

South East Business Hub Action Plan 2019-20 – top 5 priorities

1. Align the CRM systems	
Details	Ensure that the Evolutive CRM systems used by BEST and BES are aligned (both Growth Hubs collect data using the same matrix). Establish a data routine that will enable transfer of data from KMGH CRM system into SELEP CRM on regular basis.
Next steps	Finalise outstanding queries, ensure that all three Growth Hubs collect data using the same matrix, run test with the Growth Hubs to ensure their data matches the SELEP data, finalise transfer of KMGH data, ensure KMGH data is being fed into SELEP CRM on regular basis (monthly)
Outcomes	Eliminate need for manual counting of outputs, accurate data, easily accessible through SELEP CRM, reporting to BEIS streamlined
Comments	BEST and BES systems are aligned, KMGH data transfer in progress, testing is progress
2. Develop more routine aftercare and follow-up	
Details	Move to a more impact driven model where both hard and soft effects can be measured. This involves longer term relationships with customers diagnosing and addressing business needs as part of a longer-term business strategy. Move towards account management.
Next steps	Research strategy and approach; take advice from BEIS; make the CRM system smarter
Outcomes	Routine aftercare and follow-up in place
Comments	Moving towards account management (already adopted by BEST); BES is changing its delivery model from 1 st April
3. Deepen links with IUK, Catapults, BBfA and Be the Business	
Detail	Develop close links with IUK, Catapults, BBfA and Be the Business
Next steps	Schedule visits and meetings in order to start the conversation and partnership working
Outcomes	To have the partnerships in place
Comments	Partnership working with Be the Business is growing – Mentoring for Growth programme has its Advisor in place; BEST and BES navigators/advisers attended a familiarisation session on Benchmarking tool which is going to form part of diagnostic process; KMGH will receive a copy of the presentation and will be briefed on next steps; BBfA – working relationship already in place; part of the website; support has been provided to help BBfA to secure additional funding and collaborative working in place on development of a new tool to help simplify access to regulation for businesses; IUK – regular teleconferencing in place; delivery of awareness events in place; Catapults – as there are not Catapults in SELEP area BEST is working closely with local universities that have these working relationships in place; BES is developing links with C2C that would help them to link to Catapults that are in their area; KMGH and BES are also linking with DASA

4. Simplify the skills, training and apprenticeships market	
Detail	Making access to information about training and funding for apprenticeships easier to understand
Next steps	Ensure that information about apprenticeships and T-levels is contained within the website, organise training/information session for the Steering Group; ensure there are relevant workshops available to SMEs
Outcomes	Availability of information for businesses; close working relationship with DFE/ESFA
Comments	Encourage education providers to work more closely with the hubs at the delivery level. Website has been updated with appropriate information (including the Apprenticeship Toolkit); information on T-levels and internships will be uploaded to the website shortly; regular update from the Skills Lead has been introduced to the steering group agenda; the workshop for the steering group has been postponed due to ESFA advisor's illness
5. Reflect on the ScaleUp pilots, work with the ScaleUp Institute and develop a SELEP wide ScaleUp programme	
Detail	Develop ScaleUp survey, evaluate the current ScaleUp programmes and learn from the outcomes; develop SELEP wide ScaleUp programme
Next steps	Develop ScaleUp survey; research the possibility of SELEP ScaleUp wide programme
Outcomes	SELEP wide ScaleUp programme
Comments	BEST has developed ScaleUp survey and is already using it; SELEP wide ScaleUp programme is being researched