1. INTRODUCTION

This Annual Report covers the 12-month period ending 31 March 2022.

This Report was adopted by the Board at a meeting of Directors on 25 April 2022.

This summary Report is laid out according to the distinct areas of operation and programme delivery which has

occurred during the year.

1. **WORKSPACE**

**2.1 Buttermarket Occupancy**

* Occupancy 96% (2021 78%)

***Table 1*** *- Summary of Current Occupancy Details*

***Table 1 - BUTTERMARKET OCCUPANCY – MARCH 2022***

|  |  |  |
| --- | --- | --- |
| **Unit No** | **Unit Holder** | **Start Date New Unit Holder****(in this year)** |
| 1 | Ann McNulty Pottery |  |
| 2 | Raku & Canvas |  |
| 3 | Fresh Focus Killadeas Day Care  |  |
| 4 | Marjorie Leonard Art Gallery |  |
| 5 | Elysian |  |
| 6 | Rebecca’s Coffee Shop Store |  |
| 7 | Ken Ramsey Picture Framing |  |
| 8 | Enniskillen BID Ltd |  |
| 9 | Stitch-in-Time |  |
| 10 | Material Things |  |
| 11 | Michael Brown Artist |  |
| 12 | EweMomma |  |
| 13 | The Natural Beauty Pot |  |
| 14 | Jo Tinney Art Studio |  |
| 15 | Ken McBride Photography |  |
| 16 | Angela Kelly Jewellery |  |
| 17 | Frances Morris Art Studio & Gallery |  |
| 18 | Tranquillity 1-2-1 Holistic Therapies | October 2021 |
| 19 | Holistic Energies | October 2021 |
| 20 | Skin Town Tattoo Studio |  |
| 21 | Marius Blake Associates |  |
| Coffee Shop | Rebecca’s Coffee Shop |  |
| Craft Shop | Town House Country House |  |

Details of Unit Holders who downsized and expanded during the period are*: - 1 downsized onsite -* Tranquillity 1-2-1 Holistic Therapies*; 1 expanded onsite -* Holistic Energies*.*

**2.2 Enniskillen Business Centre Occupancy**

Over the year, average occupancy was 97% (2021 91%)

***Table 2*** *- Summary of Current Occupancy Details*

Table 2 - ENNISKILLEN BUSINESS CENTRE OCCUPANCY – MARCH 2022

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit No** | **Unit Holder** | **Licence** | **Start Date New Tenants** **(in this year)** |
| 1 | Latimer Building Services (NI) Ltd | 🗸 |  |
| 2 | Plant Machinery and Commercial Advertising | 🗸 |  |
| 3 | Sharon Ferguson Play Therapy  | 🗸 |  |
| 4/5/6 | ICBAN | 🗸 |  |
| 7 | Theresa Monaghan Psychotherapy | 🗸 |  |
| 8/9/10/11 | Corrigan and Co Limited | 🗸 |  |
| 12 | Fitness Matters | 🗸 |  |
| 13/14-17/47 | Western Health and Social Care Trust | Lease |  |
| 18/19 | Fermanagh School of Music & Performing Arts | 🗸 |  |
| 20 | Enterprise Catering | 🗸 |  |
| 21 | Polliwogs Paint Pots | 🗸 |  |
| 22 | Tops Barber Shop | 🗸 |  |
| 23 | FOCUS | 🗸 |  |
| 24 | Erne Tutor Services | 🗸 |  |
| 25 | McNutt Plumbing & Heating | 🗸 |  |
| 26/27 | Lakeland Electrical Services (NI) Ltd  | 🗸 |  |
| 28/29/30 | Fermanagh Flooring | 🗸 |  |
| 31 | WHSCT Condition Management Programme | Lease |  |
| 32 | BePrepped | 🗸 |  |
| 33 | Fermanagh GAA | 🗸 |  |
| 34 | Fabric Fashion | 🗸 |  |
| 35/36 | SMC Services | 🗸 |  |
| 37 | North West Mountain Rescue Team | 🗸 | March 2022 |
| 38 | The Pilates Studio | 🗸 |  |
| 39 | Erne Water Taxi | 🗸 | December 2021 |
| 40 | Ciara Jones Photography | 🗸 |  |
| 41/42/43/44 | Fermanagh Community Transport | 🗸 |  |
| 45 | Digi Repairs (UK & Ireland) Ltd | 🗸 |  |
| 46 | FOCUS | 🗸 |  |
| 48a | happythreads.co.uk | 🗸 | October 2021 |
| 48b | Maritime and Coastguard Agency | Lease |  |
| 49 | Annan Interiors Ltd | 🗸 |  |
| 50 | Pat Nolan Woodwork | 🗸 |  |
| 51 | R H Financial Matters | 🗸 |  |
| 52 | Powder and Pout Beauty Salon | 🗸 |  |
| 53 | Discreet Beauty Solutions | 🗸 |  |
| 54 | Care Plus | 🗸 | May 2021 |
| 55 | Watters Property Sales | 🗸 |  |
| 56 | Niall Greene Counselling | 🗸 |  |
| 57 | Brian Coalter Transport Ltd | 🗸 |  |
| 58 | Judy Buckley Reflexology | 🗸 |  |
| 59 | JH Counselling | 🗸 |  |
| 61 | Integrity Underwriting | 🗸 |  |
| 60/62/63 | Care Plus | 🗸 |  |

