



Department for  
Business & Trade

# Evaluation of Help to Grow: Management

Quarterly Progress Update (April to June 2024)

Ipsos and the Institute for Employment Studies

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# Introduction

The Department for Business and Trade (DBT) has commissioned Ipsos, working in partnership with Institute for Employment Studies (IES), to undertake an independent evaluation of the Help to Grow: Management (HtGM) programme. The programme is targeted at SME leaders and aims to improve leadership and management skills and address firm-level productivity challenges.

This report is the ninth in a series of quarterly updates to DBT, presenting evidence collected through Ipsos' ongoing programme of surveys with SME leaders completing the programme and those who dropped out.<sup>1</sup> It draws on evidence collected between April to July 2024 and was submitted alongside an accompanying slide deck.<sup>2</sup> In this report, quarterly data corresponds to the financial year of HtGM delivery (i.e., Y3Q1 = April-June 2023, Y4Q1 = April to July 2024) and refers to the period of time in which SME leaders completed the questionnaire. Unlike previous reports, this report incorporates data collected over a four-month period because of fieldwork delays associated with the pre-election period.<sup>3</sup>

In some cases, the report compares the results between quarters, in other cases it reports all evidence collected to date. The data source and associated time period is clearly referenced in the sources. Differences between quarters are only reported if they are statistically significant.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252.

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<sup>1</sup> The data informing these reports are updated on a quarterly basis and sometimes data from previous quarters is updated leading to very small differences in the original tables (usually <1%). This may mean that the data reported here is not always identical to earlier quarterly reports. In these cases, the most recent report will use the most accurate data.

<sup>2</sup> This report presents all of the evidence collected to date on the programme of surveys, including the post-completion survey that launched in September 2021.

<sup>3</sup> The six-month follow-up survey was administered in July 2024 as opposed to June 2024 as originally planned to accommodate the pre-election period.

# Programme overview and survey update

## Overview of surveys

An overview of the three HtGM evaluation surveys that are presented in this quarterly report is provided in Figure 1.

**Figure 1: Overview of HtGM Evaluation surveys**

Post-completion		Six-month follow-up		Non-completion	
Issued to all participants two to six weeks after completing module 12 of the Help to Grow: Management programme. It gathers feedback on the processes associated with delivery of the programme and emerging evidence on the short-term outcomes in the Theory of Change.	<b>Launch date:</b> September 2021	All participants are contacted Six-months after completion of the programme to participate in a telephone interview designed to capture data on the outcomes / impact of the programme on them and their business. Some respondents will have completed the post-completion survey but not all.	<b>Launch date:</b> June 2022	Participants who start the programme but did not complete (completing <75% of the programme) are contacted by telephone and asked to provide feedback on their experiences and reasons why they did not complete the programme.	<b>Launch date:</b> June 2022
	<b>Mode:</b> Online		<b>Mode:</b> Telephone		<b>Mode:</b> Telephone
	<b>Frequency</b> Monthly		<b>Frequency</b> Quarterly		<b>Frequency</b> Quarterly
	<b>Waves completed:</b> 32		<b>Waves completed</b> 9*		<b>Waves completed:</b> 9
	<b>Next wave:</b> 17 <sup>th</sup> Sep 2024		<b>Next wave:</b> 14 <sup>th</sup> Oct 2024		<b>Next wave:</b> 14 <sup>th</sup> Oct 2024

The survey analysis in this report is based on **aggregate survey responses** unless otherwise specified as quarterly breakdowns or comparisons between the two most recent quarters. Aggregate data combines evidence across **all years** of the evaluation and therefore may differ from annual evaluation reporting.

\* Please note that the six-month survey fieldwork for this quarter was delayed to accommodate the pre-election period. The fieldwork was delivered in July rather than June, as originally planned

## Survey update

As of 31<sup>st</sup> July 2024, a combined total of 2,735 responses had been received to the post-completion and six month follow up surveys (Figure 2):

- The post-completion online survey was issued to **10,390** SME leaders who completed HtGM before June 2024. **1,446 responses** had been received, representing a 14% response rate.<sup>4</sup>
- In total **7,874** SME leaders who completed HtGM before January 2024 have been contacted to take part in the six-month follow up telephone survey. **1,289** responses had been received, representing a 40% response rate (adjusted to account for ineligible leads in the sample). Both post-completion and the follow up survey response rates remain relatively consistent with the previous quarter.<sup>5</sup>
- Both waves of the post-completion and six month follow up survey reported in the following publication was delayed due to the 2024 General Election. Fieldwork was suspended in May to June 2024 and reopened again in July 2024.

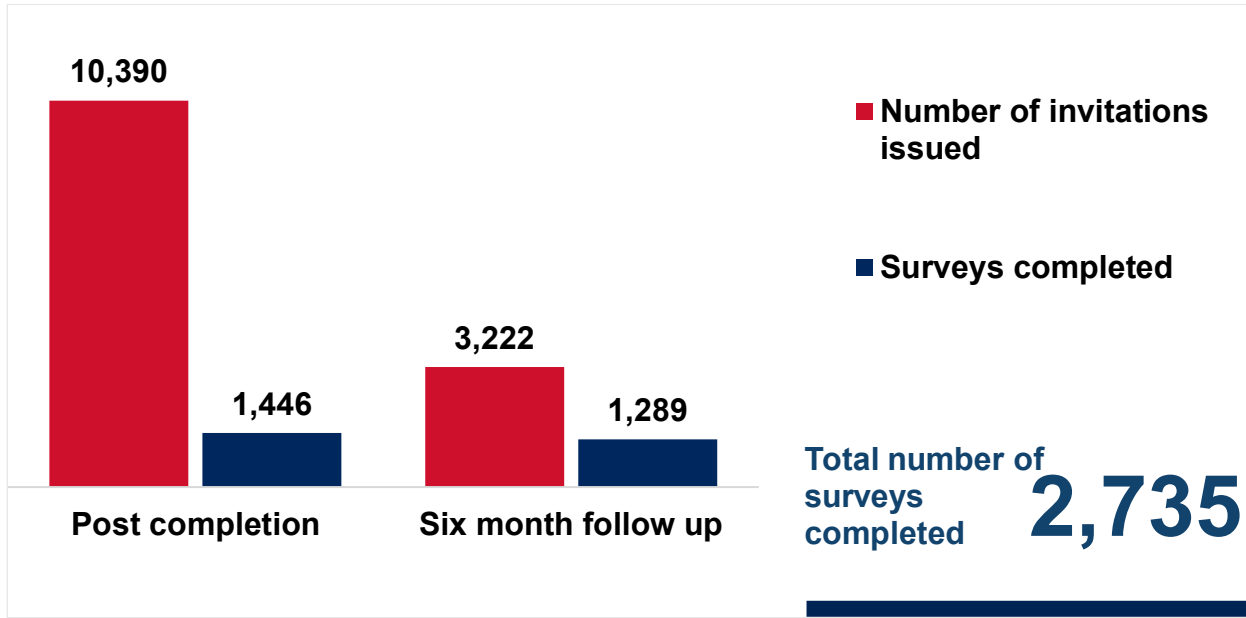
<sup>4</sup> Ipsos has produced an updated report containing measures to be taken that can be taken to improve the survey response rates. An adjusted response rate is not provided for the post completion survey because there were very low instances of ineligible contacts in the sample.

<sup>5</sup> This is the adjusted response rate, excluding those SME leaders who were not eligible for the survey from the sample.

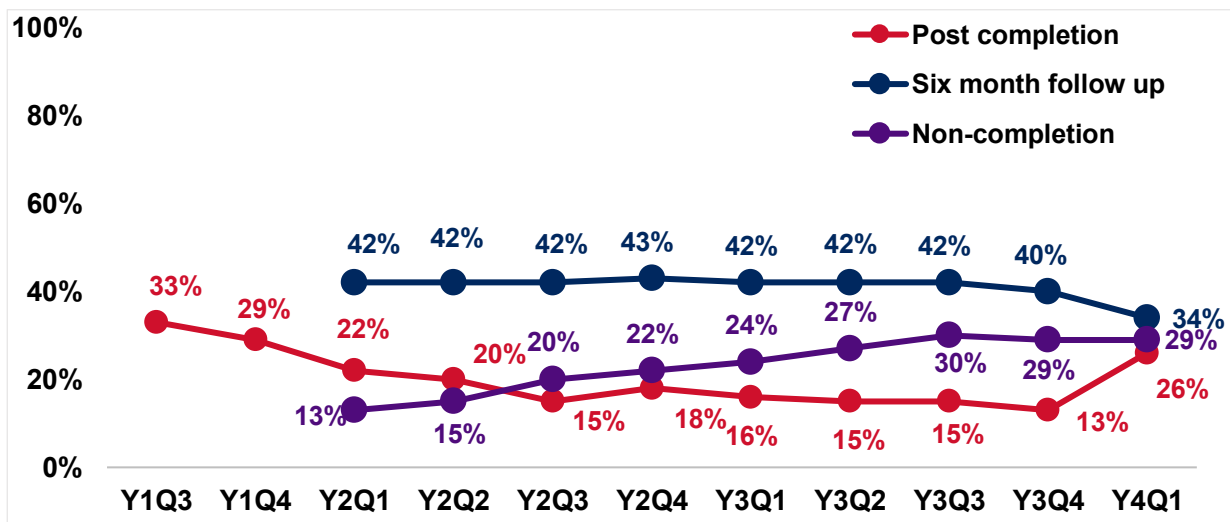
The analysis presented on the following slides are based on the **2,735** responses to one or both surveys. Results from the non-completion survey are reported separately due to small sample sizes (n = 85).

Figure 3 shows how the aggregate response rates to the three surveys has varied over time.<sup>6</sup>

**Figure 2: Post completion and six month follow up survey response rates as of 31<sup>st</sup> July 2024**



**Figure 3: Cumulative readjusted response rates over time**



Note: this figure shows cumulative response rates over time, reporting all responses to date as a percentage of all those who have completed the programme to date. The six month follow up survey response rate shows the adjusted response rate over time. The non-completion survey and six-month survey use the same sample, with those reporting completing less

<sup>6</sup> Response rate over time is based on cumulative figures.

than 75% of the module content directed to the non-completion survey and those completing 75% or more completing the six-month follow up survey.

## Profile of demand

### Businesses

To date, the HtGM programme has attracted interest from a broad range of businesses (Figures 4-7):

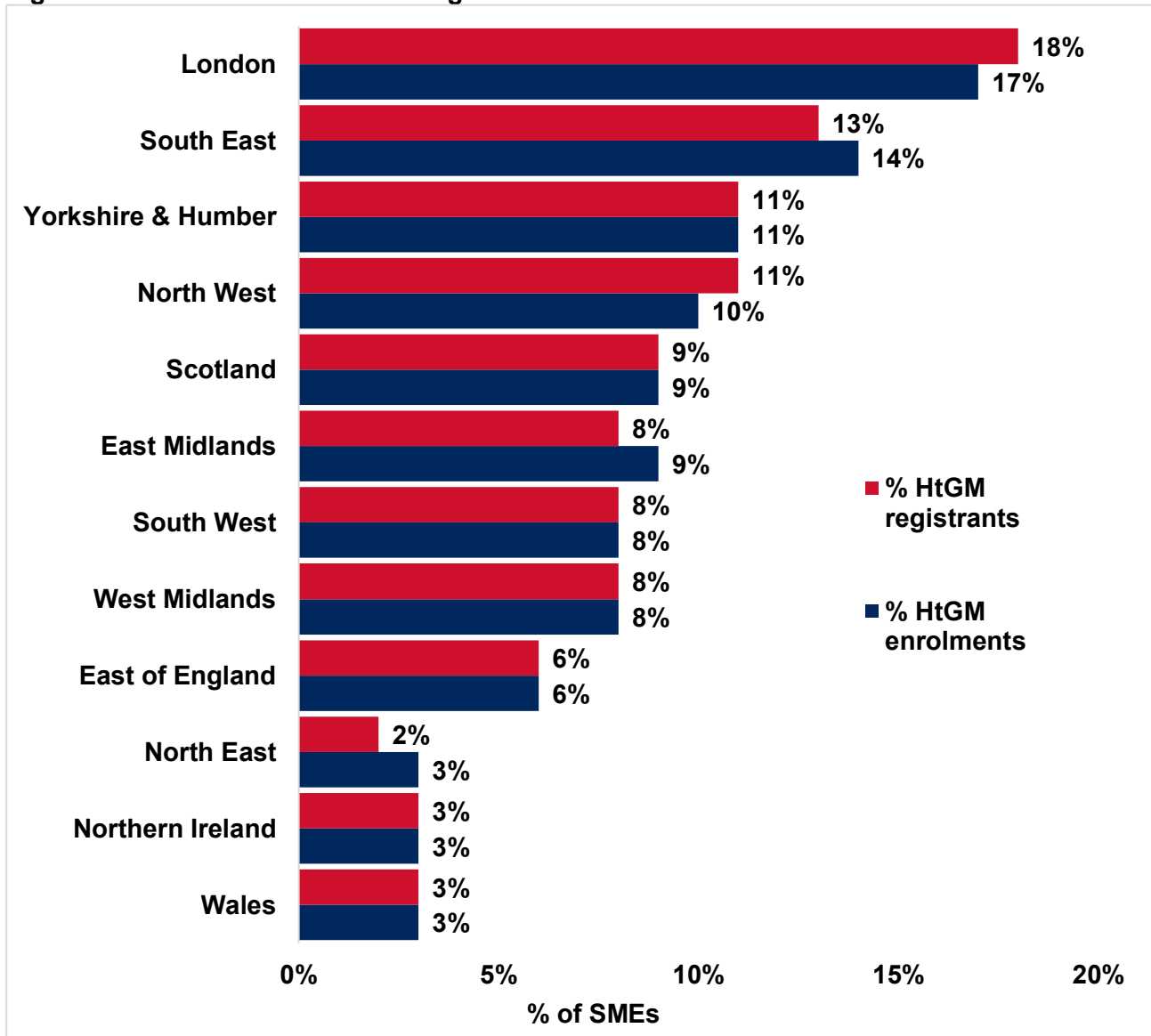
- 1) **Location:** the programme has generated interest from businesses across all regions of the UK. Around one third of firms registering or enrolling to HtGM were based in London and the South East (31% registering or enrolling). These figures broadly align to the wider UK SME population (with 5-249 employees), for which London and the South East account for the largest share (31%).
- 2) **Sector:** businesses that registered for HtGM operate across a broad range of industry sectors (Figure 5). The largest proportion of SMEs who registered / enrolled on the programme operate in 'Other services' (16%). This includes activities of member organisations, repair of computers and other personal / household goods and personal services, such as hairdressers, beauty salons and gyms. This is followed by the manufacturing sector (13% of registrations, 14% enrolments) and construction sector (both 11%). The remainder operate across a range of different industries. This is consistent with previous quarters of the HtGM programme.
- 3) **Age:** around half of SMEs that registered (51%) / enrolled (49%) on HtGM had been in operation for between one and ten years and more than a third (36% registering, 37% enrolling) had been in operation for between 11 and 30 years (Figure 6)<sup>7</sup>.
- 4) **Size:** firms registering and enrolling for HtGM were typically small SMEs in terms of employment (median 12 FTE registering / 13 FTE enrolling) (Figure 7). The median annual turnover in 2021/22 financial year was £852k for registrants and £970k for enrolments, the average differed slightly (£2.76M for registrants and £2.93M for enrolments)<sup>8</sup>.

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<sup>7</sup> Note: businesses that have been operating for less than one year are not eligible for the programme.

<sup>8</sup> Median results are reported here over mean because of large outliers. However, mean results are also presented in Figure 1.

