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| **Attendees** | John Mortimer, SWLEP (Chair) (JM)Alison Edgar, Sales Coaching Solutions (AE)Tara Gillam, Business West (TG)Mirabelle Mack, Swindon Borough Council (MM)Jo Minnaar, SWLEP (JoM) |
| **Guests** | None |
| **Apologies** | Jan De Jong, FSBTim Martienssen, Wiltshire CouncilAngela Hays, Wiltshire Council Mandy Timbrell, Higher Futures (MT)Rachel Finlay, TEN |
| **Venue** | Monkton Park, Chippenham |

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| **Item** | **Narrative** | **Deadline** |
| **1** | **Welcome** |  |
|  |  Welcome delivered by John Mortimer (Chair) |  |
| **2** | **Minutes** |  |
|  | The minutes were approved. |  |
| **3** | **Outstanding Matters Arising** |  |
|  | Minutes to be published on LEP website to improve transparency (**Action JoM)** |  |
| **4** | **Growth Hub Portal – Update** |  |
|  | National Call Centre visitIan Durston had visited the national call centre to establish whether it might be a suitable route to use for the handling calls to our Growth Hub. A number of things came out including:* Highly professional and knowledgeable staff
* Data sharing agreement issues
* Not able to answer a Swindon and Wiltshire Call using the local greeting, they only use a generic greeting

(**Action: Tara Gillam to send National Call Centre report to JoM)**JM wanted to ensure there was a good link back to our Growth Hub. It was felt to be Important that we have control of the information of businesses accessing the Growth Hub Service. More data was needed including contact details. Possible alternative would be to put out an open call to provide the service although it was acknowledged that the call volume was not high. **(Action: JoM to investigate further)**Portal status update Performance dashboard presented, generally good outcomes.(**Action: JoM to confirm top word search used)**One issue identified was that Tara, Alison or John had not received the Growth Hub newsletter sent out **(Action: JoM to investigate further)**Salisbury Incident UpdateUpdate given by JoM on available support including Capital fundingGDPR Meeting the regulations – It was confirmed that all the requirements of the new GDPR regulations had been incorporated into the new system making the S&W Growth Hub fully compliant.JM confirmed that data sharing with partners could not be a one-way ‘relationship’ and that all the partners using the CRM system needed to *be “working as partners to achieve economic growth in the area”.*In regard to Swindon Borough Council sharing data with the Growth Hub, Louis Docherty will attend meeting with JoM and MM to discuss situation. **(Action: MM to arrange)**Memoranda of Understanding (MOUs)MOUs need to also go to Mirabelle Mack and Angela **Hays (Action: JoM to inform Julian Head)**Case Studies More case studies were needed for inclusion on the Growth Hub **(Action: investigate whether SME case studies available JoM)** ResourceResource was discussed and exactly where the resource was needed as a priority. It was decided that the role of Growth Hub Curator was not a priority and that the role of someone to help with content (both website and social media, data cleansing and update and communications was a priority. It was therefore agreed to cut the Curator role and replace with a Marketing Executive – making a saving of approximately £10,000 which can be used to procure telephone support. **(Action: JoM to take forward)**.Development work – Digital platformOn hold for now until new budget 2017/2018 agreed (**Action JoM to update situation)**Marketing the S&W Growth Hub2018 and 2018/2019 marketing plan needed to be circulated asap **(Action JoM to discuss with SWLEP Marketing Manager)** |  |
| **5** | **Growth Hub Funding Submission to BEIS**  |  |
|  | Alison Edgar requested a fuller account of the breakdown of the project cost 2017/2018 including:* Total budget for portal development
* Original project cost
* Original quotation

**(Action: Ian Durston to send through costs to Group)** |  |
| **6** | **Update on TEN team and Growth Hub Triage delivery** |  |
|  | Rachel Finlay had supplied figures in writing to the group, presented by JoM. It was felt that the numbers coming from the TEN triage servcie through to the Growth Hub were very low in comparison to the rest the activity. (average 5 a week) |  |
| **7** | **Wider business/partner representation** |  |
|  | JoM updated the Group on new membership but it was felt that even wider representation from the private sector was needed **(JoM to action)** |  |
| **9** | **AoB** |  |
|  | Minutes to be published on LEP website to improve transparency **(Action JoM)**Mirabelle Mack has moved to a new role and will in future represent ‘Forward Swindon’ **(ACTION: JoM to discuss SBC representation)** |  |
| **10** | **Next Meeting** |  |
|  | **Date of next meetings**17 July 16 Oct15 Jan |  |
|  | **CLOSE** |  |

Taken by

Jo Minnaar, Swindon & Wiltshire Growth Hub Manager.