

FERMANAGH ENTERPRISE LIMITED

ANNUAL REPORT YEAR ENDED MARCH 2015

1.0 INTRODUCTION

This is a summary of Fermanagh Enterprise Limited, Annual Report for the year ending March 2015. This Report was adopted by the Board at a meeting of Directors on 29 April 2015.

This Summary Report is laid out according to the distinct areas of operation and programme delivery which has occurred during the year.

2.0 WORKSPACE

2.1 Buttermarket Occupancy

- Occupancy 94% (2014 92%)
- 21 Firms
- 32 Jobs

Table 1 - Summary of Current Occupancy Details

Table 1 - BUTTERMARKET OCCUPANCY – March 2015

Unit No	Unit Holder
1	Ann McNulty Pottery
2	Raku & Canvas
3	Fresh Focus Killadeas Day Care
4	Marjorie Leonard Art Gallery
5	Lorna Smyth Embroidery Artist
6	Rebecca's Coffee Shop
7	Ken Ramsey Picture Framing
8	Fishing Tackle Ltd
9	Stitch-in-Time
10	Material Things
11	Montyware Pottery
12	William Ellis Watch Repair
13	Brendan Bannon Woodturning
14	Jo Tinney Art Studio
15	Ken McBride Photography
16	Angela Kelly Jewellery
17	Frances Morris Art Studio & Gallery
Coffee Shop	Rebecca's Coffee Shop
Craft Shop	
18	Natures Inspiration
19	Tranquillity 1-2-1 Holistic Therapies
20	Lunny Imaging
21	Marius Blake Associates

2.2 Enniskillen Business Centre Occupancy

Over the period, average occupancy was 89% (2014 91%)

Table 2 - Summary of Current Occupancy Details

Table 2 - ENNISKILLEN BUSINESS CENTRE OCCUPANCY – March 2015

Unit No	Unit Holder	Licence	Start Date New Tenants (in this year)
1	Joy's Personal Touch	✓	
2	Plant Machinery and Commercial Advertising	✓	
3			
4	Fermanagh Community Enterprises	✓	October 2014
5/6			
7	Dylan Quinn Dance Theatre	✓	
8/9/10/11	Corrigan and Co Limited	✓	
12	Fitness Matters	✓	
13	<i>Fermanagh Enterprise Ltd – IT Suite</i>		
14/15/16/17	Western Health and Social Care Trust	Lease	
18/19	The Pilates Studio	✓	July 2014
20	Enterprise Catering	✓	
21	KUMON ENNISKILLEN	✓	
22	Tops Barber Shop	✓	
23	Sign Design	✓	
24	Jo Jingles Music Centre	✓	
25	McNutt Plumbing & Heating	✓	
26/27	Lakeland Electrical Services (NI) Ltd	✓	
28/29/30	Fermanagh Flooring	✓	
31	Western Health Condition Management Programme	Lease	
32			
33			
34	Fabric Fashion	✓	
35	Jets Cheerleading	✓	October 2014
36	SMC Services	✓	
37/39	Tempo Turning	✓	
38	Ai Services (NI) Ltd	✓	
40	Polliwogs Paint Pots	✓	
41/42/43/44	Fermanagh Community Transport	✓	
45/46	Digi Repairs (UK & Ireland) Ltd	✓	
47	Western Health and Social Care Trust	Lease	
48a	Select Security & Electrical Supplies Limited	✓	December 2014
48b	Select Security & Electrical Supplies Limited	✓	
49	Mobile Computer Services /Dave's RC	✓	
50	Pat Nolan Woodwork	✓	November 2014
51	Jigsaw Financial Associations Ltd	✓	
52	Powder & Pout Beauty Salon	✓	
53			
54	CD Consulting	✓	July 2014
55	Blue Noise Design	✓	
56	Adult ADHD NI	✓	February 2015
57	Alexander Technique/Use Yourself Well	✓	
58	Drink Wise, Age Well	✓	March 2015
59			
60			
61	Me Unlimited	✓	
62/63	Care Plus	✓	

Details of Tenants who expanded and downsized during the period, can be summarised as follows:-

3 expanded - *Roofscape Ltd, LMC Associates and Curtain Mill Direct;*

3 downsized - *Hovis, Dave's RC and Mirage Cosmetics Ltd.*

2.3 Killyhevlin Business Centre Occupancy

Over the period, average occupancy was 59%.

