

Greater Manchester Business Growth Hub summative evaluation

Question set

GROWTH SERVICES

A: Questions specific to the Growth Team service

1. What type of support did you access? Tick all that apply

One to one with an advisor	1	
Workshops/masterclasses	2	
A cohort programme with a specific start and end date	3	
A mixture of the above	4	

2. What issues did you discuss with your Adviser/facilitator? Tick all that apply

HR/recruitment	1	
Finance	2	
Marketing/obtaining new clients	3	
Business strategy	4	
Digital technology	5	
Leadership and management skills	6	
Innovation	7	
Other (please specify)	8	

3. Did you have an assigned Growth Advisor?

Yes	1	
No	2	

4. Did you feel that you and your Growth Adviser were well matched?

Yes	1	
No	2	

a. If no, please explain | If yes, why did feel it was a good match

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5. Were you satisfied with the frequency of communication between you and your Adviser for the duration of the period you were receiving support?

Yes	1	
No	2	

a. If no, please explain | If yes, what was good about it

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6. How do you think the advice you received from your Adviser has impacted on the performance of your company?

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7. Through the support of the programme, do you feel more confident to grow your business?

Yes	1	
No	2	
Don't know	3	

a. If yes, ask for details | If no, why not – what was missing

8. Through the support of the programme do you feel that you have stronger links with your customers?

Yes	1	
No	2	
Don't know	3	

a. If yes, ask for details | If no, why not

NOW GO TO Q27

B. Questions specific to the Mentoring service

9. Did you have a mentoring relationship?

Yes	1	
No	2	

10. What impact has the mentoring had upon you? Tick all that apply

Specific skills gained (<i>please list below</i>)	1	
Improved confidence/self-belief	2	
Chance to reflect on business strategy and practices	3	
Clearer personal career goals	4	
Networking opportunities	5	
Other (please specify)	6	

11. Did you feel that you and your Mentor were well matched?

Yes	1	
No	2	

a. If no, please explain – what could have been better | If yes, what worked well

12. Do you feel that you had enough time with your Mentor to cover all the topics upon which you needed support?

Yes	1	
No	2	

a. *If no, how much additional time would you have liked with your Mentor per month?*

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13. Were you satisfied with the frequency of communication between you and the Mentoring service management to monitor that your mentoring relationship was working well?

Yes	1	
No	2	

a. *If no, why not? | If yes, what was good about it*

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14. Have you applied what you have learnt with/from your Mentor to your daily work?

Yes	1	
No	2	

a. *If yes, in what ways? | if no, why not*

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NOW GO TO Q27

C. Questions specific to Executive Development clients

15. Who was your Executive Development Provider?

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16. Which of the following activities have you undertaken as part of your involvement with the programme: *Tick all that apply*

Attended a training course(s)	1	
Attended a seminar/event	2	
Received coaching in leadership and management	3	
A mixture of the above	4	
Other (please specify)	5	

17. Please indicate how satisfied you were with the quality of service you received from the training provider:

Highly satisfied	1	
Satisfied	2	
Unsatisfied	3	
Very unsatisfied	4	
I do not know	5	

18. Please indicate how satisfied you were with the quality of service you received from the Business Growth Hub Advisor:

Highly satisfied	1	
Satisfied	2	
Unsatisfied	3	

Very unsatisfied	4	
I do not know	5	

19. Do you feel that your knowledge of best management practices has changed as a result of your involvement with the programme?

Yes, it has increased	1	
No change	2	
D/k	3	

20. Do you feel that your management and leadership skills have changed as a result of your involvement with the programme

Yes, they have improved	1	
No change	2	
Don't know	3	

21. Have you implemented any changes to your business since your involvement with the programme:

Yes – probe for details:	1	
No, but intend to – what and by when:	2	
No	3	
Don't know	4	

NOW GO TO Q27

D. Questions specific to Workforce Development programme clients

22. What type of support did you access?

One to one with an advisor	1	
Workshops/masterclasses	2	
A cohort programme with a specific start and end date	3	
A mixture of the above	4	

23. What issues did you discuss with your Adviser/workshop facilitator? Tick all that apply

Recruitment and selection	1	
Systems and Processes	2	
Engaging staff	3	
Leading and managing people	4	
Training and development	5	
Apprenticeships	6	
Employee Wellbeing	7	
Succession Planning	8	
Culture and communications	9	
Other (please specify)	10	

24. Has participating in the Workforce Development programme led to changes in your company's... Tick all that apply

Recruitment methods (excluding apprenticeships)?	1	
Approach to apprenticeships?	2	
Approach to staff training (excluding apprenticeships)?	3	
Efforts in retaining staff?	4	
Workforce culture/ethos?	5	

Overall performance?	6	
None of the above	7	

25. For all answers ticked, please can you provide more details on these changes

	Write in more details below:
Recruitment methods (excluding apprenticeships)?	
Approach to apprenticeships?	
Approach to staff training (excluding apprenticeships)?	
Efforts in retaining staff?	
Workforce culture/ethos?	
Overall performance?	

26. For all answers ticked, please can you provide detail on whether you feel these changes have had any impact upon your company's performance

	Write in more details below:
Recruitment methods (excluding apprenticeships)?	
Approach to apprenticeships?	
Approach to staff training (excluding apprenticeships)?	
Efforts in retaining staff?	
Workforce culture/ethos?	
Overall performance?	

27. Since receiving support from the service, has your number of paid employees (FTEs), [include yourself if your business has started trading since accessing support]

Increased	1	
Stayed the same	2	
Decreased	3	
Prefer not to say/refuse to answer	4	
Don't know	5	

28. To what extent is the increase in your number of paid employees (FTEs) due to the support you have received from the service?

TOTALLY DUE TO THE SUPPORT RECEIVED	1	
MAINLY DUE TO THE SUPPORT RECEIVED	2	
PARTLY DUE TO THE SUPPORT RECEIVED	3	
HARDLY DUE TO SUPPORT RECEIVED	4	
NOT DUE TO THE SUPPORT RECEIVED	5	
DON'T KNOW	6	

29. How would you score the quality of all the elements of the support you received from the service, where 1 = very poor and 5 = excellent?

1=very poor	1	
2	2	
3	3	
4	4	
5=excellent	5	

30. How would you score the relevance of the support you received from the service, where 1 = very poor and 5 = excellent?

1=very poor	1	
2	2	
3	3	
4	4	
5=excellent	5	

31. How would you score the speed/timeliness of the support you received from the service, where 1 = very poor and 5 = excellent?

1=very poor	1	
2	2	
3	3	
4	4	
5=excellent	5	

32. To what extent were you made aware of the other support available to you through the Business Growth Hub?

Made aware and services accessed	1	
Made aware but services not required	2	
Not made aware	3	
Already engaged with other business growth hub services	4	
Not applicable	5	

33. If company has accessed services, which additional Business Growth Hub services have you accessed? *Prompts: Access to Finance advice, Sectors programmes, Innovation advice, Growth Services, international trade advice, workforce training*

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34. Do you intend to continue to access external business advice (excluding standard accounting and legal advice) in future?

Yes	1	
No	2	
Don't know	3	

35. Do you now consider the Business Growth Hub as the first port of call for further business support and advice?

Yes	1	
No	2	
Don't know	3	

36. Do you feel better connected to other like-minded businesses as a result of the support you received from the service?

Yes	1	
No	2	
Don't know	3	

37. Would you recommend the service to another company?

Yes	1	
No	2	

38. If no, please give the reason for your response:

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39. How could the service be improved?

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40. Do you have any other comments you would like to make?

THANK AND CLOSE