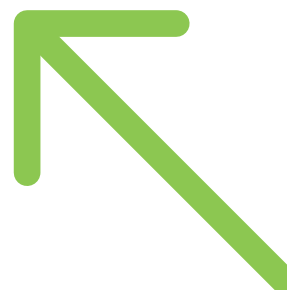


Business in
focus

ANNUAL REPORT

2017 – 2018



FROM OUR CHAIR



During the financial year ended 31st March 2018, Business in Focus built capacity and performance, delivering robust financial performance and improved cash flow.

A strategic review of longer-term goals by senior management was endorsed by the Board and the whole team in 2018. We set the bar high, with plans to expand our provision of excellent accommodation and business support services to small and medium-sized businesses, bringing these two business strands closer together, while consolidating the performance of existing services.

Refinancing our property portfolio enabled us to look

for new acquisitions, during the year, under review. The Property Team's quest was rewarded when we completed the acquisition of Crownford House, Merthyr Tydfil in August 2018. At the same time, they maintained average occupancy across our premises at over 98% throughout the year.

Working with partners across Wales, our priority for the Welsh Government's Business Wales Advisory Service was to increase activity. Spurred on by a healthy service quality review in summer 2017, client numbers increased significantly, and we ended the year with nearly 4,800 jobs created, 980 businesses started and £16 million business investment since the contract began.

We finalised arrangements for the new Business Wales Entrepreneurship Hub in Wrexham, ready for the May launch of this exciting new venue.

The Start Up Loan Company has demonstrated confidence in us, increasing lending targets and appointing us as sole provider, in Wales, to applicants accessing the New Enterprise Allowance.

Through Welsh Government's Big Ideas Wales, we worked with 255 young people to stimulate and realise business ideas. Our 'Bootcamp to Business' supported 41 young entrepreneurs through a residential weekend in Margam, South Wales.

We maintained all our credentials, including Committed to Equality Gold and ISO9001:2015. With a team of 95 at March 2018, our team engagement and development during the year resulted in a Gold Award from our Investors in People assessment after the year end.

This and all our successes are down to our fantastic team, led by our Chief Executive, Katy Chamberlain and the Leadership Team, so I will finish by thanking them all. We are working hard to support our clients with preparations for Brexit and are also developing our own resilience and capability. Despite political and economic uncertainty, I feel confident that Business in Focus will build on its strengths to deliver our strategic aims, for the benefit of enterprise in Wales.

BOARD MEMBERS

Geraint Evans (Chair)
Gorsedd Ltd

Keith Thomas (Vice Chair)
Verve Management Ltd

Katy Chamberlain, Chief Executive
Business in Focus Ltd

Jonathan Good, Area Manager
Barclays Bank plc

Dr Charles Smith, Deputy Leader
Bridgend County Borough Council

Nicola McNeely, Partner
Capital Law

Robert James, Partner
Geldards LLP

Christopher Richards
Senior Commercial Manager
HSBC Bank plc

Jenny Jones LLB, Partner
Morgan Denton Jones

Andrew Jones LLB
Cardiff Business Banking
Natwest Bank plc

Councillor Robert Bevan, Cabinet Member
*Rhondda Cynon Taff
County Borough Council*

Nirmal Chhabria, Director of Projects
SIMEC

John Sheppard, Consultant
South East Wales Economic Forum

Steve Hudd, Managing Director
SPS Ltd

Appointments since 1st April 2017

Gerald Kelly
Director Professional Services
*Sony Global Manufacturing
& Operations Corporation*

Victoria Fisher
Local Business Development Manager
Lloyds Bank plc

Annamaria Bridson
Director Business Banking,
Mid & West Wales
NatWest Bank plc

Resignations since 1st April 2017

John Bevan retired as a Director
on 26th September 2017

Andrew Jones retired as a Director
on 25th May 2018

SUPPORTING OUR PEOPLE

2017/18 saw Business in Focus welcome 32 new starters to the organisation. In a climate of high employment, we reviewed recruitment methods and employer branding, taking steps to increase our profile and showcase Business in Focus as an employer of choice.

We retained our Committed to Equality Gold status for the 6th year since 2012. Our Equality and Diversity statistics speak for themselves as we consistently show more male than female part-time personnel, and more female than male line managers up to and including

senior management. We continued work to increase team diversity, for example increasing the number of Welsh speaking team members.

