

SEBH Steering Group Minutes

Date: 15 July 2019

Part 1

Attendees: Alexander Riley, Chris Burr, David Roadway, Eloisa Whiteman, Emma Culloch, Georgia Searle, Ian Smallwood, Iwona Bainbridge, Karl Dagleish, Lorna Norris, Susan Berdo, Tudor Price

Apologies: Billy Masters, Dave Hughes, Ioni Sullivan, Jo Simmons, Kaye Crittall, Paul Chapman, Sean Dennis, Suzanne Bennett, Wayne Saunders

1. Welcome and apologies

- 1.1 Attendees were welcomed by Iwona Bainbridge who chaired the meeting. All present introduced themselves to the rest of the meeting.
- 1.2 Apologies were received from Billy Masters, Dave Hughes, Ioni Sullivan, Jo Simmons, Kaye Crittall, Paul Chapman, Sean Dennis, Suzanne Bennett and Wayne Saunders.
- 1.3 It was noted that in the future Joanne Cable and Ryan Jagpal would be attending in Wayne Saunders' place.

2. Presentation from Department for International Trade (DIT)

- 2.1 Iwona Bainbridge introduced David Roadway, International Trade Adviser for Department for International Trade (DIT).
- 2.2 David Roadway gave a short [presentation](#) and answered questions from the attendees.
- 2.3 Questions asked were centred around current ERDF delivery and extension to products/services provided by DIT beyond the original timescales. David Roadway advised that ERDF based delivery was coming to an end however there was an extension in place for some of the courses and training offered.
- 2.4 Iwona Bainbridge thanked David Roadway for attending the meeting. David Roadway advised that he would share a copy of his presentation within the next few days. **ACTION – Iwona Bainbridge**

3. Minutes of the last meeting

- 3.1 The minutes of the last meeting were confirmed as a true record.

- 3.2** The action points arising from the last meeting were cleared as appropriate.
- 3.2.1** The Grant Offer letter 2019-20 was shared with the partners.
- 3.2.2** The FINAL draft evaluation report had been shared with the attendees in advance of the meeting and it was listed as agenda item for discussion.
- 3.2.3** The workshop on KPIs had taken place. All action points arising from the meeting had been followed. KPIs were on the agenda for discussion and agreement.
- 3.2.4** Alcium run data routine in live sites. The new CRM had gone live. An update on CRM had been place on the agenda.
- 3.2.5** Information relating to DSA and MOU with BEIS/Business Support Helpline had been shared with the Lead Authorities again.
- 3.2.6** Iwona Bainbridge spoke to the Business Support Helpline (BSH) at length about the DSA and MOU and was advised that the BSH couldn't insist on DSA and MOU to be implemented.
- Iwona Bainbridge explained that referrals couldn't be passed to the Growth Hubs without the appropriate DSA and MOU in place therefore the only data that would be shared with the Growth Hubs would be via the Growth Hub Datadashboard reporting.
- 3.2.7** Log-ins for Knowledge Bank had been obtained and shared as appropriate.
- 3.2.8** The progress update on SEBH website was listed on the agenda.
- 3.2.9** The Annual Review template 2018-19 had been shared with the partners.
- 3.2.10** Following a discussion around the structure of the Steering Group meetings, Iwona Bainbridge had made some subtle changes and would continue working with the partners on further improvements.

4. Annual Evaluation of the South East Business Hub (SEBH)

- 4.1** Iwona Bainbridge introduced Karl Dagleish from KADA Research Ltd. KADA Research Ltd was the company that undertook the SEBH Evaluation.
- 4.2** Karl Dagleish gave a [presentation](#) on the main findings and answered questions from the attendees.
- 4.3** Each of the Growth Hubs asked for additional individual conversation with Karl Dagleish and his team in order to drill down into recommendations that might be

specific to their area. Karl Dagleish agreed to hold teleconference with each hub week beginning 29 July 2019. **ACTION – Growth Hubs/Karl Dagleish**

4.4 Furthermore, Iwona Bainbridge advised that an Action Plan would be put together to address the recommendations made within the report. **ACTION – Iwona Bainbridge**

4.5 The SEBH evaluation report would be shared with the Strategic Board and BEIS following a press release. **ACTION – Iwona Bainbridge**

5. SEBH website - update

5.1 Iwona Bainbridge thanked the partners for their feedback regarding the new website (prototype had been provided by Pillory Barn).

