

Plan Priority	Activity	Forecast Team Outcomes		Achieved Team Outcomes		Forecast Contracted Outputs		Achieved Contracted Outputs		Funding Source	Commentary
Support in Sandwell	Sandwell Business Growth Plan	Plan produced and approved.		Plan produced and approved.	Y/N					SMBC	Cabinet Decision November 2023. The plan articulates the activities of the Business Growth Team in driving economic growth in Sandwell.
Support in Sandwell	Customer Charter and Service Standards	Charter produced and approved.		Charter produced and approved.	Y/N					SMBC	Cabinet Decision November 2023. The charter states the service commitment to Businesses from the Sandwell Business Growth Team.
		Initial response within 2 working days.	95%	Initial response within 2 working days.	%					SMBC	Confirmation of enquiry receipt and referred to appropriate Sandwell Business Growth Officer.
		Full response within 10 working days.	95%	Initial response within 2 working days.	%					SMBC	Response provided to customer from Sandwell Business Growth Officer.
Support in Sandwell	Sandwell Business Growth Brand	Brand and Service Offer Launched		Brand and Service Offer Launched	Y/N					SMBC	Sandwell Business & Partner Event scheduled 23 November 2023 to launch the Business Growth Team Offer and Services provided with a new brand.
Support in Sandwell	Sandwell Business Growth Website	Sandwell Business Growth website launched 23 November 2023.		Sandwell Business Growth website launched 23 November 2023.	Y/N					SMBC	Sandwell Business & Partner Event scheduled 23 November 2023. The Sandwell Business Growth website is designed to provide Businesses with accessible support and advice.
		Enquiries derived from the website.	60%	Enquiries derived from the website.	%						
		Customers rating website service as Satisfactory	10%	Customers rating website service as Satisfactory	%						
		Customers rating website service as Good	30%	Customers rating website service as Good	%						
		Customers rating website service as Excellent	60%	Customers rating website service as Excellent	%						
Support in Sandwell	Sandwell Business Growth & Regional Partner Customer Journey	No. of referrals received from Business Growth West Midlands		No. of referrals received from Business Growth West Midlands	No.					SMBC	Referral numbers to be recorded by the Sandwell Business Growth Team to ensure joined up working between regional and local partners.
Support in Sandwell	Business Growth Team Contact Centre.	No. of enquiries triaged from contact centre.		No. of enquiries triaged from contact centre.	No.					UKSPF	Contact centre enquiries to be recorded by the Sandwell Business Growth Team. Contact centre provides an additional accessible contact service for Sandwell's Business community.
Support in Sandwell	Sandwell Business Ambassadors - The Voice of the Sandwell Business Community	Policy Lobbying & Critical Friendship		No. of meetings held with SMBC Cabinet Members and Leadership Team	No.					SMBC	The Sandwell Business Ambassadors are the voice of the Sandwell Business Community and will meet regularly with SMBC Cabinet Members and Leadership Team to lobby on key policies and issues.
Support in Sandwell	Sandwell Business Ambassadors #DoingBusinessBetter	Support and Advice provided to Sandwell Businesses		Support and Advice provided to Sandwell Businesses	No.					SMBC	Doing Better Business Advice Themes: Community Wealth Building; Climate Resilience; Equality, Diversity & Inclusion; Positive Mental Health; Skills.
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Start Up in Sandwell	Sandwell Start Up Hub					Businesses receiving non-financial support	60	Businesses receiving non-financial support	No.	UKSPF	
Start Up in Sandwell	Hub events and workshops	No. hosted	40	No. hosted	No.					SMBC	
		No. of attendees per event (av)	20	No. of attendees per event (av)	No.					SMBC	
Start Up in Sandwell	Start Up Grant Programme					Grant Value Administered	£ 120,000.00	Grant Value Administered	£	UKSPF	
						No. of Grants	48	No. of Grants	No.	UKSPF	Based on average grant of £2,500