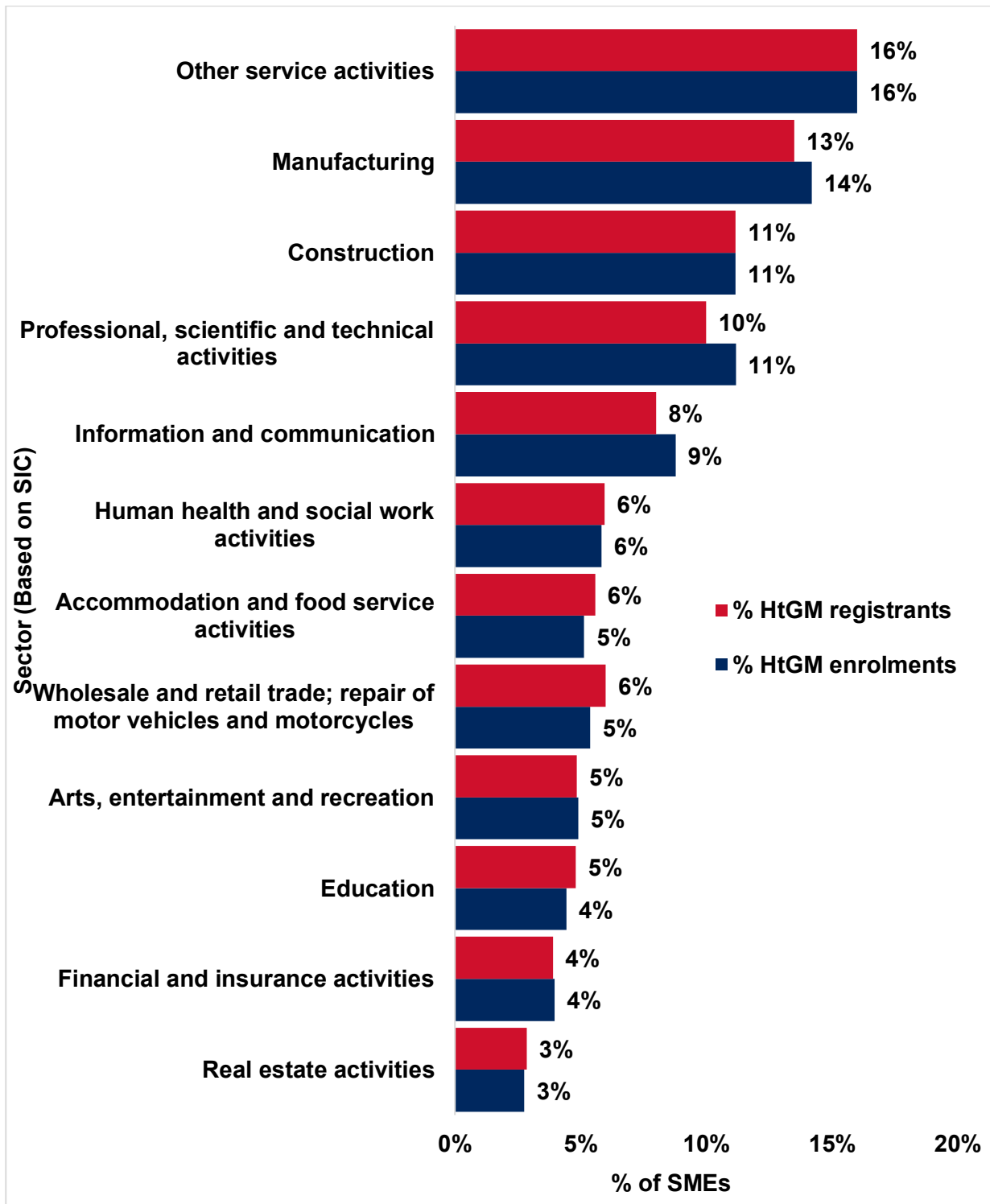
**Figure 1: Location of businesses registered and enrolled to HtGM<sup>9</sup>**



Source: DBT monitoring data, registrations (n=9,967), enrolments (n=8,280). Question type: single choice, Note: 'OxCamArc' data constitutes East of England for DBT data; ONS SME Business Characteristics (2021). Includes all HtGM data up to Y4Q1.

<sup>9</sup> SME population data are restricted to only include SMEs with 5-249 employees to align to HtGM eligibility.

Figure 2: Sector of businesses registered and enrolled to HtGM<sup>10</sup>

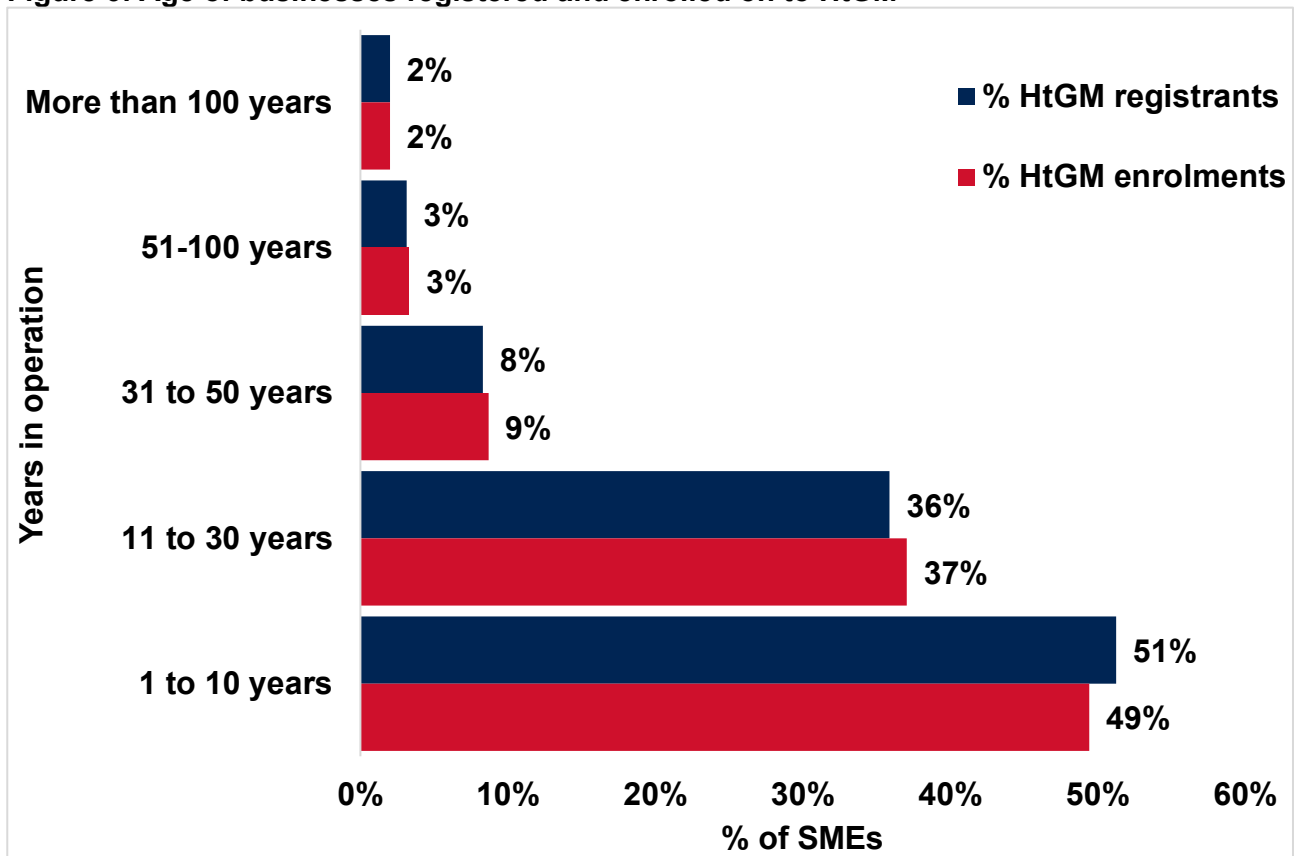


Source: DBT monitoring data, registrations (n=9,967), enrolments (n=8,280). Includes all HtGM data up to Y4Q1. Sectors with a % less than 2 are not displayed on the chart.

<sup>10</sup> SME population data are restricted to only include SMEs with 5-249 employees to align to HtGM eligibility.

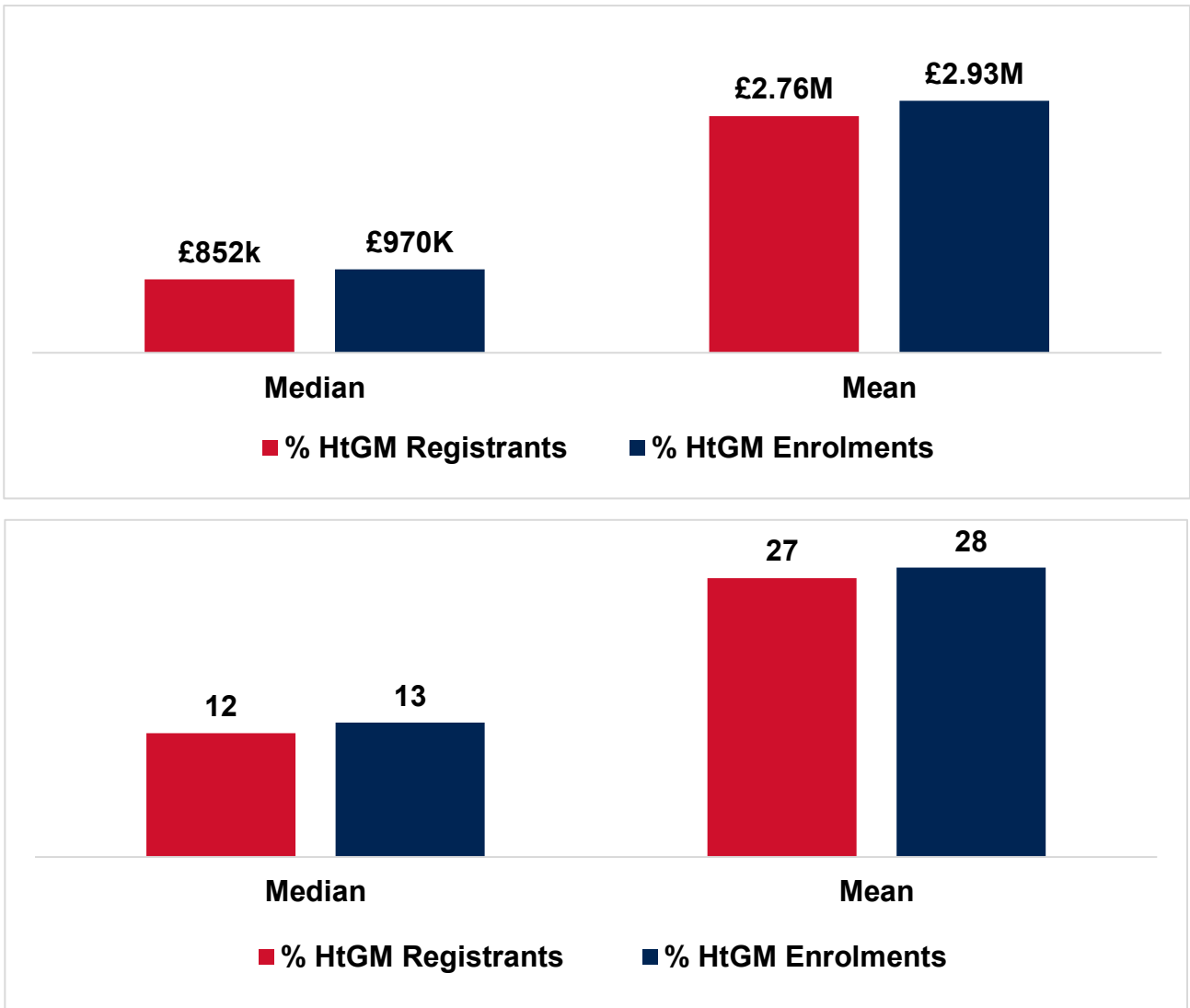


Figure 6: Age of businesses registered and enrolled on to HtGM



Source: DBT monitoring data; Base: registrations (n=9,793), enrolments (n=8,127). Includes all HtGM data up to Y4Q1.

**Figure 7: Size (turnover and employees) of businesses registered and enrolled to HtGM**



Turnover source: HtGM Registration form (n=9,878), enrolments (n=8,205)

Number of employees (FTE) Source: HtGM Registration form (n=7,964), enrolments (n=9,983)

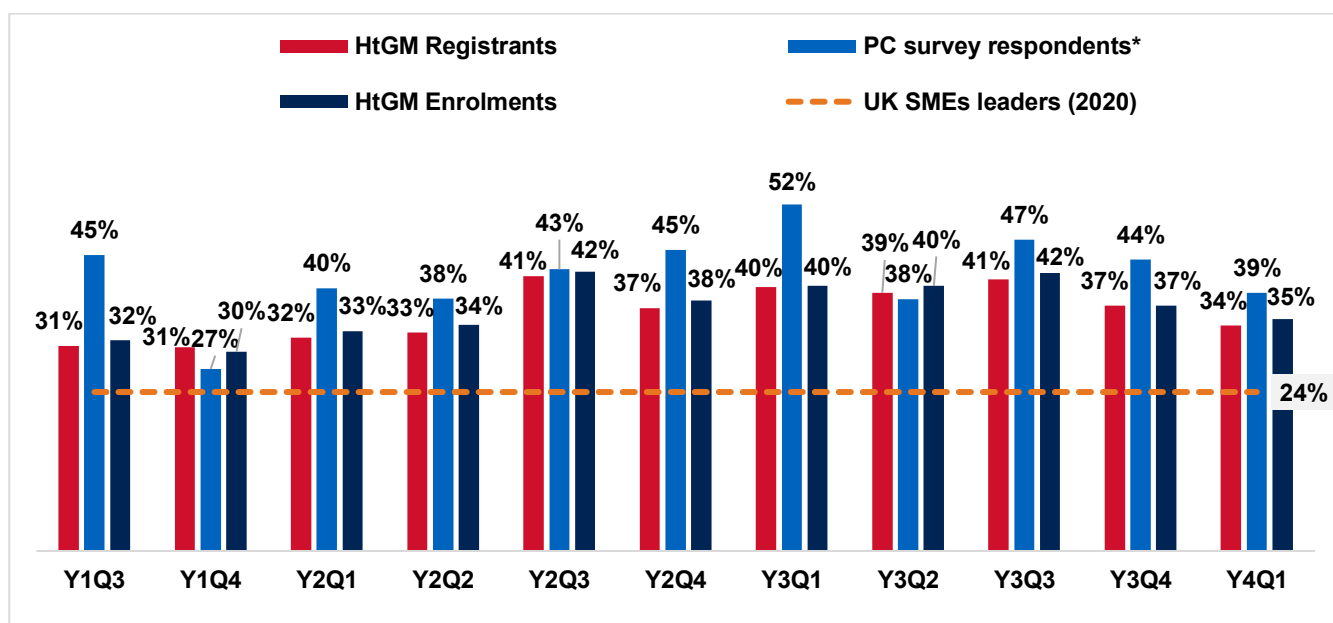
Note: these data are based on Ipsos analysis and exclude outliers. Includes all HtGM data up to Y4Q1.

## SME leaders

To date, the HtGM programme has attracted interest from a diverse range of SME leaders when compared to the gender and ethnic profile of SME leaders in the wider business population. In Y4Q1, the proportion of female SME leaders registering on the programme (34%) is higher than the proportion of private sector employment accounted for by female-led businesses.<sup>11</sup> The proportion of SME leaders registering for HtGM who are from an ethnic minority background (15%) is also 9 percentage points higher than the proportion of private sector employment accounted for by ethnic minority-led businesses (see Figure 8).<sup>12</sup>

The profile of those responding to the post completion (PC) evaluation survey is broadly in line with all SME leaders involved in HtGM in terms of ethnicity and gender.

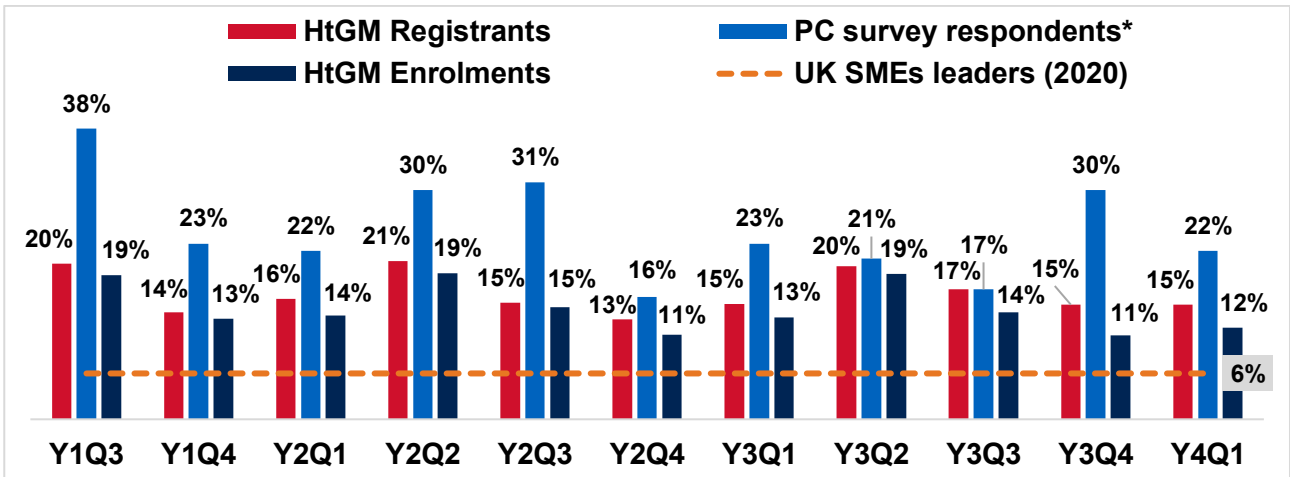
**Figure 3: Proportion of SME leaders who are female / proportion of SME leaders from ethnic minority backgrounds**



Source: HtGM Registration form (n=9,793 for registrants and n=8,127 for enrolments); Post-completion survey (n=1,446); Leadership of small and medium enterprises (2023), Longitudinal Small Business Survey (2021). Includes all HtGM data up to Y4Q1. Note: Orange dashed line represents a singular point in time. It should be used to contextualise and not be interpreted as time series.