Details of Unit Holders who ceased trading, relocated and expanded during the period are: *- 1 ceased trading -* Tempo Turning; *2 relocated -* Brabantia Ireland Limited, R Shop24*; 1 expanded onsite -* Care Plus*.*

**2.3 Killyhevlin Business Centre Occupancy**

Over the year, average occupancy was 95% (2021 86%).

***Table 3*** *- Summary of Current Occupancy Details*

***Table 3 - KILLYHEVLIN BUSINESS CENTRE OCCUPANCY – MARCH 2022***

|  |  |  |
| --- | --- | --- |
| **Unit No** | **Unit Holder** | **Start Date New Tenants** **(in this year)** |
| 1 | Liberty HR |  |
| 2 | Marks Mechanical Services |  |
| 3 | Milly Vintage | October 2021 |
| 4 | Donal Corrigan Construction |  |
| 5 | Café JD Store | May 2021 |
| 6 | Fermanagh Neuromuscular Therapy & Sports Injury Clinic | April 2021 |
| 7 | Mind Yoga & Rehab Studio |  |
| 8/9 | Café JD |  |
| 10 | Red Cross |  |
| 11 | Fermanagh Neuromuscular Therapy & Sports Injury Clinic |  |
| 12 | Grainne Moane Hair & Makeup |  |
| 13/17 | *Fermanagh Enterprise Ltd – Reception/Store* |  |
| 14 | Christian Coyle | October 2021 |
| 15 | EX-CEL Fitness Ltd | August 2021 |
| 16 | Blush Beauty |  |
| 18 | Anita J Kirkpatrick Photography | March 2022 |
| 19 | Erne Counselling Services |  |
| 20 | Vacant |  |
| 21 | Anaeko |  |
| 22 | G.J Gartland Chartered Accountants |  |
| 23 | Paul Cassidy  |  |
| 24 | Roofscape Limited/Pimsmart |  |
| 25 | Martin Insurance Ltd |  |
| 26 | Bogue & Co Solicitors | May 2021 |
| 27 | PFPWEALTH |  |
| 28 | Fermanagh GAA |  |
| 29 | Hermes |  |
| 30 & 33 | Castle Foods Services Ltd |  |
| 31 | Siemens Gamesa Renewable Energy Ltd |  |
| 32 | Tony’s Kitchen |  |
| 34 | Speedy Cabs |  |
| Compound | Trevor’s Courier Service Ltd |  |

Details of Unit Holders who expanded, relocated and downsized during the period are: *- 1 expanded -* Happythreads.co.uk to Enniskillen Business Centre+ *1 expanded onsite -* Fermanagh Neuromuscular Therapy Sports Injury Clinic; *5 relocated -* MCM Insurance Brokers Ltd, Highgate Corporate Ltd, SugarProjects, Enniskillen Counselling Practice, QuinnBet Ltd + *1 relocated onsite -* Café JD Store; *1 downsized onsite -* Anita J Kirkpatrick Photography*.*

**2.4 Abbey House Business Centre Occupancy**

Over the year, average occupancy was 99% (2021 85%)