Start Up in Sandwell	Sandwell Start Up Grant Programme	Grant Value Administered	£ 30,000.00	Grant Value Administered	£					SMBC	
		No. of Grants	12	No. of Grants	No.					SMBC	Based on average grant of £2,500
Start Up in Sandwell	Sandwell Business School Programme					No. of Businesses assisted to be enterprise ready	60	No. of Businesses assisted to be enterprise ready	No.	UKSPF	
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Grow in Sandwell	Businesses receiving support from the Sandwell Business Growth Team.	No. of Businesses supported		No. of Businesses supported	No.					SMBC	All business enquiries actioned by the Sandwell Business Growth Team.
Grow in Sandwell	Sandwell Businesses receiving specialist advice from partner organisations.	No. of Businesses referred		No. of Businesses referred	No.					SMBC	All referrals made by the Sandwell Business Growth Team to specialist advisor partners.
Grow in Sandwell	Regional SME Programme					No. of Businesses receiving non-financial support	230	No. of Businesses receiving non-financial support	No.	UKSPF	
						No. of Entrepreneurs provided assistance to be business ready	12	No. of Entrepreneurs provided assistance to be business ready	No.		
Grow in Sandwell	Regional SME Grant Programme					Value of Grant Administered	£ 360,000.00	Value of Grant Administered	£	UKSPF	
						Businesses receiving financial support	19	Businesses receiving financial support	No.		
						Enterprises assisted to be business ready	2	Enterprises assisted to be business ready	No.		
Grow in Sandwell	Sandwell SME Grant Programme	Value of Grant Administered	£ 72,000.00	Value of Grant Administered	£					SMBC	
		Businesses receiving financial support	4	Businesses receiving financial support	No.						
Grow in Sandwell	Sandwell Trading in New Markets Programme	Businesses receiving 1:1 support	20	Businesses receiving 1:1 support	No.					SMBC	
		Business diagnostics	20	Business diagnostics	No.						
		Businesses participating in workshop support	60	Businesses participating in workshop support	No.						
Grow in Sandwell	Sandwell's Top 50 Growing Businesses Programme	Growing Businesses actively engaged with account manager	9	Growing Businesses actively engaged with account manager	No.					SMBC	Sandwell Business Growth Team to contact Top 50 Businesses to ensure that they are aware of our service and determine the account management approach. Each Business on the Top 50 will have named primary and secondary account manager/s.
		Annual Top 50 Networking Event	1	Annual Top 50 Networking Event	No.						
		Event Attendees	100	Event Attendees	No.						
Grow in Sandwell	Sandwell's Strategic Businesses	Strategic Businesses actively engaged with account manager		Strategic Businesses actively engaged with account manager	No.					SMBC	Sandwell Business Growth Team to contact Strategic Businesses to ensure that they are aware of our service and determine the account management approach. Each Strategic Business will have named primary and secondary account manager/s. The list of Strategic Businesses in Sandwell is yet to be defined.
	Strategic Businesses KAM Programme	Strategic Businesses receiving dedicated KAM	5	Strategic Businesses receiving dedicated KAM	No.					DBT	KAM provided by the Department for Business & Trade (DBT)
	Strategic Businesses SRM Programme	Strategic Businesses receiving dedicated SRM	8	Strategic Businesses receiving dedicated SRM	No.					WMGC	SRM (KAM) provided by the West Midlands Growth Company - 500 across the region, Sandwell proportion to be determined.

Grow in Sandwell	Sandwell Black Country Chamber Membership Programme	Businesses receiving 1 Year Free Membership	200	Businesses receiving 1 Year Free Membership	190					SMBC	Not yet commissioned. Awaiting results from 22/23 programme. 1 Year Membership to the Black Country Chamber of Commerce.
		Businesses accessing Membership services	100	Businesses accessing Membership services	No.						

