

DP 689/03-07

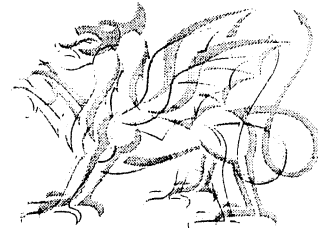
Andrew Davies AM/AC
Minister for Economic Development & Transport
Gweinidog dros Ddatblygu Economaidd a Thrafnidiaeth

Your ref/Eich cyf:
Our ref/Ein cyf: MB/AD/0596/04

DEBATE CIO RSA & THE AIG

16 JUNE 2004

Carl Sargeant AM
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Llywodraeth Cymru
Welsh Assembly Government

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6 August 2004

Dear Carl

I am responding to the query you raised during the Plenary Debate on RSA and AIG on 16 June regarding the effective use of Business Eye and its links with Local Authorities.

When the Business Eye service was being developed, the Welsh Development Agency consulted directly with businesses, customers, and service providers including Local Authorities and enterprise agencies. The clear message was that firms wanted a business support service focussed on meeting their needs and not geared to promoting the particular services of the host or partner organisation. Business Eye is a customer-focused, customer-driven Wales-wide, service that provides free, impartial business support and information.

Tenders were invited to run the local network of Business Eye Centres and the contracts awarded taking into account not only the ability of the bidder to meet the service requirements but also its effective links and partnership arrangements with the various local players. In 16 instances, bids submitted by Local Authorities met these criteria best. Even where the contracts did not go directly to Local Authorities, the need for the local linkages to be in place means that Local Authorities are very much involved and their services feature in the choice presented to customers.

Business Eye also meets regularly with Local Authorities, including the 16 that deliver Business Eye on a local basis, and all providers of business support products to ensure that the information they hold is accurate and the customer referral process works smoothly.



BUDDSODDWR Mewn Pobl
INVESTOR IN PEOPLE

21.12.04

Yours

Andrew Davies