

P r o g r a m m e

Small Firms Enterprise Development Initiative

2002 **Achievement**
Awards

Rewarding Excellence in Business

at

Bank of England Conference Centre, London



14 June 2002

10.30am – 12.30pm

**Small
Firms**

*Enterprise
Development
Initiative*

department for

education and skills

creating opportunity, releasing potential, achieving excellence



**Small
Business
Service**

Sharing successful business practice



2002 Achievement Awards

Rewarding Excellence in Business

Today's Timetable



SFEDI is the government recognised standards setting body for those starting up and running small businesses and those that support them. We are a customer focused organisation with a structure designed to meet the needs of all those with a stake in supporting small firms in the UK. The vision of SFEDI is to increase the ability of the self-employed and owners and managers of small businesses and their staff to start up, survive and thrive, through their access to improved learning assistance and the highest standards of small business support provision.

Welcome 10.30am

Welcome address by Tony Robinson OBE, Chair of SFEDI

10.40 / Address by David Clementi,
Deputy Governor, Bank of England
Presentation of the Small Business Awards

11.00 / Case study presentation by Pretgena Williams,
The Car Spa Motor Makeovers

11.10 / Address by Martin Wyn Griffith,
Chief Executive, Small Business Service
Presentation of the Business Support Awards

11.30 / Case study presentation by Sam du Prez,
Bouilla Records

11.40 / Address by Christopher Duff,
Chief Executive, Sector Skills Development Agency
Presentation of Small Business Awards

12.00 / Case study presentation by Connie Allardice,
Maitland Associates

12.10 / Presentation of Excellence Awards by Christine Tolson,
Chief Executive, SFEDI

12.20 / Closing address by Tony Robinson

Buffet Lunch 12.30pm



encouraging enterprise for all

sharing successful business practice

helping small businesses to get bigger

| Award | Achiever | Nominator | Award Sponsor |
|---|---|---|---|
| Enterprise as a Positive Career Choice <i>Winner</i> | Dr Alexandra Adams, Aquatic Diagnostics Ltd | Ian McFarlane, SURE, University of Stirling | Enterprise Insight |
| Business Start Up (New Deal) <i>Winner</i> | Paul Wilson, Tommy Tuckers | Angela Usher, Inbiz | SFEDI |
| Business Start Up (New Deal) <i>Commendation</i> | Graeme Skinner, Naturally Wild | Angela Usher, Inbiz | SFEDI |
| Business Start Up <i>Winner for Wales</i> | Helena Gregson, Pwythau Stitches | Lynda Jones, Business Connect | SFEDI |
| Business Start Up <i>Winner for England</i> (Case Study Presentation) | Pretgena Williams, The Car Spa Motor Makeovers | Paula Dickinson, City Centre Training Northern Ltd | SFEDI |
| Business Start Up <i>Commendation</i> | Hayley Legg, Mend It | Valerie Stevens, The Enterprise Connection | SFEDI |
| New Entrepreneur Scholarship <i>Winner</i> (Case Study Presentation) | Sam du Prez, Bouilla Records | Kevin Boles, Manchester Metropolitan University Business School | National Federation of Enterprise Agencies |
| New Entrepreneur Scholarship Programme – <i>Commendation</i> | Keely Giscombe, The Finalists | Pat Haigh, Sheffield Enterprise | National Federation of Enterprise Agencies |
| Business Advice – <i>Winner for Scotland</i> (Case Study Presentation) | Connie Allardice, Maitland Associates | John Parker, Interactive Business Partnership | Small Business Service |
| Business Advice <i>Winner for England</i> | Fiona Shafer, Sussex Enterprise | Mike Roberts, Business Link for Sussex | Small Business Service |
| Business Information <i>Winner</i> | Susan Dewberry, Business Link Berkshire & Wiltshire | Charlotte Mannion, Great Western Enterprise | Small Business Service |
| Small Business Trainer <i>Winner</i> | John Parker, Interactive Business Partnership | Stuart Ross, Ross International Ltd | Small Business Service |
| Best Learning Media <i>Winner</i> | Anglia Polytechnic University & National Extension College Partnership for the SOLNET Programme (Prof. Tony Powell) | Self-nomination | Small Business Service |
| Home Business <i>Winner</i> | Sam Ruffell-Smith, K9 (a subsidiary of igloo Design) | Fiona Shafer, Sussex Enterprise | SFEDI |
| Better Business Through Personal or Staff Development <i>Winner</i> | David Farrow, D&D Construction (UK) Ltd | Steve Housley, Construction Industry Training Board | My Business |
| Better Business Through New Markets <i>Winner</i> | Martin Linford, Reprint Services | Valerie Stevens, The Enterprise Connection | SFEDI |
| Better Business Through New Markets <i>Commendation</i> | Richard Smith, Harmonic Solutions | Valerie Stevens, The Enterprise Connection | SFEDI |
| Better Business Through Financial Control – <i>Winner</i> | Marilyn Crookes, Instep Dancewear/Leisurewear | Pat Haigh, Sheffield Enterprise | International Association of Book-keepers |
| Better Business Through IT Solutions <i>Winner</i> | Sue Blagburn, BWA Marketing by Design | Valerie Stevens, The Enterprise Connection | BT Small & Medium Enterprises |
| Continuous Improvement – <i>Winner</i> | Chris Jarvis, Venture Wales | Self-nomination | SFEDI |
| Innovative Use of Standards <i>Winner for Scotland</i> | Interactive Business Partnership (John Parker) and Scottish Enterprise (Bill McGrath) for the Premier Adviser Programme | Bill Davidson, NEBS Management | SFEDI |
| Innovative Use of Standards <i>Winner for Northern Ireland</i> | Enterprise Northern Ireland (Ann McGregor) | Self-nomination | SFEDI |
| Centre for Excellent Business Support <i>Winner for Scotland</i> | Lanarkshire Technology Business Incubator (Andy McNab) | Self-nomination | SFEDI |
| Centre for Excellent Business Support <i>Winner for England</i> | Bolton Metro's Ethnic Minorities Business Service (Sikander Badat) | Self-nomination | SFEDI |
| Centre for Excellent Business Support <i>Commendation</i> | Norfolk & Waveney Enterprise Services (Kevin Horne) | Self-nomination | SFEDI |