We increased our focus on health and wellbeing, engaging with Gofal Cymru and Mind to provide support for mental health. On Welsh Happiness Day, we invited the Dogs Trust and some of their furry friends into our Pencoed HQ, as a stress-buster for our teams.

With a change of direction from recent years, our Team Away Day took us to Craig Y Parc, a school and home for disabled children and young people.

Established in 1955, the school was given a fabulous country house with impressive gardens that prove challenging for the Caretakers to keep maintained. In a simply amazing day, our energetic teams completed a wide range of groundwork activities to help reclaim areas for development, covering not only that year's projects but some reserved for the next year.



As we work to maintain Business in Focus' fitness for the future, we have introduced initiatives to capture and use the inspiration and ideas from our talented team, driving innovation, continuous improvement and two-way communication. Our effectiveness as a team was tested after the year end in our Investors in People assessment, against the sixth Generation Framework, where we achieved the Gold award, putting us in the top 10 companies for our sector in the UK.

During the year, we also commenced the investment in and implementation of a new

CRM system, welcomed with open arms by the whole team and currently in its final phase of testing.

As well as the support needed for our now 102-member team, we continue to assist a portfolio of clients with their own personnel management.



It's not surprising, therefore, that our Human Resources Manager, Andrea Wallbank, was nominated for an award at the Wales HR Awards, based on her energy, dedication and professionalism.

BUSINESS WALES

At 1st April 2017 we had a well-established service for clients with ambitions for growth and were in the process of making changes to the service for clients wishing to become self-employed or run local, lifestyle businesses, to ensure we delivered the requirements of this European Regional Development Funded contract.

Our focus was to ensure we maintained a high quality of service while increasing client take-up of the service, the Welsh Government's primary mechanism to deliver its policy of support for small and medium sized businesses across Wales.

Business Wales is delivered by a highly successful Consortium of companies led by Business in Focus, and also includes the Superfast Business Wales programme, supporting clients to take advantage of technological advancements and the supporting infrastructure across Wales.

With increasing participants throughout the year, the Business Wales team delivered a strong set of results, providing more than 9,000 clients with information and nearly 4,200 clients with more in-depth support. The Consortium's Advisory, Client Support and Administration teams delivered measurable

outcomes including some £5.1 million exports and £11.5 million investment in enterprise, fuelling the creation of nearly 3,800 jobs and 750 new businesses, of which more than 40% have ambitions to grow.

We welcomed a new National Contract Manager, Rik Sellwood who worked with Business Wales Regional Managers to develop a plan to streamline our processes, increase lead generation and enhance team leadership and management. The results of this are clear in the consistent delivery of robust results throughout the current year.

Volume delivery is only good if client service follows suit, and a Welsh Government client survey in summer 2017 showed high scores for helpfulness, knowledge and response times, with some 92% of respondents commenting favourably on the professionalism of the service. Our ambition continues to be to



improve on those results for the benefit of our clients.

At the same time, our teams continued to improve the quality of evidence to support outcomes and ensure delivery complied with the requirements of the European Union and Welsh Government funds, which support the contract.

To support client service delivery, the teams have been involved in a number of initiatives to provide further support to clients in a variety of arenas and sectors, varying from supply chain support to Transport for Wales, advice to businesses providing Social Care in the Valleys, and managing the delivery of the new Wrexham Enterprise Hub. Into the current year, we work with Welsh Government to develop a series of services to help Welsh businesses prepare themselves for Brexit, in whatever form that takes.

Busnes Cymru | Business Wales

1,322
companies supported
throughout Wales



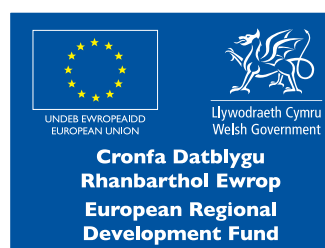
330
events delivered to over
2,000 attendees



230
mentoring
matches
delivered



Llywodraeth Cymru
Welsh Government



S3 ADVERTISING



BUSINESS WALES CASE STUDY

*Business Wales is the Welsh Government's Entrepreneurship Service.
It is part funded by the European Regional Development Fund.*

Established in 2011, S3 Advertising is a Welsh based award-winning advertising and multimedia company delivering contracts throughout the UK. The aim of the business is to offer a very creative and innovative advertising service across all media at an affordable cost.

Matt Jones started the business from scratch working from his loft. With 10 years' experience in the advertising industry working for some of the biggest media owners in the UK, he identified a gap in the market and decided he could provide a better service than that already on offer.

