

FERMANAGH ENTERPRISE LIMITED

ANNUAL REPORT YEAR ENDED MARCH 2016

1.0 INTRODUCTION

This is a summary of Fermanagh Enterprise Limited, Annual Report for the year ending March 2016.

This Report was adopted by the Board at a meeting of Directors 3 May 2016.

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 96% (2015 89%)
- 22 Firms
- 34 Jobs

Table 1 - Summary of Current Occupancy Details

Table 1 - BUTTERMARKET OCCUPANCY – March 2016

Unit No	Unit Holder	Start Date New Tenants (in this year)
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	Fable Heart	March 2016
9	Stitch-in-Time	
10	Material Things	
11	Angelic Crystal Realm	
12	William Ellis Watch Repair	
13	The Natural Beauty Pot	December 2015
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	Collage Collective	July 2015
18	Holistic Energies	January 2016
19	Tranquillity 1-2-1 Holistic Therapies	
20	Lunny Imaging	
21	Marius Blake Associates	

Details of Tenants who expanded, relocated and ceased trading during the period, can be summarised as follows: - 1 expanded - *The Natural Beauty Pot*; 1 relocated – *Fishing Tackle Ltd*; 1 ceased trading - *Brendan Bannon Woodturning*.

2.2 Enniskillen Business Centre Occupancy

Over the year, average occupancy was 90% (2015 88%)

Table 2 - Summary of Current Occupancy Details

Table 2 - ENNISKILLEN BUSINESS CENTRE OCCUPANCY – March 2016

Unit No	Unit Holder	Licence	Start Date New Tenants (in this year)
1	Speedy Cabs	✓	July 2015
2	Plant Machinery and Commercial Advertising	✓	
3	Dylan Quinn Dance Theatre	✓	September 2015
4/5/6	ICBAN	✓	January 2016
7	Theresa Monaghan Psychotherapy	✓	March 2016
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	✓	
20	Enterprise Catering	✓	
21	Polliwogs Paint Pots	✓	July 2015
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	proPARAMEDICS	✓	January 2016
33	Jenny's Home Bakes	✓	September 2015
34	Fabric Fashion	✓	
35	SMC Services	✓	December 2015
36	SMC Services	✓	
37/39	Tempo Turning	✓	
38	Ai Services (NI) Ltd	✓	
40	Ciara Jones Photography	✓	March 2016
41/42/43/44	Fermanagh Community Transport	✓	
45/46	Digi Repairs (UK & Ireland) Ltd	✓	
47	Western Health and Social Care Trust	Lease	
48a/b			
49	Mobile Computer Services /Dave's RC	✓	
50	Pat Nolan Woodwork	✓	
51	Jigsaw Financial Associations Ltd	✓	
52	Powder and Pout Beauty Salon	✓	
53	Contessa Ltd	✓	August 2015
54	CD Consulting	✓	
55	Blue Noise Design	✓	
56	Adult ADHD NI	✓	
57	Alexander Technique/Use Yourself Well	✓	
58	Drink Wise, Age Well	✓	
59	JH Counselling	✓	
60	First Choice Selection Services Ltd	✓	September 2015
61	Me Unlimited	✓	
62/63	Care Plus	✓	

Details of Tenants who expanded, relocated, downsized and ceased trading during the period, can be summarised as follows:- 4 expanded - *Dylan Quinn Dance Theatre, Corrigan & Co Limited, Polliwogs Paint Pots, SMC Services*; 4 relocated - *Joy's Personal Touch, Jets Cheerleading, Select Security & Electrical Supplies Limited, Fable Heart*; 1 downsized – *Corrigan & Co Limited*; 2 ceased trading - *Fermanagh Community Enterprises, KUMON ENNISKILLEN, proprietor got a job.*

2.3 Killyhevlin Business Centre Occupancy

Over the year, average occupancy was 72% (2015 54%).