<sup>11</sup> Women owned and women led businesses provide a total of 24% private sector employment – Federation for Small Businesses - <https://www.fsb.org.uk/resource-report/supporting-women-s-enterprise-in-the-uk.html>

<sup>12</sup> Government Statistics (2020) Workforce and business: Leadership of small and medium enterprises - <https://researchbriefings.files.parliament.uk/documents/SN06152/SN06152.pdf>

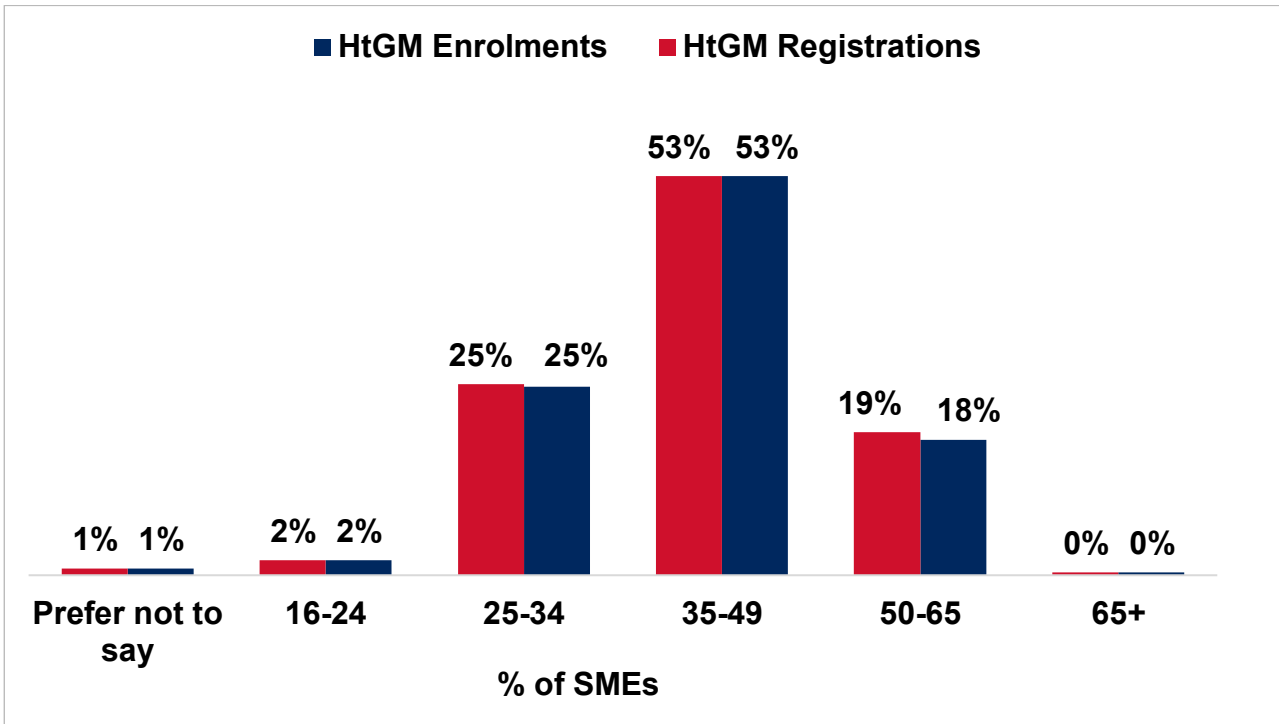


Note: Orange dashed line represents a singular point in time. It should be used to contextualise and not be interpreted as time series.

\*PC survey respondents answering yes to 'Are any of the senior leaders in your business from an ethnic minority background?'

To date, just over half of SME leaders registering / enrolling (53%) to the programme were aged between 35-49 years (Figure 9). One quarter (both 25%) were aged between 25-34 years and one in five were aged between 50-65 years (19% registered, 18% enrolled).

Figure 4: Age of SME leaders registering and enrolling on HtGM



Source: DBT monitoring data, registrations (n=9,946), enrolments (n=8,261)  
Includes all HtGM data up to Y4Q1.

## Applying to HtGM

*This section presents the evidence to date on programme completers' expectations of the programme, understanding of the programme's aims and objectives and experiences of the application process.*

### Expectations and understanding of HtGM

Through participating in HtGM, SME leaders most commonly expected to improve leadership and management skills (77%), have an increased awareness of productivity and growth (74%) and improve confidence in leading their business (73%). This has been consistent across quarters.

Survey respondents were least likely to expect to widen their professional and peer networks (26%), improve their understanding of how to improve their understanding of data analytics (24%), and how to embed equality, diversity and inclusion practices (17%).

**Figure 10: What were your expectations of the Help to Grow: Management programme? What were you hoping to get out of it?**

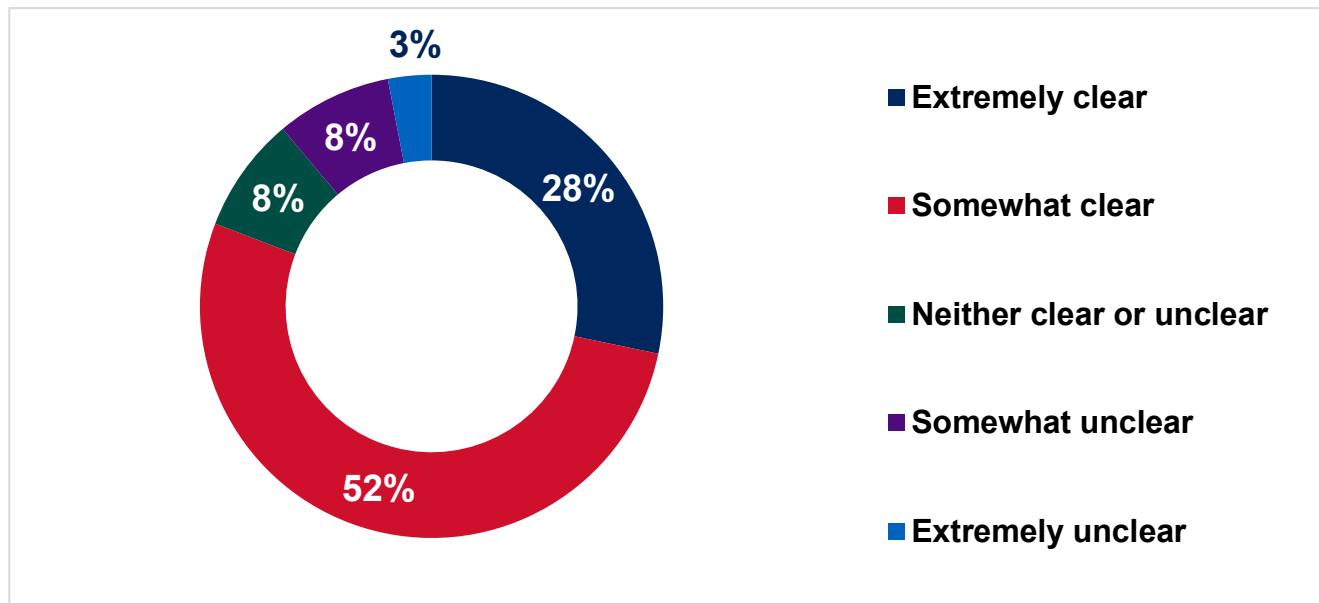


Source: Post completion survey; Base: 1,446 (Figure shows aggregated survey responses)

Note: Respondents could select more than one option. Only the top three most reported and least three reported are included in the chart

Most survey respondents (80%) were **clear on the programme's aims and objectives** at the time of application. Around one in ten (12%) were unclear. This has been consistent through all quarters.

**Figure 11: When you applied, how clear were you on the aims and objectives of the programme?**



Source: Post completion survey; Base: 1,446 (Figure shows aggregated survey responses)

Note: Figures based on aggregating categories may not always reflect the sum of the individual answer categories due to rounding

### **Motivations and experience of applying**

In the most recent quarter (Y4Q1), the modules reported by programme completers as their top two modules of interest at the time of applying were **Strategy and Innovation** (46%) and **Developing a Marketing Strategy** (42%).

**Figure 12: Which three modules were you most interested in when you signed up to the programme?**

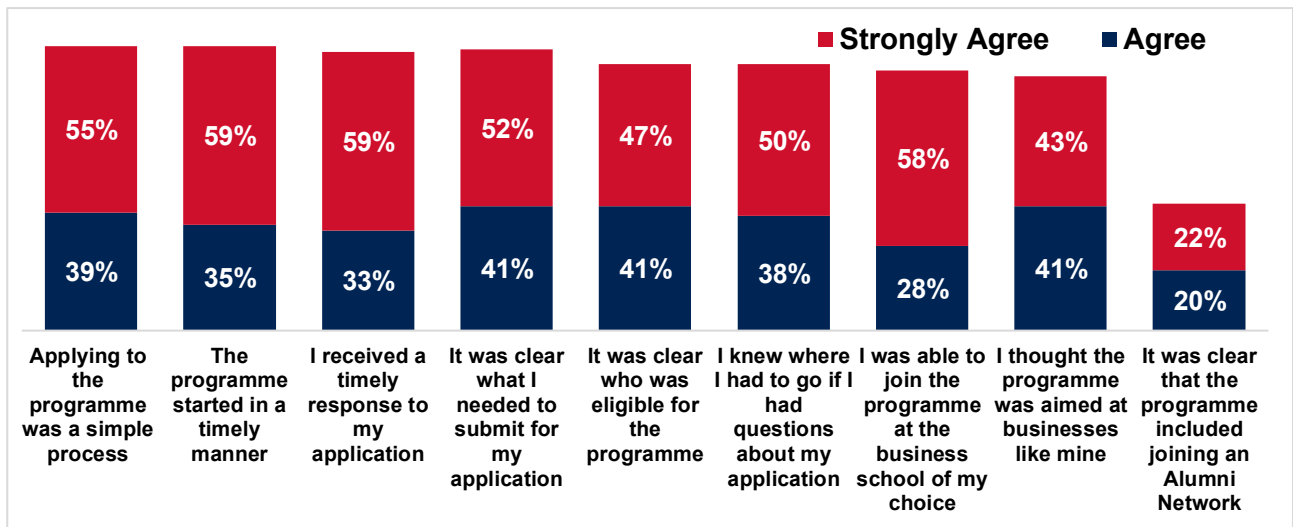


Source: Post completion survey; Base: (Figure shows quarterly survey responses); Y3Q4 (104), Y4Q1 (200)  
 Note: Respondents could select up to three options.

**Feedback remains positive on the application and onboarding process.** Nearly all respondents agreed that submitting an application was clear (94%), the application process was simple (93%), responses to applications were timely (93%) and the programme started in a timely manner (93%).

In December 2022, an additional response option relating to the alumni network was added to the question presented below. It is relatively unclear that the programme included joining an alumni network for one in three programme participants (72% Y3Q2, 70% Y3Q3, 70% Y3Q4, 42% Y4Q1).

**Figure 13: Thinking about your experience of applying to HtGM, to what extent do you agree or disagree with the following statements?**



Source: Post completion survey; Base: 1,446 (Figure shows aggregated survey responses). Question type: Single choice per statement.

Note: Figures based on aggregating categories may not always reflect the sum of the individual answer categories due to rounding. The code 'It was clear that the programme included joining an Alumni Network' was added in Y2Q3, meaning it has a smaller sample (821). This base excludes 'Not stated/not answered'.

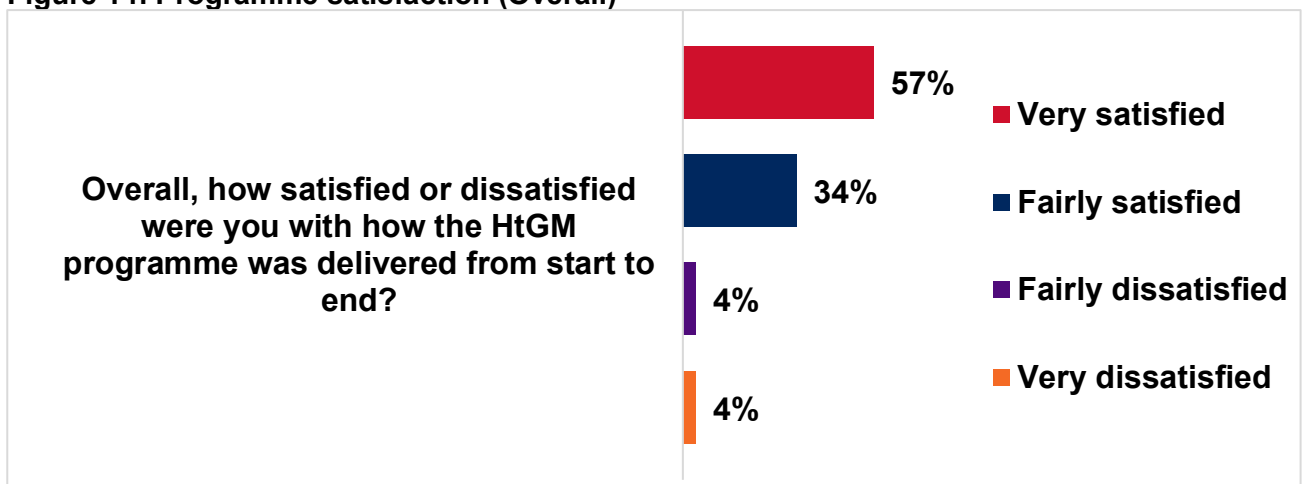
## Experience of HtGM

*This section presents findings on overall satisfaction with the HtGM programme, the relevance of individual programme modules and programme participant experiences of mentoring.*

### Delivery

Overall, SME leaders are reporting high levels of satisfaction with programme delivery, with 92% saying they were fairly or very satisfied and 8% saying they were fairly or very dissatisfied.

**Figure 14: Programme satisfaction (Overall)**



Source: Post completion survey; Base: 1,446 (Figure shows aggregated survey responses) Question type: single choice; Note: Figures based on aggregating categories may not always reflect the sum of the individual answer categories due to rounding.



Participants are reporting high levels of satisfaction with the overall design and content of the modules. In Y4Q1, Strategy and Innovation was deemed most relevant (89%) by programme completers, followed by Vision, Missions and Values (88%).

Internationalisation to Develop New Markets (previously called “Internationalisation”) was deemed to be the least relevant module and has remained consistently low across all quarters, compared to other modules.

