

People  
powered  
enterprise  
2009 - 2010

Enterprise Minister, Arlene Foster MLA with Ian Murphy, Managing Director Clients Group and Entrepreneurship in Invest NI and Ken Nelson



executive support  
**for enterprise**

# People powered enterprise



## a platform **for growth**

**Arlene Foster MLA**  
Minister for Enterprise, Trade and Investment

**Enterprise Northern Ireland (ENI), and the Local Enterprise Agencies (LEAs) continue to make a key contribution to local delivery of economic development services. Through the operation of initiatives such as the Enterprise Development Programme and Social Enterprise Programme - both delivered on behalf of Invest NI - ENI and its member LEAs impact in a very real way on local businesses.**

The network provides targeted advice, support and mentoring, through its staff and through the contribution made by over 300 voluntary directors.

However, the past year has been a challenging one for all of us involved in economic development, and ENI has had to respond, with others, to the impact of the economic climate at a local level.

Start-up rates have been challenging, and it has been difficult for existing small businesses to match their initial growth. The current climate serves to emphasise the need to nurture and develop our small business base, delivering programmes to address specific local needs so as to provide a platform for growth into export and global markets.

The enterprise network continues to have an important role to play in ensuring small business has the help it needs, particularly at those early development stages. A particular strength of the network is the ability to ensure this is delivered directly within local communities.

A changing economy brings new challenges, and we all must consider how we adapt to this new small business environment. Therefore I welcome the publication of the Study into the Future Role of the Enterprise Agency Network, which was undertaken with the considerable input of councils, Invest NI and LEAs. Whilst the Study highlights challenges for the network as it moves forward, it also points to areas of current best practice and real opportunities.

The original context of this study was against the background of the Review of Public Administration (RPA). If anything, the delay in implementing RPA has made the Study even more relevant, as the network looks to how it might adapt its engagement with future stakeholder and customers such as councils, government departments and agencies.

Looking to the future, ENI is also aware of the need in both public and private sectors to deliver 'more for less'; budgets tighten, yet the needs of our small businesses and potential entrepreneurs must be met. I know that ENI, along with others, is ready to meet these challenges through closer cooperation with its enterprise partners.

As Enterprise Minister, I too am committed to ensuring that the right policies and programmes are in place to deliver for our local businesses. I therefore look forward to further developing the relationship with ENI and the LEA network as we continue to deliver economic development across Northern Ireland.

ENI Chairman, Ken Nelson, receives the Queens Award for Enterprise from Her Majesty the Queen at Buckingham Palace



# a royal appointment

# People powered enterprise



## chairman's introduction

Ken Nelson, Chairman, Enterprise Northern Ireland

**This report reflects a period of significant economic challenge in Northern Ireland. In terms of economic development and enterprise support, the pressure to deliver more for less will intensify for the foreseeable future.**

There is broad agreement on the importance of 're-balancing' the Northern Ireland economy, with the urgent need to grow the private sector. A key challenge is to maximise support to entrepreneurs and businesses to encourage start-ups and business growth.

As social enterprises, embedded in local communities across the province, and with over 25 years track record, the Local Enterprise Agency (LEA) network is well positioned to continue to provide best value client facing solutions.

Working in effective partnerships with central and local government we can help deliver what the Northern Ireland economy requires over the medium and long term. As budgets reduce, LEAs - along with other social enterprises and the private sector - can ensure scarce public resources are directed towards supporting clients, by providing effective outsourced delivery. This can assist government departments, agencies and local councils to focus on strategic enabling.

The LEAS have built substantial social capital and enterprise infrastructure in all local authority areas. With over 200 dedicated professional staff, 300 voluntary directors, two million square feet of managed workspace/ business incubation facilities and forty points of presence, LEAs provide a high quality "one stop package" of premises, business advice, training, mentoring/coaching, loan finance and trade development support.

Enterprise NI provides regular input into economic development policy through a series of submissions and

networking with ministers, MLAs, Assembly Committees, civil servants, local authorities and the media.

Enterprise NI and its members are responding positively to the challenges and opportunities arising out of a recent independent evaluation of LEAs and their impact. We have a strategic vision for the future and know what needs to be done to turn it into reality.