Table 3 - Summary of Current Occupancy Details

Table 3 - KILLYHEVLIN BUSINESS CENTRE OCCUPANCY – March 2015

Unit No	Unit Holder
1	Liberty HR
2	Photovision Photography
3	Cathal.tv
4	<i>Fermanagh Enterprise Ltd - Telemetry</i>
5	Airidas Tattoo
6	Kergo Freight
7	Mind Yoga & Rehab Studio
8	Donal Corrigan Contractor
9	Store
10	Red Cross
11	Fermanagh Neuromuscular Therapy & Sports Injury Clinic
12	SugarProjects
13/17	<i>Fermanagh Enterprise Ltd – Reception/Store</i>
14	Zeus Distribution Limited
15	Fermanagh Counselling Service
16	
18/19/20	O'Neill Communications Ltd
21	
22	G.J Gartland Chartered Accountants
23	Birdseye Kite Photography
24	Roofscape Limited/Pimsmart
25	
26	The Wellness Centre
27	PFPWEALTH
28	Lakeland Trading Solutions
29	Fitness & Performance Training
30	H P Hire
31	
32	OHW Drinks
33	Castle Foods Services
34	Grab-A-Cab

Details of Tenants who relocated and temporary occupancy during the period, can be summarised as follows: -

2 Relocated – *Hopi Ear Candles and ULS UK; 1 temporary – Dylan Quinn Dance Theatre*

2.4 Provision of Incubation Workspace

The Agency seeks to maintain a balance between the Provision of Workspace for New Businesses and the Commercial Fiduciary responsibilities of the Board to ensure a sustainable and viable business. As such, the following Performance Indicator is measured annually.

2.5 Tenant Churn

This Performance Indicator records the number of New Tenants as a percentage of the Total Tenants for the year.

Tenant Churn – 21% (2014 18%)

3.0 OFFICIAL OPENING KILLYHEVLIN BUSINESS CENTRE

The Official Opening of Killyhevlin Business Centre took place on Thursday, 13 November 2014. The tape cutting was undertaken by the Chairman of Fermanagh District Council, Bert Johnston, in the absence of Minister Arlene Foster who was unable to attend due to a family bereavement.

The ceremony was attended by 60 guests as well as the press and feedback has been positive and supportive. Press items appeared in the Irish News, Fermanagh Herald, The Impartial Reporter and the event was widely covered on social media.

4.0 REGIONAL START

In the year covered by this Annual Report, 198 clients were assisted to prepare Business Plans meeting the Annual Target set by Invest NI.

5.0 STEPS TO WORK

During the year, this Programme was replaced by Steps to Success in October 2014. The Steps to Success Contract has been awarded to the Reed Group – an international firm. Steps to Success does not have any Test Trading element to support a move to Self-Employment.

Fermanagh Enterprise Limited will have no role in the new Programme except in providing Business Plan assistance under the Regional Start Initiative.

18 individuals attended Basic Awareness and 24 completed their six months Test Trading.

6.0 TRADELINKS

Tradelinks was a Programme designed to provide Support and Mentoring to existing businesses who wish to trade across the Border. The nature of the Mentoring provided under Tradelinks is highly specialist and all mentoring was sourced externally.

During the year, 6 firms received assistance.

The Programme ended in May 2014.

7.0 EXPLORING ENTERPRISE PROGRAMME

During the year, 4 individuals completed the Programme preparing Plans for their Business and putting together a Portfolio for a Qualification in CCEA Accredited Training for a Level 2 in Understanding Business Enterprise.

8.0 RETAIL PROGRAMME

Training and Mentoring Scheme, Enniskillen was aimed at retail and hospitality businesses based in the town centre. 28 businesses were accepted onto the Programme. Businesses were assisted through:

- Mentoring tailored to address the issues unique to the retail and hospitality sector from specialist mentors. The areas covered included social media, search engine optimisation, customer service, employment legislation, shop layout and merchandising, financial management, card payment systems.
- Opportunity to avail of a mystery shopper visit.
- Opportunity to receive staff training.
- Training to sell on-line and through eBay - 10 eBay shops set up. Amazon Training took place on Wednesday, 19 November 2014 for 6 businesses with follow-up one-to-one training for 3 others on Thursday, 27 November 2014.
- A full signposting service to other programmes.
- Information seminars:

Introduction to eBay	3 April 2014	60 attendees
Social Media for Business	13 May 2014	64 attendees
Introduction to eBay	17 Sept 2014	54 attendees
Christmas Shop Windows	22 Oct 2014	20 attendees

A final Event was held on Friday, 28 November 2014 in the Townhall and participating businesses were presented with Programme Certificates.

9.0 YOUTH PROGRAMME

Funding has been received from the Royal Bank of Scotland to deliver a Youth Enterprise Programme to inspire young people from the Fermanagh and Omagh areas to take the next step in becoming entrepreneurs. The Programme will be delivered in partnership with Omagh Enterprise to reflect the new Council boundaries.

