



Avanta Review



National Reach, Local Touch



We're very proud of the work that we've achieved during the past year. Not only has the organisation grown and our range of products and services extended, but we've remained customer-focused, professional, ethical and competitive. Innovation, improvement and initiative are still central to our success and we've embraced change where necessary in order to stay ahead of the field.

Our greatest asset...

We know our people are essential to our success and appreciate the contribution of each and every member of the team. This means, as an employer, we put our people first. By focusing on personal development, rewards and benefits, our staff are dedicated and committed to our business goals and contribute to our ongoing success.

Supporting individuals into work or self employment, and working with organisations from recruitment to workforce development takes skill, commitment and dedication. That's why we now employ almost 1,000 staff across the UK who deliver a professional service that places us as one of the country's leading welfare to work training and enterprise organisations.

Track Record...

During the past 12 months, we have remained focused on offering high quality, high value, cost effective services. We meet and exceed the needs and aspirations of our customers every step of the way and continue to deliver individually tailored services to support the achievement of personal and/or business goals. At any one time, we are working with over 15,000 individuals to develop their skills, gain employment or start their own business.

Local involvement...

Working as part of local communities is important to us as an organisation. We not only respect the areas in which we work, but are committed to supporting communities through skills development, creating employment opportunities and local entrepreneurship to enhance community growth.

Equality and Diversity...

Our values reflect our commitment to providing a positive, inclusive environment for our staff, customers and stakeholders. During the last year we have increased our promotion of equality and diversity by establishing a national forum to lead and comment on strategy; by examining age, gender, ethnicity and disability data for customers who join our programmes compared to customers who achieve jobs or qualifications; by producing guidance to staff on how to promote and manage equality and diversity and by promoting positive messages to customers in our centres. We have also established national and local equality and diversity targets to assess the impact of our service to customers.

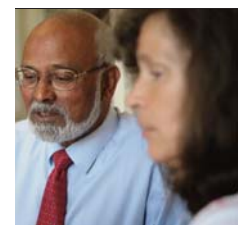
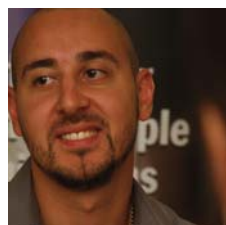
The Avanta Delivery Companies



TNG develops people and organisations and has over 25 years experience offering a complete employment, training, consultancy, advice, guidance and mentoring service to both public and private customers. As a preferred supplier to national and local government, TNG provides services helping people return to work, and to employees looking to develop new skills and qualifications.



Through personally tailored support, InBiz supports individuals, groups and communities to develop their enterprise skills and to set up, run and grow their own business. Delivering government contracts, InBiz helps to support community regeneration through facilitating business start-ups and offering business support to medium-sized enterprises (SMEs).





Continued Growth and Success...

As forecast, Avanta achieved a £41m turnover in 08/09 with a PBT margin of 9%, which includes the setup costs associated with our continued success in winning additional work in all areas of the business. It has been particularly pleasing to receive positive comments about the implementation of our two Pathways to Work contracts and this experience has already contributed to a very successful implementation of our Flexible New Deal (FND) prime and subcontracts referred to below.

Contracts...

We were delighted to win a Phase 1 FND Prime Contract for Cambridgeshire, Suffolk, Norfolk, Lincolnshire and Rutland as well as major sub contracts in key geographic areas across the UK. The contract win to bid ratio continues to be in excess of 30% and the contribution to the important FND win by the whole company team, led by Business Development, was truly excellent.

Structuring for the present and future...

To support the company's ambitious plans for growth to around £70m turnover next year, active steps have been taken to attract and retain skilled and committed staff to complement the excellent, existing staff and management. In April 09 we welcomed Peter Brooks as new Managing Director and David Thompson the Regional Director for our new Eastern Region.

A separate management structure has also been created to develop our Skills Business.

Further investment to support anticipated growth is already underway and our staff levels now stand at c1,000.

Customers and Partners...

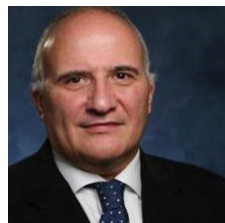
The company continues to work with long standing and new partners from the private and voluntary sectors, both as a prime and subcontractor. The success of our Pathways to Work Self Employment subcontracts has been particularly pleasing, demonstrating how effective this provision can be for customers on health related benefits.

Thanks...

Avanta staff continue to rise to each new challenge as we grow and on behalf of the Board, I offer my sincere thanks and appreciation for their hard work and achievements, as well as to our customers and partners for their continued support.

Stuart Vere

Chairman – Avanta Enterprise Ltd



Left - Non-Executive Director, Suzy Brain England

Centre - Company Secretary, Peter Ashcroft

Right - Non-Executive Director, Stuart Walkley



From Strength to Strength...