**Figure 15: How relevant were each of the Help to Grow: Management modules to your business?**



Source: Post completion survey; Base: Y3Q4 (106), Y4Q1 (200)

Note: bars show data from Y4Q1 of the post completion survey, arrows show changes from Y3Q4;

Note: Respondents could select relevancy for each statement

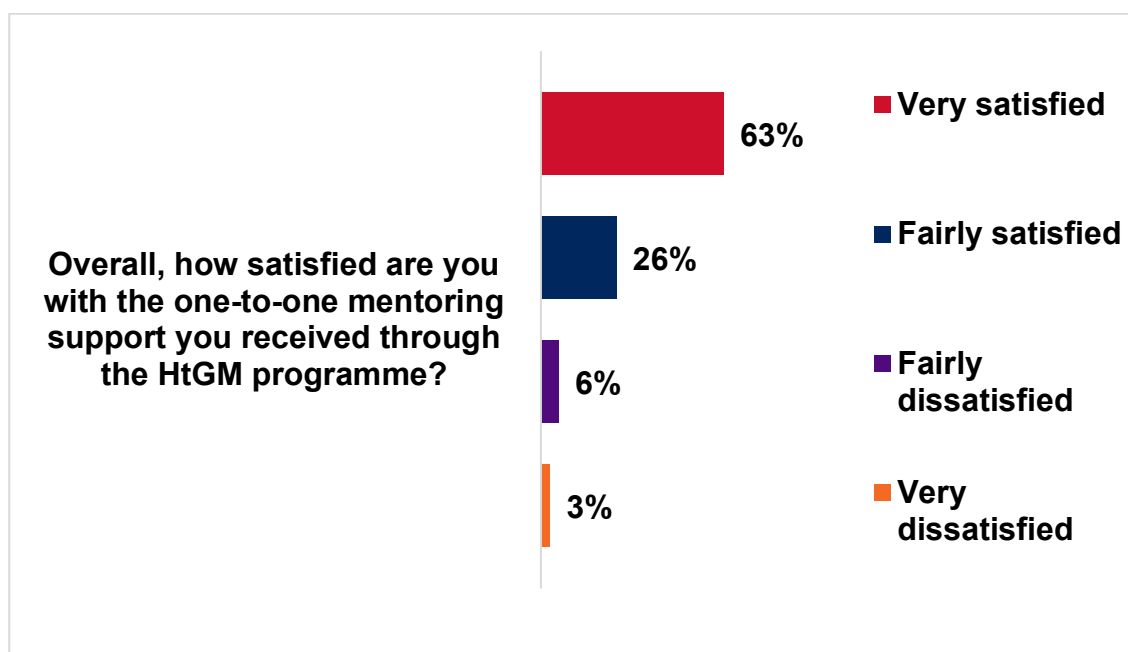
## Mentoring

As of 1st August 2022, DBT changed the mentoring element of HtGM from mentors being paid for their time to mentors participating on a voluntary basis. All respondents to the Y3Q4 survey will have received mentoring under the new delivery model.

A key difference in the new mentoring model is that programme participants can choose a mentor. Whereas, previously, business schools formed the mentoring relationships on their behalf.

Overall, levels of satisfaction amongst participants are high and remain consistent with previous quarters. Around nine in ten (89%) survey respondents were satisfied with mentoring support received.

**Figure 16: Satisfaction with mentoring**

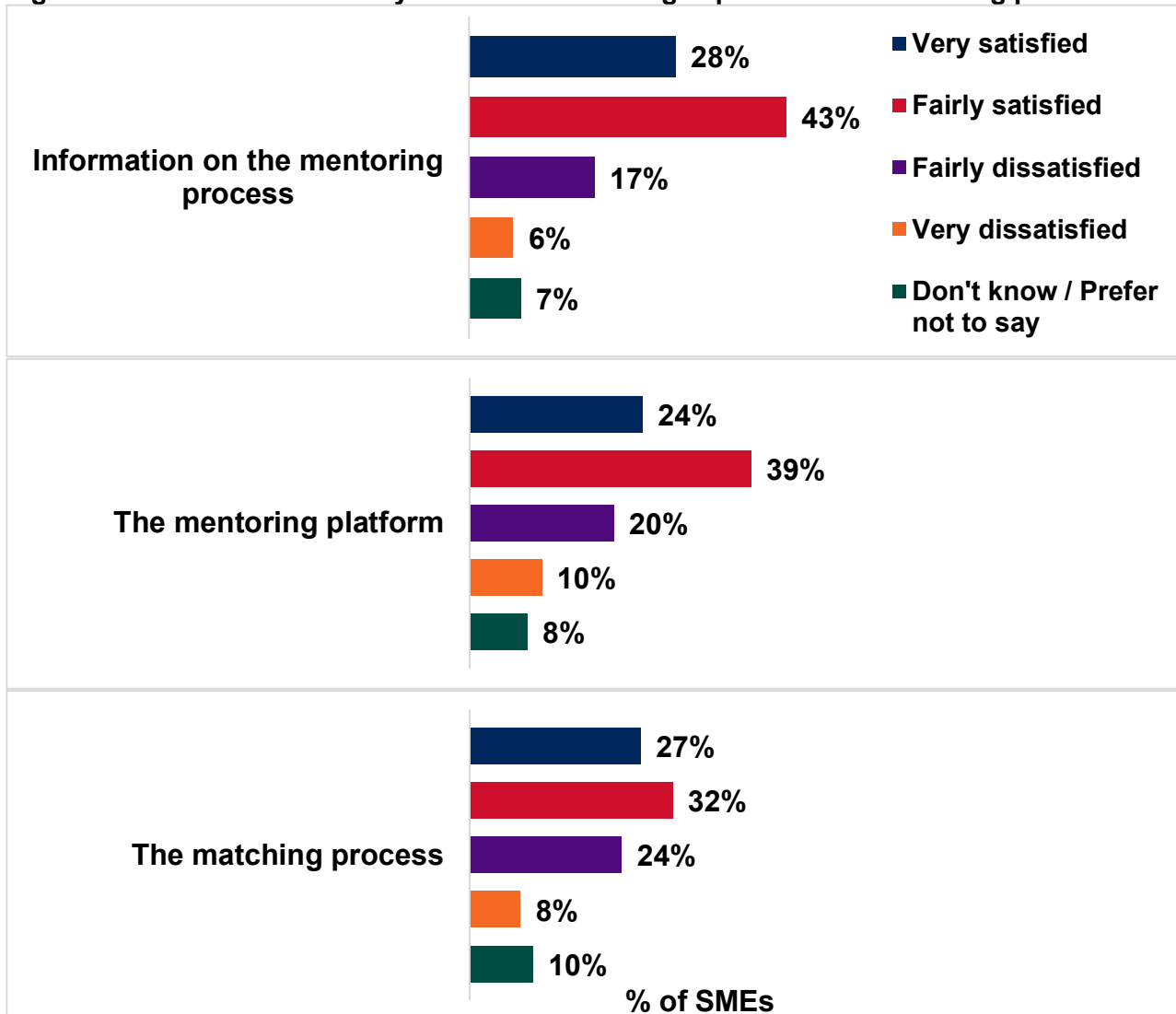


Source: Post completion survey; Base: 1188 (Asked only to those that were matched to a mentor and had completed all/some mentoring hours) (Figure shows aggregated survey responses)

Note: This base excludes 'Not stated/not answered' and figures based on aggregating categories may not always reflect the sum of the individual answer categories due to rounding.

In the most recent quarter, SME leaders felt most satisfied with the information provided on the mentoring process (71% satisfied). This compares to 63% who felt satisfied with the mentoring platform and 59% who felt satisfied with the matching process.

**Figure 17: How satisfied were you with the following aspects of the mentoring process?**

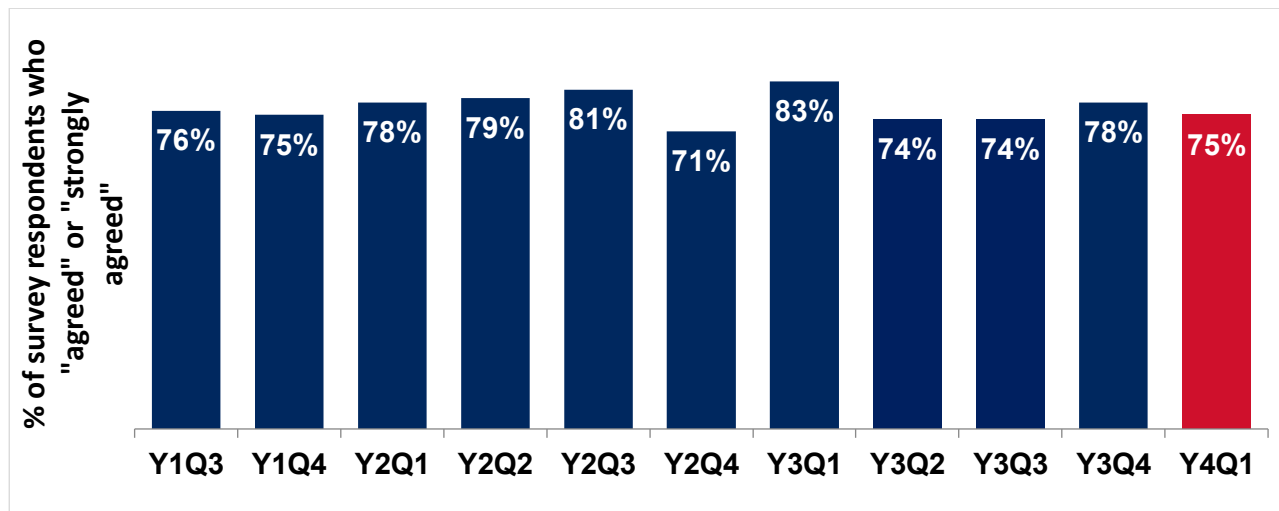


Source: Post completion survey; Base: 200 (Figure shows quarterly responses) (This question was added to the survey in December 2022 resulting in a smaller sample); Question type: single choice per statement

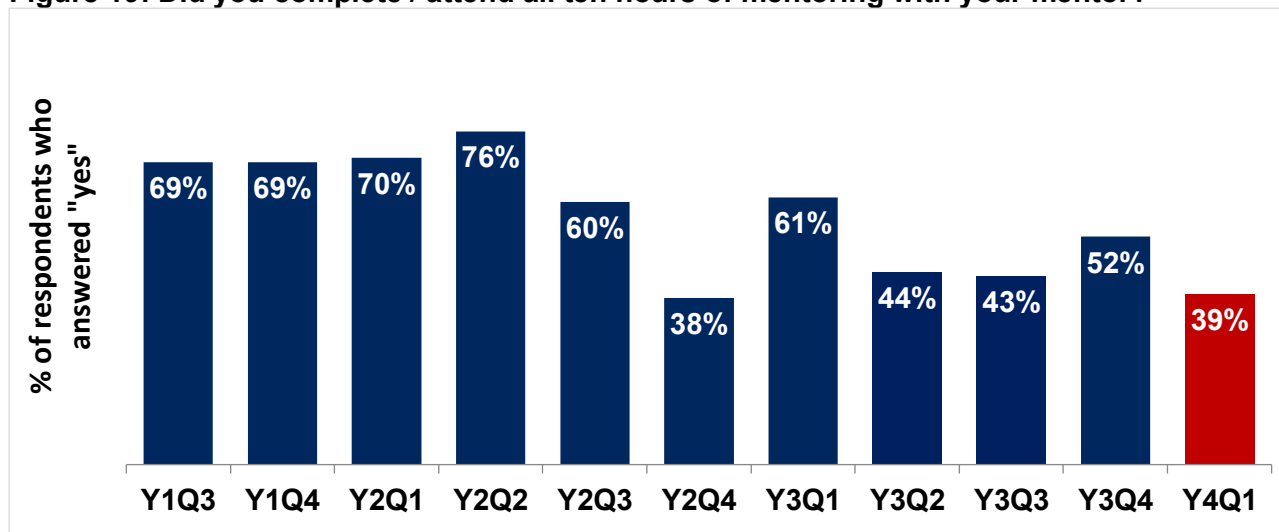
In Y4Q1, the majority (75%) of survey respondents thought their mentor’s experience was well matched to their needs. Satisfaction amongst programme completers with the quality of the match with their mentor has been relatively consistent over the previous four quarters after some initial fluctuations in Year 2/3, in line with the change in delivery model.

In Y4Q1, fewer than half of respondents (39%) attended all ten hours of mentoring with their mentor. This is the second lowest since the survey began and the lowest since Y2Q4 and reflects the additional time now permitted for participants to complete the mentoring element.

**Figure 5: To what extent do you agree or disagree that your mentor's experience was well matched to your needs?**



**Figure 19: Did you complete / attend all ten hours of mentoring with your mentor?**

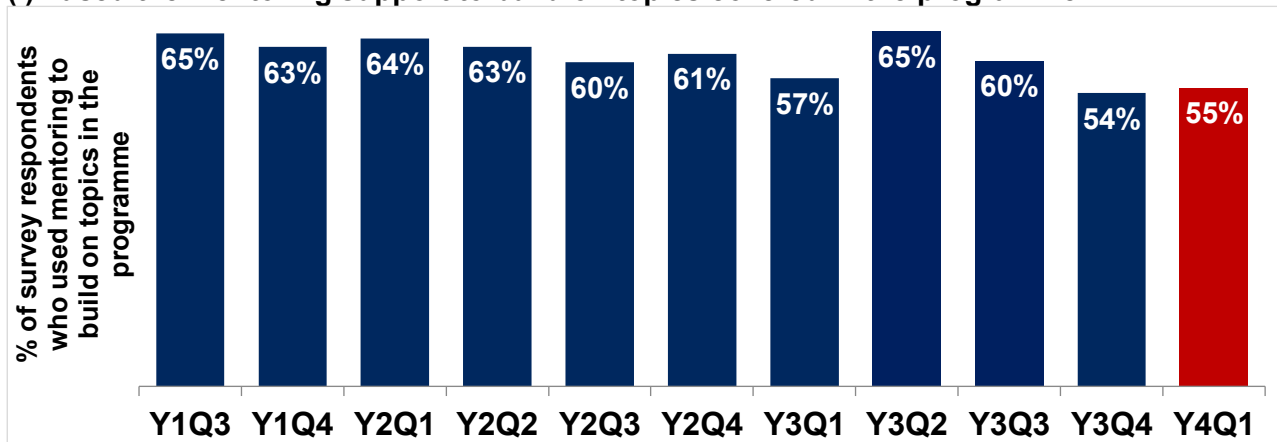


Source: Post completion survey; Base: 80 Y1Q3; 88 Y1Q4, 245 Y2Q1, 140 Y2Q2, 78 Y2Q3, 48 Y2Q4 , 103 Y3Q1, 109 Y3Q2, 114 Y3Q3, 81 Y3Q4, 175 Y4Q1 (Asked only to those who were matched with a mentor) (Figure shows all responses to date, by quarter); Question type: single choice

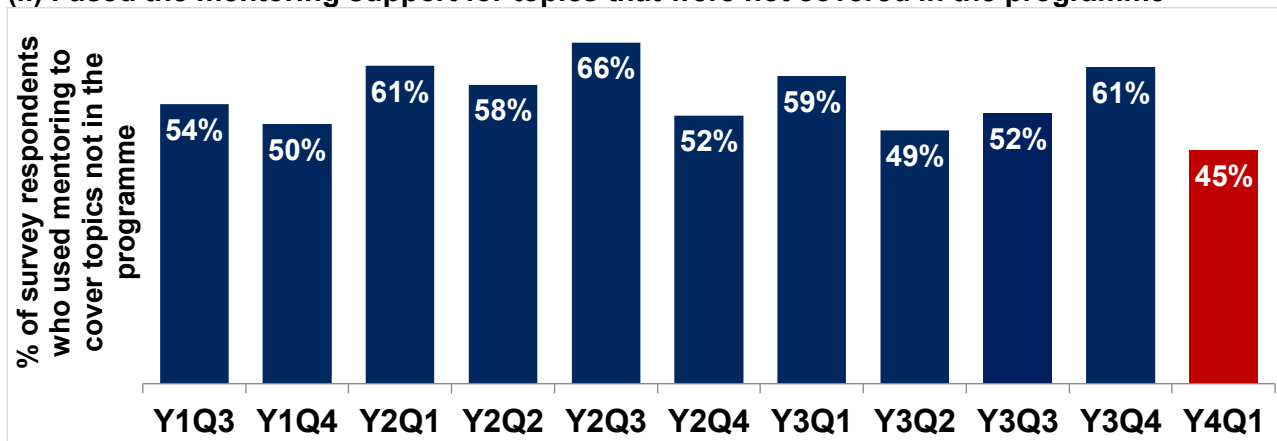
Note: the post completion survey is issued between two and six weeks after completing module 12, so some respondents may still be in the process of completing their mentoring relationship at the time of the survey (Figure shows quarterly survey responses)

The mentoring support is used by programme participants to cover a range of topics both in the curriculum and beyond (Figure 20). Over half (55%) of programme completers used the mentoring support to build on topics covered in the programme and under half (45%) used the support for topics that were not covered in the programme.