S3's clients include Brecon Carreg, University of South Wales, the NHS, New Berry Fruits, MotoNovo Finance, Four Walls, Castle Bingo, Football Association of Wales, NFU and UEFA. The business has had many proud moments, with the highlight being voted Advertising Agency of the Year at the 2016 Drum Network Awards.

S3 Advertising first approached Business Wales to seek support to obtain ISO9001:2015 Quality Management System accreditation, needed both for successful tendering and to improve internal structures.

Business Wales Relationship Manager, Phil Summers, reviewed their growth plans, helped them find training on internal quality audits from Welsh organisations and supported them to implement the accreditation. He advised the business on the route and process to achieve accreditation, key actions and potential costs. Following Phil's assistance, S3 successfully obtained ISO accreditation.

S3 worked with other Business Wales specialists to build their business further. Sonia Evans, Tendering Advisor provided advice on how to become 'tender ready'; the Superfast Business Wales team provided support to enhance the digital aspects of the business; and a Sustainability Advisor, Paul Carroll, conducted an environmental diagnostic and provided support towards a sustainability policy.

Matt Jones, Managing Director at S3, commented: *"Business Wales were extremely supportive in giving a holistic view of our agency practices, which then led to the implementation and accreditation of ISO9001:2015. Phil came into the agency and looked at our existing policies and procedures which provided a great starting point for us. Business Wales have also been very supportive in other specialist areas of our business. It is good to know we have such a great resource on hand as and when required."*

www.s3advertising.agency

BRØD – THE DANISH BAKERY



BUSINESS WALES CASE STUDY

Business Wales is the Welsh Government's Entrepreneurship Service.
It is part funded by the European Regional Development Fund.

Established by Betina Skovbro in 2015, Brød is a small, independent bakery and coffee shop, producing a range of freshly baked Danish breads, pastries and cakes. The Danish Bakery prides itself in bringing a taste of Scandinavia to Wales' capital city and was chosen as Best New Business 2016 and Best Café/Coffee Shop 2017 in the Cardiff Life Awards.

"Opening our doors for the first time was fantastic. It had been an amazing journey to get to that stage – and every day throws up new challenges. I still find it hard to think that three years ago, this was just a crazy idea. Turning it into a plan and then into reality was a huge task – with plenty of obstacles along the way, but I knew that I had to give it a go: I just didn't want it to be an idea that I regretted not acting on. Today, with a great team in place, we feel excited about what lies ahead."

Business Wales first helped Betina in 2015 to secure a Start Up Loan to set up her bakery. Business Wales Relationship Manager, Kris Hicks, is currently working with Betina on the business' plans for the future. This includes building a strategic recruitment plan, as well as exploring options for future growth of the bakery.

Kris referred Betina to a Business Wales Human Resources Advisor, Cathryn Edwards, who helped Betina put in place compliant contracts of employment and HR policies. Alun Wade, Skills Advisor at Business Wales, then came in to help with the recruitment plan and explore opportunities for collaboration with universities and the Jobs Growth Wales scheme.

Betina commented: *"Help comes in many forms when you start a business – in reality, you need as much as you can get in those early days! The support I got from Business Wales' advisors helped me turn my original 'crazy idea' into a sensible business plan. That was a vital step on the journey to realising my ambitions. It helped build my confidence, while also inspiring me to want to learn more along the way. They also supported my application for a government backed Start-Up loan, which proved to be an important part of the financial jigsaw."*

www.thedanishbakery.co.uk

BIG IDEAS WALES

2017/18 was Business in Focus' second year of involvement in Big Ideas Wales, the Welsh Government's programme to support the next generation of young entrepreneurs in Wales, and our experience gained us spectacular results.

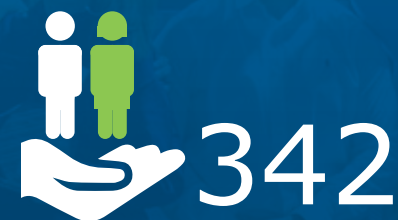
Business in Focus delivers "Equip" which enables young people with a business idea to convert that into a thriving start-up. Support is provided through inspiring events and one-to-one advice from Business Advisors with specialist experience in understanding the challenges which young people face.

