

Evaluation of Entrepreneurship Activity in Wales

As part of our 'Improving our Customer Relationships Programme' we have adopted core principles in all customer satisfaction survey undertaken, these include surveys on the start up service, regional centre service and networks activities. A set of standardised questions are used when conducting customer surveys for comparison purposes.

The team also commission project evaluations, reviews and studies to inform the future direction of entrepreneurship activities based on customer insight. In addition to this the team works in partnership with other organisations such as the Law Society and also links to UK wide surveys such as the BIS small business survey and GEM UK.

Recent evaluations/surveys undertaken on Entrepreneurship activities:

- Dynamo programme evaluation
- Individuals started trading survey
- Law Society members' survey
- Networks project customer satisfaction survey
- Regional Centres service customer satisfaction survey
- Sell2wales user groups (completion - Dec 2010)
- Start Up service customer satisfaction survey
- Study into Corporate Social Responsibility
- Study of mentoring activities in Wales

We also link and boost national evaluation/survey activity including:

- The annual Global Entrepreneurship Monitor Survey
- BIS small business survey 2010
- Wales Omnibus Survey

Current Evaluation/Survey Activity

- A review of the Regional Centre Service in line with the commitment made in Economic Renewal: a new direction to determine the future of the service and its alignment with the policy.
- A mid term evaluation of the Start Up service to evaluate the service to date and set out the future direction of the service in line with Economic Renewal: a new direction