

## West of England Growth Hub - Service Provider Charter

The West of England Growth Hub is part of a national initiative facilitated by the Department for Business, Energy & Industrial Strategy and delivered by the regional Local Enterprise Partnership.

The West of England Growth Hub offers a unique service of support provided by an intuitive website and dedicated, locally informed Business Navigators, Engagement Officers and Partnership Leads. By joining the West of England Growth Hub you are increasing your lead generation pool and becoming part of a connected, networked community with the goal of strengthening our local economic region.

The West of England Growth Hub is hosted by the West of England Combined Authority (WECA) and Funded by the Government Department for Business, Energy & Industrial Strategy (BEIS).

### The Growth Hub's commitment to you

### Your commitment to the Growth Hub

#### A dedicated profile

Our Growth Hub Partnership Lead will help you develop your profile to showcase your services.

#### Provide feedback

Provide a brief monthly report of the support you provide to businesses referred to you by the Growth Hub. Inform us of any businesses we refer that are not eligible for your services.

#### Pre-qualified leads

Your services will be matched to specific businesses by our Growth Hub Business Navigators who will refer businesses directly to you.

#### Marketing support

Use the recommended copy in our support provider toolkit to promote the resource via social media and newsletters.

#### Marketing opportunities

Your services will be promoted via our marketing channels and in discussions between the Growth Hub team and local businesses, widening your promotional reach.

#### Refer back to us

When your journey with a client ends, signpost them back to the Growth Hub so that they can access further support.

#### Promote your events

Automatically and easily link your events to have them displayed on our events listing and homepage feed. (See attached event tagging guide).

#### Contact Referrals promptly

Agree to contact all businesses referred to you by the Growth Hub within 2 working days.

#### Featured content

Link case studies, blog posts and news articles to your profile to enhance your support offering.

#### Review your profile regularly

If your services change or you offer new services contact us to update our website.

#### Strengthened network

You will become part of a connected, networked community of local support providers, establishing mutually beneficial relationships.

#### Introduce businesses to the Growth Hub

Proactively refer businesses into the Growth hub to access any support not offered by you

Name:

Signed:

Business:

Date:

Type (please tick):     Private sector     Publicly funded programme

As a West of England Growth Hub provider you agree to offer a quality service to all businesses the Growth Hub refers to you. The Growth Hub completes customer satisfaction surveys for all businesses we interact with. As a new provider you are entering a 3 month monitoring period in which we will assess the quality of the services you provide based on the feedback of the businesses we refer to your services. Should you pass this monitoring period you will receive a West of England Growth Hub - Provider logo to use on your web site and marketing materials. The West of England Growth Hub reserves the right to remove any provider failing to meet satisfactory standards or any content deemed inappropriate from The West of England Growth Hub web site at any time. The Growth Hub Partnership Lead will discuss our quality assurance processes with you. For further guidance on how we assess the quality of your services please refer to the Growth Hub Provider Quality Assurance Process document.