***Table 4*** *- Summary of Current Occupancy Details*

Table 4 – ABBEY HOUSE BUSINESS CENTRE OCCUPANCY - MARCH 2022

|  |  |  |
| --- | --- | --- |
| **Unit No** | **Unit Holder** | **Start Date New Tenants** **(in this year)** |
| A |  |  |
| B | AVRIO Environmental Management | February 2022 |
| C | Think6 Marketing Solutions | February 2022 |
| D | Donna Megraw Counselling | February 2022 |
| 1 | Abbey Vat & Customs Services | August 2021 |
| 2 | Reflexology with June |  |
| 3 | Think6 Marketing Solutions |  |
| 4 | Turning Point Properties  |  |
| 5 | AVRIO Environmental Management |  |
| 6 | Lakeland Therapy |  |
| 7 | Fyltrd | January 2022 |
| 8 | Digital Hub A: Derek Dunne | August 2021 |
|  B: Grays Clip Ltd |  |
|  C: Blue Noise Design |  |
|  D: FarmLab Diagnostics |  |
| 9/10 | ABS Accountants Ltd |  |
| 11 | ABS Accountants Ltd |  April 2021 |
| 12 | Footwear Solutions NI Ltd |  |
| 13/26/28 | Nu Span Flooring Ltd |  |
| 14 | Notting Hill | December 2021 |
| 15 | Dcx-FER |  |
| 16 | Patrice’s Podiatry Practice |  |
| 17 | Energy Solutions NI |  |
| 18 | MacDigital |  |
| 19 | BIM Recruiter |  |
| 20 | Erne Facades Ltd |  |
| 21 | MYI Ltd |  |
| 22 | Dee Hamill Nutrition |  |
| 23 | Forsyth of Denny |  |
| 24 | Forsyth of Denny | April 2021 |
| 25 | CASS LTD |  |
| 27 | Ryvon Consulting  |  |
| 29 | Abbey Vat & Customs Services |  |

Details of Unit Holders who expanded, relocated and ceased trading during the period are: *- 5* *expanded onsite -* ABS Accountants Ltd, Forsyth of Denny, Abbey Vat & Customs Services, Think6 Marketing Solutions, AVRIO Environmental Management; *3 relocated* - Medjugorje Messenger, Supporting Communities, Café Mezza Ltd; *1 ceased trading -* Skin Deep & Beauty Treats*.*

**2.5 Provision of Incubation Workspace**

The Agency seeks to maintain a balance between the Provision of Incubation Workspace for New Businesses and the Fiduciary responsibilities of the Board to ensure a sustainable and viable business which has the on-going capacity and capability to provide a continuum of support for its clients and the public in general. As such, the following Performance Indicator is measured annually.

**2.6 Tenant Churn**

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

Tenant Churn – 10% (2021 16.5%)

**3.0 PROGRAMMES**

**3.1 Go For It Programme**

Fermanagh Enterprise Ltd, Omagh Enterprise Company Ltd and Enterprise Northern Ireland work together to deliver the Go For It Programme in the Fermanagh and Omagh District Council region with Fermanagh Enterprise Ltd being the delivery agent in Fermanagh.

In a difficult year, the area has performed well exceeding the target of 153 Business Plans. (154 Plans Prepared).

Indeed, an end of year Performance Report from Enterprise NI Limited, noted the ‘excellence’ of the Fermanagh Omagh area in converting initial enquiries to Business Plans at 99%. This is a key Performance Indicator and the highest in the Northern Ireland wide delivery network.

**3.2 Kick Start**

Kick Start is a Fermanagh and Omagh District Council Funded Support Programme which has been designed to provide growth support for businesses which are in the first three years of existence and are not eligible for support from Invest Northern Ireland or other sources. Support is in the form of one-to-one mentoring up to a maximum of three days per business as well as free workshops dealing with a range of Business Development issues. The Programme has a strong focus on job creation.

The Programme finished in October 2021 and has been replaced by the Innovating Business Growth Programme.

Outcomes from the start of the Programme are:

- 124 Businesses Recruited

- 335.5 Mentor Days Completed

- 16 Workshops

- 16 Support Events

**3.3 Innovating Business Growth Programme**

This is a Fermanagh and Omagh District Council Programme of support for businesses not eligible for Invest Northern Ireland assistance and replaces Kick Start.

Fermanagh Enterprise Ltd has teamed up with Omagh Enterprise Co Ltd and Full Circle to win the Tender for delivery in Fermanagh. The Programme runs until December 2022.

The Programme is in two parts:-

1 Sales Academy managed and delivered by Full Circle

2 The Tender outcomes are:

- Kick Start 2 – Managed by Full Circle and delivered by Omagh Enterprise Company Ltd and Fermanagh Enterprise Ltd

- 4 Workshops

- 64 businesses for Fermanagh and Omagh

There are currently three businesses on the Programme in Fermanagh Enterprise Ltd.

**4.0 CONSULTANCY**

**4.1 ENI Small Business Loan**

During the period, 7 clients have been successful in gaining Loan Support through the ENI Small Business Loan. These clients are eligible for 15 hours Mentoring during their first year provided by FEL.

Businesses assisted were: - Outdoor Caterer £8,000

 Agricultural Contractor £14,000

 Restaurant/Café £25,000

 Agricultural Power Washing £3,000

 Recruitment Agency £5,000

 Car Detailing £8,000

 Upscaling/Recycling Furniture £3,000 **TOTAL £66,000**

**5.0 ENTERPRISE AWARENESS**

**5.1 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: -

1. 5 advertisements and there were 4 press releases and 4 photographs.
2. The Organisation was also associated and mentioned in at least 96 local press items during the year.
3. A social networking presence was maintained with activity on Facebook – 223; Twitter – 88; and Website Blogs – 75.

