

Newlands Enterprise Annual Report



January - December

2007

Welcome

Reflecting on the previous year's work always leaves me wondering how on earth we managed to fit it all in. 2007 was yet another year filled with the most amazing projects and achievements for the staff and directors. I am always impressed with the amount of time, dedication and support that our volunteer directors put in to the project. 2007 was a particularly difficult year for us and some of us are still here to recall those events.

PQASSO

Practical Quality Assurance Systems for Small Organisations.

We have been operational for 9 years and have some good processes and systems in place, but no recognised standard. We not only embarked on the route to achieving that standard but developed a network to help other organisations in a similar position to achieve it. Working in groups and supporting each other to design procedures proved to be very effective. We managed to achieve our level 1 standard. Many thanks must go to Julie Dawson who is the most organised and efficient co-ordinator I know.



Anita M Bolland, Project Manager

Sirolli

Ernesto Sirolli visited Bradford and inspired many that met him to adopt his approach of Enterprise Facilitation. Here at Newlands Enterprise we identified with his model as we felt that it reflected the way that we work with people.



Capturing the passion. Convinced that the future of every community lies in capturing the energy, imagination and passion of its people, the Sirolli Institute has created Enterprise Facilitation: a person centred economic development system that is replicable, cost effective and ethical. Enterprise Facilitation is founded on two fundamental tenets:-

- Human nature is intrinsically good and the fulfilment of our talents, through work, improves our lives and the communities in which we live.
- Development is indigenous; it is a process that simply nurtures the elements already present in the community

International Enterprise Facilitation Inc



Inspired Futures launch 17th May 2007 at the Thornbury Centre

We encourage, enable and facilitate people to develop their business ideas and surround them with supportive people, who can then help them to develop their passion for business.

Newlands Enterprise along with Regen 2000 secured a Kickstart Local Enterprise Development Project contract to deliver this model in our area. Tariq Khan was instrumental in bringing many people in the community along to panel training. Nancy Peron came over from Oregon and inspired many of us with her training and support. It worked.

We launched the Bradford Sirolli model- Inspired Futures- with a panel of 36 volunteers to support the development of enterprise in our community.



An infectious enthusiasm and 'can-do' mentality

Richard Sara-Gray, Inspired Futures

Opening Doors

The Bradford Opening Doors event was hosted by Yorkshire Water and supported by Bradford Vision and Newlands Local Enterprise Ltd. The event showcased the Big Tick Award winning work of Yorkshire Water on the Newlands Community Business Club to businesses drawn from across Yorkshire and the Humber. The event was part of a larger Opening Doors programme across the country, sponsored by the department for Communities and Local Government and supported by the BITC Partnership Academy, with companies such as Jaguar and Morgan Stanley showcasing leading examples of corporate community engagement.

The Newlands Community Business Club is a forum where community enterprise and private business can encourage each other



and aid business development by sharing best practices, skills and experiences. The programme involves structured interactive workshops focusing on a variety of topics such as human resources, business planning, finance, accreditation, and funding streams, providing much needed leadership support for 18 social enterprises.

We had 14 social enterprises matched

with one of Yorkshire Water's senior management team and met regularly for one to one mentoring sessions.

The programme now forms the basis of a proposed enterprise mentoring programme for Bradford District supported by the Local Enterprise Growth Initiative.



Opening Doors at the Gateway Centre



First session of the Opening Doors event held at Esholt (Yorkshire Water)

Enterprise Enablers

The Local Enterprise Growth Initiative (LEGI) is a neighbourhood renewal programme tackling worklessness in disadvantaged communities by encouraging enterprise. Bradford secured £21.4million over three years to support new enterprise and help existing businesses.

For LEGI to be successful it needed to reach people at a neighbourhood level. The first year of the programme introduced 'Enterprise Enablers'. The 'Enablers' were

Training & Recruitment

Staff and directors all attended training on Recruitment & Selection delivered by PERS (Pay and Employment Rights Service). This paid dividends when in April we recruited 4 new members of staff,

- Matthew Kemp-Admin Assistant,
- Pete Simpson-IT Officer,
- Susan Morgan – Clerical Assistant
- Suzanna Hogan – Clerical Assistant.



“ Have in-depth knowledge of business development, relevant sources of information and advice furthering learning & development

Irene Lofthouse, WATSON Theatre

asked to promote enterprise in their local community and to signpost people to the various LEGI services. Two of our members of staff, Martin Guest and Tariq Khan, became enablers taking the message of LEGI out into the local neighbourhood.