We would like to thank all those organisations that took the time to put forward nominations. Your ongoing support is greatly appreciated.

Today's Speakers



SFEDI greatly appreciates the time our esteemed guest speakers have taken to join us in recognising the achievements of the UK's small businesses and those that support them.

David Clementi Deputy Governor, Bank of England



DAVID became Deputy Governor of the Bank of England in 1997. In addition to his membership of the Monetary Policy Committee, David is responsible for the day-to-day management of the Bank and has specific responsibility for the Bank's work on Financial Stability issues.

Before joining the Bank, David worked at Kleinwort Benson for 22 years, where he served in a number of positions, including, latterly, Chief Executive and Vice Chairman. At Kleinwort Benson, David played a leading role in the UK

privatisation programme, including advising HM Government on the privatisation in 1984 of British Telecom, the first global equity issue, and the privatisation in 1991 of the Electricity Industry.

David graduated from Oxford University and qualified as a Chartered Accountant with Arthur Andersen. He then spent two years at Harvard Business School obtaining an MBA. David is a director of the Financial Services Authority, a director of the Accountancy Foundation and a member of the Appointments Committee, Press Complaints Commission. He is an honorary fellow of Lincoln College, Oxford.

Martin Wyn Griffith Chief Executive, Small Business Service



MARTIN was appointed Chief Executive of the DTI's Small Business Service in April 2002 after three years as Chief Executive of Business Link Berkshire and Wiltshire, and three years as a Business Adviser.

A product of Manchester Grammar School, Martin graduated with a joint honours degree in Drama and French from Bristol University in 1978. He developed an international marketing career at EMI Music culminating in his appointment as Marketing Director of their video

division. In 1984, he started and grew his own film and video production company in London and Los Angeles, producing over 400 pop videos for top international artists.

After eight successful years, Martin sold the business assets, closed the company and went to Henley Management College to study for his MBA, where he specialised in strategic management and published two articles about supergrowth companies and entrepreneurship in the journal of strategic management, "Long Range Planning".

Christopher Duff Chief Executive, Sector Skills Development Agency



CHRISTOPHER is the recently appointed Chief Executive of the Sector Skills Development Agency (SSDA). This new agency was launched at the beginning of April 2002 and is responsible for the development of the network of Sector Skills Councils (SSCs) for the United Kingdom.

Previously, Christopher led and managed the setting up of the LSC in South Yorkshire, and prior to that was the Chief Executive of Rotherham Training and Enterprise Council and

Rotherham Chamber of Commerce. He has also worked for KPMG Management Consulting, the Scottish Development Agency, as Head Economist, and the London Docklands Development Corporation, where he was Head of Policy and Corporate Planning.