We've made significant strides forward in the past 12 months and have seen a growing demand for the services of our two delivery companies, TNG and InBiz. We have continued and strengthened our work with individuals, businesses and local communities and achieved major successes in both acquiring new business and improving existing business. We have strengthened our position in the market place playing a key role in conferences and supplier forums and sharing our expertise.

We were delighted to be selected as DWPs Preferred Supplier to deliver their new ground-breaking Flexible New Deal programme which reflects our success over the past 25 years delivering Welfare to Work and Workforce Development programmes and our ability to deliver results even in these challenging economic times. We have continued to bring in new, innovative programmes and products to support the needs of individuals, employers and communities.

Dealing with Recession...

The Credit Crunch has been on everyone's minds over the last 12 months. The impact of the recession has seen the unemployment rate rise across the country and has affected industries across the board including financial services, retail, automotive, and construction. With fewer vacancies, this has been a trying time for the Welfare to Work industry, but we are determined not to leave anybody behind. Our focus has remained on providing a tailored, personalised service for both organisations and individuals and this has proved to produce sustainable employment successes time and time again.

Looking Ahead...

We are looking forward to more exciting times ahead, particularly with the launch of Flexible New Deal. We will continue to work at the forefront of the welfare sector and further expand on our work with individuals who require our specialist support to gain sustainable employment, as well as focus on the development of workforce skills so that UK businesses are ready and able to skill up for the future.

As the economy recovers, we will no doubt see even more new challenges ahead. We are ready to embrace these and look to the future with confidence.

Janette Faherty
CEO - Avanta Enterprise Ltd



Avanta Board

Chairman
Stuart Vere

Chief Executive Officer
Janette Faherty

Managing Director
Peter Brooks

Product Development
Director
Carol Moir

Finance Director
Colin Martin

Non-Executive Director
Chris Spanoudakis

Non-Executive Director
Suzy Brain England

Non-Executive Director
Stuart Walkley

Company Secretary
Peter Ashcroft



INVESTOR IN PEOPLE



Left - Product Development Director, Carol Moir
Centre - Managing Director, Peter Brooks
Right - Non-Executive Director, Chris Spanoudakis



Success and contract wins...

The past year has seen some exciting times for our delivery companies, TNG and InBiz.

Most importantly, TNG secured the contract to deliver Flexible New Deal in Cambridgeshire, Suffolk, Norfolk, Lincolnshire & Rutland. Delivering this flagship Government welfare to work programme is an exciting challenge, allowing us to use the creativity and skills we have developed over the last 25 years to help move individuals into sustainable employment. Furthermore, it represents progress for us in the East Midlands and East of England and enables us to build on the success of our current Pathways to Work and ESF contracts being delivered across Lincolnshire and Rutland.

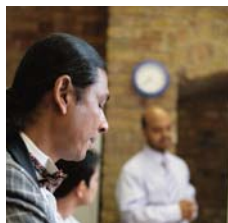
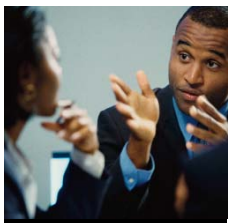
Elsewhere, we are delighted to be working with a number of partner organisations to support the delivery of Flexible New Deal in other regions of the country; North West working with Serco, North East working with A4E and in the South East working with Skills Training.

We were delighted to win the DWP funded 'Programme Centre' contract in Liverpool and Wirral as well as the 'Future Job Funds' contract working with Hartlepool Council. In addition, building on our current Programme Centre delivery, TNG is also providing additional support to customers who are newly unemployed through our 'Prospects' programme. Helping those that are newly unemployed, our teams are working with individuals to identify their transferable skills and offer training opportunities to support them back into sustainable employment.

Working with the LSC, we were delighted to win 'Response to Redundancy' contracts in the North East and South East. Aimed at individuals (18 and over) who are under notice of redundancy, have recently been made redundant or those who are unemployed, we provide training and support to ensure they are upskilled or reskilled in preparation for employment in local labour markets. In addition, working with the employer, we continue to support them once in the workforce through the Train to Gain or Apprenticeship programmes that we deliver.

Following an inspection in April, we were delighted that Avanta was recognised as an Investor in People. While this was the first accreditation for Avanta as a whole organisation, it is TNG's sixth and InBiz's fifth official recognition of this award.

InBiz continues to support individuals to start up and run their own business and has successfully secured a number of new contracts this year including 'Inside Out' and 'Enterprise Coaching' funded by Regional Development Agency, One NE, and 'Enterprise Workshops' through Business Link in the South East.



Our customers...

Our success is measured by our customers, and their feedback allows us to continue to improve and develop our services.

What our customers say...

"I have learnt that by going down this route with TNG, there is help available and if you really want something in life to go ahead and have a go. TNG staff played a big part in this venture with all the help and advice they gave me. It has made a great difference to my health and I hope that others continue to follow the same route. All aspects of the programme were excellent."

