

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

February/March 2014

Issue 18

Business Support Through Training and Development

page 27



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BUSINESS INTELLIGENCE

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www.hull-humber-chamber.co.uk

From Schools to Councils

Approved Trades 4 You is a website and resource tool that has been designed to meet the needs of public sector industries, such as schools, colleges, hospitals and council etc, by providing information about trades and businesses in a simple easy to use format.

It is important that public sectors use trades and businesses that have relevant health and safety accreditations (SSIPs), such as CHAS, Constructionline, and Safe-Contractor, in order to meet government standards on spending.

Finding out if businesses have the right accreditations can be a minefield, usually entailing going through the yellow pages and phoning each individual contractor to find out if they are CHAS registered or not.

Our website only lists trades and businesses that have these accreditations, and we have added the extra option of being able to search for your desired trade in the area in which you need them to work.

Our business also provides valuable help to businesses in gaining the accreditations they need in order to work in the public sector arena.

Many contractors struggle to gain these accreditations for a number of reasons, they may not be sure which accreditation will be of the most benefit to them, how to get it or they just may not have time to complete the extensive forms.

We can do all that for them, make sure that they gain the right accreditation, then list them on our website.

Website: www.approvedtrades4you.co.uk
 Email: info@approvedtrades4you.co.uk
 Contact: 01472 310339



Chamber President Malcolm Joslin presents a cheque for the sum of £1107.60 to Abigail Batchelor of Teenage Cancer Trust. The sum was raised by generous Chamber Members at the Chamber's Annual Dinner on 6th December 2013. The charity, chosen by Malcolm for his year of Presidency, helps provides the expert treatment and support young people need from the moment they hear the word 'cancer'.



Free Informative Savings Seminar

Turner Warran in conjunction with TWG Wealth Management Limited partner practice of St James's Place Wealth Management

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Refreshments from 1.30pm

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To register and reserve your place, please call (01652) 650112 or email ruth.kitching@turnerwarran.co.uk

Chamber Roadside Assistance with the AA

Keep your company motoring in foul or fair weather with Chamber Roadside Assistance – and enjoy up to 63% discount off AA UK Breakdown Cover every year with our exclusive Chamber offer.

The shortest day of the year may be behind us but there's certainly no sign of spring just yet as we can all testify!

Our traditional British winters – and the recent extreme weather conditions – create challenging driving conditions and related issues for businesses small and large.

As part of your new year's business resolutions, now is the perfect time to make sure you're getting the best rate possible for breakdown and roadside assistance on your company cars and other vehicles – as well as keeping you and your driving staff safely on the road throughout the wintry weeks ahead.

Last year Chamber Members across the UK saved hundreds of thousands of pounds with Chamber Roadside Assistance, one of our most popular Chamber benefits.



If you want to know more about the scheme, which covers cars and most kinds of specialist vehicles, why not give us a call at the Chamber?

Further information is available from Bruce Massie, Membership & Business Manager on 01482 324976 or b.massie@hull-humber-chamber.co.uk



Skills Support For The Workforce

Hull College has secured a contract for £3.5 million to deliver the Skills Support for the Workforce (SSW) and Local Response Fund (LRF). The project is funded by the European Social Fund ESF.

The focus for the funding will be to deliver workplace learning courses across the Humber region to meet individual, employer and regional needs by up skilling the workforce. The project will be delivered in partnership with Bishop Burton College, East Riding College, Grimsby Institute, North Lindsey College and a number of specialist providers to engage with learners and key employment sectors.

For individuals it will:

- Enhance their skills in order to become more successful in the labour market
- Advance their career prospects
- Reduce the risk of long term unemployment and welfare dependency
- Prepare or encourage employers and / or employees to participate in an Apprenticeship
- Gain recognised accredited qualifications or unit accreditation

For employers it will:

- Up skill the workforce
- Increase the productivity and efficiency of the workforce through enhanced skills
- Prepare the workforce to meet future or emerging needs
- Make the workforce more adaptable and flexible
- Meet the training needs of what you the employer wants

The SSW programme will target the following seven priority sectors identified by the Humber LEP: Renewables, Ports & Logistics, Chemicals, Health & Social Care, Creative & Digital-Tourism, Engineering, Construction, Manufacturing, Food and Agriculture.



A Restful Rural Retreat For Discerning Holiday Makers And Business Travellers

Estate Escapes offers award-winning, luxurious, self-catering accommodation on a historic East Yorkshire country estate. Guests can choose one of three charming and sensitively restored period cottages in the picture postcard village of Hotham.

Whether you're visiting the area on business or pleasure, Stracey, Clitherow and Park Cottage are a welcome and restful rural retreat to return to at the end of a busy day. Once the gatehouses to a country estate, they boast stunning views across its idyllic parkland.

They're ideally located for those who want to see the Yorkshire Wolds landscapes made famous by the artist David Hockney, and are also a good base for exploring the wider region, including the North Yorkshire Moors; the East Coast, with its beaches and wildlife; the historic city of York; the pretty market town of Beverley, with its popular race course; and

the shopping and cultural opportunities in Leeds.