Christopher has an MA Hons (Economics) and MPhil (Urban and Regional Planning) from the University of Edinburgh, and is also a Member of the Royal Town Planning Institute and the Institute of Management Consultants.

Tony Robinson OBE Chair, SFEDI



TONY began working for SFEDI in 1995 and was appointed as Chief Executive in 1997. He assumed the role of Chairman in October 2001, shortly after receiving the OBE for his services to small businesses and training. Since 1986, Tony has been co-owner and Managing Director of the Business Advisory

Bureau Limited, a marketing firm that specialises in 'people-focused' products and services.

In recent times, Tony has been IIP UK's Small Business Champion, and was heavily involved in the small firms group

of the Council for Excellence in Management and Leadership. This has led to a number of recommendations as to how leadership skills can be provided to small business owners by joining the entrepreneurs in their world. Tony has also written a number of successful business books on sales, marketing and consultancy.

It is Tony's firm belief that start-ups, the self-employed and all those who may consider a career 'being their own boss', need and deserve, more consistent, high quality small business support.



Small Business Awards (Group A)

■ Winner of the Enterprise as a Positive Career Choice Award ■

Dr Alexandra Adams, Aquatic Diagnostics Ltd. Stirling

Aquatic Diagnostics Ltd., a University of Stirling spin-out company, develops and markets standardised reagents addressing the need for health control in the aquaculture industry. Dr Adams, nominated by SURE (Stirling University Research & Enterprise), is also the winner of a SMART Award and has been able to commercialise her product - monoclonal antibodies - internationally, including a recent product launch in China. The Practical Business Framework, which is linked to SFEDI Standards, has been of support to her.

■ Winner of the Business Start Up Award (New Deal) ■

Paul Wilson, Tommy Tuckers, Ingleby Barwick, Teesside

The Employment Credit Scheme enabled Paul to start his catering business with a strong foundation of existing customers. The associated 'test trading period' allowed him to offer his target markets a range of discounts and samples before opening his first shop. Paul presently has two outlets in the Teesside area and has plans to open another in the near future. Tommy Tuckers has 13 employees.

■ Commendation for Business Start Up (New Deal) ■

Graeme Skinner, Naturally Wild, Guisborough, Teesside

Graham's business specialises in wildlife photography and surveying. This highly sought after service is used by conservation organisations and by landowners and construction groups who are keen to discover what types of wildlife inhabit certain pieces of land. Graham, who runs the business with his wife Julie, also benefited from a 'test trading period' that enabled him to build up his client base prior to starting the business. Naturally Wild now employs five full-time staff.

■ Winner of the Business Start Up Award for Wales ■

Helena Gregson, Pwythau Stitches, Lampeter

After 31 years of working as a machinist for a Lampeter-based clothing manufacturer, Helena decided to take all that experience into her own clothing alterations business. She attended a three-day Business Planning course, run by Business Connect, and began trading as Pwythau Stitches in May 2001. Shortly afterwards, Helena had to recruit an extra pair of hands to cope with the amount of work the business was generating.

■ Winner of the Business Start Up Award for England – Case Study Presentation ■

Pretgena Williams, The Car Spa Motor Makeovers, Thornaby, Teesside

Pretgena set up the business with her husband Mark and his parents, to offer a comprehensive car restoration service, through utilisation of the latest PDR (paintless dirt removal) technology. Full internal and external car repairs are also provided. Through the NVQ Level 3 in Business Start Up, Pretgena has been able to improve her management skills and continually improve and update the firm's business plan.

■ Commendation for Business Start Up ■

Hayley Legg, Mend It, Dorchester

Hayley, who has two young children, successfully started her horse rugs and tack repairs business 18 months ago to serve riding schools in the Dorset area. A Business Start Up course helped her to develop a suitable structure for the business and also increased her own levels of self-confidence. In order for the business to diversify and expand, Hayley's husband is presently training as a master saddler, and the business will shortly be moving into larger premises.

■ Winner of the New Entrepreneur Scholarship Award – Case Study Presentation ■

Sam du Prez, Bouilla Records, Salford

Sam has a wealth of experience and expertise in the music industry, but acknowledged that his lack of business know-how would be a stumbling block to achieving the goal of running his own independent record label and production company. The NES Programme changed all that and helped Sam to produce a business plan to secure crucial financial support. Bouilla Records has recently secured a major distribution deal that will result in Sam's music being available throughout the world.