Our three independent non-executive directors have played a very valuable role within the Enterprise NI board and have enhanced the robustness of our corporate governance. We welcome Sandy Smith and Angela McGowan to the board as replacements for the positions vacated by Professor Terri Scott and Chris James. We record our appreciation to Terri and Chris for their contribution to the board.

Over the year we have maintained strong and productive partnerships with local authorities, Invest NI, DETI, DEL, DSD, DARD, regional colleges, InterTrade Ireland, County Enterprise Boards, The Prince's Trust, Advantage and international economic development organisations.

The Northern Ireland Executive has placed the economy at the forefront of its Programme for Government. It is the view of Enterprise Northern Ireland that support to indigenous small businesses should be a key feature of this.

My sincere thanks go to everyone involved with Enterprise NI: LEA directors and staff, the Enterprise NI directors and staff team led very effectively by the chief executive Gordon Gough, our clients, delivery partners, funders and stakeholders.

Working together as a team, and playing to each other strengths, we can help achieve the economic results our community needs.

Gordon Gough and Brian O'Neill, North West Marketing, with Jacqueline McKay one of our Exploring Enterprise graduates who was featured on Dragon's Den along with her 'Angel Cot' product



entrepreneurship  
**means business**



## a word from the **chief executive**

**Gordon Gough**, CEO, Enterprise Northern Ireland

**'It's the economy, stupid' is a well-worn phrase across the 'pond', but it applies very much to the UK in general and Northern Ireland in particular at the current time. As Enterprise Northern Ireland celebrates its 10th anniversary as the representative body for the Local Enterprise Agency (LEA) network, the key challenge for all key economic development stakeholders in Northern Ireland is to help grow our beleaguered economy.**

It is in this context that LEAs continue to provide meaningful, value for money services to pre-start, start-up and established businesses. Turn the pages of this report and you can see just how effectively LEAs are contributing to the development of the Northern Ireland economy by providing a high quality, value added continuum of support to business owners. The figures are very impressive.

Over the past twelve months we have dealt with over 15,000 enquiries for the Enterprise Development Programme, delivered almost 9000 client manager meetings and as a direct result produced 2,147 start-up business plans. And all of this achieved at an average cost of less than £600 per start-up; that's real value for money.

Add to this, 14 high growth potential businesses which were referred to Invest NI and you can immediately see the impact which LEAs are making in this very important pre-start and start-up arena. Exploring Enterprise is no less impressive. Almost 3000 enquiries handled, with 451 participants being awarded certificates in business enterprise.

Our Social Entrepreneurship programme (now in its 5th year) is a very timely intervention in the current economic climate. 46 new social enterprises with a combined projected turnover of over £3m, creating 107 new jobs; that's real impact!

TradeLinks, our cross border business development initiative,

# People powered enterprise

which commenced in January of this year already, has 230 small businesses participating. Yes, we can definitely say that LEAs are playing their part to rebalance the Northern Ireland economy.

During the past year the Enterprise Northern Ireland loan fund has continued to lead the way in providing finance to help small business owners launch their businesses or to fund business expansion. Since the fund was established in 2002 we have provided over 1000 loans totalling £6.2m to help businesses across Northern Ireland.

As a membership organisation I am continually looking at ways to improve the services we offer to our members through lobbying, communications, business development, continuing professional development and joint purchasing. During the year we launched our In Focus Ezine and the first edition of our Continuing Professional Development Directory. We are also responding to the budgetary constraints and changing requirements of our key stakeholders and as a result have embarked on an internal agenda for change which will see the network embrace new quality standards and new methods of contract delivery.

The social economy sector in Northern Ireland is well positioned to assist the Northern Ireland Executive to meet its social and economic goals. The LEA network has an important role to play. If the sector is given the financial investment it needs to deliver value for money services then its contribution to the economy and local communities will continue to develop and grow.

I wish to thank our strategic partners, in particular, Invest NI, DEL and SEUPB for their continued support. Finally, I would also like to thank the Chairman, Ken Nelson and the Board of Enterprise Northern Ireland for their commitment, support and strategic leadership.

David Greer, along with Exploring Enterprise Programme Manager, Pauline Kirk



gilt edged  
**opportunities**

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## exploring enterprise

**Exploring Enterprise is a pre-start programme that develops employment opportunities for the long term unemployed by helping them to enter, remain and progress in sustained employment.**

Our focus is on people with disabilities and health conditions; lone parents; older workers; young people not in education, employment or training; women; and people with low or no qualifications.

