Appendix C

# Schedule 3 for 2023/24 Growth Hub Grant Funding

**STRATEGIC CONTEXT**

The Government recognises that local economies are reliant on strong businesses to provide sustainable private sector-led growth and job creation. Growth Hubs (led and governed by LEPs/MCAs/County Councils) will be funded by Government in the 2023-2024 Financial Year to continue to support this goal.

We continue to support LEP’s/MCA’s/County Council’s ability to work with greater flexibility in how they provide Growth Hub services, whilst maintaining a consistent offer within the core conditions. Similarly, to enable areas to tailor the breadth and depth of the services provided according to a) the amount of core funding provided by the Department for Business and Trade (DBT), and b) ability to secure additional and alternative funding sources.

We are continuing to invest in the Growth Hub Cluster model. Hence one of the conditions of funding includes the requirement for cluster leads, cluster members and the national coordinator to work together to drive coordination and consistency and leverage economies of scale. This is alongside encouraging collaborative working across LEP/MCA/County Council boundaries and further afield.

There are twelve core overarching conditions of funding that set out the requirements for a basic minimum level of activity.

**Core Conditions of funding:**

1. The LEP/MCA/County Council and Accountable Body will maintain the necessary management and governance of the Growth Hub in line with the required Assurance and Accountability Frameworks and other statutory requirements (as appropriate), and financial reporting and accounting requirements. Continuing coordination with key local partners.

1. The LEP/MCA/County Council and Growth Hub should seek additional and alternative sources of funding to support both this core offer and any locally agreed Growth Hub provision or activity. LEPs/MCAs/County Councils/Growth Hubs may operate a separately funded commercial and/or fee-charging offer alongside core provision, but this must be a visibly separate offer - services provided by such offers should not be positioned as enhancements to core free-to-access Growth Hub services, nor should the offer receive preferential treatment for business signposting or referrals from the Growth Hub.
2. As part of the Growth Hub network, to provide all businesses in its area - no matter their size or sector with access to advice and support via a free, impartial, ‘single point of contact’, contributing to full coverage across England as part of the Growth Hub network.
3. Offer a triage, diagnostic and signposting service to make sure that all businesses approaching the Growth Hub can know what is available and can access the right support at the right time. Where relevant, offer tailored approaches to meet the needs of specific types of business (e.g. high growth potential), or priority sectors.
4. Ensure the Growth Hub’s continuing ability to manage and deliver any separately funded non-core programmes commissioned from Growth Hubs by Government e.g., residual ERDF programmes, Made Smarter (where applicable).
5. Link to and promote national and local advice and support provision, from the public, private and third sector, and academia/Business Schools.
6. Support and promote Government policy and programmes (e.g. Help to Grow Management) with a basic minimum of communications amplification, and where relevant incorporate in advice/guidance provided by the Growth Hub either via advisors or digital platforms. Any additional value-added activity would be at the discretion of the individual LEP/MCA or County Council.
7. Promote and encourage simplification and coordination of the local business support ecosystem, to provide clarity for local businesses and partners.

1. Bring together organisations involved in the provision of business support from across the public, private and third sectors, working to shape provision according to local business needs, and maintaining wider communication channels with local businesses. Work in close partnership with DBT, and with other Government-funded frontline business support services (e.g., the Business Support Helpline, Export Support Service), to help ensure a more seamless customer journey between services.
2. Actively participate in the relevant Growth Hub Cluster (as member, lead or national coordinator), working together either within the cluster or further afield where practicable and beneficial to do so, and to support coordination and drive economies of scale across the network.
3. Comply with the 2023/2024 Growth Hub **‘**Monitoring and Evaluation Framework.’Use robust monitoring and evaluation systems to seek continuous service improvement, ensure quality of delivery and enable analysis of impacts and outcomes.
4. Provide CLGU Area Teams with ad hoc local intelligence on new and emerging economic opportunities or shocks, and respond to specific ad hoc intelligence requests from area teams or DBT. Provide CLGU Area Teams and DBT with a short monthly report covering any significant, new or emerging information on local economic conditions, local business needs and concerns, economic opportunities and shocks, and the health of the local business support ecosystem.

Grant agreements in previous years had detailed a range of other expected services and activities beyond the above core functions, for example specialist programmes (e.g. high growth/innovative businesses). For 2023-2024, LEPs/MCAs/County Councils are again encouraged to provide what further services they can beyond core provision, but it would be for individual LEPs/MCAs/County Councils to consider the extent to which this is possible, based on local business and economic needs and on the LEP/MCA/County Council/Growth Hub’s capability and capacity.

Answers provided in the Schedule of Provision below should therefore specify activities the LEP/MCA/County Council will seek to deliver via its Growth Hub in this financial year, funded by the DBT core grant and where relevant any additional/alternative sources of funding (including from any commercial and/or fee-charging business support services operated by the LEP/MCA/County Council or Growth Hub). This can also include activities formerly undertaken as part of core provision in previous years.

LEPs/MCAs/County Councils should set out how they intend to utilise the flexibility of funding to deliver a consistent core Growth Hub provision within the conditions of this grant offer, to maintain the best possible service, and to achieve economies of scale. This should include working with other LEPs/MCAs/County Councils/Growth Hubs - either within the cluster or further afield - to undertake joint working, develop joint ventures, share services/costs/procurement, implement multi-region centres of excellence etc.

We would expect LEPs/MCAs/County Councils and Growth Hubs to help ensure seamless customer journeys between Growth Hubs and other Government-funded frontline business advice and support services (primarily the Business Support Helpline and DBT’s suite of export support services) including working with DBT to help evolve and implement agreed ways of working, data sharing agreements and related protocols where required.

**REQUIRED ACTION**

For LEPs/MCAs/County Councils to consider the ‘core conditions of funding’ as set out and provide responses to the key questions below, which are organised thematically as follows:

1. Management, Governance and Coordination
2. The Customer Journey
3. Strategic Partnerships and Business Support Simplification
4. Data, Monitoring, Reporting, Evaluation and Value For Money
5. Business and Economic Intelligence

To note that this Schedule 3 when completed and the contents therein will form part of the grant offer letter to be issued by the Department for Business and Trade (DBT).

To note also that as in previous years, grant awards will provide LEPs/MCAs/County Councils with revenue funding, which can only be spent on core Growth Hub delivery and development activities and cannot be used to make direct grants to business or to support/promote any commercial and/or fee-charging services operated by the LEP/MCA/County Council or Growth Hub.