Twenty-four participants have been recruited and twelve workshops have been delivered covering a range of business topics such as digital marketing, on-line selling, market planning, presentation skills and tax/bookkeeping.

Participants are currently being assisted to develop business plans with a view to gaining an ILM Level 2 Award in Understanding Enterprise. A number of participants are also currently benefitting from free driving lessons which is part of the Programme.

A Celebration of Youth Event/Dragon's Den Competition will be held in June 2015 in which the participants will give presentations on their business ideas.

10.0 CHARITABLE STATUS

Our Application for Charitable Status has been successful.

The Charity Commission for Northern Ireland has accepted that Fermanagh Enterprise Limited is operated for the Public Benefit and has the appropriate Policies and Governance procedures in place. Indeed our Public Benefit Statement is now included in the Commissions Revamped Toolkit as an Exemplar to assist other applicants.

As documented in our Business Plan, the expertise and experience of the staff have been provided free of charge to a range of individuals, community groups, schools and stakeholder organisations. This has been recorded and can be broken down as shown in **table 4**.

Table 4 - STAFF HOURS FOR FREE PUBLIC BENEFIT SINCE 1 APRIL 2014

April 2014 – March 2015	Duration
Business Advice and Support	112.5 Hours
Local Development	373 Hours
Schools and Colleges	52 Hours
Equipment and Room Usage	219 Hours
TOTAL	756.5 Hours
Enquiries – by telephone	3,087
Enquiries – in person	1,303

11.0 MANAGEMENT SERVICES TO DERRYLIN ENTERPRISES LIMITED

The agency continues to provide management support to Derrylin Enterprises Limited where occupancy remains at 100%.

12.0 ENTERPRISE AWARENESS

12.1 BUSINESS INFORMATION EVENT

On Tuesday, 27 January 2015, a Business Information Event was organised in conjunction with Fermanagh District Council/Survive and Thrive and Grow and Prosper Programmes.

A new format was implemented and the Event was called Fermanagh Bizcamp. The opportunity was taken to showcase the new Killyhevlin Business Centre where the event was hosted. This year, as well as inviting Business Support Organisations, local businesses were asked to take a Trade Stand to help them develop an increased awareness of their firms and give them access to potentially new business.

A series of Seminars devoted to social media, local on-line marketing and trading were delivered by Michael Hughes and Aine Bermingham and three successful start-up business promoters addressed the audience providing details of their Business experiences.

The format proved successful and a survey of participants on the night provided useful feedback. In summary, the Event was attended by 46 Businesses and Support Organisations and a total of 121 visitors. 95% of the visitors rated the Event either good or excellent. The remaining respondents rated the Event either average (2.5%) or poor (2.5%).

12.2 Company Profile

Maintaining adequate profile throughout the County and beyond to ensure maximum awareness among clients and others was a key strategic objective during the year.

Contributions to the local press may be summarised as follows:-

- a) 18 press releases, 16 press photographs and 84 press advertisements.
- b) The Organisation was also associated and mentioned in at least 100 local press items during the year.
- c) A social networking presence has been established and maintained.

12.3 Partnership Working

The Agency maintains a strategic involvement with all relevant local enterprise and economic development bodies. Staff have been proactively involved in a range of operational projects/programmes and have served on a range of committees as follows:-

- ENI Board Western Representative
- Member ENI, Risk and Audit Committee
- Member of Enniskillen Neighbourhood Renewal Partnership
- Chair Neighbourhood Renewal Economic Sub Group
- Member Cavan/Fermanagh Cross Border Economic Development Committee
- Member of Regional Start Working Group
- Host visit by DETI Minister to Killyhevlin Business Centre
- Judging Panel, Fermanagh Herald Business Awards
- Member Fermanagh Lakeland Tourism Sub Group
- Social Media Facebook/Twitter Campaign – on-going
- Attend Board Meeting of Utility Regulator to represent Fermanagh Business Interests, Manor House Hotel
- Ulster Bank Seminar, Killyhevlin Hotel
- Official Opening, Killyhevlin Business Centre
- Attend Steering Group Meeting, First Stop Shop
- FermanaghHour Campaign, Lisnaskea, Enniskillen, Irvinestown
- Fermanagh BizCamp, Killyhevlin Business Centre
- Launch CREST Centre, SWC
- Launch Gas To The West, Utility Regulator, Killyhevlin Hotel
- Attend Steering Group Meeting, First Stop Shop

13.0 QUALITY

Our ISO International Quality Standard was verified by Independent Audit on Tuesday, 16 September 2014.