The Tour de France is coming to Yorkshire in July and the cottages are within easy reach of the action for those wanting to see this exciting spectacle. If you have family or friends visiting and need somewhere for them to stay, book as soon as possible to avoid missing out.

Business travellers working in the Yorkshire and Humber region find that the cottages are an easy commute away from several major cities, including York, Hull and Leeds. High speed wireless internet access means that guests can work effectively from the cottages in the evenings if they need to.

Estate Escapes is owned by Victoria and Christian Carver, who have worked hard to create a home-from-home environment and pay great attention to detail. All three cottages are decorated and furnished in a contemporary, country style, creating a cosy yet luxurious feel. They have wood burning stoves and flat-screen televisions with DVD players in the relaxing lounge areas; spacious dining areas; and well equipped kitchens with every mod con you could possibly need, including a dishwasher, washing machine, microwave, fridge, freezer and range cooker. The stylish modern bathrooms feature both baths and showers, as well as high quality Egyptian cotton towels.

There's ample off-road parking and the cottages offer private gardens. They each have a patio area with a table, chairs and a barbecue. Park

Cottage also has a hot tub where guests can unwind with a glass of wine at the end of an action-packed day of sightseeing or work.

Stracey Cottage sleeps four people; Clitherow sleeps six to eight people, making it ideal for larger groups of family or friends; and Park Cottage sleeps five people. For larger groups, all three cottages can be hired together.

A continental breakfast can be provided, as well as a wide range of additional catering options – everything from an authentic Thai banquet to homemade ready meals for you to heat up in the oven. Victoria will be more than happy to discuss your requirements. A choice of beauty and therapeutic treatments can also be arranged.

An impressive selection of pubs, restaurants and an award-winning farm shop can be found in Hotham and the surrounding villages, including a number of family-friendly options.

The cottages are open all year round and a two-night minimum stay applies. Special deals are available to corporate clients looking to place business travellers in the cottages on a regular basis - contact Victoria for details. The cottages are also available for longer leasing arrangements, if required.

For more information or to make a booking, visit the website - <http://www.estateescapes.co.uk/> - or call Victoria on 07770 793370 for an informal chat about your requirements.

HullBID Launches Awards For City Centre Businesses

Businesses in Hull city centre are looking forward to competing in their very own awards scheme as HullBID sets out to showcase what its members have to offer.

The Hull Business Improvement District Awards 2014 were launched in February, giving an opportunity for employers and individuals – and for the city centre as a whole – to gain greater recognition.

They will be presented in a ceremony at Hull Truck Theatre on Thursday 8 May 2014. Entry into the awards and admission to the presentation evening will all be free of charge.

Categories include a Safe City Award, Pavement Pride Award, City Ambassador Award and Community Spirit Award. There will also be awards for outstanding employees or teams, best business start-up and outstanding business development. The awards will be judged by a panel comprising HullBID City Centre Manager Kathryn Shillito, Hull Daily Mail Managing Director Mike Pennington, Hull Civic Society Chairman John Netherwood and Pauline Speed, the Love You 2 Appeal Manager at Dove House Hospice.

A special category – Service with a Smile – will be decided by a poll of Hull Daily Mail readers. The closing date for entries for all categories is Friday 4 April.

Kathryn said: "There are many HullBID businesses which have enjoyed success in other award schemes but the Hull Business Improvement District Awards will be the only competition dedicated to city centre businesses.

"Feedback from city centre businesses has helped us create the categories for the awards. We want to make it as easy as possible to enter and anyone from the company chairman to the office junior could potentially be recognised."

Details of the awards can be found on the HullBID website at www.hullbuid.co.uk



Looking For Training Solutions? ...Then We May Be The Answer

If you are looking for training solutions and or generalist HR support, either on a short term or ad hoc basis, then Addo Solutions may be the answer.

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- Performance Management guidance
- Recruitment - whether hiring one or several people - creating job adverts, job profiles, negotiating preferred supplier rates with Agencies, conducting or providing scripts for interviews, dealing with all associated Admin.
- Redundancy - providing guidance on how to reach your decision, briefing and training your Managers, producing scripts and letters for each stage of the process.
- TUPE - including Union negotiations, managing the consultation process.
- Small or large project management when introducing changes to systems or processes.
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We can do most of the above remotely; which means we don't take up your valuable office space. We can also provide bespoke in-house training workshops including employment law topics, performance management and appraisals.

Contact us for more information on: (Les)
07710780596 or (Gayle) 07525374759



Local Firm Named As One Of UK's Top 100 Financial Advisory Firms

A local firm have been named as one of the Top 100 advisory firms in the UK by a leading national industry publication.

Informed Financial Planning, who have offices in Hull, as well as Leeds, Barnsley and Milton Keynes, received notification of the honour from leading publication New Model Adviser, who publish their Top 100 on an annual basis. Informed is the only firm based in East Yorkshire to feature on the list and is one of only 10 firms in the North of England to make the Top 100.