The Exploring Enterprise Programme is an initiative developed by Enterprise Northern Ireland and is supported by the European Social Fund, the Department for Employment and Learning, Enterprise Northern Ireland and the Local Enterprise Agencies. It was established under Priority 1 of the Northern Ireland ESF Programme 2007-2013 for the period 1 April 2008 - 31 March 2011.

Key outputs to date are as follows:

- 2977 enquiries
- 2053 pre assessments completed
- 125 courses completed
- 451 portfolios have been awarded the VRQ level 2 and 3 Certificate of Business Enterprise
- 661 portfolios are going forward for assessment in January 2011.

For further information on the Exploring Enterprise Programme please call 028 7776 3555 or email:

[shirelle.mcivor@enterpriseni.com](mailto:shirelle.mcivor@enterpriseni.com) or

[pauline.kirk@enterpriseni.com](mailto:pauline.kirk@enterpriseni.com) or contact your Local Enterprise Agency.

### Case Study Gold Plated Opportunity At Home and in Turkey

David Greer's career looks golden as he is about to embark on two new business projects having taken part in the Exploring Enterprise programme. The Islandmagee man was awarded the Ireland franchise for Gold Genie, the gold-plating service made famous by the TV programme Dragon's Den. David is currently recruiting staff for another gold-plating business he is setting up in Turkey.

David is one of 451 participants so far this year that have submitted their business coursework to gain a VRQ Certificate in Business Enterprise. More than 300 participants have gained the qualification since the programme started in April 2008.

After a long career in the communications industry, David experienced unemployment for the first time 18 months ago. As a regular visitor, he had an in-depth knowledge of Turkey. So after establishing a network of business associates, David began to explore the possibility of starting a gold-plating business to service the luxury yacht and home market there.

"Attending the course helped me focus on what I wanted to achieve in my business but more importantly the practical advice and support that I received from the programme trainer Lawrence Greer from LEDCOM in setting up the Turkish business has proved invaluable," he said.



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Neil Elliot of Future Renewables (left) with Minister, Arlene Foster; John Treacy, Business Mentor, Fermanagh Enterprise; and Mary Gormley, Manager Invest NI Western Office



growth and  
**renewal**

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## enterprise development programme **go for it & growth**

**Go for It' is now a well-established and highly recognisable brand. Through 'Go for It' we provide advice and training to anyone considering those tentative first steps in setting up their own business.**

Over the last year, our network of 31 advice centres along with the six FE colleges were the focal point for the majority for our business start-up work.

The Enterprise Development Programme (EDP) now comprises of three parts, **Pre-start, Start-up and Growth.**

In the first year of EDP we received a total of 15,489 enquiries for these three strands across our network of centres. We achieved a considerable level of success in delivery:

### **Pre-start/Start-up**

- We delivered a total of 8,838 initial assessment advice sessions for clients considering starting up in business.
- We trained 2,049 people at pre-start level and a further 5,219 at start-up level in the skills and knowledge they required.
- As a direct result of our work 2,147 business plans were approved.
- We gave further help under the mentoring element of the programme to 203 clients whose business plans projected income above the VAT threshold.

### **Growth**

- Through our Growth workshops and business clinics 284 existing businesses received training.
- 54 existing businesses were sourced to receive mentoring help under the Growth Pipeline and three of these clients progressed to be accepted as Invest NI clients. In addition to this 11 Direct Referrals were made to Invest NI from clients who had participated on EDP.

### **Case Study Renewable Growth For the Future**

Fermanagh business start up, Future Renewables, was the first to receive a letter of Offer from Invest NI under the Growth Element of the EDP Programme.

Future Renewables designs, supplies and installs domestic renewable energy solutions. The Ballinamallard based business was established by Neil Elliott who has ambitious plans that include promoting emerging technologies throughout the island of Ireland and the UK.

Neil's business received an additional boost when Enterprise Minister, Arlene Foster lent her support during a visit to Fermanagh Enterprise.

Acknowledging the help he received from Invest NI and Fermanagh Enterprise Ltd, he added:

'The business planning support and mentoring I received was invaluable in helping me clearly develop my strategic direction, setting targets to guide my progress and refining my proposal. The overall package has enabled me to fund the growth of what I believe is a business of the future.'

The current Business Development envisages up to ten highly skilled, specialist jobs and involves badly needed investment in growth and expansion at a time when many in the wider construction sector are experiencing considerable stagnation.

