

## APPENDIX 5

## ACTION PLAN

More details on specific projects are contained in "Major Activities" Section 6 of this Business Plan

<b>Pathfinder Theme</b>	<b>Action</b>	<b>Timescale</b>	<b>Cost (estimates)</b>	<b>Key Performance Indicator/Outcome</b>	<b>Lead</b>
Address Pathfinder support / capacity issues	Appoint Project Officer/s	October 2005 to Pathfinder completion	£75,000 total	Successful delivery of Pathfinder Business Plan	DDDC/DDEP RAZ
Publicity and Communications Strategy	See separate strategy	Produced – July 2005 to be implemented throughout the Pathfinder		Effective communication of the Pathfinder activities to "customers" and partner/stakeholders	Pathfinder Officer / all Partners
Consultation Plan	See separate strategy	Produced – July 2005 and updated October / to be implemented throughout the Pathfinder	Min £2,500 for events/activities over the pathfinder lifetime	People to engage with and make use of Pathfinder projects	Pathfinder Officer / all Partners
Pathfinder Evaluation	Setting Up, Process & final evaluation	August 2005, September 2006, August 2007	£10,000 tbc (subject to need for local evaluation given Audit Commission work)	Positive outcomes at each stage of evaluations and timely lessons learned	Pathfinder Officer/Audit commission
Secure emda Funding	Submit Single Programme funding application to emda	November 2005	£100,000	Funding secured	DDDC
Establish AWM's Rural Innovation Initiative	Finalise and submit application to AWM	November / December 2005	Level of funding to Pathfinder activity tbc	Funding secured	Staffordshire Moorlands DC

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<b>1. To explore the benefits and resource implications of a single point of access to make service delivery more streamlined and efficient</b>	To tour the Contact Centre, discuss requirements with key professional staff and agree an "in principle" agreement to explore the concept further	July 2005 ü	N/A	Seek key partner "buy-in" for the concept and establish initial costs	High Peak Borough Council
1. Single Access point - Contact Centre	Implementing the Contact Centre set up phase	March 2006	£81,000	Produce A-Z scripts; supported by a GIS interactive map	Pathfinder Officer and HPBC
1.1 Single Access point - Contact Centre	Increasing advice and support services	June 2006		To increase by X% the volume of calls beyond that of Business Links current levels (2005) in 12 months.	
1.2 Single Access point - Contact Centre		June 2006		Cross sell the services to business and social enterprise contacts measured by attendance on course/etc.	
1.3 Single Access point - Contact Centre		By September 2007		Growing evidence of the breadth and types of needs that our business community, accessible and useful to all partners.	

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<b>2. To develop and support within the area of co-location/tandem service delivery</b>	Analyse and assess potential co-location projects that will contribute to Pathfinder objectives,	December 2005		Realistic possibilities identified from co-locations study.	Pathfinder Officers
2.1 To develop and support within the area of co-location/tandem service delivery	Produce costs and business plans and commence implementation	April – September 2006	TBA	Robust plans in place, key co-location project (s) being developed	Pathfinder Officers / relevant partners
<b>3. To scope the business case to simplify advice and the grant giving “maze”</b>	Explore either remote access points across the area and/or streamlining existing organisational structures	April – September 2006		Framework developed to deliver against Pathfinder objectives.	Pathfinder Officers
3.1 To scope the business case to simplify advice and the grant giving “maze”	A coherent, easily understood strategy with a consistent approach for all identified schemes based on that strategy.	October 2006		Strategy Produced	Pathfinder Officers
3.2 To scope the business case to simplify advice and the grant giving “maze”	More user friendly systems - local contacts, easier paperwork.	October – March 2007	TBA	Action in place and used by business community and social enterprise	Pathfinder Officers
3.3 To scope the business case to simplify advice and the grant giving “maze”	Simplification of the number of schemes and their administration.	October – March 2007	TBA	Where possible some merging of Schemes and Administration	Pathfinder Officers / relevant partners

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3.4 To scope the business case to simplify advice and the grant giving "maze"	Linkage between different business sectors (especially farming and non-farming).	October – March 2007			Pathfinder Officers / relevant partners
4. Potential to integrate and delegate funding streams	To begin the process to explore the potential integration and delegation of funding streams by learning from existing models in liaison with Defra.	October – March 2007			Pathfinder Officers / relevant partners
Longer Term 5. Rural Bureau	A rural development bureau or unit to provide assistance on a range of funding streams / rural services. This could also include an outreach service and / or mobile service.	Post March 2007			Pathfinder Officers / relevant partners
6. Potential to integrate and delegate funding streams	To continue to explore the potential integration and delegation of funding streams by learning from existing models in liaison with Defra.	Post March 2007			Pathfinder Officers / relevant partners

