

**Co-operative & Communities Scrutiny Committee
Special Interest Meeting
Scope of the review**

Topic for discussion (from Scrutiny Suggestion Form)

One Business – single point of access for businesses to Council services. This would be the business equivalent of First Point for residents

The need to make Council services ‘business friendly’ to encourage existing businesses to remain in the Borough and to attract new investment.

Depending on the issues that businesses have, they may be dealing with a number of officers on different issues – there is no ‘client management’ system to enable those officers to be aware of those other contacts or issues

Key concerns and questions

- What is the status quo – what happens now e.g. type of services, accessibility, quality of service, client relationship management?
- What are the views of businesses – how could services be improved?
- What benefits would a single point of contact have for a) local businesses b) the wider economy (including attracting inward investment) c) the council.
- What issues would need to be considered to set up a single point of contact and what would the resource implications be?
- How could the impact be measured and monitored?

Information provided

- Report of the Enterprise and Employment Manager
- Views of officers providing support to businesses
- View of businesses

Agreed outcome of meeting (members to choose one outcome)

- 1** That the Committee is satisfied with the information provided and no further scrutiny is necessary.
- 2** That further information is required. The Committee should identify what further reports or witnesses are needed, and by when.
- 3** That the Committee agree recommendations to address the issue. The Committee should agree what recommendations they would like to make and to whom.