



**KENT & MEDWAY
Growth Hub**
Your gateway to business
growth

Kent & Medway Growth Hub

An information and signposting service to Government
support for business



HM Government



Our Purpose

- To act as a single point of contact for businesses
- Reduce duplication of support and improve value for money
- To identify the need for intervention and coordinate new initiatives



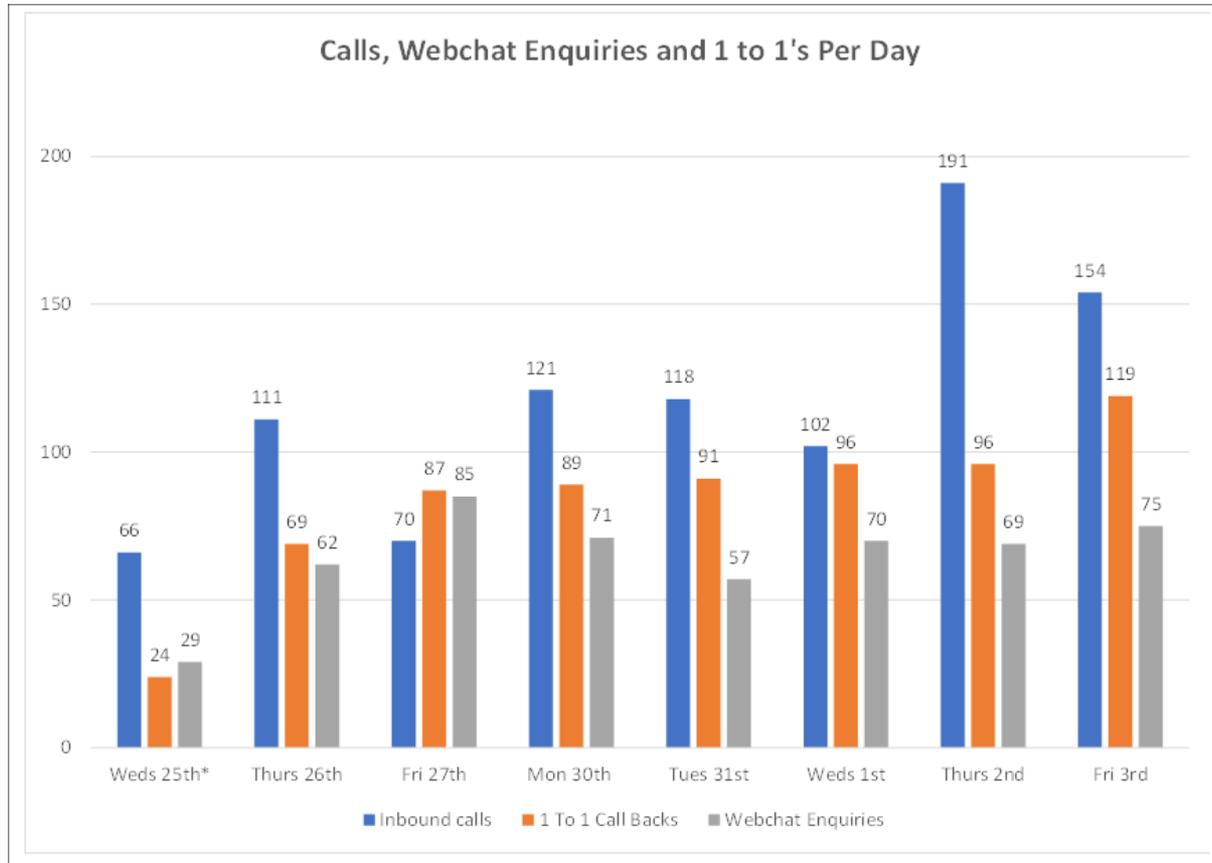
Hi, I'm
Phil

03333 602 300

Covid Response

- 25th March 2020 Covid Business Support Helpline launched
- Funded by KCC, SELEP and Local Authorities
- Existing Growth Hub Staff plus 70% of Chamber tasked
- Inbound enquiry team, call back Advisers, intelligence analysis





18,616 phone calls

5,303 Live Chats

8,785 individual advice sessions



Lessons Learnt.....

Delivery of Support

Business Capability



Lessons Learnt from delivery....

- Never underestimate the power of a virtual hug
 - Share, action, wellbeing (x 2)

- Consistent clear messaging
 - Alignment, currency, functional

- Feedback and playback channels
 - Single source of data collection, data share, open forum

- Business Rates system out dated
 - Favoured retail, supply chain disadvantaged, self employed



Lessons Learnt about Business....

95% < 10 employees

- ❑ The smaller the business, the less resilient it was
 - Low level of basic business skills
 - cashflow, sales & planning, business rates awareness
 - Unsupported
 - no peer or professional network in place
 - Under funded
 - Lack of reserves, no contingency, low capital investment



Conclusions.....(*not policy*)

- Running a business needs a competency level
- Economic intervention should be aimed at growth
- We need more medium sized businesses
- Continuous development of staff and management
- Combined register of businesses (HMRC & Companies House)



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Contact Us

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