

## **Additional work on draft Business Plan**

- Foreword from the Chair of Joint Committee. *(included at front of business plan)*
- Within the introduction it needs an explanation of what the Partnership actually is and why we decided to go down this route. *(included in 1. Introduction)*
- Performance management needs something on customer feedback/satisfaction. *(included in 5. Performance Management)*
- Not hard edged enough, need to exploit opportunities should not be talking about retaining market share but growing share. *(included in 2.3 Markets- Present and Proposed)*
- Should be better and relevant career opportunities. *(included in 4.5 Personnel Issues and Appendix 6)*
- Improved relationship with Fire Service and STG should demonstrate potential for additional work identified in businesses. *(included in 2.4 Marketing Opportunities)*
- Building Schools for the Future massive opportunity for STG to canvass for work. *(included in 2.4 Marketing Opportunities)*
- Areas to target marketing for the next year (Action Plan). *(Included in 4.3 Marketing and Business Development. Action Plan to be developed with Marketing Manager)*
- Marketing/Business Development person required in year 1 *(included in 4.3 Marketing and Business Development)*
- Explanation of how contributions figure was arrived at for each Authority. *(included in 3. Financial Arrangements)*
- Comparison data for each Authority required on market share with AI's. *(included diagrammatically at 2.3 Markets Present and Proposed)*
- Benefits to staff in career development and financial rewards. *(included at 4.5 Personnel Issues and Appendix 6)*