

## 4th Quarter Performance Summary 2012-13: Business Growth – Cllr Rook

Lead Officer: Anna Graves, Ann Marie Hawkins, Louise Gimson  
Please contact the relevant officer with any queries.

### Key Achievements

- Business Support Manager developing work with the Leicester and Leicestershire Enterprise Partnership and Harborough Innovation Centre to drive business growth in Harborough. Business Support work underpinned by changes to non-domestic rates brought about through the Governments Localism agenda.
- New delivery partners brought into the Harborough Innovation Centre to deliver workshops assisting people with business start up, partners include PRIME (Prince's Trust Mature Enterprise Programme) and Start Up Loans for 18-30 year olds.
- Delivery of business seminar to celebrate International Women's Day, bringing to the Harborough Innovation Centre 51 people, the majority of which was their first visit. Local businesses were well represented, Business Support Manager engaged with all and discovered four new businesses recently started in the Harborough District and is actively supporting their sustainability and growth.
- Agreement of the Spark Programme to be delivered by Oxford Innovation, on behalf of Harborough District Council at the Harborough Innovation Centre.
- Agreement of the Federation of Small Businesses to deliver complimentary workshops for established businesses in conjunction with the above.
- The District Council Network were brought out of London to the Innovation Centre for a key meeting.
- External commercial contract won from Better Business for All from the Leicester and Leicestershire Enterprise Partnership for business skills delivery to regulatory officers across the County. Business interventions planned and written with pilot commencing in April 2013.
- Internal business support given to officers of the Council regarding business plans, assistance with liaison of businesses in sensitive situations.

### Key Challenges

- Several new projects, and projects in their infancy which require significant resource, as much of this is a new area of work for the Council.

### Key Areas of Work in Progress

- Improving broadband connectivity. A 31 week procurement schedule began at the end of January 2013 and it is anticipated that a contract will be awarded by 31st August 2013. A report has been drafted for Executive on 22nd April to update Members and advise on the next steps.
- A full programme of business support being established at the Harborough Innovation Centre, to ensure it is the known place for business support across the District.

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- A business start up exhibition at the Innovation Centre is in the planning stages.
- The Start Up Britain National Tour Bus has been secured to be in Harborough in August, marketing campaign being worked on.
- A presentation re: business support to be given to Magna Park businesses.
- A key business network and support event to be delivered in Lutterworth in May, bringing together businesses from all sizes from Lutterworth and surrounding areas, in partnership with Lutterworth Town Council, The Federation of Small Businesses and the Leicestershire Chamber of Trade and Commerce.
- Full pilot roll out of the Better Business for All training to be delivered.
- A business exhibition in conjunction with the Market Harborough Chamber of Commerce.
- Research into new business website pages for Harborough District Council commenced.
- Research into a business app commenced.
- Refreshing of the board of the Harborough Innovation Centre.
- Working with Leicester Shire Promotions re: the tourism offer, the Harborough Blueprint.
- Delivery of the Intrapreneur Programme internally, awaiting approval from Corporate Management Team.
- Giving bespoke one to one support to local businesses with varying needs.
- Visits to key employers commenced in March 2013.

**Key Performance Indicators**

Harborough Innovation Centre Performance Indicators are included in the HIC Performance Report attached at Appendix C.

Further performance indicators will be developed for 2013/14 to measure performance in relation to business-related critical activities.