For more information on the Go For It Programme please visit [www.goforitni.com](http://www.goforitni.com)



Endorsed within the wider Go-For-It campaign and underlying objectives of the Accelerating Entrepreneurship strategy (AES) owned by DETI and managed Invest Northern Ireland. Funding for this intervention is from DETI in collaboration with ERDF and is managed by Invest Northern Ireland.

ENI Chief Executive, Gordon Gough (left) with Donegal County Enterprise Board Chief Executive, Michael Tunney at the launch of the Tradelinks programme



no frontiers  
to partnership

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## no borders to enterprise

**Tradelinks is a micro enterprise development programme managed and delivered jointly by ENI and the Enterprise Boards in the six border counties of the Republic of Ireland.**

Through Tradelinks, micro-enterprises will become more sustainable and competitive, thereby generating greater added value, earnings and wealth in their host communities.

Tradelinks' objectives are to build export capability; encourage new market and new product development and create jobs by:

- increasing the growth potential by removing barriers to cross border trade.
- encouraging e-commerce and Internet marketing.
- establishing business-to-business links and business to education and research links.
- adopting new technologies and new management methods.
- creating stronger cross border partnerships by delivering enterprise support programmes, that are consistent, quality driven, and offer good value for money.

Key projected outputs from the Tradelinks programme during 2010/2011 are:

- 550 businesses assisted (of which 380 will actively participate in cross border linkages.)
- 550 business improvement plans produced
- 386 market entry plans
- 75% of participating businesses developing cross border B2B linkages
- 20% of turnover in participating businesses after three years will come from export sales
- 200 new jobs created
- 12% of eligible NI clients will become Invest NI clients

For further information on Tradelinks contact: 028 7776 3555 or [www.enterpriseni.com](http://www.enterpriseni.com) or your Local Enterprise Agency.

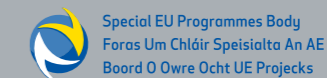
### Case Study Tradelinks Supports Water Treatment Enterprise

Newry based client SIMM Environmental Ltd is receiving support under the Tradelinks programme to develop self-regulation within the waste water treatment sector in Northern Ireland for the benefit of businesses and consumers.

"The development of SIMM is the first opportunity for the industry in Northern Ireland to develop a certification system to regulate the manufacture, installation and maintenance of septic tanks and water treatment systems used at residential and commercial premises," explained Colm Gribben of Viltra Waste Water.

SIMM is supported by leading businesses within the industry and works with the Northern Ireland Environment Agency and other organisations interested in protecting standards within the industry and the quality of the natural environment.

Kieran Mathers, Tradelinks Programme Manager said: "Tradelinks recognised from the outset the innovative concept that SIMM was providing within the waste water industry. The ethos and ideology of SIMM can only be an advantage to the environment and to those businesses and indeed domestic consumers that have a stake in the sewage treatment sector."



Special EU Programmes Body  
Foras Um Chláir Speisialta An AE  
Boord O Owre Ocht UE Projects



County & City  
Enterprise Boards



Department of  
Enterprise, Trade  
and Investment  
[www.detni.gov.uk](http://www.detni.gov.uk)



INTERREG  
Project part financed  
by the European Union



European Union  
European Regional  
Development Fund  
Investing in your future

TradeLinks is a partnership between Enterprise Northern Ireland the network of Local Enterprise Agencies and the border county Enterprise Boards and is supported by EU INTERREG IIIa Programme for Northern Ireland/Ireland, Invest Northern Ireland, International Fund for Ireland and DETE.

Ann Graham, Chief Executive of the Social Economy Network (left) with Audrey Murray Social Entrepreneurship Programme Manager and Enterprise Minister, Arlene Foster



# People powered enterprise

## social entrepreneurship programme

**Social entrepreneurs bring innovative business solutions to some of the most pressing issues and problems affecting society. They are an essential part of our work.**

For more information on the Social Entrepreneurship Programme II please contact [audreymurray@lecomwbp.com](mailto:audreymurray@lecomwbp.com) or 028 2826 9973.

The Social Entrepreneurship Programme was established to address market failure issues and inefficiencies in social economy business start-ups. Our specific focus was on their access to business support.

We identified a number of critical issues. These included promoting sustainable models of finance, and providing capability support to help establish and develop businesses, especially those with the potential to grow.