■ Commendation for the New Entrepreneur Scholarship ■

Keely Giscombe, The Finalists, Sheffield

Keely's recently launched salon specialises in Afro-Caribbean hair styling, a market that she researched extensively prior to starting up. This, coupled with her very popular 'customer loyalty cards', has enabled Keely to build up a large client-base which can also access a professional make-up service via an arrangement Keely has made with a freelance artist. Keely has diligently attended evening seminars on finance and marketing, which has also assisted in the development of her business plan.

Business Support Awards (Group B)

Winner of the Business Advice Award for Scotland – Case Study Presentation

Connie Allardice, Maitland Associates, Invergowrie

Connie started Maitland Associates in 1993 and has since offered a range of business advisory services to clients across Scotland. She is a Professional Mentor within the Premier Adviser programme in Scotland (which has been mapped to the SFEDI Business Support Standards) and was its first graduate. In addition to serving her own range of business clients, Connie has demonstrated a firm commitment to colleagues by helping in excess of 50 business advisers to complete the above programme.

Today's Achievers



“Congratulations
to all of today's achievers”

Business Support Awards (Group B) continued

■ Winner of the Business Advice Award for England ■

Fiona Shafer, Sussex Enterprise, Burgess Hill, Sussex

Fiona has been a Senior Business Adviser with Sussex Enterprise since June 2000 and has used the full suite of SFEDI standards to not only support start-up and high growth firms, but also to identify her own training needs. In recent years, she has focused on advising clients in the new media and creative industries fields, and has worked closely with one of our Small Business winners, K9. Connie has also developed an expertise on environmental issues, which has been of great benefit to a number of her clients.

■ Winner of the Business Information Award ■

Susan Dewberry, Business Link Berkshire and Wiltshire, Trowbridge

Susan brought a wealth of private sector experience to her present position as a Customer Information Adviser, including three years running her own business. Her crucial role involves diagnosing customer enquiries and identifying networking opportunities. She has also been closely involved in her organisation's Family Business Centre, the model for which is in the process of being 'rolled out' to Business Links across the country. Susan has successfully gained an NVQ Level 3 in Business Information.

■ Winner of the Small Business Trainer Award ■

John Parker, Interactive Business Partnership, Largs, Ayrshire

Since opening in 1996, Interactive Business Partnership has served business clients with training programmes that incorporate action learning, coaching and flexible delivery methods. John has also been closely involved in introducing new entrepreneurial qualifications into mainstream education in Scotland. This has included an MSc and BA in enterprise in partnership with Napier University. Both qualifications are linked to the SFEDI standards, with the latter enabling people to gain a degree whilst starting a business.

■ Winner of the Best Learning Media Award ■

Anglia Polytechnic University & National Extension College Partnership for SOLNET, a development of the SESAME Programme (Prof. Tony Powell), Chelmsford

The SOLNET Business Development Programme is helping small firms throughout Essex to develop themselves and their businesses in such key areas as Business Law, Financial Management and Workforce Development. Mapped to the SFEDI Business Support Standards, the virtual and interactive programme provides firms with accessible open learning that contributes towards higher education qualifications. To date, 90 business people have enrolled and another 100 are expected to follow suit in October 2002.

Small Business Awards (Group C)

■ Winner of the Home Business Award ■

Sam Ruffell-Smith, K9 (subsidiary of igloo Designs), Brighton

Sam decided to change business direction when her firm, igloo Designs, came under increasing pressure from fluctuations in the fashion market. In September 2000, she launched the K9 product line and went on to access support and advice through Sussex Enterprise's High Growth Business Start Up programme. The K9 brand has since had a major impact on the gift market with customers such as Top Shop, Gadget Shop and Debenhams keen to stock up on the range of dog accessories. Sam expects to increase sales by at least 50% on 2001.

■ Winner of the Better Business Through Personal or Staff Development Award ■

David Farrow, D&D Construction (UK) Ltd, Basildon

David has demonstrated a firm commitment to the training and development of his staff in order to expand the business. He introduced an in-house 'training matrix' that has enabled staff training needs to be identified up to a year in advance, and achieved IIP accreditation in just six months. David recently attended a Business Link Essex 'Time to Advance Workshop' which has helped him to set staff development goals. The company is currently carrying out contract work on 27 separate London Underground stations, including the complete refurbishment of Earls Court Station.

