



### **LATEST UPDATE:**

We are waiting on **Joanne Froggatt's** team to commence working on this. It was scheduled to begin w/c Oct-12, however it's been delayed due to urgent requirements with setting up changes on the ADC website. I have been informed that this will now be looked at by **w/e 30<sup>th</sup> Oct** at which time we can expect to see a concrete project plan with a start date.

### **NEW LINKEDIN GROUP:**

We will be establishing a new LinkedIn group to enable us to quickly let businesses know when a new grant or support opportunity becomes available. The group's page content has already been written and so we just need some new branding to get this set-up.

### **LATEST UPDATE:**

A meeting is scheduled with Comms team and directors for **w/e 30<sup>th</sup> Oct**, in which we will explore ideas for the group's name, prior to moving forwards and creating a new logo / brand.

### **COVID-19 CONTINGENCY PLAN – TIER-2 to 3 HIGH RISK SECTORSAs**

We have begun to put together a special financial business support pack, aimed at those businesses that will be hardest hit from Tier-2 or higher restrictions – **Hospitality, Accommodation and Leisure**. It seeks to alleviate the growing concerns of local businesses and help to reduce the volume of business enquiries we have been receiving.

This document is going to be reviewed on **30<sup>th</sup> Oct** with Comms team and directors. If it is approved then Comms will put this information into a more presentable format and we will arrange to get this sent to appropriate local businesses. Possible through the; Commercial Environment Protections team and also Town Centres and Markets Team.

### **NEW CRM SYSTEM:**

We are looking at purchasing a **business support CRM system** called **Evolutive**. This will increase the teams capacity to support local businesses, reaching approximately **30% more clients**.

### **LATEST UPDATE:**

I have completed the business case which was finalised on **27<sup>th</sup> Oct** and this will be submitted with an ODR – Officer Decision Record to Christine Sarris in a few days' time.

### **TEAM OUTPUTS / PERFORMANCE: (for 2 People)**

#### **OVERALL:**

**125** x Client business enquiries have been supported  
**28** x Clients have been referred to **43** x partners  
**21** x Client business review meetings  
**41** x Partner meetings  
**29** x ADC meetings  
**27** x Other meetings

#### **OCT-20:**

**61** x client business enquiries have been supported  
**12** x Clients have been referred to **25** x partners  
**18** x Client business review meetings  
**18** x Partner meetings  
**20** x ADC meetings  
**5** x Other meetings  
**5** x Business support grants have been awarded

### **OTHER PROJECTS:**

We are also engaged with additional economic development projects linked to:  
**BREXIT, ROBOTICS, LRF RECOVERY CELL ACTION PLANNING.**

### Vintage Layered Customer Journey Map