**Figure 20: Which of the following describes how you used one-to-one mentoring support?  
(i) I used the mentoring support to build on topics covered in the programme**



**Figure 21: Which of the following describes how you used one-to-one mentoring support?  
(ii) I used the mentoring support for topics that were not covered in the programme**

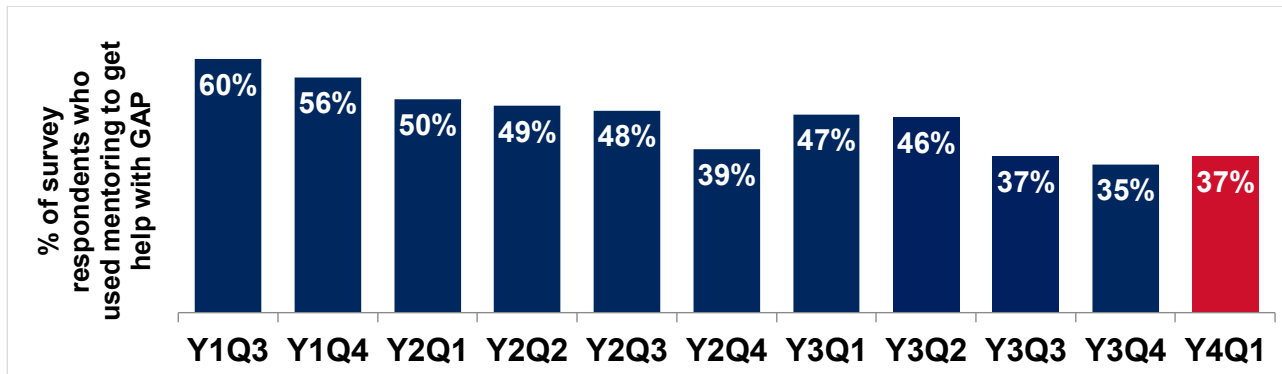


Source: Post completion survey; Base: 80 Y1Q3; 88 Y1Q4, 242 Y2Q1, 139 Y2Q2, 67 Y2Q3, 31 Y2Q4, 81 Y3Q1, 78 Y3Q2, 97 Y3Q3, 71 Y3Q4, 171 Y4Q1 (all who were matched with a mentor and did all/some mentoring hours) (Figure shows all responses to date, by quarter).

Note: 'not stated' responses are excluded from the base in Y2Q3, Y2Q4, Y3Q1 and Y4Q1. The tools to increase productivity code has been excluded to match the base from previous waves.

The amount of programme completers using mentoring to cover topics not in the programme has decreased since the previous quarter, from 61% in Y3Q4 to 45% in Y4Q1, which is the lowest figure since the survey began.

**Figure 6: Which of the following describes how you used one-to-one mentoring support?  
(iii) I used the mentoring support to get help with my Growth Action Plan**

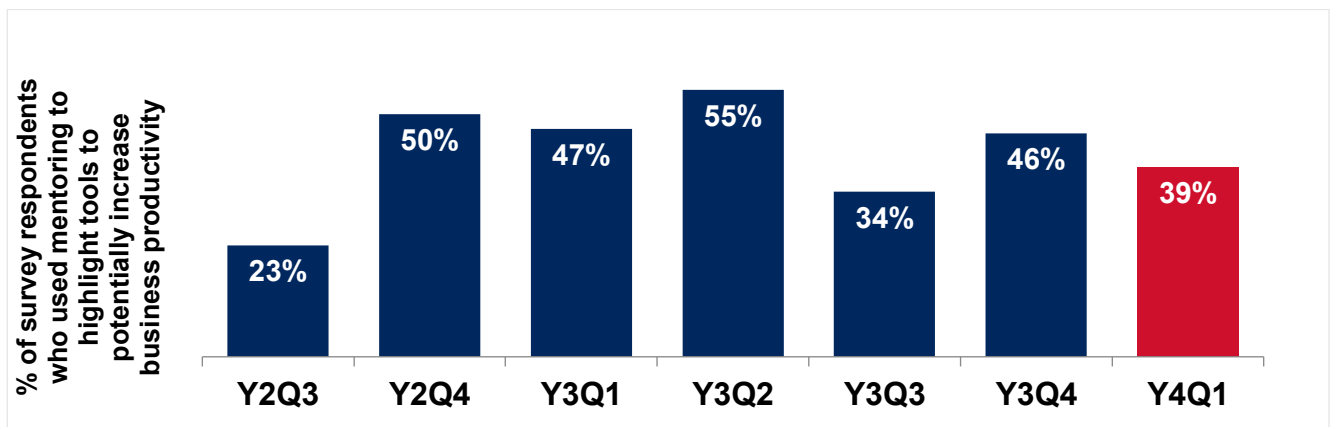


Source: Post completion survey; Base: 80 Y1Q3; 88 Y1Q4, 242 Y2Q1, 139 Y2Q2, 67 Y2Q3, 31 Y2Q4, 81 Y3Q1, 78 Y3Q2, 97 Y3Q3, 71 Y3Q4, 171 Y4Q1 (all who were matched with a mentor and did all/some mentoring hours) (Figure shows all responses to date, by quarter).

Note: 'not stated' responses are excluded from the base in Y2Q3, Y2Q4, Y3Q1 and Y4Q1. The tools to increase productivity code has been excluded to match the base from previous waves.

The number of respondents using mentoring to highlight tools to increase business productivity has seen a decrease since the last quarter, though this has fluctuated since its introduction in Y2Q3 (46% in Y3Q4 to 39% in Y4Q1).

**Figure 23: Which of the following describes how you used one-to-one mentoring support?  
(iii) I used the mentoring support to highlight tools to potentially increase business productivity**



Source: Post completion survey; Base: 80 Y1Q3; 88 Y1Q4, 242 Y2Q1, 139 Y2Q2, 67 Y2Q3, 31 Y2Q4, 81 Y3Q1, 78 Y3Q2, 97 Y3Q3, 71 Y3Q4, 171 Y4Q1 (all who were matched with a mentor and did all/some mentoring hours) (Figure shows all responses to date, by quarter).

Note: 'not stated' responses are excluded from the base in Y2Q3, Y2Q4 and Y3Q1. The tools to increase productivity code has been excluded to match the base from previous waves.

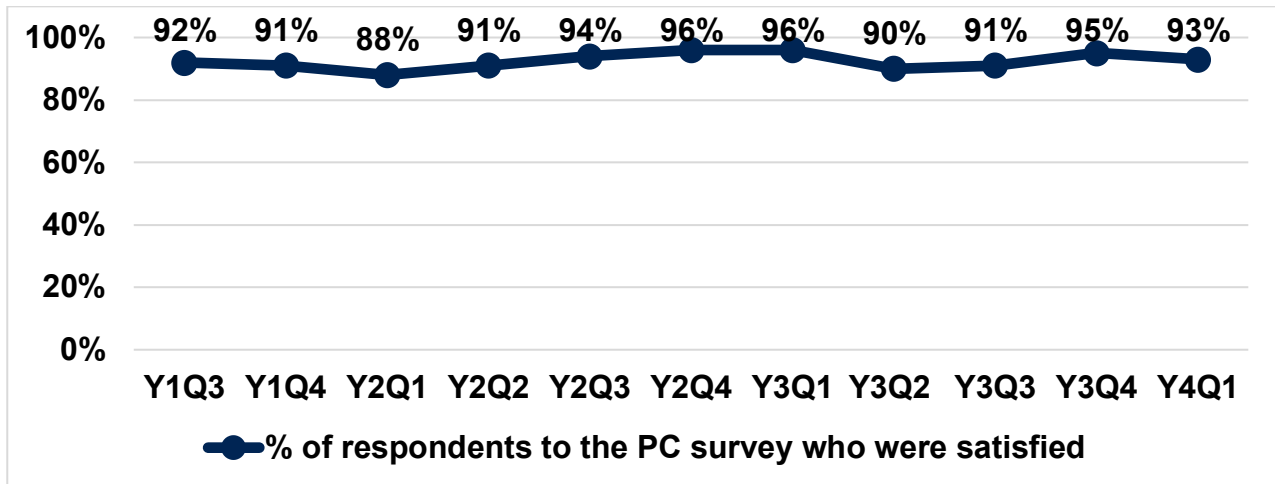
## Satisfaction scores over time

Satisfaction with programme delivery and mentoring has been consistently high since the post-completion survey was launched.

- In the most recent quarter, 93% were satisfied with how the programme was delivered.

The proportion of programme completers who were satisfied with their mentoring support has remained consistent for the past few quarters.

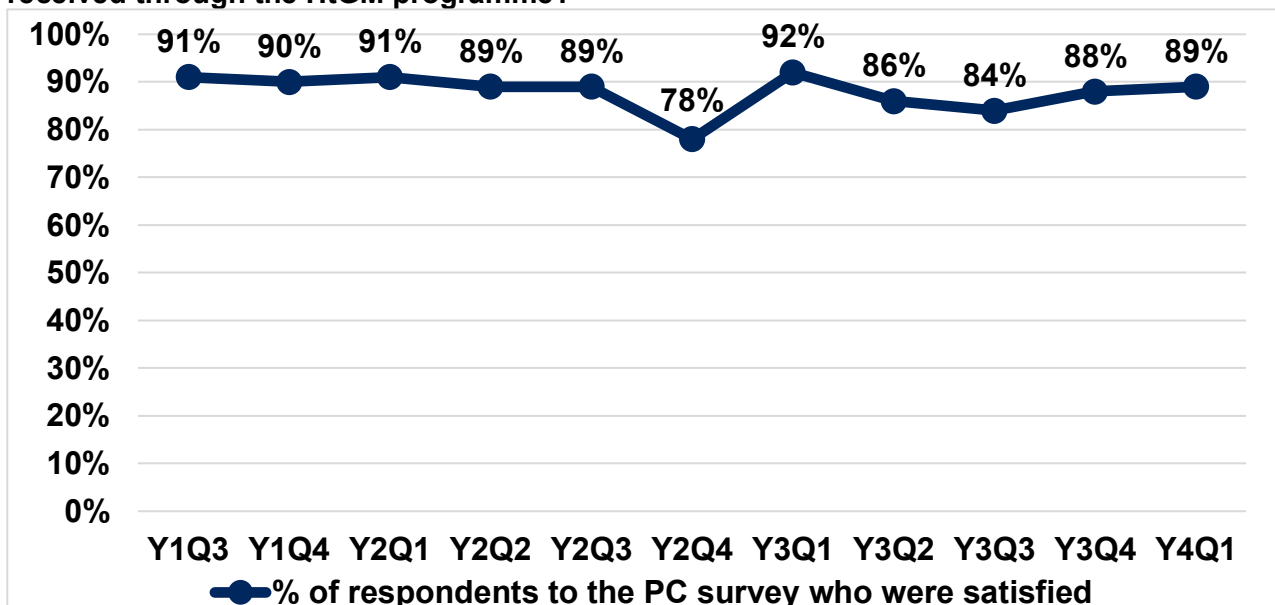
**Figure 24: Overall, how satisfied or dissatisfied were you with how HtGM was delivered from start to end?**



Source: Post completion survey

Base: 85 Y1Q3; 91 Y1Q4, 256 Y2Q1, 149 Y2Q2, 90 Y2Q3, 67 Y2Q4 , 128 Y3Q1, 136 Y3Q2, 138 Y3Q3, 106 Y3Q4, 200 Y4Q1

**Figure 25: Overall, how satisfied or dissatisfied were you the mentoring support you received through the HtGM programme?**



Source: Post completion survey

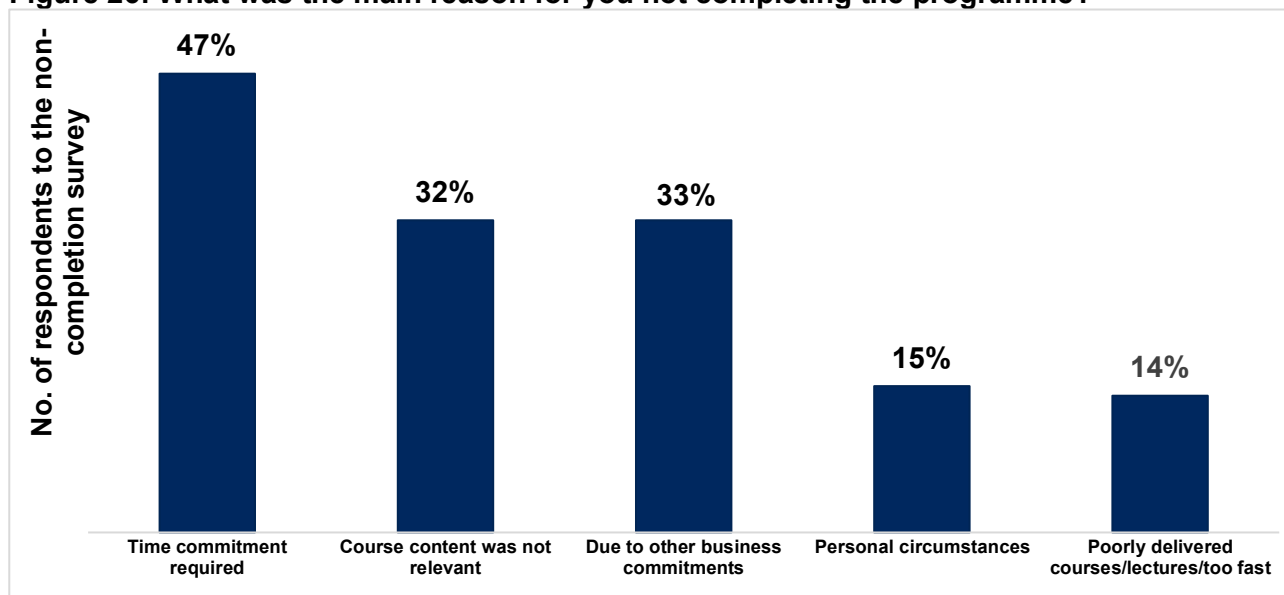
Base: 80 Y1Q3; 88 Y1Q4, 242 Y2Q1, 139 Y2Q2, 73 Y2Q3, 36 Y2Q4 , 88 Y3Q1, 95 Y3Q2, 102 Y3Q3, 74 Y3Q4, 171 Y4Q1 (Asked only of those who were matched with a mentor and did all/some mentoring hours)

Note: 'not stated' responses are excluded from the base

## Non-completion survey<sup>13</sup>

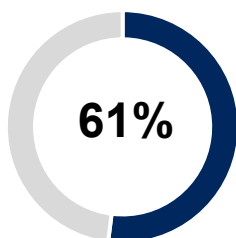
This section sets out early evidence on the experiences of SME leaders who enrolled on the programme but completed less than 75% of the modular content. It presents findings on overall satisfaction, reasons for not completing and whether anything could have supported them to attend more of the programme. These findings are based on an aggregate response.

Figure 26: What was the main reason for you not completing the programme?



Source: Non completion survey Base: 85

Note: Respondents could select more than one option (Figure shows aggregated survey responses), 'not stated' responses are excluded from the base

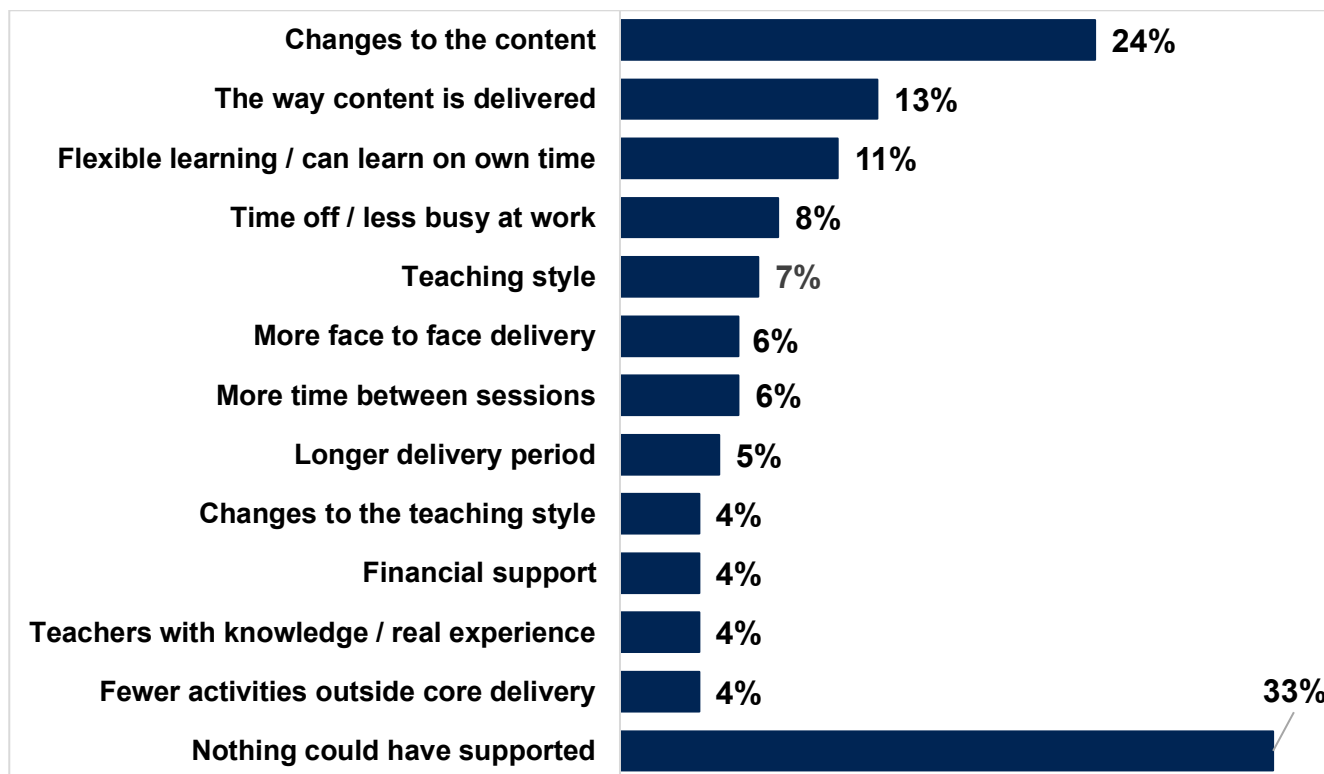


of SME leaders who had dropped out of HtGM would be interested in completing the programme at a later point in time

<sup>13</sup> Commentary will be added to future reports once the sample size has increased.