■ Winner of the Better Business Through New Markets Award ■

Martin Linfood, Reprint Services, Dorchester

After redundancy, Martin and his partners decided to fully utilise their engineering and technology skills to start up a business designing and manufacturing screen printers. Martin's NVQ Level 3 in Business Start Up helped him to put the business on a sound footing and he has been able to exploit a range of overseas markets in Europe, Asia and the USA. Reprint Services presently employs six full time staff and has a turnover of £600,000.

■ Commendation for Better Business Through New Markets ■

Richard Smith, Harmonic Solutions, Bridport, Dorset

As a result of his frustration with current technology, Richard has designed and manufactured the world's first electronic harmonica and has successfully taken it to UK and foreign markets. He has demonstrated a great belief in the product, which enhances the sound for musician and listener alike, when others were suggesting it was not a realistic proposition. Richard benefited from the business support and advice available through Enterprise Connection in Poundbury, Dorchester.



Small Business Awards (Group C) continued

■ Winner of the Better Business Through Financial Control Award ■

Marilyn Crookes, Instep Dancewear/Leisurewear, Sheffield

Through her participation in the Business Link High Growth Start Up programme, Marilyn has demonstrated an excellent grasp of financial forecasting and needs analysis to exploit a gap in the market she always knew existed. She has learned from some previous disappointments with bad debtors, and her business now successfully manufactures and supplies a range of regulation wear, fashion dance wear, sportswear and costumes for stage and theatre productions.

■ Winner of the Better Business Through IT Solutions Award ■

Sue Blagburn, BWA Marketing by Design, Mappowder, Dorset

Sue has been in business for eleven years and offers her clients a comprehensive marketing, communications, design and print service. In this time, she has exemplified a continued commitment to upgrading her in-house software facilities. Sue is presently attending a Phoenix Project to support women in business using ICT, and was recently awarded two grants from her Regional Development Agency and from North Dorset District Council to expand the business via the refurbishment of a redundant farm building.

Excellence Awards (Group D)

■ Winner of the Continuous Improvement Award ■

Chris Jarvis, Venture Wales, Tredegar Centre

Chris received a Business Counselling Award at our 1998 event and has since confirmed his commitment to continued professional development, through the NVQ Level 4 in Business Counselling and his membership of the Institute of Business Advisers. As Regional Manager of Venture Wales in the Blaenau Gwent area, Chris has done much to develop a culture of entrepreneurship in the South East region of the Principality, as was evidenced by the many letters of client support that accompanied his nomination.

■ Winner of the Innovative use of Standards Award for Scotland ■

Interactive Business Partnership (John Parker) and Scottish Enterprise (Bill McGrath) - joint award for the development of the Premier Adviser Programme

The programme was developed in response to the Scottish Executive's perceived need for professional accreditation and learning for business advisers. It utilises the SFEDI Business Support Standards in an original manner to provide advisers with a comprehensive and unique pathway to professional development. It also recognises the achievements of its graduates with a formal accredited qualification. Since the programme started in June 2001, there have been over 400 registrations.

■ Winner of the Innovative Use of Standards Award for Northern Ireland ■

Enterprise Northern Ireland (Ann McGregor)

Enterprise Northern Ireland (ENI), a forum of enterprise agencies, is responsible for the delivery of business start up training in Northern Ireland. As part of this process ENI have developed a range of innovative, interactive and accessible training materials, mapped to the SFEDI Business Start Up Standards, which guide individuals through the various stages involved in starting up a new enterprise. ENI's approach has ensured a consistent level of quality exists across the country.

■ Winner of the Centre for Excellent Business Support Award for Scotland ■

Lanarkshire Technology Business Incubator (Andy McNab), Bellshill, Lanarkshire

The incubator unit, funded by Scottish Enterprise, has supported the creation of a number of new technology-based businesses, many of which have the potential to become major global companies in such fields as biotechnology, oil and gas and communications technologies. Its experienced 'Virtual Incubator Team', who have been trained to SFEDI standards, provide intensive, 'hands-on' support and advice for start-ups on patents, legal issues, corporate finance, banking and media, in addition to technology.

■ Winner of the Centre for Excellent Business Support Award for England ■

Bolton Metro's Ethnic Minorities Business Service (EMBS - Sikander Badat), Bolton

EMBS is part of Bolton Metro's Regeneration and Economic Development Division and has been supporting new and existing minority ethnic businesses since 1987. Its multilingual outreach workers and advisers have embraced the SFEDI standards to help their clients produce business plans for use as operational tools, not just shelving documents. EMBS has developed a multilingual business manual and has been chosen to lead the Northwest Commonwealth Games Ethnic Minority Business Support Campaign.

