



# Annual Review 2015-16



**Growing businesses since 1982**

**We help  
businesses  
start, grow  
and thrive.**

## Contents

- 03** Who we are

---
- 04** Chairman's Message 2015-16

---
- 05** CEO's Report 2015-16

---
- 06** Our team

---
- 07** Nwes Enterprise Services

---
- 08** Inspiring Clients

---
- 09** Nwes Premises

---
- 10** WoW - World of Work

---
- 11** Accounts at a glance

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**We are Nwes - one of the UK's largest not-for-profit enterprise agencies.**

We understand what it takes to be in business and we know that entrepreneurs are ambitious, motivated innovators; so we offer a hassle free one-stop-shop of business support, from expert advice and training to high quality office and meeting space.

We have been helping businesses grow since 1982 and are proud of our business community of clients, tenants and staff, who work, learn and grow together.



### Finance

Access grants and loans for start-ups and growing businesses



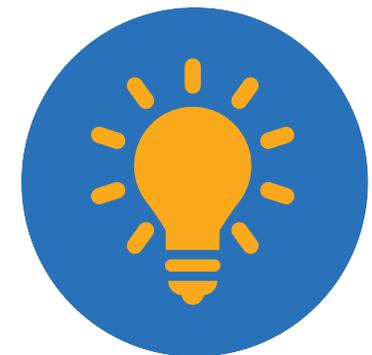
### Premises

Office space, virtual tenancy, meeting rooms, easy-in, easy-out terms



### Advice & Training

Courses, training and one-to-one support from our Business Advisors



“They have given me enormous practical advice and support, and have propelled me and my business forward, for which I am extremely thankful.”

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Tessa Killingbeck, Nwes client

# Chairman's Message 2015-16

**This is my last message as Chairman as I am standing down after 30 years on the Board. During this time I have seen many cycles of change in the business support industry but I am proud that Nwes has survived and thrived to become the industry leaders. We are entering a time of great uncertainty but Nwes is well placed to deal with this and during the year we have recruited an excellent cadre of new Non-executive Directors to provide the necessary skills to support the executive over the coming years.**

The last year has been challenging with the delay in European Funding being implemented by HMG but 2016/17 looks set to be a good one with many new businesses being created, companies helped to grow and jobs created thus adding to our local

economy. Our rationale is the same now as it was when we set up in 1982 - to stimulate enterprise and entrepreneurship.

During my tenure it has been a pleasure to work with a dedicated workforce and two exemplary leaders in John Jennings MBE (retired CEO) and Kevin Horne. Their drive, passion, enthusiasm and business sense has taken Nwes to great heights and I retire knowing that the business is in good hands. Finally, two other long serving directors Nick Daubney and Peter Comins have also retired and I pay tribute to their unselfish service over many years - they can be proud of what they have been a part of.

Michael Muskett, MBE  
Chairman, Nwes

## Nwes would like to thank its Board of Directors for their support and dedication

John Balch

Peter Comins

Nick Daubney

Clive Dodds

Michael Muskett

Bruce Provan

Lucy Cannell, Company Secretary



# CEO Report 2015-16



**It is difficult to write an Annual Review in such turbulent times when our socio-economic landscape seems to be changing daily. Looking back at what has been achieved in the last twelve months it has been more difficult than most but we have managed to continue to provide a first class service, support thousands of people and significantly add to the wealth of the region. Some longer term plans are coming to fruition such as the King's Lynn Innovation Centre (KLIC) and we have embarked upon some new strategic plans which will bear fruit in the years to come.**

We face an uncertain new world but unlike some we have made plans in case of a Brexit vote and we believe that we will be well placed to take advantage of the opportunities which will undoubtedly arise. We have entered into a partnership which has seen us launch a London presence - Enterprise for London - and the rise of the Cavendish Consortium has continued with our 'Start & Grow' service which is creating thousands of new businesses and jobs.

Uncertainty can be exciting and inspirational and I believe that the next five years will see some fundamental changes in the landscape akin to those when we were first formed in the early 1980s. We move forwards with a new Board and say a fond farewell to some sterling supporters of Nwes. I would like to pick out two people for special mention. Peter Comins has been a beacon of good governance and wise counsel and steps down with my heartfelt thanks for his support. To Michael Muskett, who has been Chairman during my tenure, I pay tribute to his belief in the company, his desire to see it succeed and his many years of selfless service to Nwes and me personally.

Kevin Horne, CDir  
Chief Executive, Nwes



# Our team

We know people make a business. We value personal development, and offer many enhanced benefits. All this helps us to maintain a happy, healthy team.

You will see us listed in the Sunday Times Top 100 Best Companies to Work For in the not-for-profit sector as testament to our commitment to our employees.



# Giving Something Back

We believe in 'Giving Something Back', so every year our team, collectively and individually, volunteer, raise money and make a difference for charity.