**Figure 27: What, if anything, could have supported you to attend more of the programme?**



Source: Non completion survey; Base: 85

Note: Respondents could select more than one option (Figure shows aggregated survey responses)

## Self-reported individual outcomes

This section focuses on individual level outcomes. All findings presented are self-reported and should therefore be treated as indicative rather than conclusive.

Within six weeks, HtGM programme completers in Y4Q1 most commonly reported confidence in leading and managing their business (72%), increased awareness of factors that drive business productivity and growth (69%), and improved understanding of how to innovate their business model (66%).

Figure 28 shows percentage point changes between Y3Q4 and Y4Q1, although these changes are not statistically significant.

**Figure 28: Which (if any) of the following have you learned or gained from participation in the Help to Grow: Management programme? Please select all that apply (Quarterly comparison)**

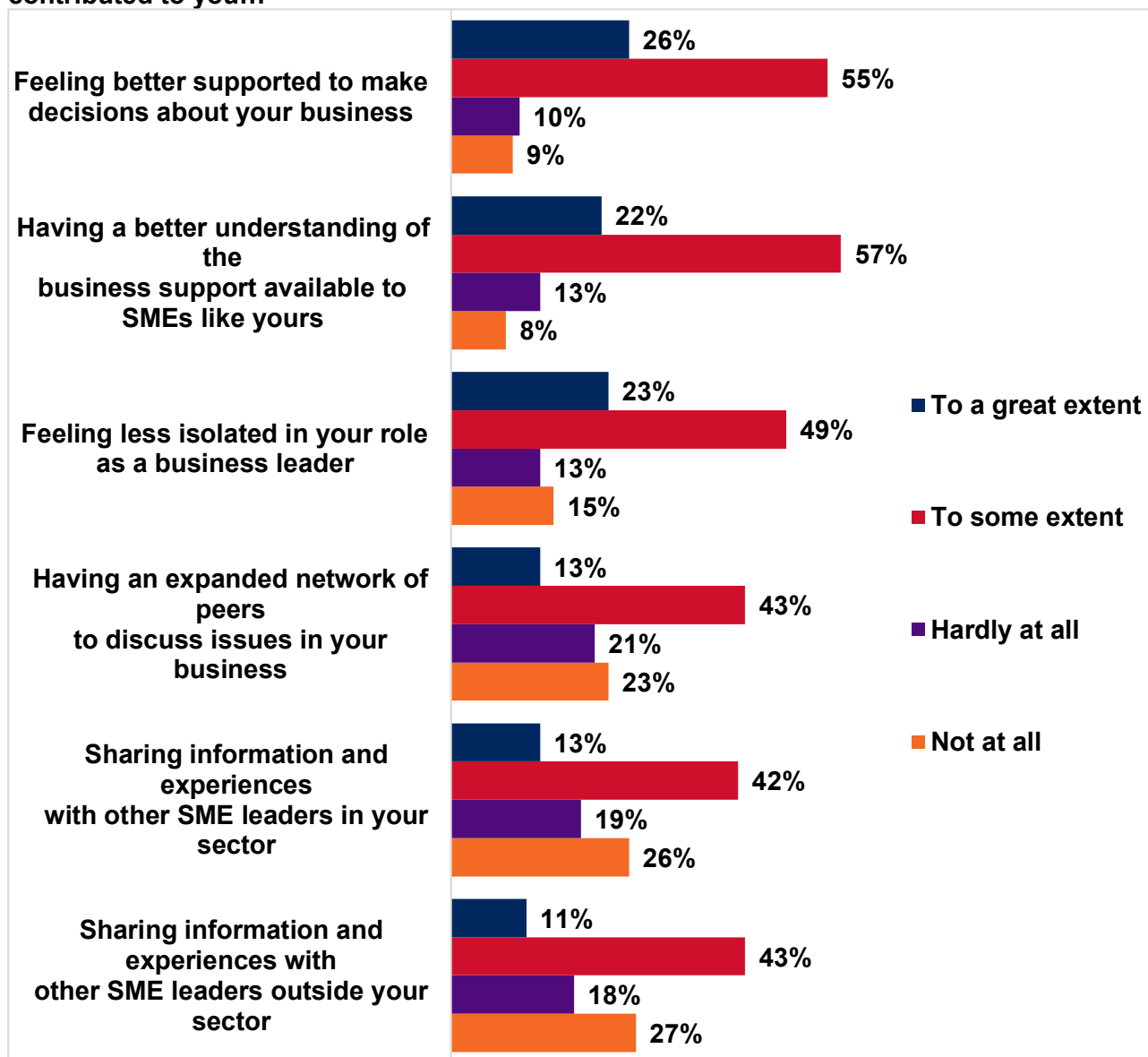


Source: Post completion survey; Base: Y3Q4 (106), Y4Q1 (200)

Note: bars show data from Y4Q1 of the post completion survey, arrows show changes from Y3Q4; Question type: Multiple choice; Figures based on aggregating categories may not always reflect the sum of the individual answer categories due to rounding

HtGM programme completers also reported feeling better supported to make decisions, (82%) having a better understanding of the support available (80%) and feeling less isolated in their role as a business leader (72%).

**Figure 29: To what extent has participation in the Help to Grow Management Programme contributed to you...**

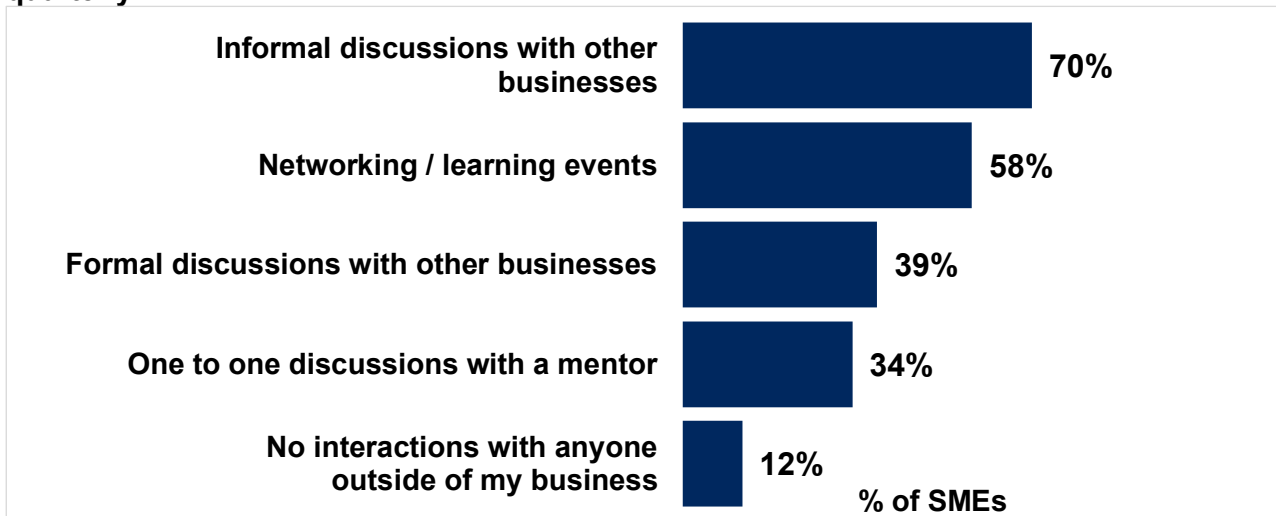


Source: Six-month follow up survey; Base: 1,282 (Figure shows aggregated survey responses)

Note: Figures based on aggregating categories may not always reflect the sum of the individual answer categories due to rounding

Since completing the programme, the majority of SME leaders (88%) had interacted with SME leaders outside of their firm, typically through informal discussions (70%) or networking events (58%). The proportion of programme completers who did not engage with other business leaders at all this quarter has decreased from 13% to 8% (as shown in Figure 30, the aggregate average is 12%).

**Figure 30: Since completing the programme, what activities do you engage in at least quarterly?**



Source: Six month follow up survey; Respondents could select more than one option

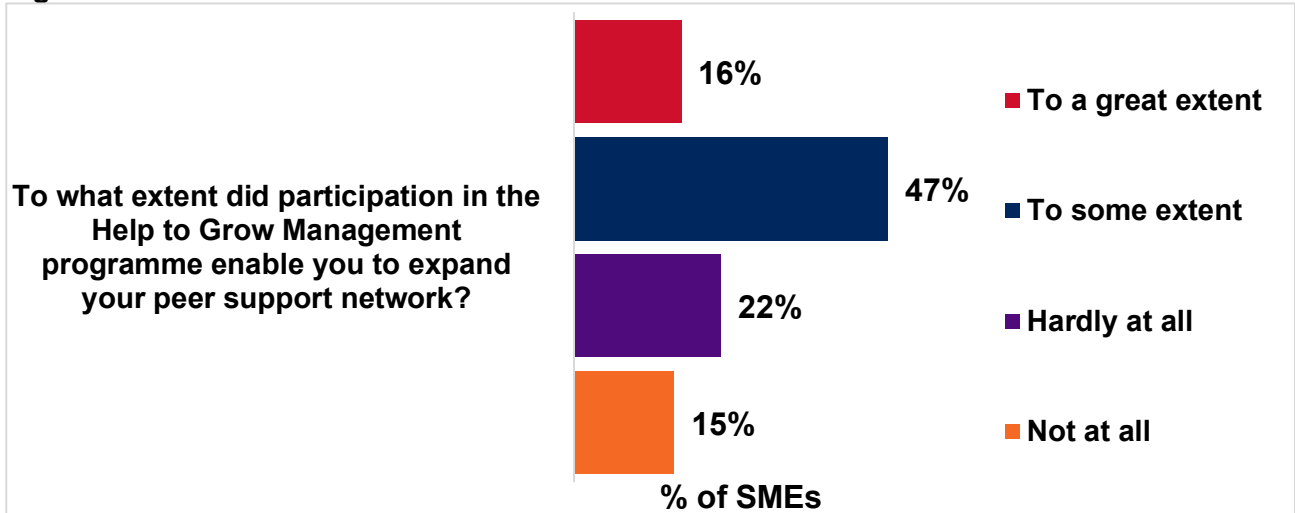
Base: 1,282 (Figure shows aggregated survey responses)

Note: The chart only includes response options with >1%

## Network benefits

Overall, around two thirds (63%) of SME leaders completing the programme reported that HtGM enabled them to expand their peer support network.

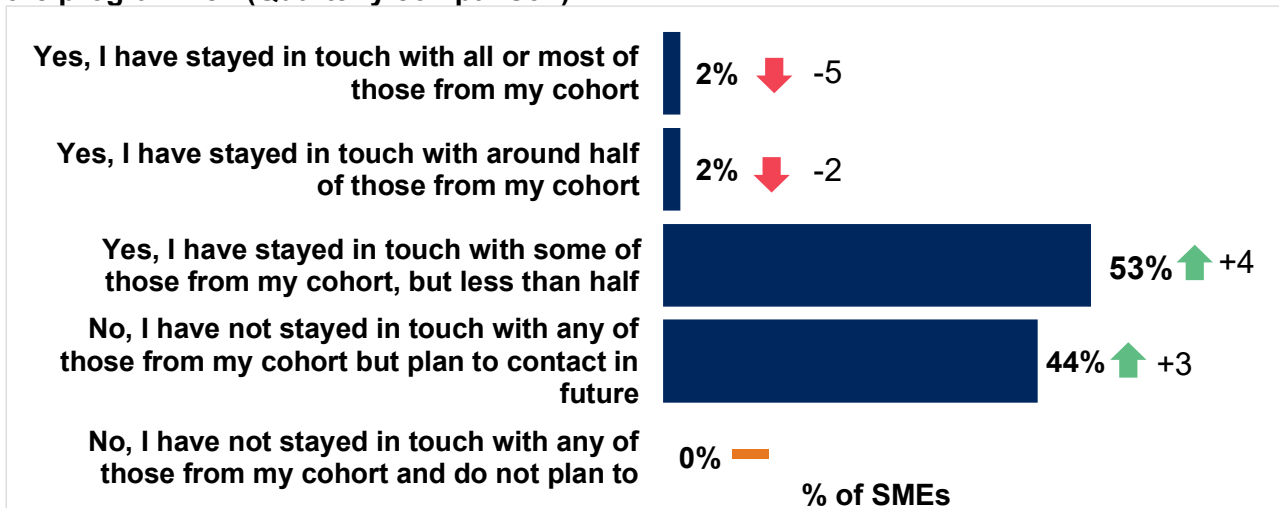
**Figure 31: Network benefits**



Source: Six month follow up survey; Base: 1,282 (Figure shows aggregated survey responses)

Since launch, more than half of programme participants in Y4Q1 (57%) had stayed in touch with some peers from their programme cohort within 6 months, and 44% were planning to in future.

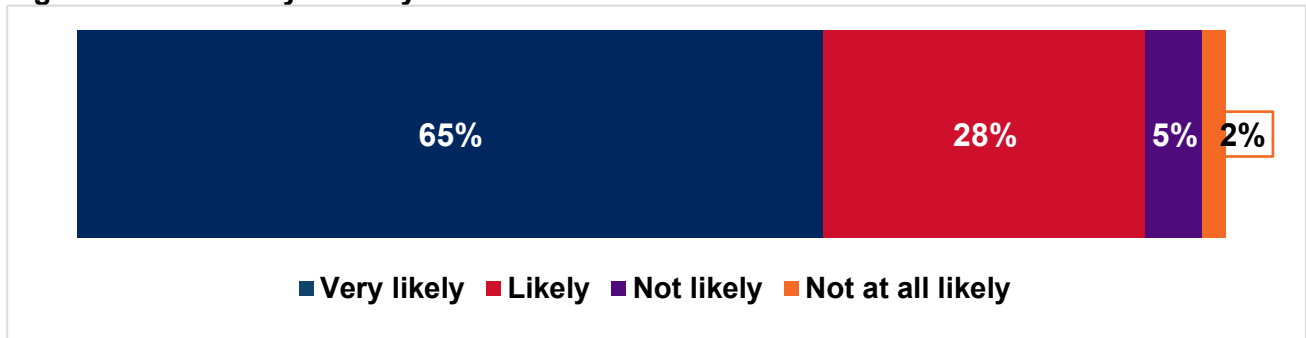
**Figure 32: Have you stayed in touch with peers from your HtGM cohort since you completed the programme? (Quarterly comparison)**



Source: Six-month follow up survey; Base: 61 (Figure shows quarterly survey responses); Y3Q4 (200), Y4Q1 (61). NB: bars show data from wave 8 (Y3Q4) of the six month survey (March 2024), arrows show changes from the previous wave and the orange dash shows no change. Note: Y4Q1 received relatively low responses and would ordinarily be reported in numbers rather than percentages. The findings are presented as percentage for consistency with earlier reports. Totals may differ from text due to rounding.

Nearly all SME leaders (93%) were likely to recommend HtGM to another business leader, with over two thirds (65%) being very likely to.

