

## APPENDIX A: 2021-22 timeline for the evolution of the SELEP Growth Hub (revised from December 2020)

No.	Activity	Objectives	Timeline
1	Undertake (by external contractor) an engagement and appraisal exercise of Growth Hub delivery model options and best practice; produce recommendations for change.	To explore options to increase the flexibility, efficiency and impact of the SELEP Growth Hub delivery model, to make best use of current resources.	January - March 2021 COMPLETED
2	Update Board on Growth Hub development work and findings of the Growth Hub Delivery model report.	To secure Board approval to initiate improvements to the Growth hub delivery model.	June 2021
3	Undertake survey with Federated Area Boards on the themes for change to the Growth hub Delivery Model.	To inform and help shape recommendations for change in Q3.	June-July 2021
4	Undertake (by external contractor) a review and improve exercise of the South East Business Hub website and component local websites and carry out modifications to the structure, content and functionality of this resource.	To improve the structure, content and functionality of the on-line/digital Growth Hub service, to enable more businesses to 'self-serve' and increase the reach of Growth Hub support. To identify and agree a sustainable approach to website maintenance.	July - Dec 2021
5	Bring recommendations for change to Board for decision-making, on activities to evolve the Growth Hub which are in line with the outcomes of the LEP Review and anticipated National Business Support Reform.	To secure Board approval to initiate improvements to the Growth hub delivery model.	October 2021
6	Implement Board-approved recommendations to improve the Growth Hub delivery model.	To improve the flexibility, efficiency and impact of the Growth Hub delivery model.	Q3 onwards
7	Review and improve the current SELEP Growth Hub Customer Relationship Management (CRM) system in line with Board-approved decisions.	To develop a CRM that is fit for purpose for comprehensive data capture and analysis, to facilitate efficient reporting and to provide an evidence base for future planning and delivery.	Q3 onwards

8	Begin implementation of anticipated requisite changes to Growth Hub operations from the national Business Support Reform.	To comply with Government requirements in parallel with making operational improvements to the SELEP Growth Hub and the LEP Review.	Q3 2021
9	Engage with and inform the CLGU Growth Hub Evaluation exercise.	To influence the findings and recommendations of the evaluation and inform the activities of the SELEP Growth Hub.	January – December 2021
10	Utilise Catalyst South and the LEP Network to champion the role of the Growth Hub and wider business support provision in the context of the LEP Review.	To influence Government and policy makers on the role of the Growth Hub and business support.	April 2021 onwards