**Section 1: Management, Governance and Coordination**

**Conditions of Funding 1 and 2**

1. ***The LEP/MCA/County Council and Accountable Body will maintain the necessary management and governance of the Growth Hub in line with the required Assurance and Accountability Frameworks and other statutory requirements (as appropriate), and financial reporting and accounting requirements. Continuing coordination with key local partners.***
2. ***Seek additional and alternative sources of funding to support both this core offer and any locally agreed Growth Hub provision or activity.***

***LEPs/MCAs/County Councils/Growth Hubs may operate a separately funded commercial and/or fee-charging offer alongside core provision, but this must be a visibly separate offer - services provided by such offers should not be positioned as enhancements to core free-to-access Growth Hub services, nor should the offer receive preferential treatment for business signposting or referrals from the Growth Hub.***

The Growth Hub (including any sub-hubs/spokes) remains under the direct leadership and governance of the LEP/MCA/County Council and under oversight of the LEP/MCA/County Council and Accountable Body (AB). All appropriate governance, transparency and accountability arrangements are in place and aligned and compliant with the LEP National Local Growth Assurance Framework (2021), the English Devolution Accountability Framework (2023) and other statutory requirements (as appropriate) and will adapt to any changes to these Frameworks and requirements that may occur during the Financial Year. All Growth Hub branding should meet the minimum requirements set down in the Growth Hub Network Branding/Communications Guidelines.