We were especially proud of our very successful 'Bootcamp to Business' interactive weekend at Margam Discovery Centre in November 2017. We created an enviable programme and gathered Welsh entrepreneurs and role-models to deliver it, providing lasting business connections and networks for 41 young people, as they learned how to turn their business plans into reality.

Bootcamp was the highlight of a wide range of events designed to attract the interest of our youthful audience, and we gained valuable experience by working with partners in further and higher education. This, and our active marketing programme, helped **342 young people** to gain support from our events, delivering 112% of our target.

Our experienced Business Advisors provided **255 young people** with advice tailored to their circumstances, resulting in **50 new businesses** – more than double our target.

Importantly, our Business Support teams worked well together, with **115 young people** progressing to Business Wales 'mainstream' support, again smashing our targets.



individuals supported at events



bootcamp attendees



businesses started



young people provided with one-to-one advice



April 2017-March 2018



Llywodraeth Cymru
Welsh Government



CARDIFF MEDITATION



Siwan Reynolds



BIG IDEAS WALES CASE STUDY

Big Ideas Wales is part of the Welsh Government's Youth Entrepreneurship Service. Part funded by the European Regional Development Fund, it supports young people, aged between 16-25, in developing entrepreneurial skills.

A young entrepreneur from Cardiff has been inspired by her personal battle with epilepsy to establish a meditation business, Cardiff Meditation, designed to improve wellbeing and productivity, for both corporate and education clients.

While studying Psychology at Exeter University, Siwan spent her spare time testing ways she could decrease the number of seizures she was having, while also looking for ways to successfully decrease the amount of medication she was required to take to manage her condition.

Now a graduate, and a qualified meditation coach with the British School of Meditation, Siwan says: "Discovering meditation has completely transformed my life and I felt there was a great business opportunity to share my experiences.

"Meditation can have a really positive impact in schools, especially around exam season helping to tackle stress and behaviour overall, while in businesses it can reduce anxiety levels and promote a healthier and happier working environment."

Having built her client base with schools including Ysgol Melin Gruffydd in Cardiff and Llancarfan Primary in Barry, Siwan is now looking to make contacts within businesses who feel their workforce would benefit from the meditation sessions.

Siwan continued: "Although I'm still developing my business, I've been lucky enough to have the support of a Business Advisor from Big Ideas Wales, who has given me great guidance on marketing my company. I also attended Big Ideas Wales' 'Bootcamp to Business' event which provided me with a lot of clarity on how to build and sustain a successful business."