“ We need to retain and cherish such resources as they are vital to Bradford's overall regeneration

Becky Blackman, BCEP

They came with a specific remit to develop the Admin & IT support services that we were providing to social and community enterprises in the area. The project was a huge success and very well received. The success of this project launched us into winning a contract with Bradford Chamber of Commerce as an Approved Supplier for the LEGI Professional Services, providing Admin & IT services to new and growing businesses.



Newlands Enterprise directors donating £100 to Bradford Royal Infirmary

Newlands Local Enterprise

Newlands Local Enterprise has been helping small businesses to develop and grow for many years. They also support individuals who want to be self-employed, and social enterprises which operate for the benefit of the community. NLEL are approved Kickstart suppliers for all matters regarding administration and IT.

The business support NLEL offers can take many forms, depending on the need of the individual or organisation. They have a wide range of business experience in the office and a vast number of contacts. Their support is geared towards helping people see the issues they face from a business viewpoint. They have developed a clear understanding of how businesses operate, particularly small businesses who can sometimes struggle with paperwork, filing and IT systems. That is why they are here to help.

As for new Kickstart businesses, the company can provide important clerical and administrative support. This can involve answering the phone, reception cover, data entry, digital archiving, document printing, event support, faxing, filing and flyering, as well as dealing with incoming/outgoing mail, laminating, photocopying, posters, reception cover, scanning, mailshots, business cards and newsletters.

Their administrative work consists of invoicing, Microsoft Office support, spreadsheets, database, PowerPoint, mail merging, minute taking, petty cash, recruitment and research. ICT support is also in place to offer a full systems review and advice on hardware, software and networks.

www.newlandsenterprise.com

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Founded:
1998

**Chair of Newlands
Local Enterprises:**
Christine Watts

- Example Clients:**
- The Play Network (Bradford)
 - The Priestley
 - Clothing Solutions
 - SNOOP (Special Needs Objective Outreach Project)

Why choose us?
"Staff at NLEL have an upbeat, can-do attitude providing admin and IT services that empower individuals and businesses to succeed. We pride ourselves on keeping it simple and explaining things in a way people can understand. Providing a supportive, proactive and personalised service we will enable you to get on with the things you do best."

Anita Bolland



BIG TICK AWARD

Newlands Community Business Club achieved the BIG Tick standard of excellence in the BUPA Healthy Communities Award in 2006. As a regional winner we were then nominated for a national award.

Anita Bolland – Project Manager went to London to BUPA head offices with Richard Sears and Anne Reed of Yorkshire Water to deliver a presentation on the success of the Business Club.



Peter Holmes (Yorkshire Water) Carol Beardmore (SNOOP) receiving the Big Tick award on behalf of Newlands Community Business Club

We were subsequently invited to the Royal Albert Hall on July 2nd where the awards were presented by Prince Charles and Al Gore. We didn't win, but it was such an honour to be nominated. It was a most memorable evening.



Project Evaluation July 2007

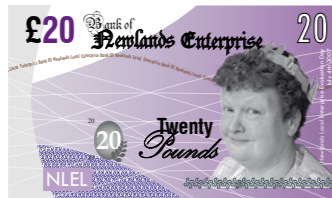
We carried out our 'Fun Evaluation Day' on the 4th of July. Two sessions were held throughout the day and we had around 27 attendees from groups in and around the area. To complete the questionnaires we had a 'deal or no deal' game where people were asked one of the questions from the questionnaire to trigger off people's thought processes.





“ Generally very good. Does what it says on the tin!

Sweeties, pens and notepads were put into the boxes as an incentive to attempt to answer the questions. At the end of the session, we gave participants some printed bank notes from ‘the bank of Newlands Enterprise’.



We asked them to put their money where their mouth was and buy the services needed within their communities and organisations. Everyone thoroughly enjoyed the event and it proved a very good way of getting some detailed responses to our evaluation questionnaires.



NED – Newlands Enterprise Development

2007 saw the completion of the NED, ERDF funded project. Yet again we managed to deliver our outputs and over achieve on many of our targets. We were targeted to assist 14 organisations and we supported 27, nearly double our original targets. Feedback from the organisations that we support has been excellent. At Newlands Enterprise we work very hard to satisfy our customers and year after year we deliver. Some of the comments from our customers are nothing short of excellent and it makes me very proud to know that we can deliver to such a high standard.