These are just some of the achievements this year:

- Sponsorship of 'Fly a Flag for the Commonwealth' on Commonwealth Day.
- Edd Cottee, Nwes Sales Manager, raised more than £3,000 by climbing Mount Kilimanjaro for East Anglia Children's Hospice (EACH) charity.
- Staff volunteering and fundraising events for The Big C, Macmillan, Breast Cancer Awareness, Nelson's Journey, Save the Children, Lennox Children's Charity, Leiston Works Railway, Make a Wish and The Matthew Project.



Photo: Edd Cottee

# Nwes Enterprise Services

We help businesses start, grow and thrive. We understand that there can be elements of running a business that are daunting, so our support is tailored to the needs of the business and the experience of the owners.

We know that by supporting start-ups and young businesses we are supporting the local economy, community, region and country. We are turning dreams into reality, helping growing businesses to innovate and encouraging enterprise in the East of England.



“My Nwes Business Mentor provided me with a level of help that can only be described as exceptional. From helping me to understand how to work out financial viability of a business idea to supporting me in successfully applying for finance, he has been fabulous. Each time we met, I left feeling inspired to make things work. His sincere approach and his belief in me has helped immensely.”

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Benedicta Tuffour, Nwes client

“Today’s seminar has been extremely helpful and interesting. I have gained so much knowledge on topics that I have never even considered before. The Trainer is an articulate and enjoyable teacher and the information I have been given today has completely opened my eyes to so many ideas. A very refreshing seminar. Thank you!”

---

Maxine English, Nwes client

Enquiries received  
**6,758**



Business starts  
**179**



Jobs created  
**288**



# Inspiring Clients

**Jonathon first heard about Nwes when he visited Jobcentre Plus. He had been working in the care industry for 14 years, but he felt that most care agencies were only in it for the money. He wanted to deliver a more personal service so was looking at his options.**

After meeting his Nwes Business Advisor, and attending a free Marketing course as part of the government's Start & Grow programme, Jonathon opened his office for the first time.

"The business planning and advice given by Nwes has been helpful, and the (Marketing) course was also extremely useful."

Carers Elite Ltd is a specialist local independent care agency. Run by Jonathon and his wife, it is a small family business that genuinely cares.

What does Jonathon love most about running his own business?

"The feeling of coming into the office and knowing this is my business and I can run it my way and maintain the honour and integrity I aspire to."

Jonathon is now in a position to hire staff and support the local economy. Each employee joining the company receives full training, giving Jonathon the assurance that clients are receiving a first class service, and ensuring that staff feel valued and cared for.

The business continues to grow. It currently employs 23 staff and is aiming to employ 40 local carers and nurses.

"As I am on the Start & Grow programme, the continued assistance from Nwes will be invaluable."



Photo: Carers Elite Limited



Jonathon's advisor said: "Jonathon had a very clear values-driven vision when he came to see me and I was immediately impressed by his sincerity. He produced a clear business plan and financial forecasts with our assistance and was up and running quickly. He is proof positive that when you commit to an idea and put your energy into it you can make it happen."

Find out more about Carers Elite by visiting [www.carerselite.co.uk](http://www.carerselite.co.uk)

## Jonathon's top tip:

"You need to have a plan B. Things don't always go as planned!"

Start & Grow is an intensive support programme funded by Regional Growth Fund, designed to assist businesses who are investing to grow faster and employ more in areas of lower entrepreneurship.

## Nwes Premises

**We all need space to grow, and as businesses thrive their needs change.**

We have the experience and expertise in managing office and meeting space to support start-ups and growing businesses through their whole journey - no hassle, no fuss. We offer a full range of options from virtual tenancies and large offices through to conference space.

2015/16 highlights include, opening the doors of The Old Courthouse, Thurrock. The result of three years planning with Thurrock District Council, this refurbished building will offer top-specification office and meeting space to the local business community.

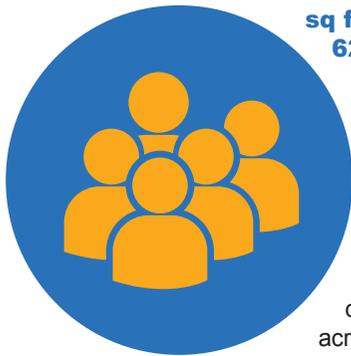
The King's Lynn Innovation Centre is well on schedule for its spring 2016 launch. Our management of the Harlow Enterprise Hub was renewed and we have created collaborative workspaces throughout our centres to better meet the needs of start-ups and small businesses in East Anglia.

- Last year we supported **390 tenant** companies
- We have incubated more than **290 virtual** tenants
- **Nwes manages 215,000**

**sq ft** of workspace across **62 buildings** in **20 locations**

- Over **1,000 people** are employed at our sites
- Over **500 organisations**

use our meeting and conference facilities across the East of England



## Inspiring Tenants

**After nearly 20 years working in graphic design for publishing and marketing companies in London, Louise Ince wanted to go it alone.**

"I had always wanted to work for myself and I decided the time was right. I have never looked back!" Launching Dotty Hippo Design in 2009 Louise's business has been going from strength to strength ever since.