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| 1. What approach will the LEP/MCA/County Council and Accountable Body take to governance in 2023-2024 to ensure that the Growth Hub remains under the direct leadership and governance of the LEP/MCA/County Council and under oversight of the Accountable Body? To include confirmation that all appropriate LEP/MCA/County Council governance, transparency and accountability arrangements are in place and compliant with the LEP National Local Growth Assurance Framework and the English Devolution Accountability Framework and other statutory requirements, as appropriate (and any potential changes made to these during the year). |
| All operations of the South East LEP (SELEP) are covered by the SELEP Assurance Framework, which reflects the National Assurance Framework, and the SELEP Strategic Board provides overall leadership of the SELEP’s Growth Hub service – the South East Business Hub (SEBH).  SEBH is a hub-and-spoke delivery model comprised of three area hubs: Business Essex, Southend and Thurrock (BEST), Business East Sussex (BES), and Kent & Medway Growth Hub (KMGH). SELEP’s Growth Hub delivery model is designed to provide services tailored to local geographical requirements.  The delivery and evolution of the SEBH is overseen and reported against to the SELEP Strategic Board. The Board will be kept up to date on progress, issues and service adaptions required to operate during 2023/24. The Board will also be drawn upon to make any significant strategic decisions pertaining to the Growth Hub. Where necessary, such decisions will also be raised at the four SELEP Federated Area Boards for consideration and endorsement.  The Growth Hub service will be a key consideration in the process that SELEP will undertake through 2023/24 regarding the alignment of and/or integration of LEP functions into Local Authorities, subject to  emerging policy positions.  Federated Area Boards will receive updates as necessary on service delivery from their area sub-hub, and each sub-hub will continue to operate its own local steering group with defined terms of reference.  The SEBH Steering Group will continue with its oversight role of the Growth Hub project, providing strategic and operational input and advice, as set out in the Group’s Terms of Reference.  Growth Hub core funding will be managed by Essex County Council as the Accountable Body for SELEP, and all core funding commitments will be overseen by the SELEP Accountability Board, a formally constituted joint committee. The Accountability Board will receive reports on spend and will monitor progress. |
| 1. Which local stakeholders, partners and businesses will be involved in the governance of the Growth Hub in 2023-2024 and how will any potential conflicts of interest will be managed? Please attach a diagram illustrating the structure where available. |
| The strategic direction of the SEBH will continue to be driven by the SELEP Strategic Board, which steers and champions SELEP’s core functions and priorities. Alignment between the Strategic Board, Federated Area Boards, and Growth Hub Steering Groups is shown in the graphic below.    The SELEP Strategic Board is comprised of 25 members selected by their local private/public sector partnerships or their representative bodies and at least 50% of the members are required to be from the private sector. A current list of members can be found [here](https://www.southeastlep.com/good-governance/our-boards/strategic-board/), and information on Federated Area Board membership can be found [here.](https://www.southeastlep.com/good-governance/our-boards/federated-boards/)  Potential conflicts of interest are managed in accordance with the SELEP Assurance Framework, which requires individuals who have, or may have, a conflict to disclose that conflict publicly. Strategic and Federated Area Board members with conflicts of interest are obliged to abstain from voting on any matters where an actual or potential conflict of interest exists. Additionally, a register of pecuniary interests is held by the SELEP Secretariat and Federated Board Lead Authorities.  The SEBH Steering Group and Area Growth Hub Steering Groups are non-decision-making. The SEBH membership is in accordance with the [Group’s Terms of Reference](https://www.southeastlep.com/app/uploads/2021/12/Growth-Hub-Working-Group-TOR-06092021-FINAL.pdf) and members of all steering groups are given the opportunity to declare any potential conflicts of interests. These groups provide healthy challenge, identify local needs and priorities for business support, and ensure a collaborative approach to business support to streamline the business journey and maximise support provision to their local business base. |
| 1. What approach will the LEP/MCA/County Council and Accountable Body take to ensure the necessary compliance with funding requirements (e.g. levels of scrutiny of spend; quarterly claims submitted to DBT in a timely fashion alongside associated evidence of defrayal; timely notification to DBT of potential underspend and provision of end of year audit report?) |
| To ensure compliance with funding requirements across the hub and spoke delivery model, a Service Level Agreement (SLA) in the form of a Grant Agreement will be put in place between SELEP Ltd., Essex County Council as the Accountable Body for SELEP, and each Lead Authority responsible for delivery of the Growth Hub project. The SLA will provide for robust reporting on spend and appropriate reporting to DBT.  The SLA will also require the Section 151 Officer of each Lead Authority to undertake their normal stewardship role in terms of monitoring and accounting for use of the grant received, including assurance that it has been used in accordance with the grant terms and conditions.  The Accountable Body will require each Lead Authority to provide evidence of defrayal by the area hubs, alongside spend reports on a quarterly basis and all supporting documentation necessary to inform the year end audit. There is a standing agreement with the Accountable Body’s Internal Audit function to carry out a year-end audit and issue a final audit letter of assurance to confirm that spend has been defrayed in line with the grant offer letter.  Overall reporting and scrutiny of Growth Hub core spend will be monitored by the SELEP Business Development Manager, who will meet with the Accountable Body regularly to review actual spend against schedule 1 budget and discuss any issues, including underspend. Defrayal will also be managed through regular meetings with the Area Leads for each area hub, where any performance and/or financial issues will be discussed and resolved. |
| 1. What approach will the LEP/MCA/County Council take to ensure management and key delivery roles are appropriately resourced to ensure that the Growth Hub has the capacity and capability to deliver its contracted objectives, business outputs and intended impacts? |
| The delivery of the Growth Hub project will be managed by the SELEP Business Development Manager. The Growth Hub service will continue to be delivered by Lead Authorities with responsibility for their individual area hubs, with resource allocated for core service delivery and management as follows:   * East Sussex County Council (ESCC), the Lead Authority for Business East Sussex Growth Hub, will continue to provide officer resource to oversee and manage their in-house service. * Kent County Council (KCC) the Lead Authority for Kent and Medway Growth Hub manage an externally procured contract with Kent Invicta Chamber of Commerce for service delivery in this area, which will continue to be monitored and managed by the lead KCC officer. * Essex County Council will be the Lead Authority for the Business Essex, Southend and Thurrock Growth Hub and will manage an externally procured contract with the successful service provider. Procurement will take place in quarter 1 2023/24 and a provider will be contracted in early July 2023. |
| 1. Growth Hubs are currently embedded within the LEP/MCA/County Council’s Delivery Plans. Please confirm how the Growth Hub will continue to form part of the LEP/MCA/County Council’s suite of activities in this financial year, including how the LEP/MCA/County Council will address any changes to governance, structure or provision necessitated by LEP integration with local democratic structures, or other changes to LEP or Accountable Body status or geographies. Also, to set out how the LEP/MCA/County Council intends to ensure that the Growth Hub works effectively with relevant Local Authorities/Combined Authorities. |
| The current SELEP [Economic Recovery and Renewal Strategy](https://www.southeastlep.com/app/uploads/2021/03/EconomicRecoveryandRenewalStrategy_UpdatedMar21.pdf) outlines the opportunities and needs of the SELEP area, and actions required to drive economic growth across the South East. The strategy contains four Strategic Priorities. Strategic Priority 1 - Business Resilience and Growth – has Growth Hub delivery and business support and skills initiatives at its heart. SELEP’s Strategic Network is a core mechanism through which outcomes will be achieved for the business support ecosystem.  SELEP’s 2023/24 delivery plan is currently being developed to reflect the LEP’s emerging work to align and/or integrate LEP functions into Local Authorities. SELEP is developing integration scenarios for Strategic Board discussion and decision making this financial year, giving due regard to the emerging combined authority deal conversations in greater Essex. Any changes to governance, structures resulting from this work are expected to take place after March 2024. Growth Hub accountability and delivery is a core component of this strategic work and, whilst that plays through, the Growth Hub service will be delivered as outlined in sections 1-4 for the current financial year. |
| 1. Please specify what plans will be put in place to enable the LEP/MCA/County Council and/or any external Growth Hub providers and partners to work proactively together to leverage additional sources of public and private sector funding and other resources to add value and further enhance the Growth Hub offer and resilience of the Growth Hub’s provision. If the LEP/MCA/County Council/Growth Hub has or intends to implement any commercial and/or fee-charging offer, please provide details in response to Q7 (below). |
| 1. Other sources of funding:   SELEP and Growth Hub Lead Authorities will continue to work proactively to map, influence and align UKSPF District Council led business support projects with the Growth Hub service. Some partners are collaborating on this work, such as the North Essex Economic Board, the West Kent Partnership, and the Newhaven Town Deal, all of which are in dialogue with the area hubs. Regular meetings with District Economic Development Officers are also taking place, to share information and seek opportunities.   1. Resources:   The SELEP Strategic Board, Federated Area Boards, the SEBH and area hub Steering Groups, and local Business Support Provider Groups, collectively provide existing forums through which partners and stakeholders proactively work together to identify opportunities for leveraging in other funding and resources to build resilience and add value to the Growth Hub core offer, and wider business support landscape.   1. Other:   SELEP continues to develop a Strategic Network to support its priorities and objectives, through which enhancements to the Growth Hub core offer can be explored. Partnership working at cluster-level and pan-LEP through Catalyst South will also contribute. |
| 1. Where the LEP/MCA/County Council/Growth Hub has – or has plans to – operate a commercial and/or fee-charging offer alongside the core provision, please: 2. Set out how the services provided would differ from those to be delivered under the core offer, and how you intend to make it clearly visible that this is a separate offer to core Growth Hub provision and ensure that services provided by this offer cannot be interpreted as enhancements to any similar services provided under core Growth Hub provision. 3. confirm that core DBT funding will not be used to support the implementation, operation or promotion of this model, and that this will be clearly visible under the finance and audit requirements of the core grant agreement. 4. Confirm that core Growth Hub provision funded by DBT would not provide preferential treatment to the commercial and/or fee-charging offer in terms of business signposting or referrals from the Growth Hub. |
| SELEP, Growth Hub Lead Authorities, and contracted Growth hub providers are not planning to implement or operate any commercial or fee-charging offer this financial year. |
| 1. Please confirm that the Growth Hub will meet the minimum requirements as laid out in the current Growth Hub Network Branding/Communications Guidance and will take into account any revisions of the guidance during the financial year. |
| The requirement to meet current Growth Hub Network Branding/Communications Guidelines is embedded in the Service Level Agreements that exist between SELEP Ltd. and the Growth Hub Lead Authorities and is translated through to contracted area hub providers.  The guidelines are followed consistently across the Growth Hub websites and SEBH and area hub social media channels. Any future revisions to the guidelines will be implemented as required. |
| 1. Please confirm how the Growth Hub’s delivery model will have the flexibility to evolve and adjust to any new and emerging priorities or additional funded projects during FY 2023-24. Please also set out how the Growth Hub would adapt to any institutional and/or geographical changes that may occur, including those resulting from e.g. LEP integration with local democratic structures, or other changes to LEP or Accountable Body status. |
| The SEBH has demonstrated year on year it’s flexibility to evolve and adjust to new and emerging priorities and funding. This is achieved through established processes, governance and close working relationships between SELEP and the Lead Authorities. Any integration of LEP functions with local democratic structures is highly unlikely to take place within 2023/24 and if this were to be the case, SELEP and the Accountable Body would ensure that the Growth Hub service is delivered through to 31 March 2024 in a compliant and accountable manner. |

**Section 2: The Customer Journey**

**Conditions of Funding 3, 4 and 5**

1. ***As part of the Growth Hub network, to provide all businesses across England - no matter their size or sector - with access to advice and support via a free, impartial, ‘single point of contact’.***
2. ***Offer a triage, diagnostic and signposting service to make sure that all businesses approaching the Growth Hub can know what is available and can access the right support at the right time. Where relevant, offer tailored approaches to meet the needs of specific types of business (e.g. high growth potential), or priority sectors.***
3. ***Ensure the Growth Hub’s continuing ability to manage and deliver any separately funded non-core programmes commissioned from Growth Hubs by Government e.g., residual ERDF programmes, Made Smarter (where applicable).***

Seek to engage and support all businesses (particularly SMEs) to take up external advice including that provided by the private sector. Providing access to a free (at point of access) and impartial joined up local ‘single point of contact’, taking into consideration the Public Sector Equality Duty.

