

SELEP Growth Hub Steering Group Minutes

Date: 24 April 2019

Part 1

Attendees: Billy Masters, Paul Chapman, Georgia Searle, Sue Berdo, Tudor Price, Ioni Sullivan, Kaye Crittall, Karl Dalglish, Iwona Bainbridge

Apologies: Chris Burr, Dave Hughes, Eloisa Whiteman, Emma Culloch, Ian Smallwood, Sean Dennis, Suzanne Bennett, Wayne Saunders, Lorna Norris

1. Welcome and apologies

- 1.1 Attendees were welcomed by Iwona Bainbridge who chaired the meeting.
- 1.2 Apologies were received from Chris Burr, Dave Hughes, Eloisa Whiteman, Emma Culloch, Ian Smallwood, Sean Dennis, Suzanne Bennett, Wayne Saunders and Lorna Norris.

2. Minutes of the last meeting

- 2.1 The minutes of the last meeting were confirmed as a true record.
- 2.2 The action points arising from the last meeting were cleared as appropriate.
 - 2.2.1 The DRAFT KPIs were shared and included in the agenda for further discussion.
 - 2.2.2 The list of attendees had been updated and included as part of the agenda.
 - 2.2.3 Suzanne Bennett had attended the K&M Growth Hub Steering Group meeting on 28 January 2019.
 - 2.2.4 An update on LEP Review was covered under point 3 of the agenda.
 - 2.2.5 The schedule for budget setting was shared with the Lead Authorities. Iwona Bainbridge thanked everyone for timely turn around and providing of additional information following CLGU request.
 - 2.2.6 Iwona Bainbridge reported that the initial conversation with Alan Elder regarding the new Growth Hub evaluation framework had taken place. She added that a discussion paper had been shared with the What Works Centre (WWC) however the initial response wasn't as positive as expected. Iwona Bainbridge stated that she would provide an update on any further conversation that would take place in the coming weeks.

2.2.7 The Growth Hub evaluation had been procured and the contract was won by KADA Research Ltd.

2.2.8 The copy of Laura Brookes' presentation was shared with all attendees.

2.2.9 Iwona Bainbridge advised that a limited research had been undertaken into Advice Finder. The initial outcome was fairly negative – lack of engagement from businesses, costly to run and getting out of date very quickly.

Tudor Price added his perspective on Advice Finder and confirmed that after 9 months the tool had been removed from K&M Growth Hub website. In reply to questions from the attendees, he explained that there was simply no demand for the Advice Finder and the Growth Hub could not compete with private sector.

It was agreed that this action point should be closed however if a new tool would become available and worth researching Iwona Bainbridge would bring it to the partners' attention.

2.2.10 The attendees were advised that DSA and MOU documents were shared with Lead Authorities on 22 January 2019.

2.2.11 The ISP had been signed off by the Accountable Body on 22 February 2019 and published on [WEISF portal](#).

3. Update on LEP Review, Annual Performance Review and Local Industrial Strategy

3.1 Iwona Bainbridge stated that at the last Strategic Board meeting held on 22 March 2019, the Board members ratified a decision that the Board should move to a model of no more than 20 Board Members with five co-opted members and a private sector majority of two-thirds.

3.2 She further advised that the Board agreed to conduct an external review in order to implement a model of no more than 20 Board Members by engaging an independent, external body.

3.3 She brought to the attendees' attention that LEP Network was facilitating a Peer Review pilot in May and June 2019. The progress update on the pilot would be provided to the LEPs on 25 June 2019 before being rolled out nationally.

3.4 The Board also agreed a suggested approach and timelines for the implementation of the LEP Review. The LEP Review recommendations would have to be in place by the end of March 2020.

3.5 Furthermore, Iwona Bainbridge advised that the Board acknowledge and committed

to move to an incorporated model by 31 March 2020. The proposed model was 'nil return' company. The next stage would be for the Board to agree the type of company such as Company Limited by Guarantee or Community Interest Company.

- 3.6** Regarding the Annual Performance Review, the attendees were advised that SELEP received good rating for Governance, good for Delivery and require improvement for Strategy.
- 3.7** Since the receipt of the outcome letter, SELEP had been asked to put together an Improvement Plan. The Improvement Plan had been drafted and submitted to the CLGU. The main point of the Improvement Plan was to show progress against milestones for production of the Local Industrial Strategy (LIS).
- 3.7** Iwona Bainbridge advised that the first step as identified in the Improvement Plan had been virtually completed. The team around development of LIS had been almost finalised whilst the procurement of consultants for the production of evidence base would start shortly.

4. Grand Offer letter 2019-20

- 4.1** The attendees were advised that the Grand Offer Schedule 1 and Schedule 3 had been submitted to BEIS. It was noted that Schedule 3 was a lengthy document which took some time to complete.
- 4.2** Iwona Bainbridge advised that BEIS had asked for specific information around KPIs including targets. She added that KPIs were on the agenda and was happy to have a longer discussion then.
- 4.3** It was noted that once the funding had been approved a copy of the Grant Offer letter would be shared with the Lead Authorities and Growth Hub providers. She also stated that any undertakings made in Schedule 3 would be put into a short development plan and their progress monitored closely, generally at steering group meetings. **ACTION – Iwona Bainbridge**
- 4.4** Iwona Bainbridge brought to the Lead Authorities attention that the Service Level Agreement (SLA) under which the grant funding was distributed to each Lead Authority would be reviewed and forwarded for signature. A question was raised whether it was necessary to review the current SLA and in reply Iwona Bainbridge explained that it was good practice to review the SLA on annual basis.
- 4.5** Iwona Bainbridge thanked the Lead Authorities and the Growth Hubs for providing the relevant information in order to ensure timely submission of the schedules.