Key highlights during the past year include the following:

- 138 groups received help through the programme, receiving 1,150 days of business mentoring and advice.
- We delivered formal business and social enterprise training to 350 group members
- 46 new social enterprises were established, and all received business and development advice from our advisors.
- In their first year of trading, the combined projected turnover of these businesses is £3,052,936.
- We estimate that 107 new jobs will be created within the 46 social enterprises.
- 40 new social enterprises receiving funding from Invest NI totalling £198,608 - this in turn has levered £6,871,678 of other funding including the group's own resources.
- 67% of social enterprises are being set up in the top 300 SOA of disadvantage in Northern Ireland.
- 95% of our advisors working with the SEP start ups have been judged by them as either good or excellent.

### Case Study

#### Cnocnafeola - the Homeliest of Hostels

The Cnocnafeola Centre in Attical in Co Down is a Social Enterprise run by the local community. It offers state of the art yet affordable accommodation for visitors to the Mourne's.

The Centre lies between Spelga Dam and The Silent Valley, in an Area of Outstanding Natural Beauty.

During the year the Centre received a Northern Ireland Tourist Board Award and also featured in The Observer Magazine travel review. The writer Rhiannon Batten commented:

"A community project run by the indomitable Mairead White, Cnocnafeola is the homeliest hostel I've ever stayed in. En-suite rooms come with hot showers, pretty bed linen, guest slippers and, if you want one, a bedtime hot water bottle. But it's Mairead's motherly welcome, and her delicious home cooking, that are the biggest selling points."

Cnocnafeola is supported by Newry and Mourne Enterprise Agency and the Social Enterprise Programme.



Provided by Invest Northern Ireland, funded by the European Union through its Peace and Reconciliation Programme.



From left: Cormac Diamond (Fours), Alastair Hamilton (Chief Executive of Invest NI) and Brian Murray (Workspace Chief Executive)



a platform  
**for growth**

# People powered enterprise

## enterprise northern ireland loan fund

**During the past year the Enterprise Northern Ireland Loan Fund has been the leading source of finance available for people launching a new business or growing their existing businesses.**

The economic climate over the past 18 months has created an extremely tough and challenging environment for the Northern Ireland economy and the local SME sector in particular.

The greatest single issue affecting small and micro business owners in Northern Ireland during these difficult times remains their ability to access sufficient and affordable capital.

While the main focus of the Loan Fund remains helping entrepreneurs in starting new businesses, a growing feature of the Loan Fund is the finance it is able to offer existing businesses. The commitment to providing assistance to existing businesses is reflected by the fact that the interest rate on loans provided to existing businesses was dropped to a fixed rate of 4% during the year.

- Our Loan Fund team received 451 enquiries about the effect of the current economic climate and its impact on the prospects for new and existing businesses.
- A total of 104 loans were provided to help business proprietors in response to those queries.
- To help fund their capital requirements approximately £900,000 was loaned to business proprietors

Since the Loan Fund was established in 2002, we have helped businesses throughout Northern Ireland by providing over 1,050 loans worth £6.2m. And, as we continue to approve

new loan applications and provide support in a practical way, these figures will continue to increase every month.

Further information on the Loan Fund can be found on our website: [www.enterpriseni.com/loanfund.aspx](http://www.enterpriseni.com/loanfund.aspx)

Alternatively:  
Telephone (028) 7776 3555 (Option 2)  
Or email: [loanfund@enterpriseni.com](mailto:loanfund@enterpriseni.com)



Dragons' Den star Peter Jones knows a thing or two about lending money - he is pictured here with staff from North West Marketing



INTERNATIONAL FUND FOR IRELAND



EU Programme  
for Peace and Reconciliation

A partnership of funders (Enterprise Northern Ireland, The International Fund for Ireland and The European Union).

Cutting the ribbon to open City East: Mervyn Hempton, Chairman, East Belfast Enterprise (left) with Roisin Boyle, Manager of East Belfast Enterprise Park



cut for success  
**and prosperity**

# People powered enterprise

## enterprising property

One of ENI's fundamental roles is in providing suitable premises for entrepreneurs in the crucial set-up phase and early years of their business.

Currently LEAs provide a base for over 2,000 businesses across Northern Ireland and this means we can provide equality of access to business premises at an affordable cost, particularly during start up.