Quoted within the publication of the results, Informed Managing Director, Kevin Ferriby, noted the firm's commitment to quality as having come about from a commitment not merely to 'look to meet standards'. Instead, said Mr Ferriby, the firm's success had come about by consistently pursuing a process of "improvement and staff development, which enables us to anticipate and exceed regulatory requirements and industry best practice."

Informed, based in Hessle, were founded in 2004 and now employ some 14 members of staff. Serving both private and corporate clients, the firm prides itself on its corporate Chartered status, commitment to quality and dedication to building long-term relationships with its clients. Informed were the first firm in Yorkshire to achieve Corporate Chartered status and now boast three individual Chartered Financial Planners as well as qualified technical support staff. In recent years, Informed Financial Planning has grown through referrals from their existing clients and other professional firms such as solicitors and accountants. This has seen their active clients grow to over 400 in number, whilst they currently advise clients with total assets of over £100 million.

"Too many IFAs are still concerned with product sales when the real benefits to clients lie in the financial planning" said Mr Ferriby, "As a company we help our clients understand where they are today, where they want to be and we try to help them get there, or at least show them how to. We think our clients appreciate that."

Writing on publication of the Top 100 list, New Model Adviser editor, Daniel Grote, commented



Kevin Ferriby

that the list represented only the firms that are 'at the top of their game' and praised their ability to adapt to changes within the industry. For the first time in formulating the Top 100 list actuaries AKG were utilised and firms were assessed on qualifications and commitment to the profession, as well as financial performance.

Purple Flag Flies Again After Renewal Success

Hull's prestigious Purple Flag status has been renewed following a further assessment by the Association of Town and City Management (ATCM).

A second review of the evening and night time economy in the city centre revealed continuing improvements.

ATCM assessors visited Hull during the Freedom Festival weekend in 2012 and subsequently awarded the city a Purple Flag, which identifies areas as offering a safe and enjoyable night out. A 'light-touch' re-assessment took place during October and the results show Hull cementing its status as one of only 42 centres in the UK and Ireland to fly the Purple Flag.

ATCM Chief Executive Martin Blackwell commented: "It is fantastic for Hull to be

awarded Purple Flag status again following the renewal assessment. The city is a superb example of local partnership work providing an outstanding evening economy."

The successful Purple Flag campaign was led by a partnership which includes HullBID, Hull City Council, Humberside Police, Hull Citysafe, the NHS and many individual businesses.

Superintendent Mark Johansson of Humberside Police said: "Everyone in the partnership has continued to work exceptionally hard. As a result, the city centre is now an even safer place, with a vibrant atmosphere."

Kathryn Shillito, HullBID City Centre Manager, added: "Although the second assessment was not as rigorous as the initial inspection we left nothing to chance and we are proud of the efforts of the partnership, which includes city centre businesses."

Councillor Stephen Brady, Leader of Hull City Council, said: "I am pleased that the city has retained its Purple Flag status and this, along with being named City of Culture 2017, highlights that Hull is being recognised for what it has to offer and how it is managed."

Saudi Airlines to Re-launch Flights From Manchester

Mr Rashid Alajmi, Saudia's General Manager Passenger Sales and Services for the European Region said "We are very happy that our plans to return to Manchester have now come to fruition, and that we are now be able to offer our customers a choice of U.K. airports, London Heathrow and Manchester both with non-stop service to the Kingdom of Saudi Arabia.

Commercial ties between the North of England and Saudi Arabia have traditionally been very strong and this new service will

give business customers in the region the opportunity to travel to the Kingdom without having to transfer en-route.

The North of England's large Muslim population will also benefit from this new Manchester to Jeddah service when travelling to perform their religious pilgrimages of Hajj and Umrah. The flight is so timed that they can reach the Holy Cities of Mecca and Medinah at the most convenient time.

The many Saudi students who chose the North of England to further their studies in one of the region's many fine educational establishments, will find that using our service from Manchester Airport will be the easiest and most comfortable way home."

Initially effective 1st April 2014, there will be three daily services between Manchester and Jeddah, with a plan to operate daily in the future, with an additional service to Riyadh.

Simon Delaney, Chartered Building Surveyor at Delaney Marling Partnership

When planning home improvements, careful consideration should be taken when altering a property in a way that may be affected by the Party Wall etc. Act 1996.

This Act is in place to help protect the property owner and its neighbours when making plans to extend a property or make changes that affect the party wall that is shared by two (or more) properties.

Anyone intending to cut into or build within six metres of the party wall will be required to distribute notification and clearly illustrate, in detail, how the property is going to be altered. As such, neighbours are entitled to know prior to the removal of a chimney breast, before the commencement of a loft conversion, where elements of a structure are going to cut into the party wall or when building an extension where new foundations are required to comply with the building regulations.

The Act has been designed to protect both parties and anyone who fails to issue notices may be subject to a neighbour's claim for exaggerated damage to their property. Being prepared, with all informed before making any alterations can save money in the long-run.