For non-core programmes funded separately by Government, we would expect the Growth Hub’s core management, governance and resources to continue to support these programmes where required.

High growth potential and “scale up” businesses are important to both local and national economies, and can have specific support needs.  We therefore expect LEPs/MCAs/County Councils/Growth Hubs to – where feasible – seek to identify and target those businesses with the opportunity, ambition and greatest potential to grow, and to help them access the most relevant and impactful support. This can include in-house Growth Hub provision, alongside deeper relationships with public and private sector providers and other relevant partners to curate the most appropriate and effective interventions for these businesses.

In all answers, please specify what is being provided within core provision, **and what activity is resourced and/or funded from other sources**.

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| 1. What steps will the LEP/MCA/County Council take to ensure that the Growth Hub continues to provide access for all businesses, irrespective of size or sector, via a free and impartial local ‘single point of contact’? |
| The Business East Sussex and Kent & Medway Area Growth Hubs will continue to provide navigators to act as the local point of contact for all businesses, from 1st April 2023. The BES, Ask Phil and SEBH websites continue to be maintained, to ensure that businesses can always access information and support digitally, and in parallel with the option to speak to a navigator.  The Business Essex, Southend and Thurrock Growth Hub is temporarily closed, because Southend City Council withdrew their role as host in late March 2023 due to funding uncertainties and associated liabilities. Essex County Council has agreed to take on the role of hosting the BEST service in 2023/24 and is in the process of procuring a new service provider. SELEP and ECC are planning for the service to resume on 3rd July for the remaining 9 months of the year. The BEST website remains live for signposting purposes, although contact details (phone number, email and contact page) have been removed until the service resumes. Businesses in the BEST area are being signposted in quarter1, via the website front page, to the National Business Support Helpline and District Council economic development officers and/or webpages. |
| 1. What delivery model will be used by the LEP/MCA/County Council via the Growth Hub in 2023-2024 to deliver a local triage and diagnostic service to all businesses in the LEP/MCA/County Council/Growth Hub area? Are any changes planned to the current Growth Hub delivery model? |
| SELEP will retain the hub-and-spoke delivery model, with some changes to the SELEP funding allocation across the area hubs compared to financial year 2022/23. SELEP will provide resource to coordinate service delivery, financial management and reporting, and the area hubs will receive the bulk of the funding to locally resource navigators/advisors, communications and engagement activities, data and service management, and any additional eligible activities deemed to be a local priority. |
| 1. What steps will the LEP/MCA/County Council take to ensure that the Growth Hub focuses on those delivery models and services demonstrated to be most effective for SMEs, prioritising according to local business demographics and business needs e.g., face-to-face support, local business networks (including mentoring), specialist support? |
| The SELEP hub-and-spoke model fully enables the area hubs to design, deliver and flex their support provision according to their individual local business demographics and business needs. The strong Growth Hub governance model (as described in 2 above) facilitates information exchange and feedback from the area hubs on local priorities and activities, which can facilitate service flexibility should it be necessary in-year.  The reduced funding envelope for previous years (excepting 2022/23) has resulted in a paring back of specialist activities, such as peer to peer work and specialist advisors, so that the core service is definitively provided. However, communications, engagement and outreach activities will be tailored to known local needs, and close working relationships with District Councils will also help to align the Growth Hubs with new UKSPF business support schemes, which are by nature designed to support businesses at a micro level. |
| 1. Please set out below how the LEP/MCA/County Council will, through the Growth Hub, ensure that (where possible) local businesses with the opportunity, ambition and greatest potential to grow can be identified, targeted, and provided with access to impactful support. This may include use of national and local data (e.g. Government-provided data and tools, commercial databases, or bodies such as The Scale-Up Institute). Please set out any current and/or planned diagnostic and support approaches, or specific in-house or partner-led programmes.   Please also detail any exemplar local approaches or programmes for high growth/scale-up businesses – whether in-house or partner-led – from which ongoing learning and best practice may be of value to the Growth Hub Network and/or feed into future development of Government business support policy. |
| The value of high growth potential businesses is fully recognised by the Growth Hub. They are primarily identified through initial triage and diagnostics carried out by the business navigators and either sign-posted to, or account managed through, the most appropriate support available.  Targeted support will be provided by the Kent and Medway Growth Hub through specialist adviser services including investment support and net zero audits.  Business East Sussex will commission some bespoke business support in-year, with a strong outreach component for high growth potential businesses.  The provider yet to be procured for the BEST Growth Hub is invited, via the tender process, to propose an enhanced element to the core service, which may include targeted support for businesses with potential to grow. An update will be provided in the Bi-Annual Report. |
| 1. How will the LEP/MCA/County Council ensure that the Growth Hub makes best use of free national assets (e.g., GOV.UK and other Government online resources), and shared assets across the Growth Hub Network? |
| The Growth Hub will continue to draw on the expertise and experience of its own staff and others within the established Growth Hub network, including:   * Utilising free tools, and national assets and materials, through the Growth Hub website * Making pre-start referrals to the Business Support Helpline * Using the Business Support Helpline (BSH) Knowledge Bank * Ensuring assets produced by the Growth Hub Network are shared and implemented or tested locally where appropriate * Making appropriate referrals to the Export Support service and other sector and topic-specific business support schemes in the landscape * Drawing on best practice for digital support used by other Growth Hubs |
| 1. How will the LEP/MCA/County Council ensure the Growth Hub supports and promotes Government policy and programmes (e.g. Help to Grow Management, Made Smarter) with a basic minimum of communications amplification, and where relevant incorporate in advice/guidance provided by the Growth Hub either via advisors or digital platforms. Any additional value-added activity would be at the discretion of the individual LEP/MCA/County Council.   Please also specify how the LEP/MCA/County Council will ensure that the Growth Hub will effectively identify and promote advice and support provided by other partners in the public and private sector? For example, relevant programmes that would seek to:   1. support businesses seeking new market opportunities and to trade internationally; 2. stimulate investment in science, research & development and innovation, and encourage the marketisation and adoption of innovative technologies and management best practice; 3. enable businesses’ ability to source the right people, access apprenticeships and develop workforce skills; 4. ensure business awareness of public procurement opportunities and major infrastructure projects; including as a minimum a link on the Growth Hub website to the Government's free portal, Contracts Finder; and 5. make businesses aware of the opportunities created by national strategies and support programmes e.g., Net Zero, Help to Grow Management and Made Smarter. |
| SELEP’s Growth Hub delivery model includes resource allocation for communications, engagement and marketing activities, to promote the service and the wider business support landscape, and up-to-date website content curation. These activities will ensure that Government and other programmes, including those provided by other partners, are supported and promoted by the area hubs, and used in signposting, guidance, navigation and advice where relevant, and to make referrals that are in the best interests of the business.  Cluster meeting and area hub Steering Group and/or provider meetings provide helpful mechanisms through which new schemes and programmes are identified, specific communications or campaigns discussed, and updates to exiting programmes and Government policy shared.  To support businesses seeking new market opportunities and to trade internationally, area hubs will refer businesses to the new Department for International Trade customer services helpline for triaging and sector-specific support.  To stimulate investment in science, research and development, and innovation, and encourage the adoption of innovative technologies and management best practice, the Growth Hub will continue to maintain relationships with local Universities and business schools, to link businesses to innovation and knowledge transfer initiatives.  To enable businesses to source the right people, access apprenticeships and develop workforce skills, the Growth Hub will continue to ensure links to regional and local skills and employment support, including SELEP’s [South East Skills website](https://www.southeastskills.org.uk/apprenticeships-t-levels/key-information/), and will work collaboratively through SELEP with the Catalyst South Digital Skills Partnership.  To aid business awareness of public procurement opportunities and infrastructure projects, SELEP will facilitate links between the Growth Hub and the [SELEP Major Projects Group](https://www.southeastlep.com/major-projects-group/), and Local Authority procurement information and opportunities. The Growth Hub will also signpost to the Government's free Contracts Finder portal.  The Growth Hub will promote and signpost to opportunities created by national strategies and support programmes, such as the Help to Grow Scheme, SME Climate Hub and Made Smarter. |
| 1. Where relevant, please specify how the LEP/MCA/County Council will ensure the continued ability of the Growth Hub’s core management, governance and resources to support management and/or delivery of any separately funded non-core programmes commissioned from Growth Hubs by Government e.g., residual ERDF programmes, Made Smarter (where applicable). This should include resilience through any potential institutional change, as set out in Q9. |
| The South East Business Hub does not directly manage or deliver non-core programmes commissioned by Government, and no institutional change is expected in 2023/24. |
| 1. Where relevant, what steps will the Growth Hub take to work in partnership with the British Business Bank, the Financial Sector, accountants and others to raise awareness of sources of business finance, or provide signposting to appropriate sources of advice and guidance? |
| The South East Business Hub will maintain its partnership working with the British Business Bank (BBB) and promote the Finance Hub and Start-up Loans information on the Growth Hub websites. Area Hubs will also seek to develop local business finance provider networks or similar, and continue to include the ICAEW Business Advice Service as part of the business referral network. |

