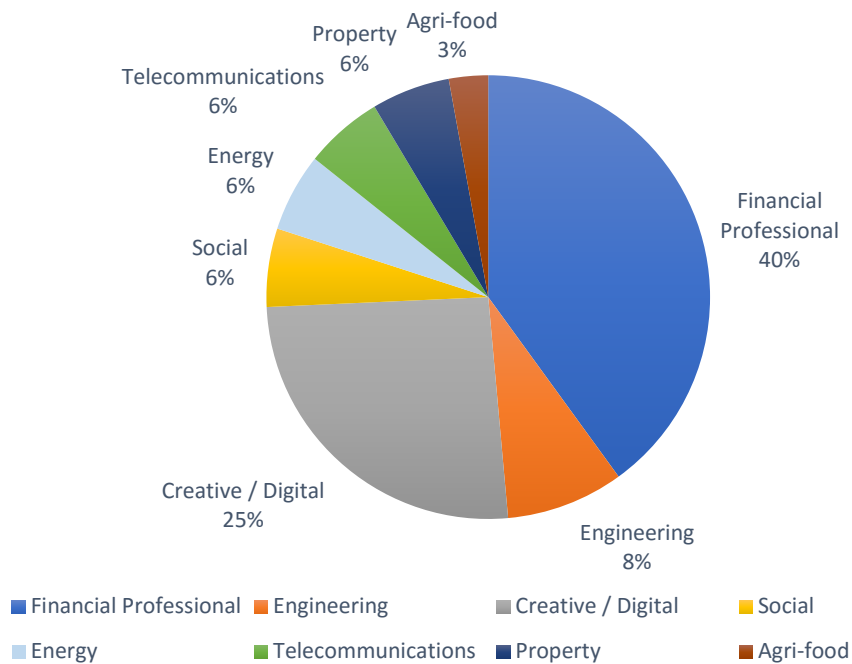


APPENDIX 1 Performance Assessment and projected targets / KPIs for 2018/19 Annual Service Plan

Members should note that targets set are baseline. The baseline target increases incrementally year on year towards continuous improvement and the operator (OI) is incentivised under the contract to exceed the baseline target in each performance period.

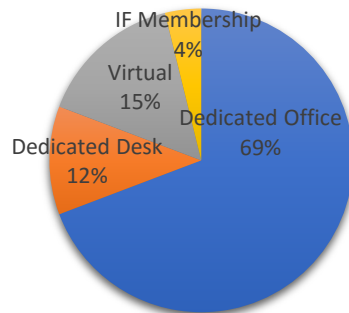
Deliverable	2017/18 Baseline Target	2017/18 Outcomes (projected to end of March)	2018/19 Baseline Target
Occupancy:	32% by 31 March 2018	34% by 31 March 2018 (36 offices across 33 businesses)	55% by 31 Dec 2018 71% by 31 March 2020
Apportionment of tenant businesses: (Dedicated Office only)	N/A	Financial/Professional – 40% Creative/Digital – 26% Engineering – 9% Social – 6% Energy – 6% Telecommunications – 6% Property – 6% Agri-food – 3%	N/A

Customer Sector Breakdown



Other client types (current):-
 Dedicated Desk – 6
 Virtual Office – 8
 IF Membership - 2

Types of users at IF



■ Dedicated Office
 ■ Dedicated Desk
 ■ Virtual
 ■ IF Membership

Deliverable	2017/18 Target	2017/18 Outcomes (projected to end of March)	2018/19 Target
Business Graduations: (Graduations are businesses growing within IF and requiring more space)	N/A	5 Business Graduations. 4 businesses graduated from a dedicated desk to a dedicated office and 1 business graduated from a virtual office to a dedicated office.	
Business Expansions	N/A	4 Business Expansions: - The Babble Group - Poweron Technologies - Cosensa - NewRedTV	
Vacating Businesses (businesses leaving IF)	N/A	3 Vacating Customers: (personal reasons, pregnancy and position with other company)	
Job creation:	100 by 31 Mar 2018	Job Creation – 95 (YTD) 138 (since Oct 2016)	145 by 31 Dec 2018 187 by 31 Dec 2020
Businesses receiving support to grow their business and increase productivity:	20	26	22

Deliverable	2017/18 Target	2017/18 Outcomes (projected to end of March)	2018/19 Target		
Businesses receiving support to innovate their business:	100	140 (estimated – currently at 123 with the Applied Digital Innovation Event to take place on 27 th March 2018)	105		
No. of collaborations:	5	7 (a further collaboration may be confirmed by end of March to bring this up to 8 in total)	5		
Local Supply Chain spend:	<i>25% of all procurement activity aligned to local suppliers - where local suppliers are those located in Belfast.</i>			<i>25% of all procurement activity aligned to local (Belfast) suppliers.</i>	
		Totals	%		
		Procurement excluding strategic spend	£249,399.31		
		Non local spend	£2,936.68		1%
		Spend in West Belfast	£43,679.33		18%
		Spend in other parts of Belfast	£157,546.79		63%
		Spend in other parts of NI	£45,236.51		18%
	Total spend in Belfast	£201,226.12	81%		
	Total Spend in NI	£246,462.63	99%		
Tenants actively engaged in CSR:	15 CSR Contributions	<ul style="list-style-type: none"> 16 Customers engaged in offering over 30 placements 3 community benefit activities carried out 14 involved in mentoring activity 	15 CSR Contributions		
Number of schools engaged:	5 schools engaged	<p>11 educational establishments</p> <ul style="list-style-type: none"> - Springfield Primary School - St Claire's - St Josephs - CBS - Corpus Christi - St Rose's - St Louise's - St Mary's Teaching College - BMC - QUB - Ulster University 	5 schools engaged (aim to increase resource and impact to fewer number of schools and deliver more intensive interventions)		
Apprenticeships, placements, school children and students engaged:	1 student research placement 5 student placements 40 primary school pupils engaged	<p>Paid Student Work Placements – 3 Student Work Placements – 10 Employment Initiatives – 8 Employer led Initiatives – 4 Specialist Placements (Autism) – 2 80 Secondary School children engaged 70 Primary School children engaged 3 x Student Research Assignments (50 students)</p>	To be agreed		

Community Engagement Highlights:

- 18 QUB students involved in Community Research activity on behalf of IF
- 32 St Mary's business students/8 IF customers involved in Real Life Event
- 80 students participate in Q/A session as part of Global Entrepreneurship Week
- 16 IF customers offering placements
- Over 20 hours mentoring support provided

Financial Performance (2017/18):

The forecast outturn for 2017/18 is a net expenditure of £350k which is in line with the agreed Business Plan and approved budget of £347k. Whilst the income is forecast to be lower than planned, as a result of lower demand for co-working and memberships, it is offset by a forecasted reduction in expenditure in associated premises costs.

The approved budget for the 2018/19 financial year is a net expenditure of £183k, a reduction of £164k from the 2017/18 financial year, which is in line with the agreed Financial Model and Business Plan.