As with all building regulations, the processes can seem complicated, but it doesn't have to be with the professional advice of a Chartered Building Surveyor who will walk you through the process or act on your behalf to make it simpler and help to avoid having to repair and pay for the mistakes later.

For further information on Delaney Marling Partnership's services, please visit www.delaneymarlingpartnership.co.uk and dmp-lincs.co.uk. Follow us on Twitter @ DMP_Surveying or call 01482 623955 and 01472 729964.

Learning A Foreign Language Has So Many Benefits!

A recent report by the British Council highlighted an 'alarming shortage' of people in the UK able to speak the 10 languages vital to our future prosperity and global standing.

English may be seen as the global language of business but more and more companies are realising that their lack of language skills is putting them at a disadvantage – something that in the current economic climate they can ill afford.

Chris Whittaker, Owner of First for Languages, believes strongly in the importance and benefits of learning another language.

He said: "Foreign companies are not necessarily



expecting your staff to be fluent in their language but 'a little goes a long way' and creating a positive first impression is essential."

First for Languages offers a complete range of languages training to suit your requirements which could include personalised one to one tuition or classes for large or small groups.

Suitable qualifications can be studied including the popular NVQ in Business Languages which allows real flexibility for individuals to study at their own pace. Chris said "Learning a language helps professionally but is also challenging, fun and gives people a real sense of satisfaction. Many studies show that it improves cognitive and creative abilities as well as linguistic skills." So why not take up the challenge of improving existing skills or learning a new language?

www.firstforlanguages.co.uk



Be Prepared For Auto-Enrolment With Sage Business Partner

The introduction of Automatic Enrolment legislation means you'll have new legal duties to help your employees save for retirement.

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We even have a free online version you can try before you buy.

To talk to the Sage experts, book some training or a visit, or simply to ask for more information, please call Reality Solutions today on **01482 828000** or visit www.realitysolutions.co.uk

AccountAssyst

There are three things most businesses would love to do better - collecting monies owed, improving cashflow and protecting themselves against bad debt. Help is now at hand thanks to a new partnership between David Reid, Managing Director of the North Ferriby based promotional merchandise company, Promobox, and AccountAssyst.

AccountAssyst initially provides the most up-to-date credit checking information available (more so than Experian, CreditSafe etc), enables legally sound accounts to be opened in just five minutes and creates an excellent first impression of your company. At the credit control end it offers an automated three-stage letter of demand system with a zero cost debt collection facility, if required. Everything is retained and monitored and alerts issued automatically.

David Reid explains "We started using AccountAssyst ourselves just over a year ago. It ensured we are now on a proper legal footing with all our customers and have reduced the average time it takes to collect our money by over 10 days! We are so enthusiastic about the system, as it is so cost effective and simple to use, that we have now entered into a partnership with AccountAssyst, trading under the name Credit Control 4 Business (CCB), actively to promote it within the Hull and Humber region. I would urge Chamber Members to take a moment to review it and take advantage of our free Credit Management Health Check. The benefits are potentially significant!"

Contact CCB AccountAssyst on 0845 556 4112 or info@creditcontrol4business.co.uk.

Debt Recovery & Insolvency - Local Expertise, National Recognition

Last year, Lincolnshire and East Yorkshire law firm, Wilkin Chapman LLP, completed a merger with Hull based solicitors, Carrick Read Insolvency, further consolidating its role as one of the UK's most respected debt recovery and insolvency specialists.



"The merger has proven to be very successful – both for the firm and for its clients. The uniqueness of Carrick Read, in providing advice on all aspects of corporate and personal insolvency and acting for companies, directors and insolvency practitioners across the country, has added to the already excellent national and regional reputation of Wilkin Chapman LLP's debt recovery and insolvency team."

Adam Marham, partner, looks at the responsibilities for companies that may be encountering insolvency and debt issues.

"Although we are seeing the first signs of economic recovery, it is important that where any business comes into contact with insolvency they take advice as quickly as possible. Most businesses usually have options open to them whether they are a creditor or the insolvency has a knock on effect to their business. However, these options diminish the longer the situation is not dealt with. In particular, directors of limited companies need to be sure that they comply with their responsibilities under the Insolvency Act and the Companies Act to all creditors in an insolvency situation," says Adam.

Wilkin Chapman LLP is now one of the few firms of solicitors in the UK to have an Authorised Insolvency Practitioner as one of its partners. Adam explains: "Chris Garwood was one of the first solicitors in the country to become an Authorised Insolvency Practitioner following the changes to the Insolvency Act 1986. His experience as a Solicitor, who can also act as an Administrator or Liquidator of companies, is a useful and virtually unique asset to clients that seek our help and advice. We also have excellent

relationships with a number of other Insolvency Practitioners both locally and nationally."

The law firm acts for a number of well known insolvency practitioners and blue chip companies as well as retaining the ability to assist small to medium enterprises with any insolvency advice they may need; whether it affects themselves, suppliers or customers.

