

PERFORMANCE MANAGEMENT
Statement to Scrutiny Commission by the Business Growth
Portfolio Holder
2012/13

Key Achievements

- Business Support Manager (Louise Gimson) commenced in post on 11.10.12. Louise is working on a number of initiatives (some of which are outlined below) In addition, she is working with the Electronic Services Officer in order to review the Business Pages of the HDC website.
- Harborough Innovation Centre (HIC). November occupancy is forecast to be 46% well above target.
- Agreement to proceed with property and market Hall projects, to generate sustainable budgets and also increased economic activity within the town
- Strategic relationships are being reviewed and key business relationship are being established namely:-
 - Leicester & Leicestershire Enterprise Partnership (LLEP).
 - Magna Park – Estate management company
 - Bruntingthorpe – Discussion future economic prospects for this site and its operation.
 - Leicestershire Chamber and Leicestershire Promotions discussion on business engagement and tourism
 - Harborough and Lutterworth enterprise partnerships

Key Challenges

- Broadband Programme and its delivery.
- Trader engagement in the delivery of a refurbished market hall and market activity.

Key Areas of Work in Progress

- Broadband programme. Estimated signing of contract by summer 2013, contract delivery up to 2015. project being led by LCC. HDC represented on Broadband Programme Board
- Harborough Innovation Centre:
 - Key marketing activities that are driving occupancy success currently appear to be:
 - Signage and local awareness (PR campaigns, building signage, footfall through centre from events and customers' word of mouth)
 - Internet – HIC website and on line agents
 - PRIME provision at the HIC for the New Year. PRIME is the Prince's Trust new over 50's charity. They will be delivering SFEDI (Enterprise Qualification Awarding Body) QCF (Qualification, Curriculum Framework) approved, Business Start Up courses.
 - Spark@Harborough campaign to support and promote business ideas to create successful start up company. Proposal being developed.
- Ongoing relationship management and development of the concept of the business

PERFORMANCE MANAGEMENT
Statement to Scrutiny Commission by the Business Growth
Portfolio Holder
 2012/13

friendly council.

Key Performance Indicators

BG01 Implement the outcomes of the transformational review of Local Business and Enterprise Service : New Business manager in place and work programme being developed

BG02 Implement the requirements of the Localism Act : work starting now to address this, now officer support is in place.

BG03 To work with public and private sector partners to improve broadband connectivity in parts of the district : Pre-procurement development work is being undertaken to enable County Council (on behalf of HDC and other districts) to contract with a supplier in summer 2013. It is expected that deployment will commence later in 2013 until 2015.

Harborough Innovation centre performance review : Year 1 to date performance (august)

HIC 001 Occupancy (of net lettable area 18,300 sq ft) 36% (target 66% by year2)

HIC 002 Average Square foot price £25.48 (target £23.63 by year 2)

HIC 003 Surplus/profit £38,578 (target break even in year 3)

HIC 004 Conference Revenue £5,581 (target £45,00)

HIC 005 Number of jobs created (ERDF target) 0 (target 15)

HIC 006 No. of businesses created and new businesses attracted to the region (ERDF target) 0 (target 3 by end of year 2)

HIC 007 Number of jobs created or safeguarded (SP target) 0 (target 13.8 by year 1)