At a glance, our combined portfolio comprises:

- over 2,000 small business units
- two million square feet of workspace
- more than 5,000 people employed in tenant businesses
- 3000 businesses located at LEA sites

For further information on property available through the LEA network, please contact your local Agency.



First Minister, Peter Robinson MLA and MEP Diane Dodds on a visit to Omagh Business Centre

### Case Study City East Opens Its Doors To Small Businesses

City East, the new £3 million business centre on the Newtownards Road, Belfast opened its doors during the year providing 58 new hi-spec workspace units.

City East is the brainchild of East Belfast Enterprises. It offers new flexible working space designed to help young businesses through the hard times.

A total of 20,000 square feet in office space is available, in the shadow of the historic Belfast shipyard. Small businesses benefit from being in the LEA environment and the Centre features integrated services, on site support and access to meeting and conference facilities and of course creates the opportunity for business networking.

Through City East, East Belfast Enterprises aims to act as a catalyst for regeneration. The aim is the potential creation of 90 jobs, as well as encouraging local entrepreneurship. The project received funding from EU Peace and Reconciliation monies provided through the Department of Enterprise Trade and Investment and by the International Fund for Ireland.

City East, caters for the 1 man band and smaller businesses, and offers fully serviced offices which are literally 'plug in and go'. This is ideal for young businesses who do not want capital outlay when finding accommodation, particularly in the current climate.

Northern Ireland Secretary of State Owen Paterson MP with Jayne Taggart, Chief Executive, Causeway Enterprise Agency



integral community  
**support**

People  
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## out and **about**

During the year Local Enterprise Agencies, through ENI, made telling contributions across a number of economic policy debates. These included the Independent Review of Economic Policy, the Review of Public Administration, and Public Sector Procurement.

Enterprise Northern Ireland has also advocated a coherent enterprise policy for Northern Ireland.

The amount of social capital re-invested into local communities and the advantages of outsourced social economy delivery will become increasingly significant as we witness increased pressure on public expenditure.

In this period of economic uncertainty, we firmly believe that Enterprise Northern Ireland and the LEAs are well placed to provide leadership and support. The LEAs are an integral part of the community, fully embedded with other stakeholders in providing value for money community and economic development initiatives.

Chief Executives of the LEA network are at the heart of their communities, sitting on the boards of governors of local schools, holding the office of president in a chamber of commerce, providing expert advice to neighbourhood renewal partnerships and holding board membership of various community and voluntary organisations. The LEA networks are thinking and acting local through these connections, and are fully linked into national initiatives and policy.



ENI Member Services Officer Jennifer Taylor discusses opportunities with former champion jockey, Richard Dunwoody

Councillor Michael Browne, Chair of Belfast City Council Development Committee (centre) with Ken Nelson and Peter Harman, Chief Executive of UKBI, at the launch of UKBI:11 at Belfast City



a stream of  
**business ideas**

**GROW THE  
INNOVATION  
INVESTMENT**

**People**  
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## global business incubation conference **first in northern ireland**

Over 250 delegates attended the 11th UK Business Incubation conference Driving Forward Economic Development, to learn from business incubation experts from the UK, Republic of Ireland and overseas.

Enterprise Northern Ireland was delighted to have helped bring this important conference here for the first time. It was held in Belfast following a partnership between ENI and UKBI and sponsored by Belfast City Council, Invest NI and Intertrade Ireland. It was a real catalyst for knowledge transfer initiatives and provided an opportunity to compare business incubation policies across the globe.

Discussion topics included how best to develop sustainable business incubation throughout the world. International speakers included David Denny, director, i3 Networks, USA, and Brian Hannaway, Incubation Centre Manager, Wansbeck Life Ltd, USA. European experts included, Stavriana A Kofteros, Chief Executive, Diogenes Business Incubator, Greece and Dr Franz Glatz, Managing Director, Gate Garching Technologie- und Gründerzentrum, Germany.

The event generated an estimated £235,000 in visitor revenue for the city, according to Belfast Visitor and Convention Bureau.



Enterprise Minister Arlene Foster with Jim Smith, Chief Executive of CIDO and UKBI Board member Northern Ireland board member at the UKBI:11 Conference

## going global

Eventually most successful businesses seek to export existing products into new markets. The LEA network is no different.