Richard, Spalding

"For someone with a business idea and receiving benefit, being introduced to InBiz was the help and inspiration to achieve my ambition; professional, helpful and continuously supportive."

Ron, Hexham

"TNG and InBiz have given me practical help, friendship and understanding; but most importantly, gave me back my confidence."

Jeannette, Warrington

What employers we are working with say...

"We were failing to reach our Customer Satisfaction targets but since embarking on the NVQ Level 2 Customer Service courses through TNG, our target has now soared to 100% Customer Satisfaction for the last five months."

John Hughes, founder of Hughes Brothers Ltd, Leigh

"In my experience of working with this company, they have provided us with a source of high quality and enthusiastic candidates. I would recommend utilising TNG's services regardless of your scale or type of business operation."

Mitchell, Store Manager at Argos, Enfield

"TNG supplied a good volume of good quality candidates. It saved us a lot of time scouring CVs, and making managers available for lots of interviews. It was an interesting way to interview, and really helped us to focus on the questions we asked so no time was wasted. We have employed five people as a result of the events, and think it's a great way of finding new employees."

Claire Weare, Store Manager at Matalan, Ramsgate

Avanta Award Winners

The Avanta Awards recognise the successes and achievements of some of the individuals that TNG and InBiz have helped over the past 12 months, and the Press Awards recognise excellence in journalism on topics relating to employment and skills.

Achiever of the Year

Karen Thomas

Business Start-Up of the Year

Salina Abdul-Rahim

Learner of the Year

Diane Brunt

Partner of the Year

Warrington Disability Partnership

Employer of the Year

Telefocus

Press Awards

National Media Winner

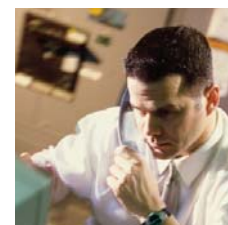
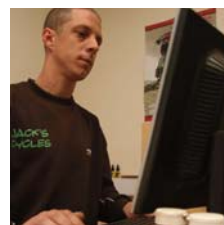
Sean O'Grady, *The Independent*

Regional Media Winner

Sam Williams, *Eastern Daily Press/Norwich Evening News*

Specialist Media Winner

Verity Gough, *TrainingZONE*





Financial Performance

We are pleased to report another successful year for Avanta, which finds us larger, broader and well positioned to continue to adapt, thrive and prosper in a dynamic and consolidating environment.

Our turnover performance for 2008-9 was in line with our expectations at c£41m, a 25% increase on 2007-8. With a significant growth in profitability up over 100% at c£3.5m, as we continued leverage our increasing size. Notwithstanding this we have continued to invest substantial sums in our people, programmes, infrastructure and product innovation to ensure that we have the operational capability to successfully deliver our future growth plans.

Business Mix

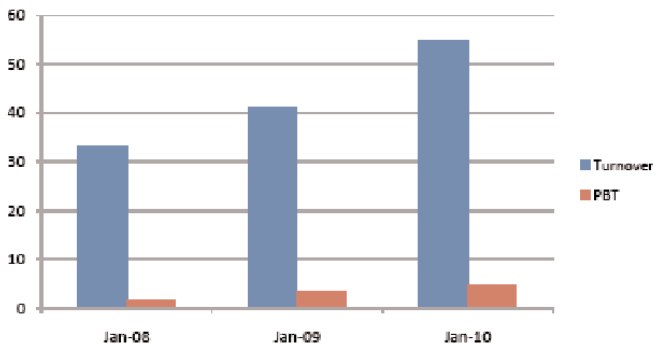


Our continued success in winning and delivering new business through both TNG and InBiz, including a £125m prime FND contract in the East of England, underpinned by existing contractual performance, should deliver a turnover c£55m with profit before tax in the region of c£5m in 2009-10. Based on current contracts, the growth trend will continue into 2010-11 when we will be turning over in excess of £70m.

The diversity of the sectors in which we operate and the products we offer continues to minimise our overall business risk, whilst we continue to monitor the market for opportunities to further diversify our business.

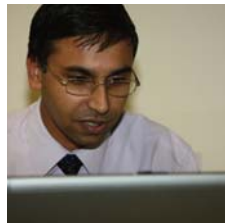
Our continued and accelerating financial performance has added further strength to our balance sheet, increasing markedly both our reserves and cash position. These funds are sufficient to support both our current business and our participation in the significant new business opportunities in the coming year, whilst providing assurance to both our customers and partners.

Avanta Annual Turnover



In our third year as Avanta we have built strong foundations to ensure that our delivery companies InBiz and TNG can look forward with optimism to continued growth and success; ensuring even more people are enabled to gain and sustain employment in the coming years.

Colin Martin
Finance Director -
Avanta Enterprise Ltd



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