**Figure 33: How likely would you be to recommend HtGM to another business leader?**



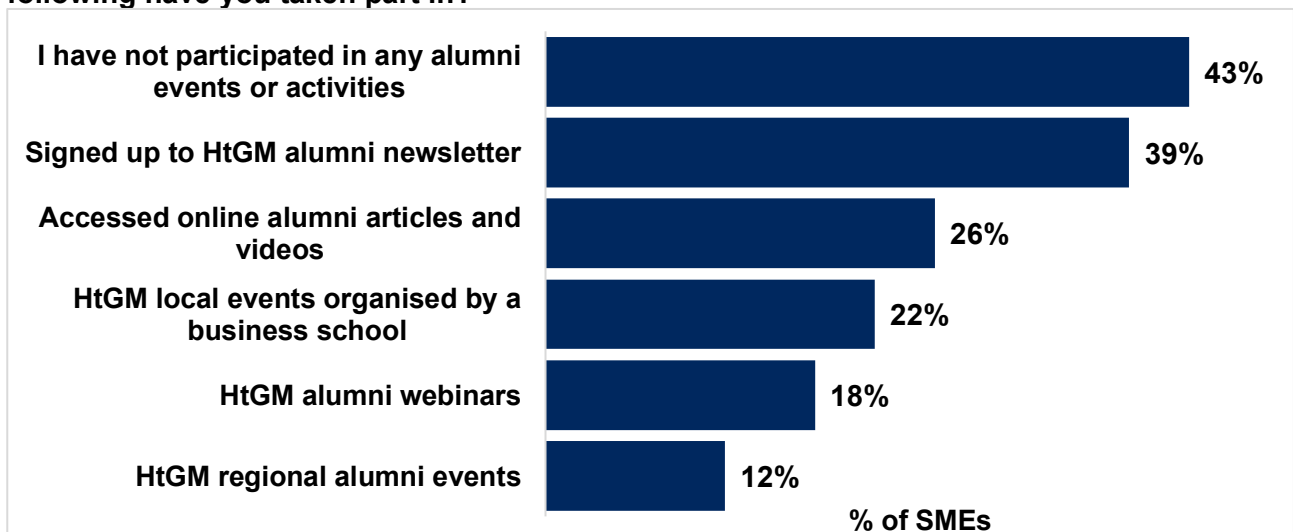
Source: Six month follow up survey; Base: 1,282 (Figure shows aggregated survey responses) (Figure shows aggregated survey responses)

## Alumni activity

*Please note: the alumni survey questions presented and discussed in this section were added from Y3Q1 so base sizes are relatively low and should be interpreted with caution.*

Almost half (43%) of respondents said they had not participated in any alumni events or activities six months after completing the programme. However, over one third signed up to the HtGM alumni newsletter (39%).

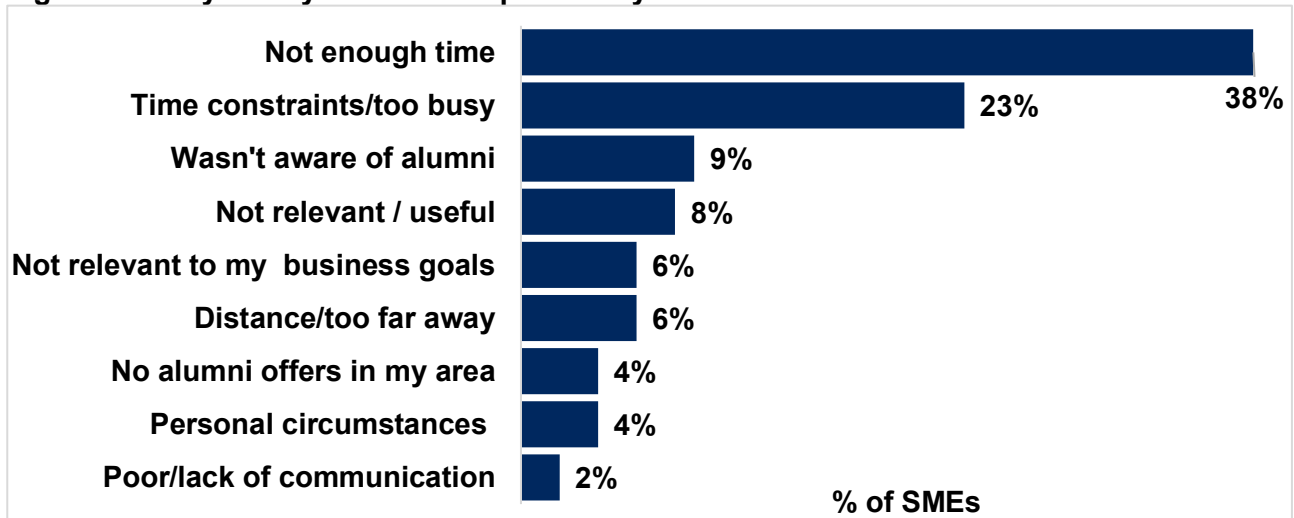
**Figure 34: Have you participated in any HtGM alumni activities and, if so, which of the following have you taken part in?**



Source: Six month follow up survey; Base: 630. This is a new question added at Y3Q1.

The most common reasons for not taking part in alumni activities were not having enough time (38%) and time constraints/being too busy (23%). A further nine percent said they were not aware of the alumni network and eight percent reported that they did not find it relevant or useful.

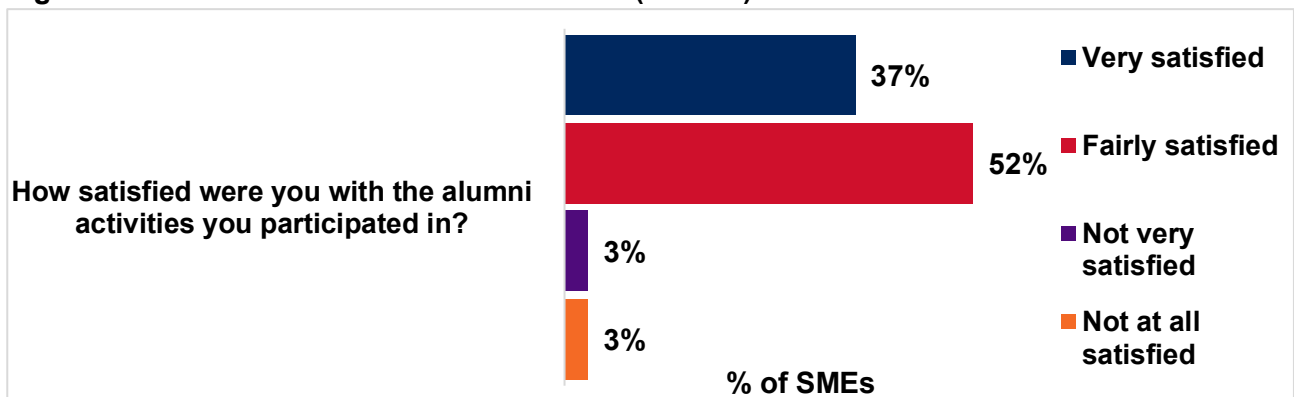
**Figure 35: Why have you not taken part in any alumni related activities?**



Source: Six month follow up survey; Base: 269 (all completers who have not taken part in any alumni activities). This is a new question and was added at Y3Q1. Note: Small base, interpret with caution.

The majority of respondents participating in alumni activity were very/fairly satisfied with this (89%).

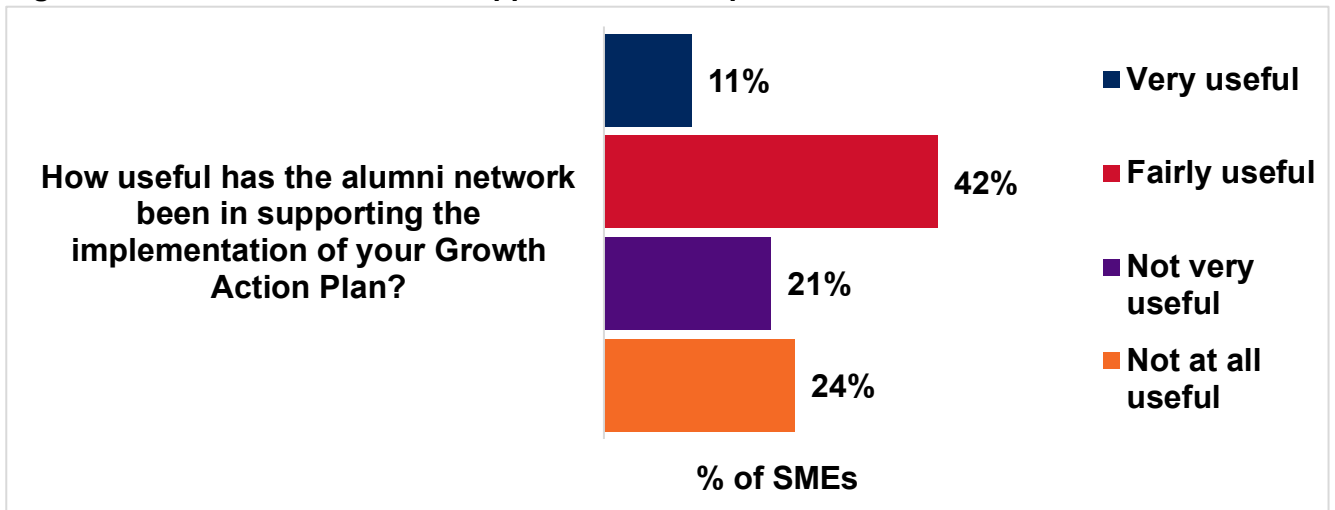
**Figure 36: Satisfaction with alumni activities (Overall)**



Source: Six month follow up survey; Base: 361 (all completers who have taken part in an alumni activity). This is a new question and was added at Wave 5. Note: Small base, interpret with caution.

There are mixed views on whether the alumni network is useful in supporting the implementation of Growth Action Plans. Over half of respondents (53%) found it very/fairly useful for this purpose, whilst 45% found it not very/not at all useful.

**Figure 37: Usefulness of alumni support with the implementation of Growth Action Plans**



Source: Six month follow up survey; Base: 361 (all completers who have taken part in an alumni activity). This is a new question and was added at Wave 5.

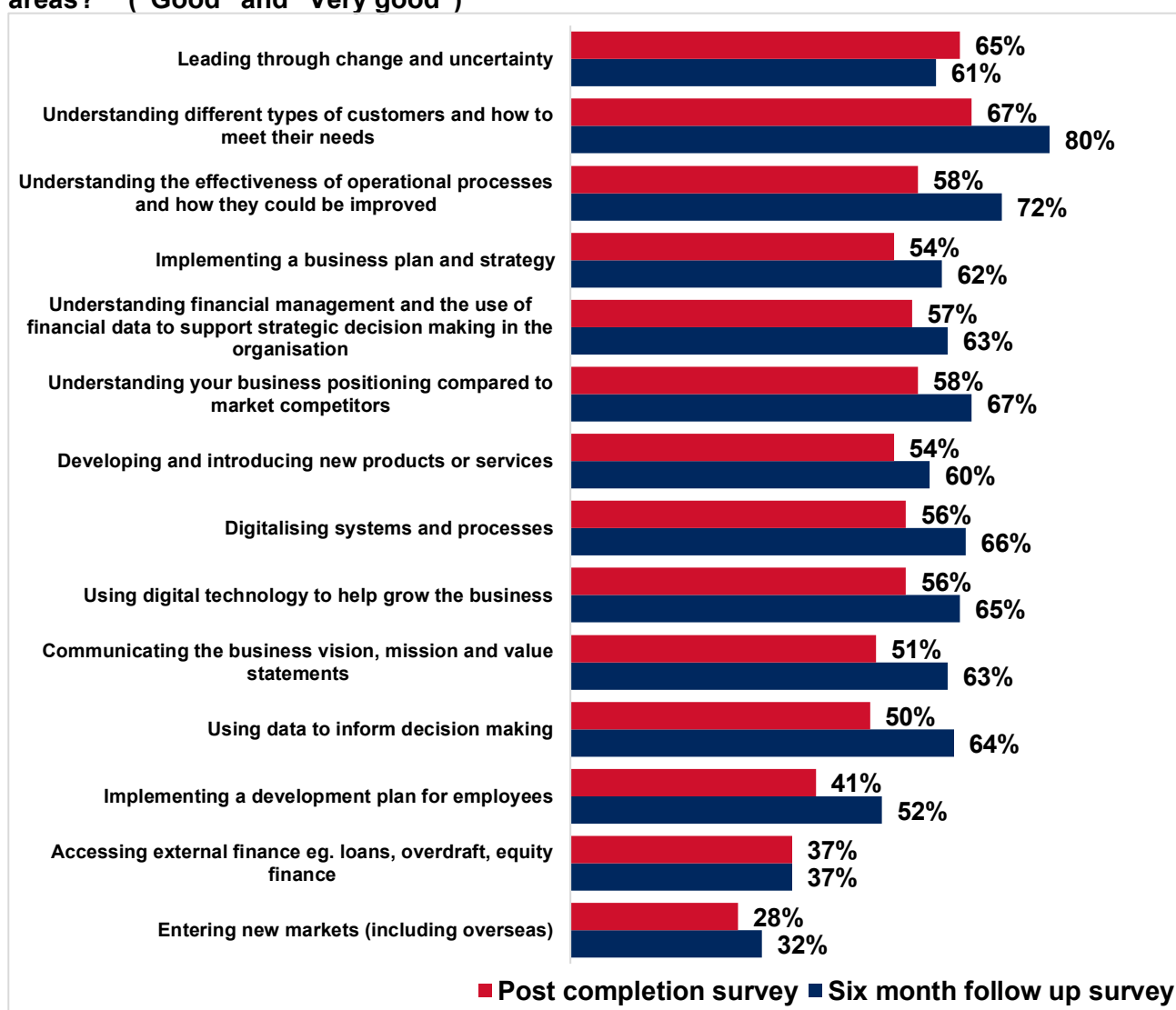


## Self-reported business outcomes

This section provides an overview of emerging evidence on business-level outcomes from HtGM. As with individual outcomes, these are self-reported and should therefore be interpreted as indicative only. Moreover, causal claims cannot be made about the extent to which any self-reported outcomes can be attributed to the programme.

Upon completing the programme, SME leaders report that their firms have good capabilities and experience across a breadth of areas and, in most cases, these continued to improve up to six months after completing HtGM (see Figure 38).

**Figure 38: How would you rate your own firm's capabilities and experience in the following areas?<sup>14</sup> (“Good” and “Very good”)**

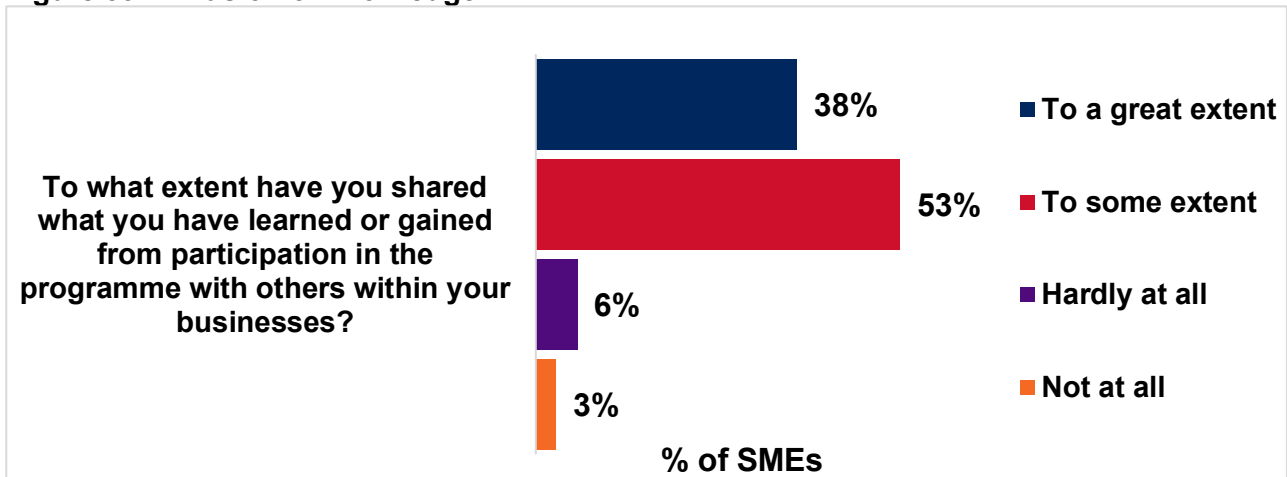


14 Some survey response options have been shortened for reporting purposes: “understanding financial management and use of financial data” is “Understanding financial management and the use of financial data to support strategic decision making in the organisation” in the survey and “understanding effectiveness of operational processes” is “Understanding the effectiveness of operational processes and how they could be improved?” in the survey questionnaire

Source: Post completion & Six month follow up surveys; Base: 305 (respondents answering both surveys) (This figure reports aggregate responses); Note: Graph shows Very strong/strong NET

Most (91%) programme completers had gone on to share what they had learned or gained from participating in the programme with others in their business (to a great/some extent) (Figure 39). Only 3% had not shared what they had learned with others. This diffusion of learning is one of the key mechanisms for generating the outcomes and impacts set out in the Theory of Change for the programme.

