

REQUEST	16561	RESPONSE
	<p>I am writing to request information regarding the activities of the council's Economic Development / Business Support (ED) team.</p> <ol style="list-style-type: none"> 1. Does the council have an Economic Development (ED) team that provides business support to local companies? 2. If so, please provide the email address and telephone number of the Economic Development team. 3. If the council does not have an ED team, please provide the contact details of the organisation responsible for offering business support in your council area. 4. Does the ED team use a Customer Relationship Management (CRM) system? 5. If a CRM system is in use, what is the name of the CRM system being used by the ED team? 6. If the ED team does not currently use a CRM system, does the ED team maintain a list of the companies that it supports? 7. And if the list is maintained on a spreadsheet, please share a blank copy of the spreadsheet, including the column headings indicating the information collected (no companies data is required). 8. Additionally, if the information requested is already publicly available, I kindly request detailed guidance on where I can find it. Specifically, please provide instructions on how to locate expenditure on a CRM related to the Economic Development team, including: 9. The name and location of the document or webpage where expenditure data is published. 10. Any specific filters or search terms I should apply to focus on expenditure related to the ED team and their subscription to a CRM. 11. Does the ED team report the number of business support request that they receive to anyone? 12. And if so, who does the ED team report to – i.e. who are the ED team's key stakeholders? This might include for example: own management team, councillors, Department for Business and Trade, Department for Levelling Up, others – please specify. 	<p>Yes, the team that offers business support, it's the Invest in Wigan Team under Economic Development. The contact email is: business@wigan.gov.uk the telephone contact is: 01942 489190 You can also contact the team through the council's website: Business support (wigan.gov.uk)</p> <p>The team use an internal CRM with other services.</p> <p>The system used is Civica APP.</p> <p>N/A</p> <p>N/A</p> <p>Information is not publicly available.</p> <p>See above point.</p> <p>Performance is reported through Quarterly Monitoring to Senior Management and Portfolio Lead Member. Information is also shared through Places and Environment Scrutiny Committee, see link to the report for 2023 which updated on the refresh of the Economic Strategy: Agenda for Confident Place and Environment Scrutiny Committee on Wednesday, 12th July, 2023, 6.00 pm</p>

13. Kindly provide an example copy of the business support activity report the ED team gives its stakeholders.

wigan.gov.uk and the refresh of the Deal for Business in 2022: [Agenda for Confident Place and Environment Scrutiny Committee on Wednesday, 30th November, 2022, 6.00 pm](#) (wigan.gov.uk)