

To: ECONOMIC DEVELOPMENT COMMITTEE	Subject:	
From: DIRECTOR OF PLANNING & DEVELOPMENT	ENQUIRY HANDLING SYSTEM	
Date: 26 NOVEMBER 1998	Ref: HG/REP.499	

1. PURPOSE OF REPORT

This report seeks to inform members of the enquiries/applications received by the Economic Development Unit for its services and programmes over a six month period.

2 BACKGROUND

- 2.1 A system is in place which monitors the volume and type of enquiries received by the Economic Development Unit. Regular reports are produced for the Economic Development Committee to outline these enquiries by quarterly periods, year to date and/or year by year.

3 ENQUIRY HANDLING STATISTICS

- 3.1 An enquirer usually registers their interest in a service in the form of an application. Once an application is received, it is assessed and can be approved or rejected. Generally applications are only encouraged from those clients who will meet the programme criteria, therefore reducing the number of rejections. Enquiries for many of these schemes come via other agencies (e.g. Local Enterprise Trusts and Employment Services etc.) and are received by the Council at the formal application stage.

- 3.2 This report incorporates three tables of information as follows:-

Table 1	Enquiries for training and business development schemes:	April - June 1998
Table 2	Enquiries for training and business development schemes:	July - September 1998
Table 3	Summary of enquiries for training and business development programmes:	1996 - 1998

Table 1 - Enquiries for Training and Business Development Programmes: April - June 1998

Training Programmes	Responses/Applications Received	Responses/Applications Approved
Management Technology Training Grant	18	18
Training Assistance Grant	23	22
Marketing Assistance Programme *	-	-
Youth Employment Training Initiative	4	3
Business Development Programmes		
Small Business Support Scheme	1	1
Business Loans	7	2
Boost: Start - up	30	18
Employment Grants Scheme	27	31
International Trade	9	9
Total Number of Enquiries	119	104

Table 2 - Enquiries for Training and Business Development Programmes: July - September 1998

Training Programmes	Responses/Applications Received	Responses/Applications Approved
Management Technology Training Grant	12	12
Training Assistance Grant	35	30
Marketing Assistance Programme *	-	-
Women's Management Devt. Programme	20	20
Youth Employment Training Initiative	1	1
Business Development Programmes		
Small Business Support Scheme	1	1
Business Loans	6	4
Boost: Start - up	33	21
Employment Grants Scheme	27	29
International Trade	10	8
Total Number of Enquiries	144	125

Table 3 - Summary of Enquiries for Training and Business Development Programmes

Quarters	Total Number of Enquiries		
	1996-97	1997-98	1998-99
April - June	196	261	119
July - September	370	302	144
October - December	305	244	
January - March	293	217	
Total	1,164	1,014	

* The Marketing Assistance Programme shows a zero return as recruitment is currently ongoing and a programme will commence in late November.

3.3 There has been a reduction in the number of applications received to date this year and this is thought to be due to the following factors:

- Due to staff shortages and the Motherwell Enterprise Development Company closure Economic Development Officers have been allocated to alternative duties resulting in a reduction in the number of applications which staff are able to process.
- The Employment Grant Scheme was suspended for a period earlier in the year when a smaller number of applications were received from companies who were taking on a larger number of new recruits.
- The applications for assistance which are being submitted from the Enterprise Trusts and Motherwell Business Advice Centre are of a significantly higher standard but fewer are actually being received.

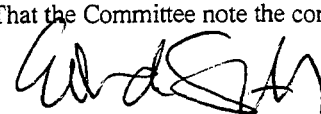
Further analysis of this information will be carried out to ascertain which particular training and business development programmes are receiving fewer enquiries and what the reasons for this are.

4 FUTURE DEVELOPMENTS

4.1 Development of the Economic Development Unit's computerised client management system is now well advanced, staff are currently testing the system to ensure that it meets the needs of the Unit. The system should be in full operation by the beginning of January. This will improve the method of collection and reporting this type of monitoring information.

5 RECOMMENDATION

That the Committee note the contents of this report.


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Director of Planning & Development

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