Following the merger, the firm now has the largest insolvency and debt recovery team in the region. With a team in Grimsby, led by Chris Grocock and Matthew Dix, plus the team in Beverley, the solicitors practice now has a number of experienced lawyers who specialise solely in this niche area.

Adam adds: "For far too long, insolvency advice has been seen as an adjunct to either litigation or commercial departments in firms across the country. It is a real advantage to clients that our combined department only deals with debt recovery and insolvency matters. Also, we have the added benefit of being able to call upon assistance from other departments in the firm, including the commercial property, corporate and commercial and agricultural departments.



Adam Marham

Any business with any Insolvency issue should not hesitate to contact Adam for an initial consultation to discuss the options open to them. Adam can be contacted on 01482 398398.

Website: www.wilkinchapman.co.uk

wilkin chapman llp
solicitors

Transwaste Recycling and Aggregates

In 2002, Transwaste Recycling and Aggregates Ltd started trading from Hessle Dock, Livingston Road which is just to the west of Hull near the Humber Bridge.

In May 2003 the company was granted a licence by the Environment Agency to start separating, treating, recycling and storing waste. In February 2008 the company moved to its present home on Gibson Lane at Melton. The site was a purpose built waste transfer station and over 300,000 tonnes of waste is now handled through the facility, with only approximately 4% being landfilled. A second depot at Foster Street in Hull quickly followed as the company needed somewhere for its regular Hull based customers to use. Many waste streams are sorted and recycled at Melton including bricks, concrete, green waste, wood, plasterboard, plastic, cardboard and metal. Any residue is turned into either a Solid Recovered Fuel for heating cement kilns or a Refuse Derived Fuel for use in producing electricity in waste-to-energy plants.

Transwaste has three directors, who are backed up by an excellent management team in accounts, sales and marketing, health and safety, production, maintenance and transport.

Its four main areas of service include Skip Hire, Commercial Bin Hire, Aggregate Sales and Waste Recycling.

Boasting the three ISO awards 9001, 14001 and 18001, Transwaste are capable of supplying a wide range of waste management services to suit everything. The company has an impressive customer portfolio which ranges from Local Authorities, Government Organisation, many local different trades and industries, as well as the general public.

For further details contact Edward Woollen, Sales and Marketing Executive
edwardwoollen@transwasteltd.co.uk
 Tel No. 01482 333650

Almost 650 Years Represented At EYMS Long Service Awards Function



Picture shows, left to right, Standing: Tim Jenkins (chief engineer, Finglands Manchester, 25 years), Alan Fewster (driver Scarborough, 25 years), Darren Stockdale (systems administrator, head office, 25 years), Sharon Holland (coaching clerk, head office, 25 years), Trevor Nicholson (bus detailer, Hull, 40 years), Sylvia Arro (ledger supervisor, head office, 25 years), Patrick Boynton (driver, Hull, 25 years) Seated: Paul Furniss (driver, Hull, 35 years), Stephen Smith (driver, Withernsea, 40 years), Burt Graham (technician, Hull, 50 years), Tony Randerson (contracts manager, Head office, 50 years), Keith Jackson (technician, Hull, 35 years), Jane Pringle (coaching supervisor, Finglands Manchester, 25 years)

The Long Service Awards Dinner held by EYMS Group at Tickton Grange Hotel, near Beverley in East Yorkshire, recognised a total of 565 years of service by employees of the Company, including three 25 year recipients from the Group subsidiary company Finglands Coachways in Manchester.

Five of the award winners were unable to attend but, including the employment records of some of the spouses and senior management representatives present amongst the 36 people who attended the Awards Dinner, there was an amazing total of 645 years' service represented in one room.

This included the Group Administration Manager, Paul Leeman, who recently retired a little early due to health reasons but had served East Yorkshire for 44 years, Chairman Peter Shipp with 51 years and four other senior managers with more than 20 years' service.

Speaking at the function, Chairman Peter Shipp said he thought it quite amazing that any company could muster such a large number of long serving employees in these days when many people changed jobs quite often.

Mr Shipp said "I am very proud that EYMS is able to retain our staff so well, particularly when the majority say they enjoy working for us."

"These annual award functions recognise people with 25, 35, 40, 45 and 50 years' service, so of course there are many other long serving employees who have not reached these particular milestones this year".

Each year qualifying staff receive gifts to a value based on the length of service, although a couple of this year's recipients very kindly donated the value of their awards to their chosen charities.

Where Have All The Police Officers Gone?

“WHERE have all the police gone?” That was the question posed by Matthew Grove, the Police and Crime Commissioner for Humberside Police, when he addressed the Chamber’s Hull Area Council.

He told the meeting that his job is to help to reduce crime in Humberside, but it can’t be done by policing alone. “Crime can’t be driven down without economic prosperity – and the Chamber is helping to achieve that”, he told Members.

Mr Grove explained that there are still the same numbers of police as there were in 1974, but the difference is that we now have 1,600 support staff, which means that police officers can be more visible and spend more time out patrolling. The arrival of technology has also allowed police to work while they’re out in the community, rather than having to return to the station to do paperwork.