**Section 3: Strategic partnerships and business support simplification**

**Conditions of Funding 6, 7, 8, 9 & 10**

1. ***Link to and promote national and local provision, from the public, private and third sector, and academia/Business Schools.***
2. ***Support and promote Government policy and programmes (e.g. Help to Grow Management) with a basic minimum of communications amplification, and where relevant incorporate in advice/guidance provided by the Growth Hub either via advisors or digital platforms. Any additional value-added activity would be at the discretion of the individual LEP/MCA or Country Council.***
3. ***Promote and encourage simplification and coordination of the local business support ecosystem, to provide clarity for local businesses and partners.***
4. ***Bring together organisations involved in the provision of business support from across the public, private and third sectors, working to shape provision according to local business needs, and maintaining wider communication channels with local businesses. Work in close partnership with DBT, and with other Government-funded frontline business support services (e.g., the Business Support Helpline, Export Support Service), to help ensure a more seamless customer journey between services.***
5. ***Actively participate in the relevant Growth Hub Cluster (as member, lead or national coordinator), working together either within the cluster or further afield where practicable and beneficial to do so, and to support coordination and drive economies of scale across the network.***

LEPs/MCAs/County Councils and Growth Hubs should build and strengthen relationships with key local players across the Public, Private and Third Sectors, Academia/Business Schools, and national providers such as Innovate UK (IUK), the suite of DBT Trade and Export Support Services, the British Business Bank, investors, Universities, and others to exploit opportunities for collaboration and to further join up and simplify the local business support ecosystem.

The creation of the new Department for Business & Trade has provided the opportunity to develop more seamless customer journeys between Growth Hubs and other frontline business support services funded by DBT including the Business Support Helpline and the Export Support Service. We expect LEPs/MCAs/County Councils and Growth Hubs to work in partnership with DBT and its agencies to help achieve this. This will also provide a foundation for enhancing linkages with other key business-facing agencies such as Innovate UK.

Please specify what is being provided within core provision, **and what activity is resourced and/or funded from other sources**.