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Net Zero in Sandwell	Regional Net Zero Programme					Grant Value Administered	£ 140,355.77	Grant Value Administered	£	UKSPF	Grant administered by SMBC
						Businesses receiving financial support	9	Businesses receiving financial support	No.		Based on average grant of £15,500
						Businesses receiving non financial support	No.	Businesses receiving non financial support	No.		Non-UKSPF Contracted. Regional delivery partner responsible and will report to Sandwell Business Growth Team on outputs achieved.
						Businesses receiving Energy Audits	No.	Businesses receiving Energy Audits	No.		
						Greenhouse gas reductions (%) Decrease Kt Co2e	%	Greenhouse gas reductions (%) Decrease Kt Co2e	%		
						Businesses adopting new to the firm technologies or processes	No.	Businesses adopting new to the firm technologies or processes	No.		
						Businesses participate in Net Zero training	No.	Businesses participate in Net Zero training	No.		

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Innovate in Sandwell	Sandwell Innovation Research Project	Sandwell Innovation Evidence Base		Sandwell Innovation Evidence Base	Y/N					SMBC	
Innovate in Sandwell	Scope Innovation Support Products & Programmes available for Sandwell Businesses.	Referral pathways for Innovation Products/ Programmes		Referral pathways for Innovation Products/ Programmes	No.					SMBC	Work with Innovation Organisations and Partners to determine products and programmes available and promote this offer to Sandwell Businesses.
Innovate in Sandwell	Sandwell Manufacturing Innovation Cluster									SMBC	Collaborate with the WMCA to identify Sandwell opportunities from the Manufacturing Cluster as articulated within the West Midlands Plan for Growth.
Innovate in Sandwell	Sandwell Low Carbon Innovation Cluster									SMBC	Collaborate with the WMCA to identify Sandwell opportunities from the Manufacturing Cluster as articulated within the West Midlands Plan for Growth.
Innovate in Sandwell	Sandwell Life Science & Health Tech Innovation Cluster <i>potential</i>									SMBC	Collaborate with the WMCA & NHS to identify Sandwell opportunities for within the Life Science Health Tech Cluster. <i>Sandwell is currently not identified within this cluster in the West Midlands Plan for Growth.</i>
Innovate in Sandwell	Research & Development (R&D)									SMBC	Develop relationships with local universities to identify R&D support for Sandwell Businesses.

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Invest in Sandwell	Secure Inward Investment in Sandwell	New Landed Investment	3	New Landed Investment	No.					SMBC	Work with the Department for Business & Trade to support them in landing new inward investment to Sandwell.
		New Jobs Created	30	New Jobs Created	No.						
		Inward Investment Value		Inward Investment Value	£						
	Growth Sectors - Professional Services		2		No.						
	Growth Sectors - Life Sciences		2		No.						

Focus Sandwell Strategic Businesses within Growth

Invest in Sandwell	Growth Sectors - Tech, Creative and Digital.	Strategic Businesses engaged	2	Strategic Businesses engaged	No.					SMBC	Ensure Sandwell Strategic businesses within Growth Sectors are engaged with the West Midlands Growth Company Sector Leads.
	Growth Sectors - Advanced Manufacturing		2		No.						
	Growth Sectors - Professional Services		2		No.						
Invest in Sandwell	International Inward Investment Relationships	Delegations Supported/ Hosted	1	Delegations Supported/ Hosted	No.					SMBC	Support the hosting of international delegation visits to Sandwell to support Foreign Direct Investment (FDI).
	Domestic Inward Investment Relationships	Delegations Supported/ Hosted	1	Delegations Supported/ Hosted	No.						Support the hosting of domestic delegation visits to Sandwell to support Inward Investment.
Invest in Sandwell	West Midlands Growth Company - Business Plan	Agreed Sandwell Support Programme		Agreed Sandwell Support Programme	Y/N					SMBC	Work with the West Midlands Growth Company to ensure support from their organisation is maximised for Sandwell.
		Investment Events Supported	2	Investment Events Supported	No.						Work with the West Midlands Growth Company to ensure Sandwell is supported and promoted at national and international investment events, including brokerage of meetings with key investors.

