

West of England Growth Hub - Service Provider Quality Assurance Process

We choose the service providers we work with carefully. When we offer you the opportunity to become listed on our web portal we need to be sure your services are easy to access and add clear value to businesses. The Provider and Service Profile forms you complete and return to us will give us a clear idea of how you see your offering. To gain a full understanding of how a business would see your offering we cross-reference the documents you send back against your website. Your company web site must clearly outline the services you want to promote through the Growth Hub. If there's missing information or a lack of clarity on your web site we will feed this back and advise you must address this before we can promote your services. You must be able to offer a free entry point to your service (with the exception of events, courses etc.) You will offer a minimum of 30 minutes free, no commitment consultation before a business is expected to decide whether they want to pay for any of your services.

Once we're happy you meet our criteria we will sign and return your Provider Charter. This document outlines our agreed commitments to each other. Once you have signed to agree to these commitments you must adhere to all points on this document throughout the duration of your time as a West of England Growth Hub Service Provider. If your ability to meet your commitments changes you must contact our Partnership Lead to discuss this at: wearegrowth@westofengland-ca.gov.uk

Service Provider Quality Assurance Measures

Pre-vetting

We will review your website to ensure the services you wish to promote through the Growth Hub are listed clearly and display an ability to add value to a business

Provider Charter commitments

We will present you with a Service Provider Charter to read, sign and agree to all commitments. All commitments are ongoing. If we find you are in breach of these commitments at any time we will contact you to discuss this. We will work with you to set a framework to meet these commitments. If you become unable to meet these commitments we will remove your services from the Growth Hub web portal.

Customer satisfaction surveys with businesses referred to your services

We will conduct post-referral satisfaction enquiries with businesses. If businesses advise us that the services you provide differ from their expectations or you failed to contact them within 2 working days of receiving the referral we will contact you to discuss this. If we receive 3 negative reports from businesses we've referred we will remove your services from the Growth Hub web portal.

Quarterly catch-ups with our Partnership Lead

The Growth Hub Partnership Lead will contact you every 3 months to discuss our ongoing relationship. These conversations will include discussing any changes to your services or new services offered including any concerns from you on how we're discussing your services with prospective businesses. We'll talk about the referrals you've received from the Growth Hub and what impacts you believe these have had on the businesses. These catch-ups are also an opportunity for you to ask us about our activities and any further ways in which we can promote your services. If we are not happy with the service you have provided our users over this 3 month period we reserve the right to remove your content from the Growth Hub web portal pending a satisfactory resolution to our concerns.

Intelligence sharing of impacts to businesses referred to your services

We may wish to evidence your quality as a service provider following a referral from the Growth Hub. We may contact you to ask about the specific impacts you believe your service has had for the business. You will be able to provide basic information regarding your intervention from the data you hold and provide brief testimonials and case studies as required.

The West of England Growth Hub is committed to maintaining a high quality of service to our users throughout our network of service providers and partners. If you have any questions or comments relating to this document please contact us at: wearegrowth@westofengland-ca.gov.uk