He said he believes Community Policing is vital and praised the work of Police Community Support Officers (PCSOs). He explained that they were

created by then Home Secretary David Blunkett, who had a problem with anti-social behaviour in his community, created PCSOs and we have seen a huge reduction in crime as a result. Community policing is key, he said.

Mr Grove said he hated Crime Performance Indicators which were set by Oxbridge-educated graduates in Whitehall who have never visited the North of England and have little understanding of our local issues. Mr Grove told the meeting that he took all Performance Indicators out of his Policing Plan and gave his officers only one direction – ‘to reduce crime’.

The budget for policing, the meeting heard, was currently £180-million, with £179-million of that currently being spent on policing, but he had to make cuts of £25-30-million, so he now has to



Mr Grove (centre) with the Chamber’s Chief Executive, Dr Ian Kelly (left) and the chair of the Hull Area Council, Phil Ascough.

spend money in innovative ways.

He highlighted that when he was elected, he was presented with an £8-million plan for a new maintenance facility for police vehicles. He said he already knew of a similar plan for Humberside Fire and Rescue Service only five miles up the road, so he managed to get the two facilities into one place, saving £2-million, but, he said, a lot of bureaucracy had to be overcome first.

He noted the efficiencies available were substantial via greater collaboration and the chance to make a difference were why he loved his job and relished the challenges to prove Humberside Police can get better quality services ever more efficiently.

Humber Rescue Buoyed By Promises of Help To Stay Afloat From Chamber’s Shipping Committee

HUMBER Rescue is appealing to the business community to sponsor a crew member to help keep the vital service afloat on the river.

Glenn Ramsden, from Humber Rescue, made the appeal during a presentation to Hull & Humber Chamber of Commerce’s Shipping Committee, in which he outlined the role Humber Rescue plays in saving lives on the Humber Estuary and beyond. The service covers an area of more than 500sq miles and includes the Ouse and the Trent. The volunteers also helped the other emergency services during the recent floods caused by the tidal surge.

Humber Rescue is an independent charity based at their facility under the North towers of the Humber Bridge. The rescue service is not part of the RNLI and is not supported by Government agencies nor the local councils. All the money they spend has to be raised by themselves.

Mr Ramsden told Shipping Committee members that, with the exception of the River Thames in London, the RNLI don’t put lifeboats on rivers, but his organisation had

rescued more than 60 people in the Humber Estuary this year and the boat had been called out 80 times.

Its crew and support staff is made up of a small team of dedicated volunteers, but the cost of running one of their rescue boats for a year is around £60,000.

However, that figure doesn’t take into account the cost of the kit for the crew. Personal Protection Equipment (PPE) has a life expectancy and it is expensive kit. Mr Ramsden said that all their PPE is coming to the end of its effective life. Humberside Fire and Rescue had bought them life jackets, but they now need more kit.

They are appealing for companies to ‘sponsor a crew member’ to help them buy new equipment. It costs £2,000 to equip one crew member properly and Mr Ramsden said that in return firms can have their logos on the crew’s helmets and jackets, so if they’re on TV, they’ll be seen. Of course, smaller donations would also be welcomed from firms.

He said they need 20 crew members to be sure of getting four people out for a call-out



and that because it’s a voluntary group, everyone has a day job.

Mr Ramsden told the meeting the organisation was formed in 1990 when the Pilot Service moved to Spurn Point and the rescue boat was originally kept in the front garden of one of the crew. Their first emergency call came just two days after their rescue boat was delivered. They moved in to their Hesse boathouse in 1995 and Humber Rescue’s Making Waves Appeal had raised enough money to buy a boat and a launch vehicle.

For more information, visit the website www.humber-rescue.org.uk

Factory And Warehouse Owners Are Urged To Review Their Fire Risk Assessments

Chamber Members AA Jones Electric say fire safety checks on factories and warehouses are being stepped up by Humberside Fire and Rescue Service after inspectors found serious failings on recent visits in the Scunthorpe area.

Rob Grayson, Technical Fire Safety Manager for the Service, said: "Factory and warehouse owners must take responsibility for ensuring the safety of employees and visitors to their premises; I urge them to review their fire risk assessment to see how effectively the risks are being controlled."

The Service recommends an annual review of fire risk assessments and on occasions when there is reason to suspect that it is no longer valid or there has been a significant change.

Rob continued: "Factory and warehouse owners must keep their fire risk assessment up to date, we are increasing the number of visits in the Humberside area to ensure the risk assessments are suitable and sufficient. If any factory or warehouse owners are in breach of the legislation we can serve enforcement notices and in very serious cases prohibit the use of the workplace and consider prosecution."

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Ms Mendham presents Mr Warvill with his award watched by Chamber Training's 1,000th apprentice Joe Palmer and Mr North



Surprise Presentation for Chamber Training's 1,000th Apprentice

Chamber Training's 1,000th apprentice was shocked and delighted to receive an iPad Mini in a surprise presentation to mark the major milestone.

