



diversities within neighbouring LEPs would distort the comparative worth. Rather, after data has been produced and analysed we could look at pairing similarly performing LEPs for greater insight.

1.2.5 WM – The Careers and Enterprise company are looking to further our measures of service in quarterly reports that should help show the services impact

1.2.6 RL – Testimonials would benefit from being more dynamic, in the sense that should bring life to the service.

### 1.3 Risk Register

1.3.1 JS – Assess relationship with council on the register

1.3.2 RF – The issue of safeguarding may be quickly solved by consulting local schools/colleagues and adapting their pre-existing policies to be appropriate to EAN.

1.3.3 JS – Greater communication with the early stages of signing an EA and pairing the differing needs of schools and offers by EA's could reduce the risk of poorly performing EA's

1.3.3.1 WM – This yields and opportunity for more accurate pairing

## 2 Growth Hub

### 2.1 Dashboards

2.1.1 RF – Targets are essential to this dashboards.

2.1.1.1 Suggested 95% target for customer satisfaction

2.1.1.2 RL – Net Promoter Score may be an interesting metric to add

2.1.2 All – Discussed the sources of referral and h

2.1.2.1 MB – Review the low levels of certain

2.1.2.2 MB - Address regions where penetration is low

2.1.2.3 Recognised move to more intensive support

2.1.2.4 Consider new KPI's to showcase the service on future.

2.1.3 General consensus on the like hood of future funding of the service

2.1.4 RL – Utilise effort to identify Exporters through data displayed and held on CRM

2.1.5 WM – Cross referrals with using CRM to identify potential enterprise advisors

### 2.2 Risk Register

2.2.1 JS - Review current red risks in light of recent developments.

## 3 International Trade

### 3.1 Dashboard

3.1.1 RF – Assess the qualitative box relating to new flight partnerships

- 3.1.2 Understanding to the statistical anomaly of the hockey stick effect in Q4
    - 3.1.2.1 WC – Look at historical Q4 results and calculate an appropriate forecast rate within the specific quarter
    - 3.1.2.2 JS – This line should at least be dotted
  - 3.2 Risk Register
    - 3.2.1 With risks currently be addresses some can be downgraded, such as response to non-domestic businesses closure within the region.
  - 3.3 International Trade Task Group SWOTs
    - 3.3.1 WM – Future employment skills would be noted.
  - 3.4 Risk Register
  - 4 Growth Grant Briefing
    - 4.1 MB – Full briefing on the growth grant
- \*Meeting finish 16:00\***