



Enterprise South West Shropshire

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annual report 2010

Chairman's Report

As usual I can report that the year has been interesting and quite different from previous ones.

Knowing that SSDC, as our local authority would die in 2009 and Shropshire County would emerge as our new partner meant that the year was filled with unknowns. Gone would be the days when a Chief Executive or head of a department was simply a telephone call away. We felt that our reputation as a partner for good things in South Shropshire would be lost within the new administration.

Financially we expected the year to be tough but we had the grant from the County and the belief that we could earn the other £150,000 that we knew would be needed to keep enable the Company to deliver its services to the area. The Board acknowledged that the Company needed to seek new friends and champions. We have been fortunate in that we have had separate visits from the Chief Executive, the Head of Economic Regeneration and the Leader of the Council. All were impressed by the work of the Company in this remote, sparse corner of the County. This gives us a new found sense of confidence in the year ahead.

We continue to be frustrated by the lack of action on the refurbishment and reletting of the workshops - an issue that is currently very much out of our control but is ongoing

We have lost several directors this year for various reasons but our gratitude goes to all of them and we have pursued a vigorous recruitment drive which looks like yielding as many as 5 new and committed directors that will breathe new life into the board and the Company.

The focus of the Company remains unchanged but we are continuing to provide an increasing service to the Business sector.

We did not engage in any major new regeneration projects but did avoid a surcharge from GOWM for a minor financial timing issue over the Six Towns Branding project.

Income from both the IT Centre & Village Outreach has held up well despite the economic downturn and once again I must record my thanks to all the Staff without whom the services we offer would not continue and as always no request is ever too much for them.

I was appointed Chair in May 2002 and have served for 8 years. I have made it clear that I will stand down, although not leave the Board, at the end of 2010.

As we move into the 2010-2011 year with the usual mix of excitement and trepidation, I know that we'll continue to provide a valuable service to the area and that a new Chair will continue to guide the Company to greater things.

Grant Perry - May 2010

The Board

In this year 4 directors resigned and one new director was recruited. This indicates an urgent need to recruit new, engaged and interested members.

For most of this year the Board has operated in a two-track manner. The new Executive meeting bi-monthly and the main Board meeting every 4 months. The Board is aware that its numbers have diminished and will attempt to resolve this issue in the autumn.

Mike Ashwell's role has changed to Company Manager; effectively engaging more with the Board. Gail Pickford is now the Company Secretary in addition to her role as the Company Administrator and Sarah Ellison's role as the Company's financial controller has been fully recognised. The roles of the Village Outreach team remain unchanged.

The Board are now more keenly aware of their role as Directors and in particular their necessary loyalty to the Company. The issue of the Regeneration Company and Company loyalty became so intense that one of our Board tendered his resignation.

Workshops

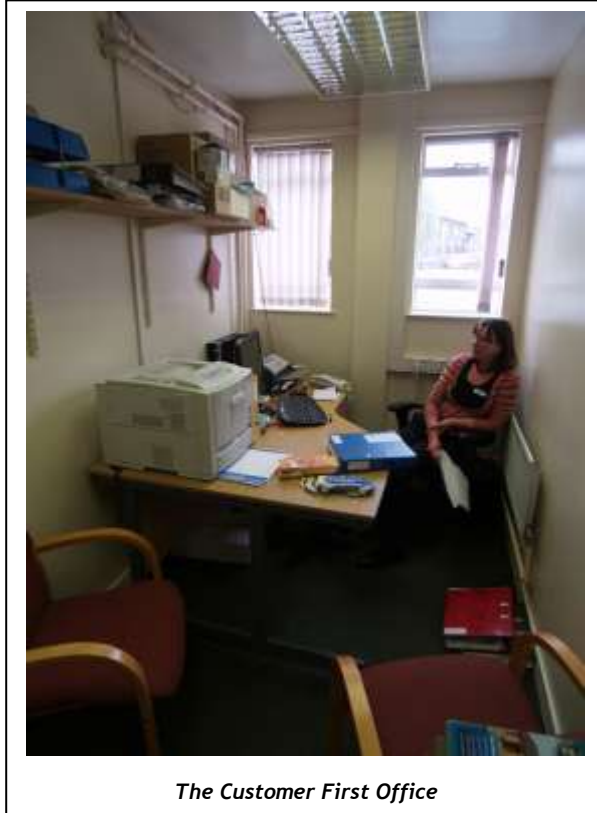
Embrey's officially terminated their tenancy of the Workshops in June 2009 but had effectively vacated at the end of March. At the time of writing (April 26th 2010) the workshops remain empty and in an unlettable state. The blame lies somewhere in the turmoil of the Council's Unitary changeover; specifically a poor handover from SSDC Property Services and a certain amount of apoplexy from those at the new Property Services at Shropshire Council. The Board have expressed a desire to take the workshops back into its control but only when they are lettable.

Offices

All offices are fully let to, Dial-a-Ride, Hunter International Associates, Housing Association, Registrar of Births Marriages and Deaths, Ian Edwards Electrical. We expect one to become vacant in April.

