respons e	Action	Costs	Owner	Progress	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	Martin Tucker	**January 2012 – General Update** Since the scrutiny panel heard evidence, the national policy agenda for business support has significantly changed and Haringey and Waltham Forest are examining opportunities for shared service. General advice/sign posting provided by Business Link and Haringey Web Sites and mutual support from Business Representative Groups (North London Business, Haringey Business Board, Haringey TC Partnerships, Enterprise Enfield, North London Chamber, London Anglia Partnership and the London LEP). Web sites provide general advice on enterprise matters and advice (Business Link) and the Haringey Site also provides guidance to Council Regulatory Services and Compete For Information (opportunity and support to get Council contracts) April 2011 LSP/Enterprise Board review to be undertaken. August 2011 Tottenham and Haringey Riots	

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					January 2012 – Service Update Enterprise Board replaced with a new "Social Inclusion and Regeneration Board" (SIRB). Employment Support/Providers in Haringey meet as the Haringey Employment Partnership. Business Support/Advice meet as the Haringey Business Partnership. Both feed into SIRB. Since August there has been focus on Business and Community Recovery and Support Programmes. Business Advice and Support is as follows: 1. **Business Advice/Support** Business Link is now a web only service and provision of business support in the borough. Borough Web site sign posts to Business Link and Council Services. Web site has focused on "Recovery" since August 2011. Update due in April 2012 to include additional advice and support from Enterprising Enfield (North London Enterprise Agency/procurements/supply chains), North London Chamber of Commerce (net working and	

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					training) and North London Business (Inward Investment and Strategy) and Community Finance Agencies and Business Angels (loans and business plans – North London Enterprise Fund; Hackney Business Ventures and Fair Finance – East London) 2. **Local Business and Investment** Haringey Business Board continues to support common small business concerns/advice both in town centres and employment estates. This is supported by North London Business. 3. **Town Centres Businesses** Business Partnerships in Tottenham, Wood Green, Green Lanes, Muswell Hill, Crouch End continue to provide advice and promote improvement projects in their areas 4. **Procurement and Supply Chain Development** "Compete For" system in place to advertise Council contracts and provide advice on bidding. Shared Economic Development Service (SEDS) examining ULV/North London integrated	

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					system with an ERDF Bid for 2012-14 and opportunities for business/employment fairs. 5. **Economic Development Lobbying/Strategy** North London Strategic Alliance is: - supporting the development of an Upper Lee Valley Economic and Green Plan linked to the Draft ULV Opportunity Planning Framework; - a new "London Anglia Partnership" that would link North London Bors to those outside London and - making funding bids to the new London Local Enterprise Partnership for "Growing Places" funds (£39m London wide)	
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	Martin Tucker	Initial benchmarking assessment has been produced, extending to comparison with 3 other boroughs. April 2011 A draft Sub-regional Economic Assessment is being prepared by NLSA. This incorporates a benchmarking exercise. It is due to be published by April 2012	Sept 2010 April 2011

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					January 2012 Benchmarking is focusing on key employment data and how well businesses are doing as the public/partnership sector looks to simplify and focus advice and guidance within existing resources. Support/Advice resources and mechanism are set out in 1 above. Business representative groups are used to test appropriate quality of "support channels". This also set out in 1 above. Key benchmarking data is attached.	
3. That a further assessment be carried out to establish whether small businesses and the organisations representing them value the present mix of services and whether they consider them to be a cost effective way of encouraging enterprise in the borough	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 for changes to the delivery of services.	£0	Martin Tucker	Support has been secured through the Future Jobs Fund to appoint an individual to carry out the survey work. April 2011 An officer has been appointed through the Future Jobs Fund to conduct a survey of Haringey's business community. 300 businesses have been surveyed to date. The survey will be completed in April 2012 **January 2012**	Sep 2010 April 2011

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					Analysis and publication in April 2012. To include feedback from Riot/Community Assistance Work	
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	Martin Tucker	**January 2012** Report delayed and will be part of the work of new shared service with paper produced in April 2012. Economic Development staff reduced from 23 (2008/9) to 8 covering 2 Boroughs in 2011/12. Better use of commissioning and private sector methods being deployed to support and monitor advice and guidance.	
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	A review will be undertaken based on and taking into account council priorities and council budget issues which will determine service provision.	£0	Martin Tucker	**January 2012** Shared service with Waltham Forest approved in 2011. This will develop updated service offer as set out in 1 above.	
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 Capital Enterprise to provide a Business turnaround service.	Agreed	This will be considered along with other priorities including the appropriate commissioning of Town Centre Management projects and services.	tbc	Martin Tucker	**January 2012** Budget is currently unavailable. Service is delivered as set in 1 above.	

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7. That consideration be given to commissioning a best value partner offering loan schemes (such as GLE One London) to work with officers in introducing a scheme in Haringey.	Agreed	Same response as No.6	tbc	Martin Tucker	**January 2012** This is incorporated into the service offer as set out in 1 above	
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	Cllr Strickland	**January 2012** Completed	
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	tbc	£0	Martin Tucker Dinesh Kotecha	**January 2012** Property services continue to offer business space advertised through council website and North London Business property team. Further work is progressing on developing 639 High Rd as an enterprise centre and Techno Park. Update in 2012/13.	
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	Noted.	£0	Martin Tucker	**January 2012** Noted. This work is to be discussed with Town Centre Business Partnerships.	
11. That the Council should, through its corporate procurement and section 106 negotiations,	Agree	Policies are already in place	£0	Martin Tucker	**January 2012** Policies in place. See Planning SPG 10a and Procurement	

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encourage the use of local labour and local SME sub-contractors in the delivery of substantial contracts and major projects.					"Compete For" Procurement analysis carried out in 2011 showed Haringey spends some 20% of contract value in Borough post codes; 39% in North London and 50% in London. This "local spend proportion" seems to be above average for London Boroughs.	
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 may needed for new homes, this is based on an employment and employment land study. And policy UDP EMP4 seeks general protection or replacement/reconfiguration of employment generating uses.	£0	Martin Tucker	**January 2012** No further comment	
13. That the nascent relationship Haringey is developing with local banks be consolidated and expanded and the tangible benefits for Haringey's business community	Noted	2 yearly meetings with bank representatives will be arranged to monitor services to local businesses.	£0	Martin Tucker	**January 2012** NLB still leading on this work. Economic Development team successfully worked with local banks to support businesses in	

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be widely publicised.					the wake of the Tottenham disturbances. See service offer set out in 1 above.	
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 content and accessibility.	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 before being sent back to the Business and Enterprise Team.	£0	Martin Tucker	**January 2012** Pages reviewed and updated on an annual basis	
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	Martin Tucker	The evaluation and audit process was made available at the final scrutiny meeting in March 2010.	July 2010

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