Apprentice Joe Palmer (18), who has just completed his Level 2 programme, had no idea he was the 1,000th apprenticeship achiever with the Chamber's training arm, until Head of Training, Rachel Mendham and Lead Tutor and Support Co-ordinator, Les North, arrived to make the presentation at his company, CPD plc, on Hull's ipark Industrial Estate.

CPD's Operations Director, Ian Warvill, was also presented with an engraved award to mark the occasion.

Chamber Training (Humber) Ltd prepares apprentices for work on both sides of the Humber, delivering apprenticeship programmes and vocational qualifications through its contract with the Skills Funding Agency. Established for more than 14 years, Chamber Training is now one of the area's largest private training providers and the training arm of the Hull & Humber Chamber of Commerce. As part of the area's leading business organisation, Chamber Training has strong links with local employers to source employment opportunities for its learners and respond to the ever-changing needs of industry in the Humber region.

Ms Mendham said: "Reaching 1,000 apprentices is quite an achievement and with the majority having found work through us we felt it was right to recognise the important part we play in finding young people employment at a time when so many are finding it difficult".

Chamber Member CPD Plc is another success story. The firm was established in 1988 to supply local businesses within the Hull and East Yorkshire area with cleaning and hygiene products. Since then, it has grown to become one of the leading companies in its field and is now one of the largest independents

in the UK, supplying more than 2,500 SMEs, catalogue resellers and public sector organisations across the country.

Joe said: "I had no idea I was Chamber Training's 1,000th apprentice. Being presented with the iPad Mini was a big surprise!"

Asked what he thought of the training he has received, Joe said: "It's been really good so far. I've completed my Level 2 Business Administration qualification and am going to start my Level 3 next year. Chamber Training has been great and I've not had one problem. I would definitely recommend the apprenticeship route as a career choice.

"I went to Connexions and they rang Chamber Training. They got me an interview at CPD and I was offered the job from there.

"I enjoy working at CPD and am looking forward to starting my Level 3 qualification next year".

Mr Warvill said: "Joe is the seventh apprentice we have taken from Chamber Training. We have taken six people previously, so one a year for the last few years and they are all still here.

"If they have the right attitude they'll succeed – it's hard for them at first, but if they're prepared to get stuck in there's a job for them here. It just proves apprenticeships work.

"I'd take on an apprentice rather than full-time people every time because you can mould them into how you want them to work within the company.

"The training from the Chamber is great and you get the best of both worlds. The apprentice gets both classroom and on the job training. I would recommend apprenticeships for anyone who doesn't want to go into further education".

For more information on apprenticeships and working with Chamber Training (Humber) Ltd, telephone Rachel Mendham on (01482) 611896

Conferences and New Contracts Drive AA Global Expansion



A Sponsor of the Chamber's International Trade Department is taking centre stage on the conference circuit as it expands its team of translators and interpreters.

AA Global Language Services is also adding to its workload with private and public sector clients after winning major new contracts and renewing existing agreements.

To meet the increased demand, the company began 2014 by appointing additional staff at its Hull Marina office. More recently Chief Executive Kirk Akdemir hosted a second recruitment fair in the city.

Kirk, who launched AA Global in Worcester more than 25 years ago and opened the Hull office in 2012, said: "Towards the end of 2013 we secured a new contract to provide translation and interpretation services for Bournemouth Borough Council and we also renewed a contract which confirms our role as the sole provider of such services for Worcester County Council."

The company also agreed an extension to its contract with the Hull City Health Care Partnership having already been appointed to work with the NHS Hull Clinical Commissioning Group.

Kirk added: "What we are now seeing is more activity within the private sector, and particularly on the conference circuit."

"Last year the University of Warwick hosted a medical conference attended by more than 200 delegates from all over the world and AA Global provided interpreters as well as simultaneous interpreting equipment, including booths, delegate headsets, sound system and installation, as well as technical support and management services.

"We have already been asked to organise interpreting services for two major international conferences this year and it is this activity which prompted us to organise a second recruitment fair in Hull to help us develop our capabilities further."

What's Happening In the ITC This Year?

The Chamber's 5-star accredited International Trade Centre (ITC) is looking forward to another successful year delivering international trade services and a full programme of events to our Members and International Traders.

New HMRC Service

This year we have launched a new service providing professional advice and guidance on all HMRC related queries including; export/import queries and procedures, offshore taxation issues, VAT and intrastat requirements, HMRC compliance and documentation. We are pleased to welcome Mark Rowbotham, former Customs Officer, to our team as a dedicated Customs & VAT advisor. Together we will be running a full programme of HMRC related events throughout the year, further details of which can be obtained from our website or by contacting Alison Burnett at a.burnett@hull-humber-chamber.co.uk

Trade Missions

In addition to the successful trade mission to the Caribbean that the ITC arranged and led in January this year, we have also confirmed trade missions to Singapore and Malaysia in March and India in November. Other markets and dates will be added to our trade mission diary shortly, so please keep checking our website to remain fully updated.