Statutory Services

The Library, Mobile Library, Registrar, Housing Association and Customer First point mean that Enterprise House continues to be the main location for the access of a wide range of services that would otherwise be either disparate or unavailable in the area.



The Customer First Office

The Company

General

The Company Continues to be a significant player in the area providing a wide range of services and support to the community and the economy. The two main delivery mechanisms, IT Centre and Village Outreach continue in their work. Our direct delivery of funded projects via AWM and GOWM has completed but we still bear the responsibility to report and account for these. We were successful in challenging a £4k clawback from GOWM.

Finance

We expected this year to be financially very stressful due to the uncertainties of Unitary, the departure of tenants and the general economic climate. This would be exacerbated by expected cash-flow difficulties over payments and receipts for the Artificial Sports Pitch. Despite all this the Company ended the year with the expectation of a small surplus.

IT Centre

The Centre remains open for 46 hours per week over 6 days and provides an ever increasing portfolio of services to the community. Most notable of these is our new photocopiers which can now fold and staple booklets as well as provide a significant drop in the price of colour copying.

ESWS continues to manage the local Business Network with quarterly meetings, the searchable web site and our lobby notice boards. The membership has increased to 130 businesses to whom we sent over 100 emails pertinent to business support matters as well as our own offerings. We continue to represent the business community on the Shropshire Board of Affiliated Chambers. The Network website is in the process of a major overhaul and we plan to mail out a paper directory to the SY9 and SY7 postal areas.



The Business Network Notice Board in the lobby



The Training Room with the 9 PCs from the Zero Waste Project

We continue to run a range of training opportunities both paid for and free and have trained 85 people in the year; down on our target which may be due to the economic situation but may also be due to our success in training new users in the previous years. We will look to diversify next year.

The Centre staff continues to provide a huge range of on-demand services to individuals, businesses and community groups in the wider area at very competitive rates.

Spotlight, our monthly paper events listing, promoted 1800 major and minor events in the area and we now have the complete publication available as a download from our website.

Village Outreach Project

This project is now in its 12th year and still provides a wide range of event enhancing equipment to the wider area. The equipment is kept in pristine and safe working condition by our storekeeper keeping the cost of repair and replacement down to the minimum.

We are constantly looking at new ways to maintain income as we know that the Bridgnorth Children's Festival will cease after 2010.

The team purchased 2 new pop-up shelters similar to those that we use for the Farmers Market which have proved very popular.

We continue to manage the mobile skate ramp and the soft play as part of a lottery project masterminded by the Regeneration Team at SSDC. At the end of 2010-11 the project will end and we will need to devise a new management strategy.

Partnership Working

ESWS continues to work closely with local groups and organisations where our expertise and abilities can help to achieve positive outcomes in the area. Currently we are working closely with the BC Land Trust, a private investor and the Town Council to try and find a way forward in the development of the Business Park at Crowgate.

We continue to maintain the websites for Town Council and Tourism Group as well as taking on a minor role in the updating of the Myndtown Parish Council's web presence.

With funds from the Councils Zero Waste fund we built 9 new PCs with 7 novices and released the old PCs into local community service across the area.

The Business Network continues to host very successful meetings to support its members. Recent meetings have featured a discussion with MP Philip Dunne, a presentation from the Federation of Small Businesses, issues around online security and a recession thermometer. We also ran a short consultation / mentoring project called "Take a Second Look" where businesses paired up to visit each other and find out about another business model.

Artificial Sports Pitch

After 5 years of perseverance by both Grant Perry and Iain Skewis we are now close to completing the ASP (aka MUGA). The Football Foundation is close to signing off the project and the Company will shortly start to let the pitch to local groups for all-weather practice.



After some initially rocky moments this will be achieved in close partnership with Teme Leisure who now manages the SpArC. The bulk of the income will come to the Company with Teme Leisure taking a percentage for their management of the venue.

We expect that the ASP will be very popular with teams from all around the area. The Football Foundation contributed 57% of the £200,000 cost with the remaining funds coming from The Walker Trust, SSDC legacy funds and Shropshire Council.

Staff

The staff has remained unchanged as it is acknowledged that one of the main reasons for the continued success of the Company is the belief, dedication and loyalty of the whole team.



*Village Outreach Staff- Duncan Burns,
John Lucas & John Downing*



*IT Resource Centre Staff- Sarah Ellison,
Gail Pickford & Elizabeth Ronan*



Company Manager- Mike Ashwell

Appendix A - Outputs

The Company projected the following outputs for this year. The actual numbers are shown alongside and the 2010/11 projections.

