

Appendix 2 – Business Gateway roles and responsibilities

Organisation	Membership	Responsibility
Local Authorities		Day-to-day management of Business Gateway (BG) contracts and/or in-house delivery
Business Gateway Board	COSLA, SLAED, SOLACE	Strategic leadership and recommendations on overall direction of the BG service
Business Gateway National Unit (BGNU)	COSLA employees	National responsibility for marketing, performance reporting and quality assurance; secretariat functions to the BG Board; support to local authority BG managers and local Contractors
Business Gateway Operational Network (BGON)	12 lowland lead local authorities with responsibility for contract management and six Highland local authorities	Meet monthly as a group to discuss operational matters. Refer recommendations and issues to the BG Board
Scottish Local Authorities Economic Development Group (SLAED)	Senior officials from economic development teams across all Scottish local authorities	Assisting and supporting COSLA on operational and practitioner matters
Scottish Enterprise (SE)		Management of the BG enquiry service (Enquiry Fulfilment and Research Service - EFRS). Provision of shared CRM system. Provides support products/services which BG clients can access

Source: Business Support, 2nd report 2019 (Session 5) – Scottish Parliament

In 2019 and in total, there were 57 Business Gateway offices in Scotland employing 356 people, including 177 business advisers. The national call centre and research service (the 'Enquiry Fulfilment and Research Service') employs a further 40 people (full-time equivalent). The Business Gateway National Unit is based within COSLA and employs 10 people.