Table 3 - Summary of Current Occupancy Details

Table 3 - KILLYHEVLIN BUSINESS CENTRE OCCUPANCY – March 2016

Unit No	Unit Holder	Start Date New Tenants (in this year)
1	Liberty HR	
2		
3	Nick Meeke PFP Wealth	September 2015
4	<i>Fermanagh Enterprise Ltd - Telemetry</i>	
5	Airidas Tattoo	
6	Photovision Photography	March 2016
7	Mind Yoga & Rehab Studio	
8	O H Project Management Services Ltd	January 2016
9	<i>Fermanagh Enterprise Ltd – Store</i>	
10	Red Cross	
11	Fermanagh Neuromuscular Therapy & Sports Injury Clinic	
12		
13/17	<i>Fermanagh Enterprise Ltd – Reception/Store</i>	
14	Martin Insurances Ltd	November 2015
15	Fermanagh Counselling Service	
16	Cafe JD	August 2015
18	Charm Buddy Ltd	December 2015
19	Charm Buddy Ltd	January 2016
20	SugarProjects	March 2016
21		
22	G.J Gartland Chartered Accountants	
23	Roofscape Limited/Pismart	September 2015
24	Roofscape Limited/Pismart	
25		
26		
27	PFPWEALTH	
28		
29	Fitness & Performance Training	
30	Dylan Quinn Dance Theatre	January 2016 (temporary)
31	Siemens Ltd	March 2016
32	OHW Drinks	
33	Castle Foods Services	
34	Grab-A-Cab	

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

2 expanded - Roofscape Limited/Pismart, Sugar Projects;

6 relocated - Cathal.tv, Kergo Freight, Zeus Distribution Limited, Donal Corrigan Contractor, Birdseye Kite Photography, The Wellness Centre;

2 downsized - O'Neill Communications Ltd, Photovision Photography; 1 temporary - H P Hire;

1 ceased trading - Lakeland Trading Solutions.

2.4 Provision of Incubation Workspace

The Agency seeks to maintain a balance between the Provision of Workspace for New Businesses and the 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 - 30% (2015 21%)

3.0 REGIONAL START

The Current Programme Contract which was to terminate on 22 October 2015 was extended until 31 March 2016 and after that on a rolling month basis until 21 October 2016. During the year, a total of 177 individuals were assisted to complete a Business Plan. Target for the period was 176.

4.0 STEPS TO WORK

A Programme replacing Steps to Work, called Steps to Success, was awarded to the international Reed Group. Fermanagh Enterprise Ltd does not have any role in the delivery of Steps to Success.

All participants on Steps to Work have now finished Test Trading. During the year since April 2015, we have continued to mentor and support the final remaining 16 clients who have been completing their Test Trading phase.

5.0 EXPLORING ENTERPRISE 3 PROGRAMME

EE3P is funded by ESF, DEL and ENI and is intended to assist people who want to return or enter the labour market.

The Programme which is free to participants provides access to a qualified business mentor and workshops in Confidence Building, Generating a Business Idea and Exploring the World of Enterprise.

There are three mandatory CCEA modules:-

- Understand Enterprise and Enterprising Skills;
- Understand the Personal Qualities and Abilities for Business; and
- Understand the Opportunities and Risks in Running a Business.

On successful completion of the Programme, the participant is awarded a Level I QCF qualification in Understanding Business Enterprise.

During the year a total of 21 clients undertook EE3P.

6.0 CONSULTANCY

6.1 ENI Small Business Loan

During the year, 10 clients were successful in gaining Loan Support through the ENI Small Business Loan. These clients are eligible for 15 hours mentoring during their first year.

Businesses assisted were: -	Digger Contractor	£9,000
	Ground Maintenance	£3,000
	Car Valeting	£3,000
	Barber	£3,000
	On-line Workwear Retail	£2,000
	Horse Nutrition Services	£1,000
	Clothing Designer	£8,000
	Makeup Artist	£9,500
	Café	£9,500
	Produces Healthy Juices	£2,000

7.0 YOUTH PROGRAMME

As detailed in previous reports, a Youth Programme funded by RBS assisted 24 young people with Business Plans, 15 with Level 2 ILM Award and 12 with Driving Lessons.

8.0 FERMANAGH RURAL WOMENS TRAINING

Fermanagh Enterprise Ltd received funding from Lloyds Bank Foundation which was used to provide additional support for 12 women to investigate the potential of their business ideas prior to progressing to the Regional Start Programme.