Break

Part 2

Attendees: Billy Masters, Paul Chapman, Georgia Searle, Sue Berdo, Tudor Price, Ioni Sullivan, Kaye Crittall, Karl Dagleish, Iwona Bainbridge

Apologies: Chris Burr, Dave Hughes, Eloisa Whiteman, Emma Culloch, Ian Smallwood, Sean Dennis, Suzanne Bennett, Wayne Saunders, Lorna Norris

5. **Growth Hubs' end of year evaluation partner discussion – strength, opportunities and challenges**

5.1 Iwona Bainbridge introduced Karl Dagleish from KADA Research Ltd.

5.2 Karl Dagleish and the partners discussed the evaluation progress. It was noted that some interviews had already taken place, on-line surveys were underway and telephone survey would be taking place within the next week or so. It was confirmed that case studies would be produced following the evaluation process – one for each Growth Hub.

5.3 The partners were advised that the evaluation report would contain combined data for all three Growth Hubs and an individual break down by each area. The DRAFT report would be shared with the Lead Authorities and Growth Hub providers by middle of May 2019. **ACTION – Iwona Bainbridge**

5.4 Iwona Bainbridge reminded everyone that the evaluation including the final report had to be with BEIS by 31 May 2019.

6. **SEBH KPIs**

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

6.2 Iwona Bainbridge stated that the document required some further consideration before being signed off. She suggested a short workshop should be organised where any ambiguities could be iron out and the KPIs aligned to the Monitoring and Evaluation Framework 2019-20. **ACTION – Iwona Bainbridge**

7. **Growth Hub CRM – update**

7.1 The attendees were advised that the updated Evolutive CRM system was in place.

7.2 Iwona Bainbridge thanked all involved for their patience and support in making it happen. She advised that Alcium had completed copying across historical enquiries in order to allow for improved reporting.

- 7.3** She advised that Alcium required the Growth Hubs permission to run the data routine in their live sites before the portals would be completely up and running.
ACTION – Growth Hubs
- 8. Information Sharing Protocol and Data Sharing Agreement with BEIS/Business Support Helpline**
- 8.1** Iwona Bainbridge advised that following the last steering group meeting she shared the relevant documents with the Lead Authorities.
- 8.2** It was noted that Kent County Council might have not received the relevant documents following staff changes. **ACTION – Iwona Bainbridge**
- 8.3** Discussion was held around the importance of the DSA and MOU and whether it was compulsory to have these in place. Iwona Bainbridge agreed to double check with BEIS and to inform the Lead Authorities as appropriate. **ACTION – Iwona Bainbridge**
- 8.4** The attendees discussed the support offered by the national Business Support Helpline and how effective it was. It was mentioned that both K&M and BEST Growth Hubs had log-ins into Knowledge Bank and kept the Business Support Helpline up to date on their current local offer. It was noted that BES Growth Hub didn't have access to the Knowledge Bank. Iwona Bainbridge agreed to double check with BEIS/Business Support Helpline how to obtain log-ins to the Knowledge Bank.
ACTION – Iwona Bainbridge
- 9. SEBH website - update**
- 9.1** Iwona Bainbridge advised that the work on the website had come to a stop due to staff changes. She stated that a meeting had been organised between Pillory Barn and SELEP for 29 April 2019 where the issue surrounding the SEDH website should be resolved and timescales for delivery agreed.
- 9.2** The attendees were informed that further update would be provided by the end of the month. **ACTION – Iwona Bainbridge**
- 10. AOB**
- 10.1** Iwona Bainbridge advised that the Annual Report template produced by the Department for Business, Energy and Industrial Strategy (BEIS) to help aid the production of the 2018/19 Growth Hub Annual Reports had been received by SELEP. The annual evaluation should inform the report template however some information might be required directly from the Growth Hubs i.e. key performance outcomes. She promised to share a copy of the Annual Report template following the meeting.
ACTION – Iwona Bainbridge

10.2 The attendees were asked to consider the current set up of the SEBH Steering Group meetings and whether they worked for them. Following a discussion it was agreed that the following should be reviewed:

- Agenda flow
- Incorporation of skills into the agenda
- Cross overs with Social Enterprise – possible representation at the meetings
- Frequency of meetings
- Length of meetings

ACTION – Iwona Bainbridge

Meeting closed at 4:30pm

Summary of Action Points

- 4.3 To share the Grant Offer letter 2019-20 – **Iwona Bainbridge**
- 5.3 To share a DRAFT evaluation report - **Iwona Bainbridge**
- 6.2 To organise a workshop on KPIs – **Iwona Bainbridge**
- 7.3 To allow Alcium to run data routine in live sites – **Growth Hubs**
- 8.2 To forward all relevant information around DSA and MOU (BEIS/Business Support Helpline) to KCC – **Iwona Bainbridge**
- 8.3 To double check whether DSA and MOU with BEIS/Business Support Helpline was compulsory – **Iwona Bainbridge**
- 8.4 To check how log-ins into Knowledge Bank can be obtained – **Iwona Bainbridge**
- 9.2 To provide progress update on SEBH website – **Iwona Bainbridge**
- 10.1 To share a copy of the Annual Review template 2018-19 – **Iwona Bainbridge**
- 10.2 To implement changes to forthcoming SEBH Steering Group meetings – **Iwona Bainbridge**