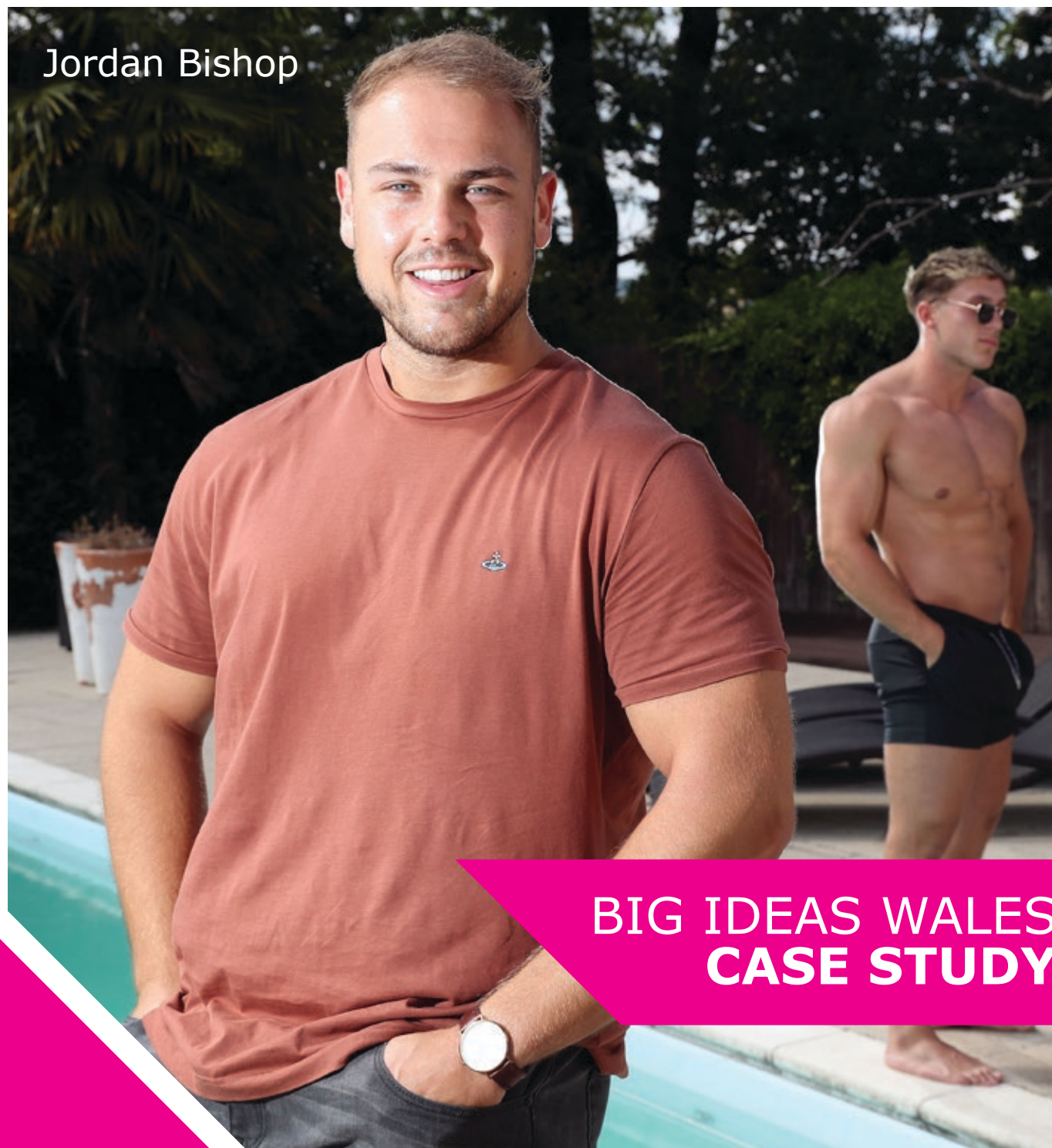
Economy Secretary, Ken Skates, said: "Businesses such as Siwan's are a wonderful example of those Welsh Government strive to support. Cardiff Meditation embodies our focus on improving mental health, and I am very proud that Siwan has been able to call on the support offered by Big Ideas Wales to transform her personal journey into a venture that will go on to help so many others."

www.cardiffmeditation.com

STRIDEZ



Jordan Bishop



BIG IDEAS WALES CASE STUDY

Big Ideas Wales is part of the Welsh Government's Youth Entrepreneurship Service. Part funded by the European Regional Development Fund, it supports young people, aged between 16-25, in developing entrepreneurial skills.

A young businessman from Cardiff has launched a range of swimming shorts specifically for men with large thighs and regular sized waists. Jordan Bishop, 23, a rugby and children's sports coach, developed the idea behind Stridez when shopping for swimming trunks for a holiday. However, due to the limited choice available in stores and online for men his shape and size, Jordan was forced to buy large, ill-fitting shorts that would fit over his legs but were far too big around the waist.

Concluding that he couldn't be the only person out there struggling to find a pair of shorts to fit their size, Jordan ran a survey which he shared on social media, throughout his gym and with his fellow rugby players, the results of which overwhelmingly corroborated his personal experiences.

After a year in development, Stridez launched as an online shop and is now stocked in three locations in South Wales, including 7 Clothing and Ion Gyms.

Jordan has received great feedback from Cardiff Blues players Seb Davies, Josh Navidi and Lloyd Williams after giving them each a pair of Stridez shorts.

He said: *"I think I have found a real gap in the market and hope Stridez benefits other men who have been experiencing the same issue. The positive response so far has been incredible."*

Jordan launched Stridez with the support of Big Ideas Wales, part of the Business Wales service to encourage youth entrepreneurship in Wales. With no business experience behind him, Jordan contacted Chris Howlett –

Big Ideas Wales Business Advisor, who has supported him throughout the development of his business, offering advice on everything from business planning, working with designers and marketing. Jordan also took part in the Big Ideas Wales 'Bootcamp to Business'.

"Without the guidance of Chris and the team at Big Ideas Wales, I wouldn't have had much idea how to make my business idea a reality. I have virtually no business experience, so I'm learning all the time. But I have loved the process so far, from working with designers to negotiating with distributors."