5.2 She confirmed that the website would be fully responsive, location based logic for the new site had been completed and so the design, header and 'Hero' banner. She also advised that following feedback provided by Business East Sussex (BES) the colour schemes would remain the same however they would be lifted to avoid the website looking dull. All link to external websites/content and resources would be added and these would include links to externally based blogs, etc.

5.3 Iwona Bainbridge explained that static content would be moved from the existing websites to the new website by Pillory Barn. She added that most probably only six months of news and events pages would be moved across to the new website. She stated that at the moment it was unclear how much additional work/resources would be required with for example writing of additional pages. She hoped to provide further information as soon as possible and have the Beta site ready for testing in August 2019. **Action – Iwona Bainbridge**

6. Growth Hub CRM and SEBH KPIs - update

6.1 It was noted the DRAFT KPIs had been already shared with the Lead Authorities and delivery partners.

6.2 Iwona Bainbridge mentioned the reply received from BEIS regarding outstanding questions and definitions for light touch, medium and high intensity.

6.3 The reply did not contain any new information therefore Iwona Bainbridge made a suggestion that the Growth Hubs should continue with the descriptors as agreed at the workshop.

6.4 The partners questioned the KPIs provided to BEIS especially that they would have to be adjusted following the changes to descriptors used.

6.5 Iwona Bainbridge explained that each Growth Hub was free to adjust their KPIs to

reflect the current position. Any variances would be explained when next return would be made to BEIS (bi-annual return in October 2019).

- 6.6 Regarding Growth Hub CRM system, Iwona Bainbridge advised that majority of the updates required had now been completed.
- 6.7 The CRM system had been aligned with the data reporting as outlined in the updated Monitoring and Evaluation Framework for Growth Hubs 2019-20.
- 6.8 It was noted that Kent & Medway Growth Hub (KMGH) CRM still required further alignment before the data could be transferred to SELEP CRM.
- 6.9 Iwona Bainbridge thanked the delivery partners for their patience during this particular project and she acknowledged that it had not been the smoothest of processes.

7. Social Enterprise – how can we expand the current support provided

- 7.1 Alex Riley presented the attendees with suggestions the Social Enterprise Working Group made regarding future support for social enterprises.
- 7.2 It wasn't clear what sector specialist support Social Enterprise Working Group had in mind. In response Alex Riley promised to hold further conversation with the Chair of the Working Group and to involve the Growth Hubs as appropriate. **ACTION – Alex Riley**
- 7.3 One of the suggestions made by the delivery partner was upskilling of Navigators who would deliver the support to social enterprises.

Break

Part 2

Attendees: Eloisa Whiteman, Georgia Searle, Ian Smallwood, Iwona Bainbridge, Lorna Norris, Susan Berdo, Tudor Price

Apologies: Chris Burr, Dave Hughes, Ioni Sullivan

8. Service Level Agreement 2019-20

- 8.1 Iwona Bainbridge advised that the Service Level Agreement (SLA) 2019-20 had been shared with the Lead Authorities.
- 8.2 The SLA required approval by S151 Officer before being returned to SELEP. It was

clarified that funding would be made available to the Growth Hub project when the signed SLAs were returned. **ACTION – Lead Authorities**

9. Growth Hub Expenditure (Q1 and Q2)

9.1 Iwona Bainbridge and Lorna Norris advised that the Accountable Body would be making a claim for Q1 to BEIS within days of this meeting and the funds would be available for drawing down subject to the correctly completed **Quarterly Grant Drawdown Request**.

9.2 Additionally, the Lead Authorities were informed that they would be receiving an email asking them to complete the expenditure spreadsheet for Q1 and Q2 and to supply 2 sample invoices for expenditure in Q2.

9.3 The Lead Authorities were advised that if they required support with completing of the spreadsheet, Lorna Norris was happy to help. **ACTION – Lorna Norris**

10. AOB

10.1 There was no AOB to discuss.

Meeting closed at 4:45pm

Summary of Action Points

- 2.4 To share David Roadway's presentation – **Iwona Bainbridge**
- 4.3 To arrange conversation with Karl Dalglish re: Evaluation report – **Growth Hubs/Karl Dalglish**
- 4.4 To formulate an Action Plan – **Iwona Bainbridge**
- 4.5 To share a copy of the Evaluation report with the Strategic Board and BEIS – **Iwona Bainbridge**
- 5.3 To provide an update on the SEBH website – **Iwona Bainbridge**
- 7.2 To hold a further conversation/discussion around support package for social enterprises – **Alex Riley**
- 8.2 To seek approval of the Service Level Agreement – **Lead Authorities**
- 9.3 To provide support with completion of the expenditure spreadsheet – **Lorna Norris**