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Social Value in Sandwell	Sandwell Social Value Policy & Toolkit	Policy Approved		Policy Approved	Y/N					SMBC	Scheduled for Cabinet Decision November 2023
Social Value in Sandwell	Sandwell Social Value Awareness & Advice	Social Value Toolkit		Toolkit Approved	Y/N						A suite of accessible information and templates for internal stakeholder, partners, and contractors for securing or delivering Social Value outcomes.
		Website Information		Web pages available	Y/N					On-line Social Value information available for internal stakeholders, partners, and contractors.	
		Best Practice Brochure		Brochure Produced	Y/N					Showcasing case studies of Social Value Best Practice in Sandwell.	
		Social Value Sessions	6	Social Value Sessions	No.					A programme of Social Value sessions to promote awareness of Social Value, Best Practice, and where to find support. The sessions will focus on internal stakeholders and partners.	
		Good News Stories	4	Good News Stories	No.					Good News Stories published on Social Media and websites.	
Social Value in Sandwell	Sandwell Business Ambassadors - Give Back to Sandwell	Business to Business promotion		Business to Business promotion						SMBC	Sandwell Business Ambassadors promoting to other Sandwell Business ways they can contribute to Sandwell's communities.
Social Value in Sandwell	Monitoring & Measuring Social Value outputs & outcomes	Research & Market Testing		Research & Market Testing	Y/N					SMBC	Undertake research and market testing into products/ systems to effectively record, monitor and measure social value outputs of the council.
Social Value in Sandwell	Social Value Pipeline 2022-2027	Social Value Delivery Plans		Social Value Delivery Plans	No.					SMBC	Align the Regeneration Project Pipeline to a Social Value Pipeline to target Social Value opportunities from Regeneration projects in Sandwell.
		Apprenticeships		Apprenticeships	No.						
		Jobs		Jobs	No.						
		Local Spend		Local Spend	£						
Social Value in Sandwell	Social Value Council Contracts	Social Value Delivery Plans		Social Value Delivery Plans	No.					SMBC	
		Apprenticeships		Apprenticeships	No.						
		Jobs		Jobs	No.						
		Local Spend		Local Spend	£						
Social Value in Sandwell	Social Value Planning Applications	Social Value Delivery Plans		Social Value Delivery Plans	No.					SMBC	
		Apprenticeships		Apprenticeships	No.						
		Jobs		Jobs	No.						
		Local Spend		Local Spend	£						

Social Value in Sandwell	Supply Chain Support	Meet the Buyer Events	2	Meet the Buyer Events	No.					SMBC	Events for local supply chains meet with leading contractors of significant regeneration and infrastructure.
		Tender Training	3	Tender Training	No.					SMBC	Training sessions for local supply chains in writing winning tenders.
Social Value in Sandwell	Sandwell Anchor Network Partnership	Anchor Network Charter Commitments		Anchor Network Charter Commitments	No.					SMBC	Anchor Institutions committing to the Anchor Network Charter.
		Anchor Network Action Plan		Anchor Network Action Plan	Y/N						Action Plan articulating the priorities of the Anchor Network - Local Procurement & Employment.
		Spend Analysis Research		Spend Analysis Research	Y/N						Research to determine current local spend within Anchor Institutions and identify opportunities where spend can be more locally focussed.
Social Value in Sandwell	Sandwell Business Ambassadors	Critical Friend to Anchor Institutions		Critical Friend to Anchor Institutions						SMBC	Ensure the Sandwell Business Ambassadors are connected to the work of the Anchor Network Partnership.
Social Value in Sandwell	Employment & Skills Strategy	Jobs			No.					SMBC	Work with the Think Sandwell Employment & Skills Team to support local recruitment & training opportunities through brokering relationships with our contractors and partners.
		Apprenticeships			No.						