His Advisor, Chris Howlett said of the businessman: *"Jordan is a perfect example of a hardworking, focused young person who has every chance of making a success of their business idea. It's been a pleasure working with him to this point and we're confident Jordan's determination will pay off."*

www.stridezswimwear.co.uk

START UP LOAN

Business in Focus is proud to work with the Start Up Loan Company helping potential and early-stage entrepreneurs to start their businesses using affordable, unsecured loan finance.

Business in Focus is one of a small number of deliverers in Wales providing fully funded support with business planning and applications, followed up with mentoring for the first year of the loan.

2017/18 saw us deliver higher volumes to satisfied clients, with the result that we were offered more opportunities for delivery, including a role as the only provider in Wales to work with applicants accessing the Department of Work and

Pensions New Enterprise Allowance. In this way we are helping a wider range of people to build successful new businesses.

Our Advisors work closely with their colleagues in our Business Wales Team, ensuring that our clients get the widest possible range of support to fit their needs, as they turn their business idea into reality.

Client breakdown

< 25



11%

25-49



75%

> 50



14%

Business in Focus is an official delivery partner of the Start Up Loan Company. The Start Up Loan scheme offers low interest personal loans to help start new businesses, or for businesses under 2 years old which need funding to grow. Loans come with a dedicated Business Advisor to help the business through the loan application process.

255



clients drew down loans

Value of loans

£3,109,240



SHE MOVES Donna Evans

She Moves was established by Donna Evans, from Pontypridd, who saw a gap in the market for a 'woman and van' service to help private and commercial customers move home, transport awkward items, or courier precious cargo and to carry out simple household repairs.

Donna says the business is already gaining traction, thanks to her identifying a niche in the market, and thanks to excellent word of mouth from her happy customers. Receiving professional support in its initial stages, and a Start Up Loan arranged via Business in Focus, helped She Moves get up to speed.

"She Moves is a 'woman and van' service and, as far as I'm aware, it is the first in Wales. We transport everything from single items all the way up to full house moves, commercial moves and waste removal as part of the service we offer. The idea for the business came to me because I found myself in the predicament of having to hire a van for work purposes when my employer cut my days back so I had to think of a way to utilise the van. I thought I could pick up single items for people and it evolved into full house moves.

"As well as the straightforward woman and van service, She Moves offers a full packing and dismantling service and I was aware that some people might feel more comfortable having a woman in their home, carrying out this service. A lot of the feedback I have had since I set up She Moves does show me that many women appreciate the extra sense of security this gives them.

"I set up an interview with Business in Focus, they told me about Start Up Loans and explained to me that I would have to create a business plan. They took my idea on board, gave me information about what kind of competition I was up against and they ran through the whole process of applying for a loan. Starting a business can be daunting and it isn't just about having a great idea, it is about getting the structure in place, which is something Business in Focus really helped with."

Already operating across Gwent, South, Mid and West Glamorgan and Pembrokeshire, this time next year Donna is hoping to take on two new employees and to expand into new geographical areas.

Matthew Roberts, a Business Advisor with Business in Focus says: *"I'm delighted we were able to help Donna get her fledgling business off to a good start and it is great to see She Moves thriving. As Donna has found, having a unique idea and the drive to achieve success is invaluable, but it is vital too that entrepreneurs get sound professional support to help put the right structure in place."*

www.shemoves.uk



**START UP LOAN
CASE STUDY**

FIT MY FLOOR Sam and Charlie Lewis

Sam and Charlie Lewis have enjoyed a successful first year in business, running Fit My Floor, in Newport. The brothers made initial plans for the company when they made a challenging trek together and started talking about their ambitions for the future, to help pass the time.

Charlie said: "The idea for Fit My Floor started about two years ago when Sam and I did a 100k walk through the Brecon Beacons for 24 hours straight - we walked day and night. Because of the distance, we were bored to death and all we did was talk. And we came up with the idea of starting our own flooring shop."

Sam was already in the industry and was adept at sales, while Charlie was at university, so the pair decided to pool their talents and set up together.

Getting past the initial hurdle of finding suitable finance was actually quite straight forward, says Sam: "The Business in Focus name kept coming up when we did our research online into ways of financing start-ups. So we looked on the website and they offered small loans for people like ourselves, so we got in touch and set up a meeting."

"The biggest selling point for us with Business in Focus was the personal touch. They came to our home towns and met up with us on a few occasions and for me and Charlie, with ours being a family business, it felt right and it worked really well."

Craig Tamplin, a Business Advisor from Business in Focus said: "It is always pleasing to see fledgling businesses blossom, and family businesses, such as this one, do so much to enhance their local communities."