9.0 SOLAR PV

The 50kW installation at Killyhevlin Business Centre is now complete.

10.0 CHARITABLE STATUS

As documented in our Business Plan and in keeping with our status as a Charitable Organisation, 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 2015

April 2015 – March 2016	Duration
Business Advice and Support	213 Hours
Local Development	207.5 Hours
Schools and Colleges	92.5 Hours
Equipment and Room Usage	736.5 Hours
TOTAL	1249.5 Hours
Enquiries – by telephone	2,123
Enquiries – in person	948

11.0 ENTERPRISE AWARENESS

11.1 Enterprise Week

The Company was involved in Enterprise Week in conjunction with Fermanagh & Omagh District Council and Omagh Enterprise Company Limited which ran week beginning Monday, 29 February 2016. Over 20 free events were run through the district attracting in excess of 300 local businesses and entrepreneurs. Topics included e-commerce, digital marketing, website training, support in starting and growing a business, auto enrolment and public sector tendering and Fermanagh Enterprise had staff available for on the spot one-to-one advice throughout the entire week.

11.2 Company Profile

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

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

- a) 20 press releases, 8 photographs and 31 advertisements.
- b) The Organisation was also associated and mentioned in at least 121 local press items during the period.
- c) A social networking presence was established and maintained with regular contributions and discussions particularly on Twitter and Facebook.

11.3 Partnership Working

The Agency maintained a strategic involvement with all relevant local enterprise and economic development bodies. Staff were proactively involved in a range of operational projects/programmes and served on a range of committees and worked in partnership with a range of organisations which included: -

- Enterprise Northern Ireland
- Enniskillen First Stop Shop
- Enniskillen Neighbourhood Renewal Partnership
- Fermanagh & Omagh District Council
- South West College
- Schools
- Banks
- Invest Northern Ireland
- Small Business Saturday
- Department of Enterprise, Trade and Investment
- Cross Border Enterprise Boards
- Enterprise West
- Northern Ireland Enterprise Agencies

12.0 CORPORATE GOVERNANCE

12.1 Board Training

In keeping with the Boards ongoing efforts to adopt Best Practice in its Corporate Governance Arrangements, a formal Training Day for Directors was held on Monday, 23 November 2015. This was attended by 5 Directors.

This follows on as the first action recommended as a result of completing the Governance Self-Assessment Tool 'How Good is Your Governance?'

The Training was delivered by David Nicholl, Managing Director, On Board Training and Consultancy Limited. David is a renowned leading expert in corporate governance and has trained more than 550 boards of public, private and voluntary bodies.

Key points covered included:-

- Roles and responsibilities of the Board of Fermanagh Enterprise Limited
- Leadership and direction
- Provides strategic direction around micro-management
- Monitors performance and results against agreed targets
- Delegates within a culture of control
- Holds Manager to account
- Avoids involvement in operational detail
- Monitors and oversees.

- Operating effectively as a Director
 - Legal/fiduciary duties
 - Personal liability/fraudulent/wrongful trading
 - Contributes fully and shares responsibility
 - Strategic not operational
 - Loyal and treats other Directors and staff with respect
 - Team player.

- Roles and Relationships
 - Chairman as leader/fosters Team approach
 - Chairman and General Manager
 - Chairman and Board in challenge/scrutiny role
 - Board operates as one, not as individuals.

12.2 Policy Update and Review by the Board

A range of policies covering Legal and Compliance, Board Effectiveness and Development, Strategic Leadership and Performance, Audit Risk and Financial Management were updated and reviewed during the year.

The Staff Handbook was also updated, reviewed and circulated to all staff.

12.3 Audit and Risk Committee

The Audit and Risk Committee met on 14 March 2016 to assess the framework for accountability and financial control and to examine strategic, operational and financial risks and recommend, to the Board, a process for Risk Assessment and Management within the Company.

13.0 QUALITY

Our ISO International Quality Standard was verified by Independent Audit on Monday, 20 July 2015.

14.0 MANAGEMENT SERVICES TO DERRYLIN ENTERPRISES LIMITED

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