

Minutes of the Service Pillar Committee

7th September 2017 from 13.00 until 15.00
Coast to Capital Offices, Horsham Training Centre, Arun House
Hurst Road, Horsham RH12 2DN
Tel: 01403 333840

Chair:

Jonathan Sharrock Coast to Capital JS

Present

| | | |
|---------------------|--------------------------------|----|
| Malcolm Brabon | Coast to Capital | MB |
| Rebecca Tonks | Coast to Capital | RT |
| Rob Lewtas | DIT - Trade | RL |
| Rosemary French OBE | Gatwick Diamond | RF |
| Josh Madden | Coast to Capital | JM |
| Georgina Angele | Careers and Enterprise Company | WM |
| Kerry Kyriacou | Coast to Capital | KK |

Service Pillar Meeting minutes:

Jonathan initial feedback - papers lack transparency, hard results are needed to show progress and risks.

Becky EAN Part 1/3

- 2000 schools - 97 in the C2C region.
- UK productivity challenge;
 - Youth unemployment is 3x higher than UK average
 - ~11% youth unemployment
- 66% of business want applicants to have work experience, only 38% have it.
- Employer Engagement, using the Industry Champion initiative.

Jonathan's response to Becky - Success should be recorded in the ability to show a 'robust database of business', teacher

CPD wins and the ability to track student encounter with the business world.

What can Becky do for Georgina?

- Wants to see encounters with employers:
 - Launch of the Online tracking tool - October
 - Research - What works facility - October?
 - Apprentice growth
 - Intended destination of the data

KK - There should be a qualitative narrative alongside the dashboard for the board.

Josh International Trade 2/3

Jonathan feedback - lacks clarity.

-FDI - non-involved success' need to be reported better as they all count for the C2C region figures.

-Sector propositions need to be built.

-Dashboard needs better communication:

- Why use all historical data?
- Show the sectors in the pipeline
- C2C relevant information
- Qualitative

Questions that the dashboard needs to answer:

- How are we doing?
 - How does it compare to historical?
 - How can we do better?
 - What is good? - Case studies
- Use Neil as an asset for data

The working group:

- Looking at the regional narratives - what are we doing better (Gatwick, prioritisation)
- Contingency for if a major investor were to leave the region - are there account managers in place?
 - Coordinated account management.

Kerry - 3/3 Growth Hub

- Risks:
 - GDPR data handling
 - Compliancy
 - lack of consistency within C2C as a whole:
 - Stakeholder strategy
 - Termination of funding
 - Failing to measure whether a reasonable difference is being made
 - Measuring the impact of the service - KPI's

EA's to get involved in the LEP

Enterprise M3 - the LEP is struggling to identify the correct calibre of business in their pipeline.

The Growth Hub is in a position where it can use it's impartiality to leverage business.

Jonathan's concluding comments:

- Measuring growth competently and effectively is vital



- Better data and better presentation is needed.

Next Meeting 2nd November 2017