Charlie adds: "Getting the Start Up Loan enabled us to create what we have here and a year down the line we are now running a very successful family business. It's really exciting to think what we have made and what we are going to have for the future, for all of us."

www.fitmyfloorltd.co.uk



**START UP LOAN
CASE STUDY**

PROPERTY

The Business in Focus Property portfolio continues to be a cornerstone for the organisation.

The Business in Focus Property portfolio now houses more than 340 businesses across the entire portfolio, a growth of more than 25% in the last five years. During 2017/18 we owned or managed a total of 15 sites stretching from Newport to Swansea and to the Heads of the Valleys.

Our tenants range from sole-trader businesses to large national and international companies with big teams, and our talented and resourceful Property Team work hard to bring them the benefits of competitive rents, excellent quality accommodation and flexible terms. An easily accessible landlord who is prepared to listen, plus the easy access to our Business

Support Teams means that our tenants have the best support available.

Our premises vary in age, but all have one thing in common – continued investment and regular maintenance to ensure that they provide a secure, welcoming, functional and comfortable environment for the wide range of businesses who chose to make their home there. Our letting levels, averaging over 98% in 2017/18, make it clear that we are getting our priorities right.

Following the refinancing of our property assets, Property Manager, Gareth Jones and his team were able to start looking for new acquisitions, and during the year identified

a very attractive premises in the centre of Merthyr Tydfil. We completed the purchase in August 2018, and now are able to provide flexible office accommodation to a further 20 SMEs.

Our freehold properties were valued at £9.8 million on 28 September 2017 by Savills (UK) Limited, Chartered Surveyors. The directors have since reviewed the value of our long leasehold property, at 31 March 2018, and consider £1.3 million to be a fair valuation for the financial statements.



Occupancy



Portfolio Valuation



Sites



Tenants



A FAMILY AFFAIR AT THE WHITBREAD CENTRE

TENANT SUCCESS STORY



It is a family affair for an entrepreneurial bunch who are all running thriving businesses out of the historic Whitbread Centre, formerly the Whitbread Brewery, in Rhymney, which is managed by Business in Focus.

Laura Evans runs the busy Va Va Voom Hair salon at the Centre, which is a few convenient steps away from the train station, while her partner Scott McLellan owns Valglens Garage, and her sister and mum are at the helm of 1st Steps Day Care.

Laura says: "Business is going well for all of us and the Whitbread Centre has proved to be a very good choice as business premises. I used to run a salon on the High Street in Rhymney but I was keen to move to new, larger premises, so I was delighted that Business in Focus was able to arrange for me to move to this office on the kind of flexible terms that suit my business perfectly.

"It is great for us as a family – my mum, sister and partner – to have each other's support and to be readily available to each other, under one roof, since we are all on the ground floor together. I have found that many of my customers come to me from my mum and sister's business, 1st Steps Day Care, since they can drop their children off with my mum and sister then come over to me to get their hair done.

"It is also invaluable to have the extra business support services that are on hand via Business in Focus. We feel very well looked after here."

Business in Focus Property Manager, Gareth Jones, says: "I'm delighted to see this family of entrepreneurs doing so well at the Whitbread Enterprise Centre, which is proving to be a very popular space for small businesses looking for premises, with everything they need to support their business. Business in Focus can offer business advice and mentoring to help grow and support your business.

"There is ample parking in Rhymney and a gym next door to keep you in shape. And of course, having a nursery onsite is useful for the neighbouring businesses at the Whitbread Enterprise Centre, to meet their childcare needs."

TENANT
SUCCESS
STORY

RIGHT AT HOME



We are very proud that one of our valued business tenants, Right at Home in Fforestfach, Swansea, has won recognition for championing disabled workers' rights and ensuring their business is accessible to all - receiving a Disability Confident Employer Award from the Department of Work and Pensions (DWP).

The company, which gives high quality home care and companionship across Swansea, Neath and the Gower, has worked with employee Lee Ellery to secure support from the Department of Work and Pensions' Access to Work scheme, so Lee could graduate from being a volunteer with the firm, to becoming a permanent member of the team as a Community Engagement Officer.

Lee, aged 34 from Winch Wen has Cerebral Palsy Spastic Quadriplegia and he is a Disability Activist and a Disability Equality Trainer. He joined Right at Home after an introduction from a business mentor to Right At Home's Managing Director.