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| 1. What approach will the LEP/MCA/County Council take, via the Growth Hub, to continue to develop strong, inclusive partnerships with relevant local and national players (public, private, third sector and academia/Business Schools), to 2. Drive up the visibility of the Growth Hub and the broader business support ecosystem to businesses, to help increase business awareness and use of external advice and support. 3. Ensure through this convening role that the Growth Hub can maintain a robust and comprehensive overview of relevant national and local business support offers, to help businesses navigate the support ecosystem and access appropriate support at different stages of the business journey. 4. Help inform the ongoing development and delivery of the Growth Hub and shaping provision according to local business needs,      1. Better align services across providers where possible. |
| The Growth Hub service and the business support ecosystem is a core component of the Business Resilience and Growth Strategic Priority in SELEP’s Recovery and Renewal Strategy, and increasing their visibility is a key activity for both SELEP and the South East Business Hub. Resource and budget have been allocated within the core funding for marketing and engagement activities by all three area Hubs. These activities will raise awareness of the service, increase outreach, and identify and promote all relevant business support in the local ecosystem. In parallel, SELEP will champion and promote the Growth Hub and the wider business support landscape across its Strategic Network.  Maintaining a robust and comprehensive overview of relevant national and local support schemes is central to the core offer of the area Hubs. The SELEP Growth Hub community will continue to maintain good working relationships with all relevant providers to achieve this, including through project steering groups, provider groups and intermediary groups. This also facilitates partnership working, information sharing, and collaborative analysis of the landscape to better align services across the landscape.  The Growth Hub Steering Groups and Provider Groups also act as primary mechanisms to inform and steer the ongoing development and delivery of the Growth Hub. SELEP and the area hubs work together and with partners, to map business support schemes across the patch and discuss how these meet the needs of local businesses and where there may be gaps. This includes working with District Councils to understand their design and delivery of UKSPF business support activities, which in turn informs a SELEP-wide overview of the landscape. This intelligence is used to help shape the delivery of the area hubs and other local provisions. It also enables area hubs and providers to better align their services |
| 18b). Please provide a brief summary - where appropriate/relevant - of how you work with and have relationships with key national and local partners from the examples listed below:   * Innovate UK (IUK) and UK Edge * Knowledge Transfer Network (KTN) * DBT Trade and Export Support Services (inc. Trade Advisors) * British Business Bank (BBB), including the Start-Up Loans Company * Intellectual Property Office (IPO) and British Libraries Information and Intellectual Property centres * Be the Business (Productivity Leadership Group): * Banks * ICAEW / Accountants * Professional & Business Services sector (including local specialist advisors and Legal and Professional sector partners) * Business Angel Networks * Universities/Business Schools * Business Intermediaries (e.g., Chambers of Commerce, local FSB etc) * Enterprise Zones, Investment Zones & Freeports: * Local/Combined Authorities * Catapults/Incubators and Accelerators * Better Business for All (BBfA)/Local Regulators * Libraries/Business & IP Centres * Enterprise Agencies * Government Departments e.g., DCMS, DWP, HMRC, DESNZ, DSIT and Cabinet Office (SME procurement) * National Cyber Security Centre * Others (public, private, third sector etc) |
| SELEP and the Growth Hub team collectively have relationships with each of the organisations listed below.   * Innovate UK, UK Edge and KTN:  The Growth Hub is in touch with the Innovate UK Edge manager for referrals and information exchange. SELEP has a strategic relationship with IUK and relationships will continue to be developed with the KTN for referrals and information exchange. * Department for International Trade (DIT): Growth Hubs have recently been advised to refer all relevant businesses to the DIT customer services team. * British Business Bank (BBB): The Growth Hub will continue working with BBB contacts within the region to understand and promote their offers. * Intellectual Property Office (IPO): Light-touch relations will be maintained with the regional IPO. * Be the Business: Contact with BtB is limited. The Growth Hub will reach out to local contacts this year. * Banks: There are various local on-going relationships with high street banks; bank representation will continue to be sought to enable sharing of information on current programmes and schemes. Growth Hub representatives are also part of the South East NatWest Taskforce. * ICAEW / Accountants: A good working relationship exists with ICEAW through local representatives. * PBS sector (including local specialist advisors and support via a pool of Legal and Professional sector partners): The Growth Hub team has an established network of professional advisors that has been developed over several years and will continue to be utilised. * Angel Networks: The Growth Hub maintains varying levels of collaboration with angel networks, primarily through the Kent Investors Network and Angels@Essex; work with South East Angels is emerging. * Universities/Business Schools: The Growth Hub has strong and collaborative relationships with local universities, including Kent, Sussex, Brighton, Sussex Innovation Centre, Essex and Anglia Ruskin, who sit on local Growth Hub steering groups and are involved in business support development and provision. * Business Intermediaries (e.g. Chambers, FSB etc): The Growth Hub has close working relationships with Sussex and Kent Chambers of Commerce, the Alliance of Chambers in East Sussex Alliance, regional IoD and FSB, all of whom sit on local steering and provider groups. * Enterprise Zones: There are well established working relationships with representatives of Newhaven, Discovery Park, North Kent and Harlow Enterprise Zones, and their associated Local Authorities. * Local/Combined Authorities: The area hubs are delivered by Lead Authorities East Sussex County Council, Kent County Council and Essex County Council, all of whom have well-developed relationships and forums with Local Authorities across the SELEP area, including districts and Economic Development Officers. * Catapults/Incubators and Accelerators:  The Growth Hub has working relationships with Sussex Innovation Centre, Kent Business School, the Defence and Security Accelerator, and local Universities who in turn have strong links with regional Catapults. * Better Business for All (BBfA)/Regulators:  The Growth Hub has working BBfA partnerships in place, including representation on local steering groups and strong promotion via the websites. * Libraries/Business & IP Centres:  The team has good links with the East Sussex Library Service, the Kent Libraries, Registration and Archives, BIPC Kent, and signposts to resources offered by Essex Libraries. * Enterprise Agencies: The Growth Hub has good working relationships with local Enterprise Agencies. * Government Departments: The Growth Hub has access to good working relationships between SELEP and DCMS, DWP and DLUHC, and has direct links with HMRC. |
| 1. Please confirm that the LEP/MCA/County Council and Growth Hub will work in partnership with DBT and with relevant Government-funded frontline business support services (e.g. the Business Support Helpline, Export Support Service) to help develop more seamless customer journeys between those services, including ways of working and data sharing protocols and agreements, to improve the customer experience and ensure relevance of support. (Note: Data sharing is explored in more detail under Condition 11 below). |
| SELEP and the South East Business Hub will work with DBT and relevant Government funded support services, to improve the business customer journey between services. |
| 1. What approach is the LEP/MCA/County Council/Growth Hub taking to explore opportunities for sharing office space, hot-desking and other resources? Please include not only with local partners such as Innovate UK, the BBB and IPO, but cluster members or other LEP/MCAs where it makes sense to do so and would deliver a greater level of value for money and/or deliver greater outputs and impact for the Growth Hub. Please detail where this is already happening. |
| SELEP has a shared service model with Essex County Council, which provides access to premises and systems, which benefit associated Growth Hub activities. Hybrid working arrangements are now established within the Growth Hub Lead Authorities, streamlining use of office space and improving the application of digital tools. In East Sussex, provision of physical Growth Hub space has been replaced by an in-house service model and virtual service, and in Kent and Medway, Growth Hub physical space is shared with Kent Invicta Chambers as the contracted service provider.  SELEP is the largest LEP outside of London, comprising three County Councils and three Unitary Authorities, employing a Federated Area structure for all partners to operate within. As such, SELEP has always sought to identify opportunities to work more effectively and efficiently with constituent partners. SELEP has also driven collaborative working with six other southern LEPs to create Catalyst South. SELEP and the Growth Hub will continue to explore opportunities to optimise the sharing of resources and deliver greater outputs and impact for the Growth Hub where it makes sense to do so. |
| 1. Given that a Condition of Funding is to ensure that Growth Hubs work together to seek economies of scale, leveraging value for money, etc, what steps will be taken to ensure the LEP/MCA/County Council through the Growth Hub collaborates flexibly with other Cluster members, Cluster Leads, LEPs/MCAs/County Councils/Growth Hubs further afield, and with the National Coordinator? |
| The SELEP Growth Hub will work closely with London & Partners (for the GLA) and Hertfordshire LEP as a cluster, through bi-weekly meetings to identify and discuss ways of working together to achieve economies of scale, better value for money and sharing of good practice. An activity plan will be developed for 2023/24 and will be coordinated by the cluster lead.    Also, through the cluster and cluster leads meetings, SELEP receives and acts upon information cascaded through the cluster network, and contributes information, learning and issues to this network. Where capacity allows, the Growth Hub will develop further links with other clusters and cluster leads, to explore new and relevant opportunities. |