Dotty Hippo Design is an award winning graphic design company providing corporate marketing materials. As a sole trader, Louise's business model allows her to provide high level, personal service for her clients, as well as outsourcing other key skills.

Having learned about Nwes through networking, Dotty Hippo Design signed up to be tenants at Nwes' newly launched premises, The Old Courthouse Thurrock. It was one of the first tenants to enjoy this new business hub for Essex.

Things are going well for the company. As well as many satisfied clients to its name, Dotty Hippo Design also have a New Company Business Award under its belt and exciting expansion plans.

Louise is happy to see her business thrive, and even though there may be lows (spreadsheets!), nothing beats the feeling of being your own boss, she says.

To find out more about Dotty Hippo Design visit [www.dottyhippodesign.com](http://www.dottyhippodesign.com)

Dotty Hippo Design is a tenant at The Old Courthouse, Thurrock, a modern Nwes office offering easy-in, easy-out tenancies, fully serviced workspaces, virtual tenancy, conference rooms and a full suite of business support services.

The refurbished courthouse in Grays opened its doors again at the start of 2016. Thurrock Council has invested £3.5 million - partly from the South East Local Enterprise Partnership's Growing Places Fund - so that The Old Courthouse could open as a cutting edge Enterprise Centre.



Photo: Louise Ince, Dotty Hippo Design

# WoW - World of Work

Another busy year for the WoW team, as the figures for work placement requirements from schools remained high. It is anticipated that this will increase as schools reintroduce the scheme and more post-16 placements are required.

The North Norfolk Fisheries Local Action Group (FLAG) funded enterprise activities continued to their conclusion this year. A very popular scheme with schools, who like the cross curricular theme of enterprise days and the useful employability skills workshops delivered to Key Stage 4 as they prepare for life after Year 11.

WoW successfully secured funding from the NatWest Skills and Opportunities fund to deliver 'R U Future Ready' in employability skills workshops from which 1,500 students in Norfolk and Suffolk will benefit.

British Science Association CREST Awards demand has also remained high and is likely to rise as the base level Discovery Award for Key Stage 3 is introduced and the take up of National Challenges such as the Engineering Development Trust's Go4Set and Engineering Education Scheme challenges increases.

This year, WoW was appointed the CREST coordinator for Suffolk, which will complement the work we are already undertaking in Suffolk schools.

We have three students on the George Freeman MP inspired 'Norfolk Way Project'. This annual project for Year 12 students from Norfolk sixth forms and colleges offers students the opportunity to gain exceptional experience in their chosen field of interest as well as visiting the Houses of Parliament, a workshop on social media from the Nwes Marketing Department and taking part in presentation skills training. Tia Pitchers, Emelda Nhamo and Lucy Jarvis are all interested in Science, Technology, Engineering and Mathematics (STEM)

“Work placement students provide a youthful enthusiasm and young ideas which can prove invaluable to businesses which may not have interrogated their own procedures previously.

“Work placements are a great way for young people to learn what the business is all about and brings reality to their worlds, as unfortunately some are still not prepared and may be closeted to the world of work.”

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Richard Beevor, Drayton Insurance

subjects and activities set up this year include a Nuclear Energy Course at Leeds University, a work placement at Sizewell and placements in two hospitals. We are sure these students will be ones to watch!

## Our impact:



**1,253** work placements arranged



**2,600** students involved in enterprise activities



**47** local schools participated in our programmes



**647** CREST Awards were presented to young people



**3** students were selected for the 'Norfolk Way Project'

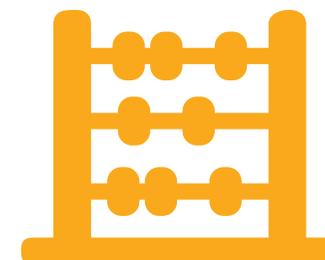


**880** employers engaged - **133** of which are new employers this year



**435** Health & Safety Assessments/ Risk Assessments - **49%** of employers required H&S Assessments.

# Accounts at a glance



Profit and Loss account for the year		31st March 2015
Turnover		£6,731,032
Cost of Sales		(£3,130,577)
Gross Profit		£3,600,455
Administrative Expenses		(£2,767,534)
Operating Profit		£832,921

The results shown were not affected by acquisitions or discontinued operations.

Balance Sheet	
Fixed assets	£8,405,486
Net current assets	(£1,334,905)
	£7,070,581
Long-term creditors and provisions	(£4,779,514)
	£2,291,067
Total equity interests	£2,291,067

The summary accounts have been extracted from the accounts of Norfolk and Waveney Enterprise Services Ltd and Nwes Property Services Ltd which have been audited by Lovewell Blake.



We can help  
you and your  
business grow



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