	Projected 09-10	Actual 09-10	Projected 10-11
Users of ESWS Services	18,000	17,000	18,000
Business users supported in IT Centre	4,500	4,250	4,500
Total visits to the building	47,000	46,000	47,000
Users on Training Schemes	120	85	120
Letting offices filled	100%	100%	100%
Meeting Room & Training Room events	230	198	230
Village Outreach hires	175	164	175
V. O. Beneficiaries	35,000	36,941	35,000
Referrals to other agencies	250	230	250
Company earnings as % of revenue budget	85%	80%	85%
Business support via 1 to 1 consultancy *	200	182	200
Business network events secretariat	4	4	4
Business Support clinics in partnership with Shropshire County	New target		2
Referrals to Shropshire Business Enterprise Fund	New target	2	2
Communications with Business Network members		118	120
Business network website created & maintained	1	2	1
Business network noticeboard	2	2	2
Community groups support via IT centre services	50	48	50
Community groups networking	20	21	20
Bishops Castle Tourism website managed & maintained	1	1	1
Local information Boards Maintained	3	3	3
External training support ** (for other agencies)(days)	25	2	2
Events promoted via Spotlight ***	1200	1500	1500
Production & distribution of Spotlight magazine	12	12	12

Notes

- * This measures our income against the SC Grant. We continue to strive to increase this percentage.
- ** Based on providing training to SSDC staff (did not materialise under unitary)
- *** New layout generated to accommodate increased requests.

Appendix B Income & Expenditure

<u>Income</u>	Budget	Actual end year
	End year	
	2010/11	2009/2010
Centre Income	£	
IT Centre	46000	46,522.36
Rental Income		
Workshops	6000	8049.97
Library	6739.92	6,739.92
Shropshire Council - Customer First	1800	1,500.00
Housing Association	2039.4	1,869.45
Dial a Ride	1819.8	1,971.45
		594.83
Ian Edwards	2209	2890.8
Registrars	2513.16	2,513.20
Hunter International	2039.4	1,869.45
Tenant		
Elec usage - Tenant		3,718.13
Elec usage - Lib	1265.88	1,265.90
Water usage		1,720.77
Grants ?		
SCC	29750	29,750.00
SSDC VO Skate Ramp £13277.50 over three years - per year = £4,425.00		4,425.00
SSDC - Chall Court		
SCC - Comm Info Point	4500	4,500.00
Shropshire Chamber - BCBiz		540.00
UK Online / Adult Learners Week	300	1000
SSDC - TMS		
SCC - BcBiz	7000	5000
SCC - Abbatoir Regeneration		6000
SCC - ESWS		
SCC - Young Enterprise Group - Comm Coll		
SSDC - Mgt Fee		
Other		
VO Income	11500	11,685.65
Lib Mgt	1899.96	1,891.91
Muga Funding		94,608.00
Repayment (GE Capital p/copier)		
Projects		
Bank Interest		34.53
VO Bank Interest		
TOTAL INCOME	127,376.52	242,327.22

<u>Expenditure</u>	Budget 2010-11	Actual 2009-10
Staff Related		
Wages	73800	73,562.60
Village Outreach Wages	12600	12,634.83
Consultancy		0.00
Casual Wages		160.00
Employers NI	6504	6,496.55
Staff Training		200.00
Employers Pension	4320	4319.46
Medical Expenses		0.00
Premises Related		
Security	280	230.00
Electricity	3000	4,003.56
Water	1296	1289.3
Premises Expenses	1,000.00	37.60
Oil	2,000.00	1,525.52
Other		
Advertising	780	758.71
Annual Maintenance	7980	7,968.71
Audit/Accountancy	1980	2,048.04
Stationery	5496	5254.6
Telephone	1,200.00	1,035.29
Postage	400.00	317.69
Hardware	1,000.00	3,776.14
Insurance	4,000.00	3,601.59
Repairs/Renewals	2,500.00	1,949.86
Refreshments	350.00	312.29
Repayment to GOWM		
Subscriptions	300.00	265.14
Bank Charges	400.00	361.82
VO Bank Charges	100.00	77.24
VO Repairs and renewals	350.00	127.77
VO Telephone	180.00	149.89
Projects		
MUGA		170,821.00
Abattoir Regeneration		6,000.00
Young Enterprise - Comm Coll		1,000.00
BCBiz		5,000.00
TOTAL EXPENDITURE	131,816.00	315,285.20
Surplus/Deficit	-4,439.48	-72,957.98

Appendix C Directors as of 1st April 2009

Name	Represents
Mr L Morgan	Southern Parishes
Mr M J K Smith	Clun Community Forum
Mr G Perry	Independent Member
Mr P F Phillips	Shropshire County Council
Mrs Jane Carroll	Bishops Castle Tourism Group
Mrs Georgina Ellis	South Shropshire District Council
Mrs M Davidson-Stanley	Bishop's Castle Town Council
Professor Ray Pahl	Bishops Castle Community Forum

* Indicates New Member 2009

Resigned 2010

Rev. Paul Collins	Local Churches
Mr C J Millard	Bishops Castle Chamber of Trade

Staff at 1 April 2009

Mike Ashwell	Company Manager (FT)
Sarah Ellison	Deputy and Financial Control (FT)
Gail Pickford	Company Secretary and Administrator (4/5)
John Lucas	Village Outreach Coordinator (2/5)
John Downing	Village Outreach Storekeeper (2/5)
Elizabeth Ronan	IT Centre Assistant (1/5)
Duncan Burns	Village Outreach Assistant & Cleaner

Acknowledgement

The Board wish to express their appreciation for the continued financial support from Shropshire Council enabling the important local services that we provide.