Right at Home's MD, James Foley, said: "Tim Dallinger of Social Care Consultants Ltd had informed me of Lee's teaching abilities and it struck me that Lee could share his personal experiences with our Carers during our Caregiver inductions.

"Lee is also qualified in delivering Disability Equality training, which is an invaluable topic. All in all, it made perfect sense for Lee to play a key part in defining our core values and assisting us to train our Care Givers in what makes us different to the more conventional standard of care being delivered, with his unique experience."

Mr Foley continued: "For me, it doesn't matter what Lee's disability and mobility issues are, these things we can overcome, especially as our office in Henley House is very accessible to people living with disabilities. The fact that Lee has a wealth of knowledge and experience that he can share with our team is priceless. It's a real pleasure to have him working for us."

www.rightathomeuk.co.uk/swansea



FINANCIALS


BALANCE SHEET 31 MARCH 2018

	2018 £	2017 £
Fixed Assets		
Tangible Assets	229,194	192,387
Investments	2	2
Investments Property	11,035,000	10,615,000
	11,264,196	10,807,389
Current Assets		
Debtors	1,282,400	1,087,659
Cash at bank and in hand	56,946	148
	1,339,346	1,087,807
Creditors		
Amounts falling due within one year	(1,556,396)	(1,585,842)
Net Current Liabilities	(217,050)	(498,035)
Total Assets less Current Liabilities	11,047,146	10,309,354
Creditors		
Amounts falling due after more than one year	(1,674,029)	(1,496,700)
Provisions For Liabilities	(453,555)	(464,402)
Net Assets	8,919,562	8,348,252
Reserves		
Revaluation reserve	5,272,214	5,151,147
Retained earnings	3,647,348	3,197,105
	8,919,562	8,348,252



PROFIT & LOSS ACCOUNT YEAR ENDED 31 MARCH 2018

	2018 £	2017 £
Turnover	4,759,418	4,433,063
Cost of Sales	(2,839,936)	(2,469,672)
Gross Profit	1,919,482	1,963,391
Administrative Expenses	(1,707,265)	(1,652,110)
Operating Profit	212,217	311,281
Interest receivable and similar income	27,617	48,734
	239,834	360,015
Gain/loss on revaluation of investment property	420,000	1,032,042
	659,834	1,392,057
Interest payable and similar expenses	(82,169)	(114,779)
Profit Before Taxation	577,665	1,277,278
Tax on Profit	(6,355)	(213,044)
Profit For The Financial Year	571,310	1,064,234





PROPERTY LOCATIONS

HEAD OFFICE

Units 14/15 Bocam Park
Oldfield Road
Pencoed
Bridgend
CF35 5LJ

T: 01656 868545

E: hello@businessinfocus.co.uk

www.businessinfocus.co.uk

Brynmenyn Business Centre

St Theodores Way, Brynmenyn Industrial Estate, Brynmenyn, Bridgend, CF32 9TZ

Pyle Enterprise Centre

Village Farm Road, Village Farm Industrial Estate, Pyle, Bridgend, CF33 6BL

Tondu Enterprise Centre

Bryn Road, Tondu, Bridgend, CF32 9BS

Cardiff Bay Frazer Buildings

126 Bute Street, Cardiff Bay, Cardiff, CF10 5LE

Cave Venture Workshops

Martins Road, Tremorfa Industrial Estate, Tremorfa, Cardiff, CF24 5SD

Workbench

15 Neptune Court, Ocean Way, Cardiff, CF24 5PJ

Maesteg Business Centre

Tyle Teg, Heol Ty Gwyn Industrial Estate, Maesteg, CF34 0BQ

Crownford House

Swan Street, Merthyr Tydfil, CF47 8EU

Lower Dock Street

89 Lower Dock Street, Newport, NP20 2AH

Dr W Price Business Centre

The Sidings, Treforest, CF37 1SP

Henley House

Queensway, Swansea West Business Park Fforestfach, Swansea, SA5 4DJ

Tonypandy Enterprise Centre

Llwynypia Road, Tonypandy Rhondda Cynon Taff, CF40 2ET

Business Development Centre

Main Avenue, Treforest Industrial Estate, Pontypridd, CF37 5UR

Whitbread Centre

Rhymney Walk, Rhymney, NP22 5XE

Vale Sports Arena

Cambria House, Penarth Road, Penarth, CF11 8TW