**Section** **4: Data, Monitoring, Reporting, Evaluation and Value For Money**

**Condition of Funding 11**

1. ***Comply with the 2023/2024 Growth Hub ‘Monitoring and Evaluation Framework.’ Use robust monitoring and evaluation systems to seek continuous service improvement, ensure quality of delivery,*** ***and enable analysis of impacts and outcomes.***

The LEP/MCA/County Council must commit its Growth Hub (including any external providers) to use common metrics and evaluation approaches as set out in the revised Framework. This will include provision by the LEP/MCA/County Council to DBT of **aggregated**Growth Hub performance data on a bi-annual, end of year and ad-hoc basis for all interventions regardless of level of intensity.

The LEP/MCA/County Council will also be expected to maintain records of **non-aggregated** (firm level) data for all medium and high intensity diagnostics and interventions (including provision of primary unique business identifiers e.g., Companies House Registration Number or VAT/PAYE and postcode) to be made available to DBT or its agents to undertake evaluation of the performance, outputs and impact of all Growth Hubs. LEPs/MCAs/County Councils should also maintain records of firm-level data for any separately funded non-core Government programmes e.g., Made Smarter and residual ERDF projects and provide this to DBT or its designated agents on request, whilst ensuring compliance with UK GDPR.

DBT intends to explore and develop data sharing agreements and protocols between all Growth Hubs and the various services also funded or operated by DBT, such as the Business Support Helpline, to facilitate the sharing of information to help achieve more seamless customer journeys between these support offers. All LEPs/MCAs/County Councils/Growth Hubs will be expected to engage with DBT on developing these approaches, and in due course to agree to implement any such agreements or protocols. This may provide a foundation for similar approaches with government agencies such as Innovate UK.

In order to enable smooth data sharing, we would expect the LEP/MCA/County Council and Growth Hub to ensure that relevant CRM data can be extracted and/or shared with these government partner services either as static data using recognised enterprise-standard file types or (where feasible) via live data links. This will be reflected in the Monitoring & Evaluation (M&E) Framework.

The LEP/MCA/County Council will be expected to produce a bi-annual and separate, more detailed end of year report on the performance and delivery of the Growth Hub, which may also include any independent evaluation carried out. This information may in addition be published in the LEP’s/MCA’s/County Council’s own annual report. Scheduling of these reports is detailed in the Grant Offer Letter.

The Growth Hubs Programme is required to take into consideration the requirements of the Public Sector Equality Duty, ensuring that services do not exclude individuals with legally protected characteristics. The M&E Framework for 2023-2024 includes the specific requirements for collecting data relating to protected characteristics of those using Growth Hub services, and qualitative information on any specific programmes or activities targeting these groups.