As the project came to an end we were unable to secure any further revenue and sadly we had to say goodbye to 7 of our staff.

The directors were incredibly supportive and did the most commendable job under such terrible circumstances. More training

“ Your services towards us have always been professional, precise, but mainly in a language that even a lay person could understand

John Scott-Coleman, MARG

from PERS was given to the directors and they rallied to the cause and spent many hours deliberating over the right decisions. Redundancy is a situation that all companies dread, when handled in a compassionate and sensitive manner it can be done well. With support from directors all 7 of the staff leaving Newlands Enterprise were successful in securing full time employment.

Losing 7 staff from a team of 10 was quite a blow. The 3 remaining staff, Anita-Project Manager, Pete – Business ICT Coordinator and Julie – Business Admin Coordinator worked relentlessly and still tried to deliver to all of our customers. Trying to pick ourselves up after such a loss was difficult but we managed to secure some more funding from LEGI to deliver a 6 month research project. That will form the basis of a new

funding strategy and hopefully Newlands Enterprise can continue to do what it does best in supporting social enterprises and community organisations in the community to become viable sustainable enterprises.

Newlands Enterprise delivered the ERDF (European Regional Development Fund) sponsored project – Newlands Enterprise Development. During the project we received an Article IV monitor from Government Office. The report reads

“ The project was well managed in all areas Robust systems were in place to monitor the project both from a delivery of objectives and financial perspective. All documentation requested on the day was available”

Rob O'Brien Government Office.

Thank You

Many thanks must go to the staff who delivered successful projects:-

Anita Bolland	Project Manager
Avtar Bhatt	Business Development Manager
Martin Guest	Business Support Officer
Tariq Khan	Business Support Officer
Pete Simpson	Business ICT Coordinator
Julie Dawson	Business Admin Coordinator
Michelle Kear	Admin Support Officer
Matthew Kemp	Admin Support Officer
Susan Morgan	Clerical Assistant
Suzanna Hogan	Clerical Assistant

Many thanks must also go to the Board of Directors who are incredibly supportive:-

Christine Watts	Chair
John Rawnsley	Treasurer
Martin Guest	Company Secretary
Carol Amery	Vice Chair
Mary Sanderson	Director
David Waddington	Director
Frank O'Connor	Director
Jo Crossley	Director (BITC)
Caroline Atkins	Yorkshire Water
Carol Beardmore	SNOOP

I would also like to mention the organisations that we have supported throughout the year. It is a pleasure doing business with you.

Age Concern
 Anand Milan
 BCHT (In communities)
 BEST (supporting talent RCA)
 Bradford Play Network
 Bradford Talking Media
 Clothing Solutions
 Cnet –Mentoring programme
 Eccleshill Mechanics Institute
 Enterprise Enablers
 Fagley Locals In Partnership

Gateway Allotment Project
 Gateway Nursery Steering Group
 Greenskills
 James Martin
 KEY (Knowledge Empowers You)
 Linking Communities
 MARG (Mortimer Avenue regeneration Group)
 Mencap
 Nappytrain
 NCA (Newlands Community Association)

Newlands Community Transport
 Newlands Furniture Service
 Opening Doors
 Paul Taylor
 PQASSO Network
 Ravenscliffe Community Association
 Ravenscliffe Community Development Project
 Rockwell Centre
 Rockwell Nursery
 Sirolli – Inspired Futures

SNOOP (Special Needs Objective Outreach Project)
 St John's Centre Fagley
 Surestart
 Surestart –Mortimer House
 The Priestley
 Theresa Lister
 Thornbury Centre
 Thorpe Edge Community Project
 Watson Theatre

“ The path to excellence is made smoother when we support each other

Poh Yu Khing

The Team



Anita M Bolland
 Project Manager



Julie Dawson
 Business Admin Co-ordinator



Pete Simpson
 Business ICT Co-ordinator

NEEDING A PLACE TO WORK?

Computer ✓
 desk ✓
 phone ✓
 internet access ✓
 Business support ✓
 space ✓
 quiet ✓
 coffee ✓

bradford KICKstart

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FREE workspaces for people with new businesses or new business ideas

Contact Newlands Enterprise and get started today
01274 610222
www.newlandsenterprise.com
 Newlands Local Enterprise Limited, The Holybrook Centre, Redcar Road, Bradford, BD10 0DP



If you have any comments or questions about anything, please get in touch.

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