■ Commendation for Centre for Excellent Business Support ■

Norfolk and Waveney Enterprise Services (Kevin Horne), Great Yarmouth

The centre has been in existence for 20 years and is a DTI registered local enterprise agency. Its SFEDI-endorsed 'Best Start' programme brings start up solutions together in a coherent package. This includes a six-day 'Best Start' course to provide guidance on business planning, and ongoing one-to-one support for the first six months. The programme is backed by a strong partnership involving two county councils, eight district councils, two Business Links, a Regional Development Agency, the Prince's Trust and a university.

Thank You to Today's Sponsors

We would like to offer our sincere thanks to all of today's sponsors, and look forward to continuing and developing our working relationships with them in the future. We are particularly grateful to the Bank of England for its ongoing and much valued support of this event.

“Helping small firms to survive and thrive by helping them to develop their skills is vital to the economy. Equally, it is important to ensure that business support and advice achieves consistently high standards. The Bank recognises the importance of SFEDI's work in these areas and is delighted to host this event.”

David Clementi, Deputy Governor of the Bank of England

“As you know, the Government is committed to making the UK the best place in the world to start and grow a business. This depends critically on the quality of advice and support available - the SBS sees SfEDI as a key partner in promoting the highest standards in delivering advice and information available through its Business Link network.”

Martin Wyn Griffith, Chief Executive, Small Business Service

“DfES recognises the importance of the quality of business development services for small firms in the UK, and of helping those who run and work in small firms to develop their skills to support business growth and success. The work of SFEDI in this area over recent years has built up a unique understanding of the small firms' arena and this is reflected in the SFEDI Business Support Standards. This expertise will be of great benefit to the shaping of future policies on workforce development, and we look forward to continuing our work with SFEDI as we seek to help make our small firms more competitive.”

Hugh Tollyfield, Head of Workplace Learning Division, DfES



BT Small and Medium Enterprises recognises that small businesses can face many barriers which prevent them from adopting the IT and communications technology they need, and that such businesses also require expert help and advice to cope with the demands being made on them. This is now available through BT SME, a service dedicated to meeting the ICT needs of smaller companies through a range of bespoke products - for example, the Digital Office, which provides companies with a complete package of digital technology to cover all information and communication needs. For more information about how BT can work with your business, visit www.bt.com/business.

Enterprise Insight is an historic joint venture between the UK's three leading business organisations: the British Chambers of Commerce: Confederation of British Industry and the Institute of Directors. Through working with the major voluntary organisations that deliver enterprise programmes in the UK (Business Dynamics, Business in the Community, the National Education Business Partnership Network, the National Federation of Enterprise Agencies, Shell LiveWIRE, the Prince's Trust and Young Enterprise), it aims to create a more enterprising culture - where success is respected and the only failure is not to get up and try again. For more information on the venture, visit www.enterpriseinsight.co.uk



International Association of Book-keepers, formed in 1973, remains the longest established professional body for book-keeping. It is committed to maintaining the highest standards in this area of work, and holds its examinations in over 90 countries. The IAB's range of qualifications are wholly relevant to individuals working at the first levels of financial accountancy. Syllabuses and examinations are constantly updated to meet current business needs. For further information on the organisation, visit www.iab.org.uk



INTERNATIONAL ASSOCIATION OF
BOOK-KEEPERS

My Business Ltd has developed a range of easy to use and SFEDI endorsed software based upon research with hundreds of small firms. MyBusiness software can integrate the key daily activities of small firms, including book-keeping, diary, time and staff management, contact management, projects, and even mailings and payroll. MyBusiness products are distributed through retail, business advisory and accountancy channels, and the company also works closely with HM Customs and Excise and corporate partners to develop additional solutions for the small firms environment. For further information on MyBusiness products, visit www.mybiz.co.uk



National Federation of Enterprise Agencies (NFEA) is a non-profit making organisation dedicated to supporting, representing and sharing good practice between its 135 Local Enterprise Agency (LEA) members. The LEAs themselves offer independent, free of charge or subsidised advice and support for people thinking of, or already operating a small business. The NFEA played an integral role in the development and design of the New Entrepreneur Scholarship (NES) pre-pilot, and has subsequently become the lead NES National Partner, working in close partnership with the Prince's Trust and Association of Business Schools. To find out more about NFEA's work, visit www.nfea.com



National Federation
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**Small
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A brochure containing 'Best Practice' Case Study Profiles of our award winners will be produced and distributed to all attendees shortly after the event.