

**Notes and Actions from Growth Hub Board Meeting – 14<sup>th</sup> September 2016**

Gary Woodman (GW)- Chair/ Phoebe Dawson (PD)/ Ian Edwards (IE)/ Cassie Bray (CB)/ Sue Crow (SC)/ Tim Maxfield (TM)/ Roy Irish (RI)/ Steve Singleton (SS)/ Carolyn Davies (CD)/ Kim Cook (KC)/ David Mellors (DM)/ Mike Goodall (MG)

**Actions from previous minutes:** PD to send Roy Irish copy of WBC business plan - **PD**

**WBC Performance Update**

Discussion around reciprocal partner and stakeholder information sharing

- Fortnightly/monthly reports with districts to be developed
- Referral partners to send monthly reports of referral outcomes to WBC

Secure LEP portal – WBC papers to be added moving forward for LEP Board and Business Board

- Consolidated report sent to GH Board
- BEM sector reports to be included at each GH Board meeting and then added to portal

Discussion around scale-up criteria – defined by BEIS and Scale-Up Institute

- Cross-reference growth business lists to ensure one consolidated report with genuine scale-ups

Proactive target has been changed to 3750 (annual) in light of current resource issues

- Need to consider the definition of a proactive call for future
- Consider if we only log a 'meaningful' conversation or the number of calls made in order to achieve a 'meaningful' conversation
- Ensure we log all incoming calls for a true reflection of the types of enquiry we receive, and include in report to referral partners in order to monitor enquiry rates following marketing campaign

Assess customer satisfaction survey

- Implement an automatic 2 day turnaround for the survey to be sent out following an engagement

New website has had its soft launch

- Request for case studies, articles and events to promote moving forward

Manufacturing BEM vacancy to go out this week

- Recommendations for the position welcomed

**Actions:**

Next GH Board date to be confirmed 14<sup>th</sup> October 2016

KC to send example embedded survey to Phoebe Dawson- **KC**

Request for case studies and articles- **all**

**WCC Update**

All funding proposals have been agreed by ESIF

- Funding agreements due through by end of October
- Enterprising Worcestershire support to work on 'pick and mix' basis following feedback from businesses

**Actions:**

SC to update GH Board when procurement event has been rescheduled - **SC**

**WLEP update**

Mystery shopping of WBC support and website – results due shortly

Mentoring scheme in development

- Phoebe Dawson working with Jess Antley on paper for approval

**Actions:**

Further update at next board meeting - **PD**

**AOB**

Midlands Engine investment fund due by February, further updates to follow

**Date of next meeting: 14<sup>th</sup> October, 2pm**

**Venue: The Hive, Worcester**