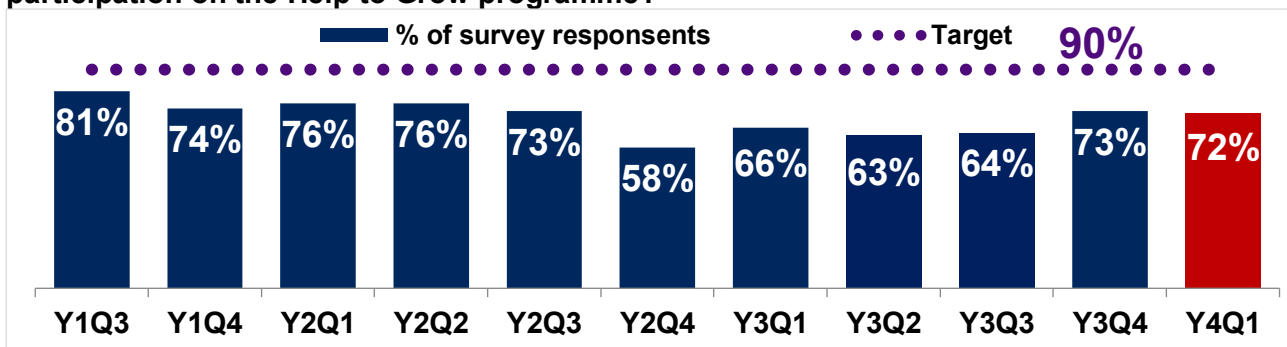
**Figure 39: Diffusion of knowledge**



Source: Six month follow up survey; Base: 1,282 (Figure shows aggregated survey responses)

In Y4Q1, over two-thirds (72%) of all post-completion survey respondents said they had produced a Growth Action Plan (GAP) for their business through participation in the programme. The figure has remained relatively constant since the survey began until Y2Q4 where there was a notable drop of 15 percentage points (73% in Y2Q3 to 58% in Y2Q4). The target of 90% completion set by DBT has not yet been reached in any quarter.

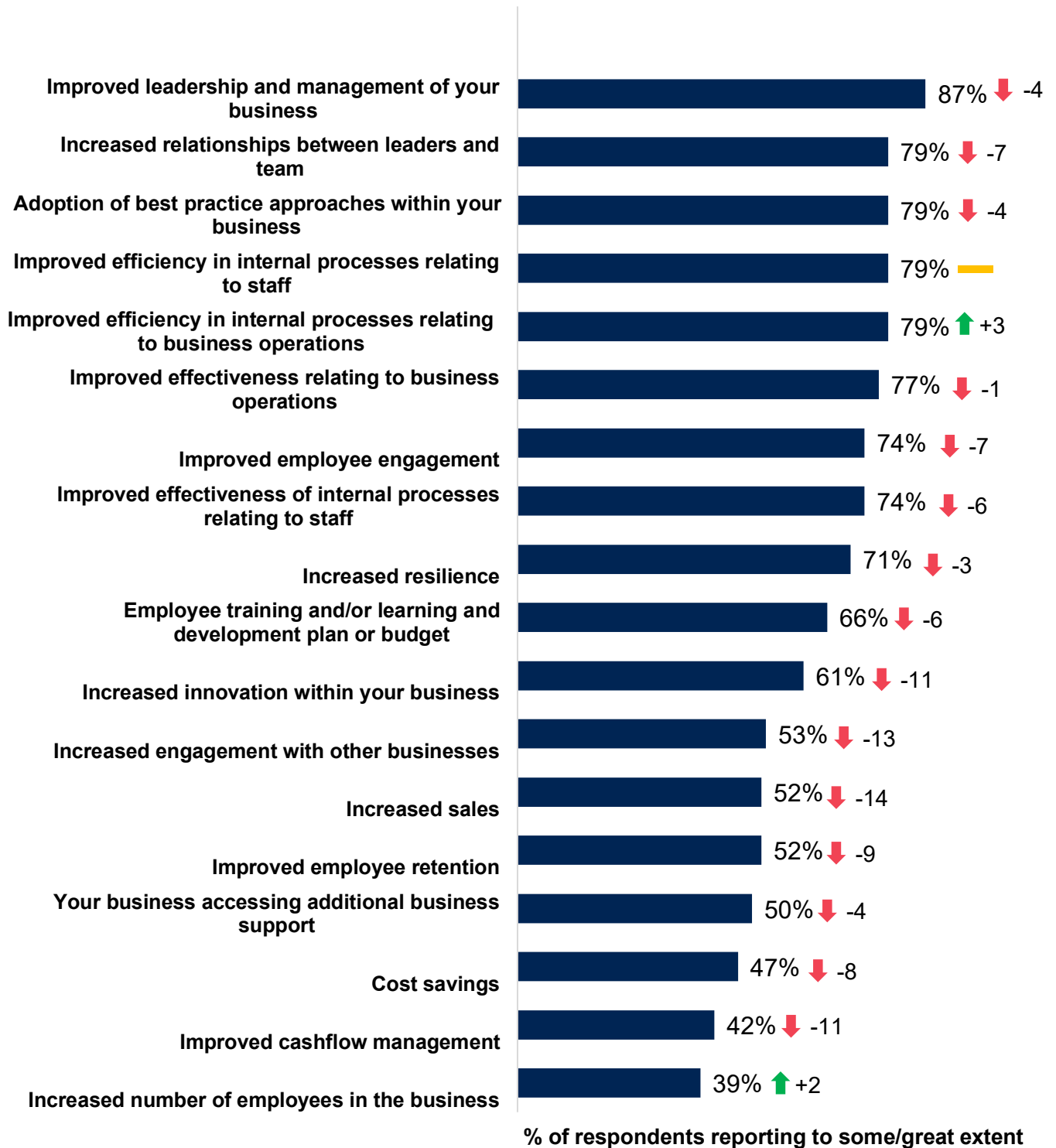
**Figure 40: Have you produced a Growth Action Plan for your business as a result of your participation on the Help to Grow programme?**



Source: Post completion survey; Base: 1,446 (Figure shows quarterly survey responses)

Within six months of completing the programme, participants report a range of positive impacts. In the most recent quarter, Y4Q1, the most commonly reported benefits were improved business leadership and management (87%), increased leader and team relationships (79%) and adoption of best practice approaches within the business (79%). Figure 39 shows the results from the most recent quarters, but the differences are not statistically significant.

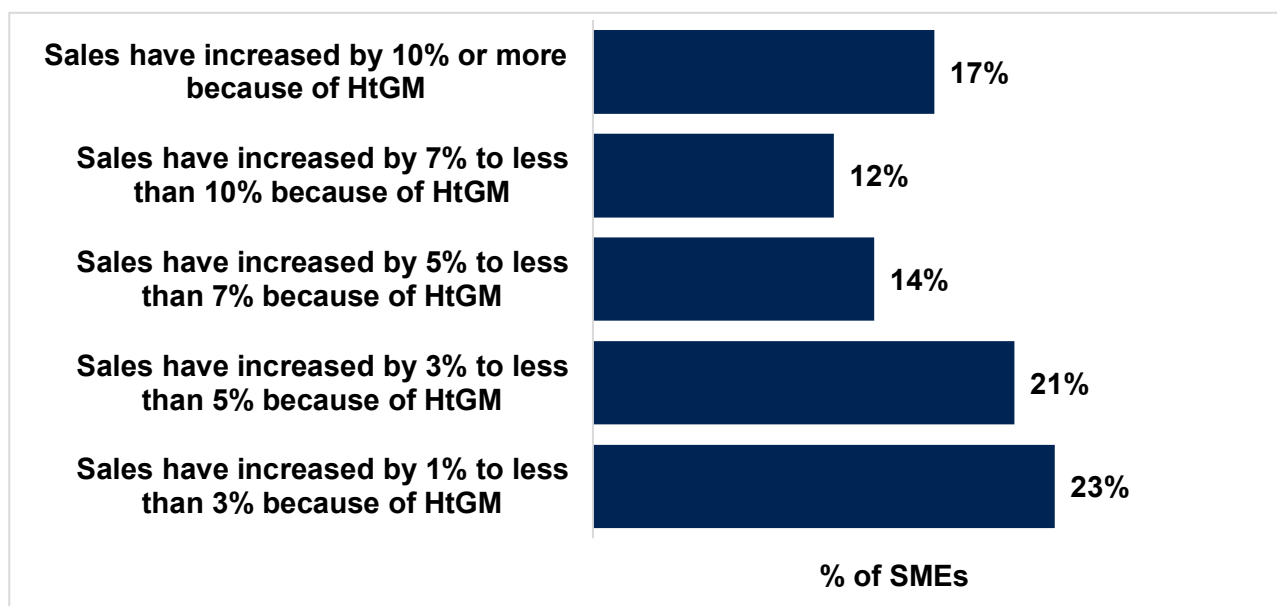
**Figure 41: To what extent has participating in the Help to Grow Management Programme contributed to...**



Source: Six-month follow up survey; Base: Y3Q4 (200), Y4Q1 (62); Note: bars show data from Wave 6 of the six month follow up (July 2024), arrows show changes from Y3Q4 (April 2024).

SME leaders who had mentioned that Help to Grow: Management had increased their sales mostly reported an increase of 1% to less than 3 % (23%) or by 3% to less than 5% (21%). Nearly one-fifth (17%) reported that sales had increased by 10% or more because of Help to Grow.

**Figure 42: Earlier you mentioned that the Help to Grow Management Programme increased sales. By approximately how much did the sales increase?**



Source: Six-month follow up survey; Base: 386 (Question was introduced to Y3Q1) (Figure shows aggregate survey responses). NB: Don't know answers have not been included on this chart

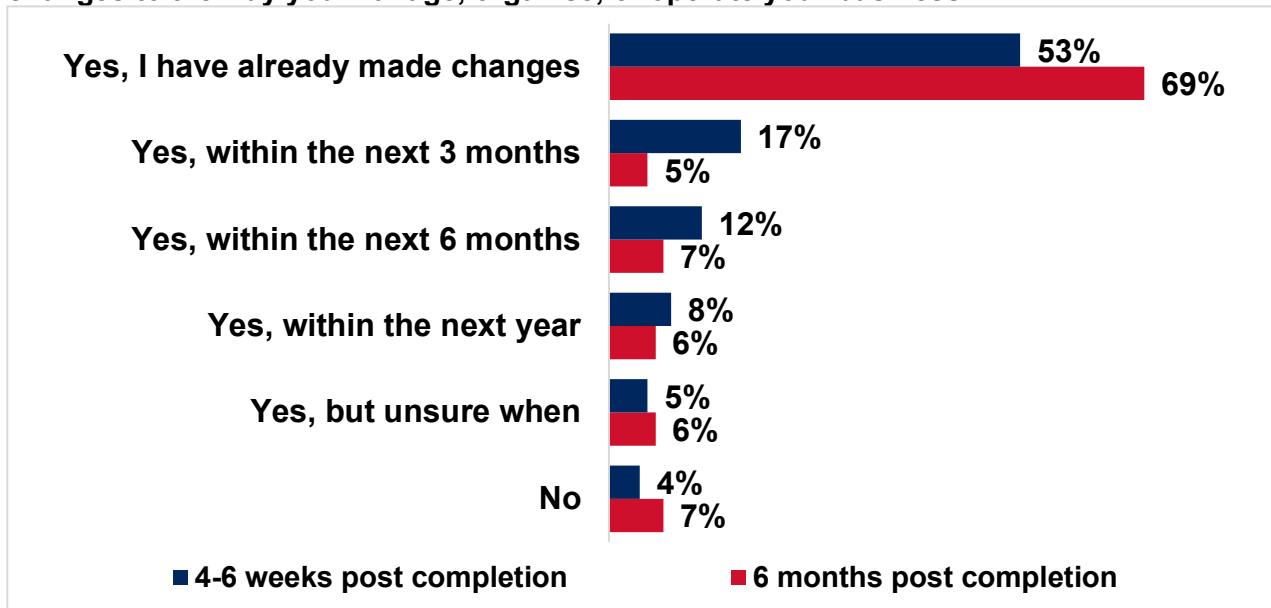
### **Business outcomes immediately following completion vs 6 months later**

*The two surveys have different samples and so comparisons between them should be interpreted as indicative only rather than definitive.*

After Six-months, most business leaders (69%) had already made changes to their business, typically to their leadership and employee engagement (88%), operational efficiency (79%) and vision, purpose and brand (76%) (Figure 41, Figure 42).

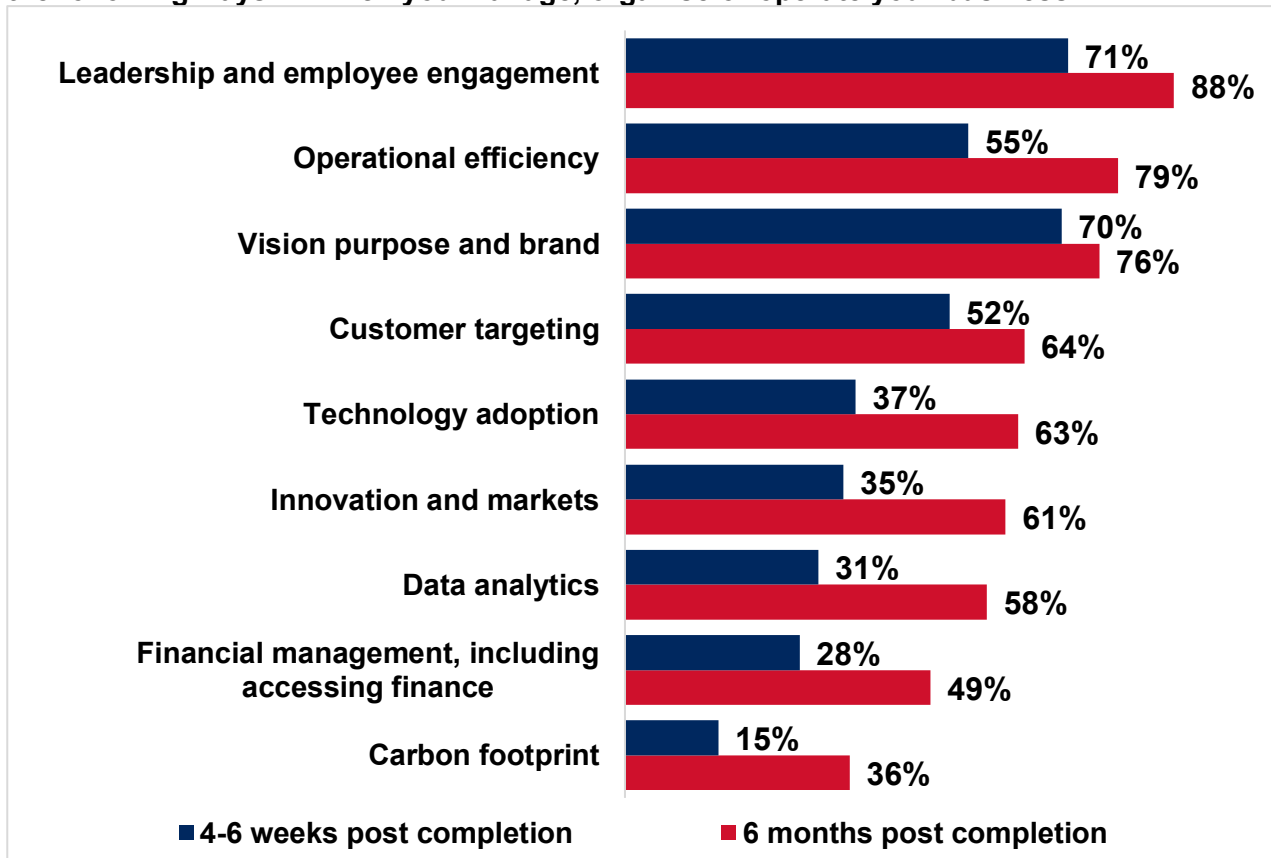
Early evidence suggests that business-level benefits continue to accrue six months after completing HtGM: respondents reported more outcomes in the six month follow up survey than the short-term completion survey.

**Figure 43: As a result of participation in HtGM, have you or do you plan to make any changes to the way you manage, organise, or operate your business?**



Source: Post completion & Six month follow up surveys; Bases: 1,446, 1,282 (Figure shows aggregated survey responses)

**Figure 44: As a result of participation in HtGM, have you already made changes in any of the following ways in which you manage, organise or operate your business**



Source: Post completion & Six month follow up surveys; Bases: 766, 879 (Asked to those who had already made a change in their business) (Figure shows aggregated survey responses)

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