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| 1. What systems will be put in place to ensure that the Growth Hub (including any externally contracted delivery agents/brokers) fully complies with the data collection and reporting requirements set down in the 2023-2024 ‘Monitoring & Evaluation Framework’ including indicators that relate to levels of business awareness, engagement, transformation, value for money, outputs and impact, and ensuring full compliance with UK GDPR legislation. |
| The area hubs, including external delivery partners for BEST and KMGH, will continue to use the SELEP approved CRM system, Evolutive, which is satisfactory for meeting the minimum requirements set out in the 2022/23 Monitoring and Evaluation Framework.  It is expected that any new, mandatory requirements set down in the 2023/24 Monitoring and Evaluation Framework - yet to be received at time of writing - will be incorporated into the existing CRM by the CRM provider as soon as practically possible. Growth Hub staff involved in data collection and reporting requirements will convene to agree and implement any process additions or amendments required to comply with the 2023/24 Framework. This will be subject to current being sufficient to address any new requirements yet to be set out.  Appropriate Information Sharing Protocols (ISPs) and Privacy Policies are in place to ensure compliance with GDPR legislation and will be reviewed as required. |
| 1. What approach will the LEP/MCA/County Council take to ensure the collection of metrics and data that relates to engagement and the use of services by those with protected characteristics as set out in the M&E Framework, and the limitations of that data and its collection. |
| The Growth Hub Evolutive CRM has been modified to ensure the collection of protected characteristics metrics and data, as required by the 2022/23 M&E Framework. A limitation to the collection of this data is the business user’s preparedness to share such information, the ability of Growth Hub staff to weave these questions into the conversation, and the need to anonymise this data. Any new, mandatory protected characteristics data required in the 2023/24 M&E Framework – yet to be received - will be built into the existing CRM as soon as practically possible. |
| 1. What systems are or will be put in place to ensure robust and quality driven data capture and reporting to DBT of aggregated data at required intervals. |
| The Evolutive CRM system will remain in place this year, through the purchase of 2023/24 CRM licences, for the capture of aggregated business data, which will be reported on at the required intervals. |
| 1. What systems are or will be put in place to collect and maintain records of **non- aggregated** **(firm level)** data for all businesses receiving medium-intensity and high-intensity diagnostics, support and advice e.g., this must include accurate capture of Companies Registration Number or VAT/PAYE and postcode as the primary unique business identifiers. |
| The Evolutive CRM system will remain in place this year, through the purchase of 2023/24 CRM licences, for the capture of non-aggregated business medium and high intensity support data, which will be reported on at the required intervals. |
| 1. Please confirm that the LEP/MCA/County Council and Growth Hub will engage with DBT and its partners to develop and subsequently adopt cross-service provider data sharing agreements and protocols, and set out in principle how these would be implemented by the organisation(s).   Please also set out how the LEP/MCA/County Council and Growth Hub would ensure that relevant data from CRM systems could effectively be shared with partners in either a static format (e.g. database files) or via live data links (e.g. via APIs), and how practical this would be to achieve. |
| SELEP and the South East Business Hub will engage in the development and adoption of data-sharing agreements and protocols, subject to adequate Information Governance support and requisite sign-off from Essex County Council (as Accountable Body for SELEP) and area hub Lead Authorities.  Implementation of new data-sharing activities could follow the model already in place for data sharing between SELEP and the three area hubs, all acting as data controllers. This involves a shared and published Data Sharing Protocol, consistent and accurate data privacy notices and policies, and facilities built into the Evolutive CRM to enable SELEP live access to specified area hub data sets. In some cases, it also requires a Data Protection Impact Assessment of the protocol and the participation of contracted providers as data processors.  SELEP and the area Hubs would need to liaise with Alcium as the Evolutive CRM provider, to discuss and agree how relevant data could effectively be shared with partners, subject to the necessary agreements being in place.  It must be noted that any costs to SELEP and/or the Growth Hub, associated with this work, are currently unknown and are not budgeted for. |
| 1. Please confirm any Key Performance Indicators and Quality Performance Standards set by the LEP to ensure that the Growth Hub (whether delivered “in-house” by the LEP/MCA/LA/County Council or by an externally contracted provider) delivers a service that is aligned with the ‘Conditions of Funding’ attached to this Grant. |
| The SELEP Growth Hub Key Performance Indicators (KPIs) are as follows:     |  |  | | --- | --- | | **Intensity Level** | **Target** | | Light touch intensity engagements | 670 | | Medium intensity engagements | 723 | | High intensity engagements | 108 | | Satisfaction rating | 93% | |
| 1. Please specify how the LEP/MCA/County Council ensures that the Growth Hub makes use of freely available national data sets (e.g., HMRC export data), and of third-party business data (e.g., Companies House, Dun & Bradstreet) to supplement local intelligence, shape delivery of core Growth Hub services, and identify, engage and support the business target audience? |
| Nationally available data sets such as HMRC data and Scale-Up Institute data will be given due regard and employed where capacity allows, alongside various local data sets (such as East Sussex in Figures) to inform the operational and strategic activities of the core service for the benefit of businesses.  In addition, SELEP has purchased an annual licence for The Data City for the analysis of sector, cluster and company growth data, including for emerging economy sectors. This will be used to inform SELEP’s State of the Region report and for the strategic analysis of the SELEP business base to help shape business support provision. |
| 1. What approach will the LEP/MCA/County Council take to ensure that the performance and impact of the Growth Hub is robustly measured and evaluated? Including areas such as value for money, short, medium and longitudinal impact on business growth, delivery metrics, business needs, reach and impact of support provided to businesses. |
| SELEP will measure and evaluate the performance and impact of the Growth Hub service through the monitoring of agreed KPIs and the gathering and analysis of data via the Evolutive CRM, scrutiny of KPIs and monitoring data by the Growth Hub Steering Groups, progress reporting to the SELEP Strategic Board, and completion of the bi-annual and annual report. |

**Section 5: Business and Economic Intelligence**

**Condition of Funding 12**

***12. Provide CLGU Area Teams with ad hoc local intelligence on new and emerging economic opportunities or shocks, and respond to specific ad hoc intelligence requests from area teams or DBT. Provide CLGU Area Teams and DBT with a short monthly report covering any significant, new or emerging information on local economic conditions, local business needs and concerns, economic opportunities and shocks, and the health of the local business support ecosystem.***

We expect LEPs/MCAs/County Councils and their Growth Hubs to engage closely with the Cities and Local Growth Unit’s (CLGU) Area Teams and to share information. The core condition requires LEPs/MCAs/County Councils and Growth Hubs to report on any significant new and emerging economic opportunities and shocks, also to respond to ad-hoc queries from CLGU/Area Teams on specific local business and economic issues.

We are also now requiring Growth Hubs to provide DBT and CLGU Area Teams with a brief intelligence report, to be received during the first week of each calendar month. The reports should cover any significant, new or emerging information on

a) local economic conditions,

b) business needs and concerns,

c) economic opportunities or shocks, and

d) the health of the local business support ecosystem.

**Should there be nothing substantive to report in a given month, we would require confirmation of a nil return in lieu of a completed template.**

Reports need only contain information that in the judgment of the provider is timely and relevant, and DBT will provide a simple template for completion. It is for individual LEPs/MCAs/County Councils to determine how they manage this light-touch process, including whether they choose to work individually or agree to pool intelligence with one or more members of their regional Cluster. These reports may be shared with local partners, but please ensure that business support ecosystem information is provided only to HM Government.

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| 1. What approach will the LEP/MCA/County Council via its Growth Hub take to provide CLGU Area Teams with ad hoc intelligence and information on new and emerging economic opportunities and shocks and local business conditions and respond to specific and ad hoc intelligence requests from CLGU Area Leads or DBT? |
| Any intelligence and information on significant new and emerging economic shocks and opportunities, and local business conditions, will be garnered via the quarterly South East Business Hub Steering Group meetings, and provided to the CLGU Area Team by the SELEP Business Development Manager.  Ad-hoc intelligence requests from CLGU or DBT will be responded to within a reasonable timeframe by the SELEP Business Development Manager, through consultation with area hub Lead Authority leads and contracted providers. |
| 1. Please set out how the LEP/MCA/County Council and its Growth Hub will meet the requirement for monthly reporting. This may include details of information providers and sources, engagement with local partners such as Local Authorities or business representative organisations, a named responsible contact point, any processes for quality control and delivery, any agreements between cluster members etc. |
| Content for monthly reporting will be produced by East Sussex County Council as the in-house BES provider, and contracted providers for BEST (tbc) and KMGH (Kent Invicta Chamber of Commerce). These will be consolidated into a South East Business Hub monthly report and submitted by the SELEP Business Development Manager. Monthly reporting will start on receipt of template. |