During the year consultancy contracts were secured by ENI for members to work with the Turkish Business Centres network and the Iraq Basra Development Commission.

LEAs in their own right continue to win country specific contracts to advise enterprise support organisations on property management, small business support training and mentoring, quality assurance and knowledge transfer.

The year under review was no different with contracts valued at over €2m were delivered across central and eastern Europe into, Hungary, Romania, Czech Republic, Poland and Slovakia.

A range of on-line and published materials were produced, including, training guides for business advisers in central Europe; quality manuals and research materials into SME training and development needs.

LEAs will continue to engage in international knowledge transfer initiatives as part of their long term business planning.

### Case Study Turkish Delight for Local Enterprise Agencies

During the year the LEA Chief Executives from Ballymena, Banbridge, CIDO, Larne and Omagh were placed into the Abigem Centres in Trabzon, Denizli, Adana, Eskisehir and Kayseri.

There, they advised their Turkish counterparts on all aspects of business centre management, including, corporate governance, property management, business training, contract management and business development. The contract concluded with an International SME Conference in Ankara.

Within the framework of the Technical Assistance component of the Expansion of the European Turkish Business Centres Network project, twelve 'Abigem' business centres were established in Turkey during the period 2008-2010.



accessing  
**global networks**

Big Ideas: Queen's student Laura Cox (left) receives her prize for Best Business Idea for the Student Marketplace at the Big Idea competition from Ormeau Business Park Chief Executive, Patricia McNeill



supporting innovation  
**and achievement**

People  
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 enterprise

## enterprise agencies

**Acorn The Business Centre**  
 Ballymoney  
 T 028 2766 6133

**Antrim Enterprise Agency**  
 Antrim  
 T 028 9446 7774

**Ards Business Centre Ltd**  
 Newtownards  
 T 028 9181 9787

**Armagh Business Centre Ltd**  
 Armagh  
 T 028 3752 5050

**Ballymena Business Centre Ltd**  
 Ballymena  
 T 028 2565 8616

**Banbridge District Enterprises Ltd**  
 Banbridge  
 T 028 4066 2260

**Carrickfergus Enterprise**  
 Carrickfergus  
 T 028 9336 9528

**Castlereagh Enterprises Ltd**  
 Dundonald  
 T 028 9055 7557

**Causeway Enterprise Agency**  
 Coleraine  
 T 028 7035 6318

**Cookstown Enterprise Centre Ltd**  
 Cookstown  
 T 028 8676 3660

**Craigavon Industrial Development Organisation Ltd (CIDO)**  
 Craigavon  
 T 028 3833 3393

**Down Business Centre Ltd**  
 Downpatrick  
 T 028 4461 6416

**Dungannon Enterprise Centre**  
 Dungannon  
 T 028 8772 3489

**East Belfast Enterprise Park**  
 Belfast  
 T 028 9045 5450

**Fermanagh Enterprise Ltd**  
 Enniskillen  
 T 028 6632 7348

**Larne Enterprise Development Co. Ltd (LEDCOM)**  
 Larne  
 T 028 2826 9973

**Lisburn Enterprise Organisation Ltd**  
 Lisburn  
 T 028 9266 1160

**Mallusk Enterprise Park Ltd**  
 Newtownabbey  
 T 028 9083 8860

**Newry & Mourne Enterprise Agency**  
 Newry  
 T 028 3026 7011

**North Antrim Business Agency**  
 Ballycastle  
 T 028 2076 3737

**North City Business Centre Ltd**  
 Belfast  
 T 028 9074 7470

**North Down Development Org. Ltd**  
 Bangor  
 T 028 9127 1525

**North West Marketing**  
 Londonderry  
 T 028 7135 2693

**Omagh Enterprise Company Ltd**  
 Omagh  
 T 028 8224 9494

**Ormeau Business Park**  
 Belfast  
 T 028 9033 9906

**Ortus - West Belfast Enterprise Board**  
 Belfast  
 T 028 9031 1002

**Roe Valley Enterprises Ltd**  
 Limavady  
 T 028 7776 2323

**Strabane Enterprise Agency**  
 Strabane  
 T 028 7138 2518

**Townsend Enterprise Park Ltd**  
 Belfast  
 T 028 9043 5778

**Work West Enterprise Agency**  
 Belfast  
 T 028 9061 0826

**Workspace Ltd**  
 Draperstown  
 T 028 7962 8113