**5.2 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
* Fermanagh and Omagh District Council
* Rural Development Programme
* Schools
* Banks
* Invest Northern Ireland
* InterTradeIreland
* Princes Trust
* Fermanagh and Omagh Community Planning
* ICBAN
* Northern Ireland Enterprise Agencies
* Enterprise West
* Cross Border Enterprise Boards

**6.0** **AUDIT AND RISK SUB-COMMITTEE**

The Audit and Risk Sub-Committee met in November 2021.

The Committee set out the risk profile and agreed Risk Categorisation and appetite for risk.

Strategic, Financial and Operational risks were evaluated and categorised. The Committee agreed the downgrading of four risk areas from ‘Red’, or high risk, to ‘Orange’, or medium risk, as a result of the reducing impact of the Pandemic.

**7.0** **QUALITY**

The QMS International Quality Audit was carried out on 27 October 2021. The Organisation’s Management Systems received a clean bill of health and the Audit Report confirmed that the Quality Standard of the Company’s management conformed in full to the new ISO 9001:2015 International Standard.

**8.0 MANAGEMENT SERVICES TO DERRYLIN ENTERPRISES LIMITED**

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

**9.0 RESERVES POLICY April 2022**

**9.1 Introduction**

Community Change, NICVA and the Volunteer Development Agency have been part of a steering group on best practice in finance and governance along with the Department of Health, Social Services and Public Safety, the Department for Finance and Personnel and the Department for Social Development. The steering group have been working on developing guidance on organisational reserves in voluntary and community organisations.

The purpose of the guidance is to provide voluntary and community organisations with best practice advice in respect of reserves. The guidance highlights the importance of having an agreed Reserves Policy which justifies holding appropriate levels of financial reserves to protect against future uncertainties and allow organisations to take advantage of change and opportunity.

The Board of Directors of Fermanagh Enterprise Ltd (FEL) have applied this guidance and best practice in developing this Reserves Policy.

###### 9.2 Policy Statement

The Board of Directors of FEL are aware of the need to secure the viability of the Organisation beyond the immediate future.  In order to maintain and develop support to the Organisation’s Small Business Start-up and Growth clients in a strategic way, the Board recognise the need to maintain sustainability both of the skills and experience accrued by the staff and also the extensive workspace built to provide an important business location for the Organisation’s tenant businesses.

The Board also recognise the risks associated with the short-term nature of much of the support Programmes currently being delivered by the staff, all of which are subject to tender on the open market as well as being influenced by the budget restrictions and limitations of bodies which are well outside the control or influence of the Directors themselves.

 In order to be able to provide reliable services over the longer term, FEL must be able to absorb setbacks and to take advantage of change and opportunity.  It is considered good practice for the Organisation to seek to build and maintain some financial reserves which will allow the Board to meet future commitments or unforeseen expenses without a negative impact on their ability to deliver their services or develop their businesses in the manner planned.

The Board has agreed to seek to build some financial reserves which will allow them to:

* Absorb some of the impact of falling revenues caused by the pandemic and other global economic stresses
* meet future commitments or unforeseen expenses without a negative impact on their ability to deliver their services
* take advantage of any future business opportunities which may present themselves
* be in a position to respond to any developing market demand for services over and above that provided from the current portfolio of the Organisation.

9.3 Definition of Reserves

For the purposes of this Policy the term “Reserves” is applied to that part of the Organisation’s income that is freely available for its general purposes. Reserves are the resources the Organisation has or can make available to spend for any or all of its purposes, once it has met its commitments and covered its other planned expenditure.

This definition excludes unspent money from restricted grants or funds where this is relevant.

**9.4 Designated Funds**

A figure of 90-110% of depreciation will be set aside annually in the Company Accounts as ‘Designated Funds’.

The actual figure to be agreed at the Annual General Meeting of the Directors each year.

The Designated Funds will provide for future and on-going expenditure on capital items such as major repairs, purchase and/or refurbishment.

**9.5 Extent of Reserves**

Reserves are needed to secure the viability of the Organisation, meet unforeseen contingencies and develop and grow the services of the Company and dependant on a range of external factors including market demand for property and micro and macro trends in the economy which are outside the control of the Board. The extent of the Reserves required are likely to be in the region of £600k to £2m.

The Board plan to build Reserves year on year from trading surpluses if available.

**9.6 Review**

This Reserves Policy will be reviewed Annually.