This is just a summary of what the ITC has to offer this year. Full details of all our services and events, including our popular World Trade @ 1 Club events, can be found on our website, www.hull-humber-chamber.co.uk or by contacting the team at itc@hull-humber-chamber.co.uk or on 01482 324976.

The Hidden Cost Of Self Booking

The increased drive to make employees book their own travel arrangements could be masking a hidden cost, says David Chapple, event director of the Business Travel Show.

The fine balancing act between policy enforcement and happy and productive business travellers has been at the centre of many a debate. Purchasing managers may find that managing a travel policy too closely may lead to friction, which in turn can lead to wellbeing and motivational problems. Introducing 'some' flexibility may lead to happier travellers who are less likely to 'go rogue' and book out of policy.

On paper, the traveller turned self-booker appears to be a no brainer, saving money for the company, but can it be 'win-win'? There must be some payback? And the answer is yes, there is and that lies in the time it takes employees to self book, and there-in lies the problem: because this cost isn't visible and can go largely ignored or un-noticed.

If your employees surf the net, they could be

wasting hours and hours of time booking their trips, time which could be spent working and time that costs the company thousands of pounds of potentially billable hours.

So what is the answer?

To help unlock the answer then please contact Andrew Sison, Head of Sales and Account Management to discuss the ideas and solutions we have for both online and offline corporate travel.

Andrew Sison – Head of Sales and Account Management

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Maritime House, Kingston Street, Hull, HU1 2DB

Telephone: 01482 307145 or email asison@good-travel.co.uk

Chamber Events Diary 2014

AGM/Members' Speed Networking and Lunch

Friday 7 March 2014
KC Stadium, Hull
Sponsored by Leeds Bradford International Airport

Members' Speed Networking and Lunch

Friday 28 March 2014
The Ashbourne Hotel, North Killingholme
Sponsored by Clugston Group

Members' Speed Networking and Lunch

Friday 2 May 2014
Mercure Hull Grange Park Hotel, Willerby
Sponsored by Promobox/CCB Account Assyst

Northern Lincolnshire Business Awards

Friday 16 May 2014
Grimsby Auditorium

Chamber Expo 2014

Tuesday 3 & Wednesday 4 June 2014
The Sports Arena, Walton Street, Hull

Members' Network Lunch

Tuesday 3 June 2014
KC Stadium, Hull (Part of Chamber Expo 2014)

Members' Speed Networking and Lunch

Friday 18 July 2014
The Oaklands Hall Hotel, Laceby, Grimsby

St Leger Ladies Day with the Chamber

Thursday 11 September 2014
Doncaster Racecourse

Members' Speed Networking and Lunch

Friday 26 September 2014
Tickton Grange, Beverley
Chamber Bridlington & Yorkshire Coast

Business Awards 2014

Friday 10 October 2014
The Spa, Bridlington

Members' Speed Networking and Lunch

Friday 24 October 2014
Forest Pines Hotel & Golf Resort, Brigg

Members' Speed Networking and Lunch

Friday 28 November 2014
Goole High School Conference Centre

Take advantage of your Chamber Membership by attending the wide range of events we organise to help you to meet potential clients and develop valuable business relationships. Please note that dates are subject to change. An up-to-date events diary is available on our website: www.hull-humber-chamber.co.uk




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New Era Dawns For Workers' Health

Some of the biggest changes in the NHS's history have taken place in 2013 and as the NHS takes a step closer to its deadline for saving £20 billion by 2015, further shifts in service provision are likely to become apparent. Westfield Health offer the Chamber Health Plan exclusively to Chamber Members

As the health service strives to make efficiency savings, services classed as 'non-urgent' are likely to be increasingly rationed as the NHS focuses its resources to the areas of most immediate need – cancer and heart treatment.

For employers, this could spell an increase in staff sickness absence, as employees requiring 'non-urgent' procedures face a longer wait for treatment.

Paul Shires, Executive Director at Westfield Health, said: "People may need to become more accustomed to self-funding healthcare if they want to access treatment quickly and return to work.

"A rise in health problems, both physical and mental, would certainly result in more staff requiring time off work and, at a time when long-term sickness absence is already costing the UK's private sector an estimated £3.1 billion every year*, employers will inevitably need to take more responsibility for the

health and wellbeing of their staff."

In 2012, Westfield Health launched Hospital Treatment Insurance (HTI), creating a new market in the health insurance sector in a bid to help employers tackle the issues facing businesses as the NHS continues to evolve.

The product allows staff to avoid lengthy NHS waiting lists to receive 'non-urgent' treatment sooner such as hip and knee replacements and cataract removal. Combined with Westfield's health cash plans, staff can also access pre and post-operative care such as physiotherapy and private consultations without worrying about the cost.

For more information about the Chamber Plan and HTI, visit www.westfieldhealth.com/chamber or call **0845 602 1629**, available 8am to 6pm, Monday to Friday.



* <http://www.telegraph.co.uk/finance/jobs/9307888/Workers-off-sick-cost-UK-6.5bn-a-year.html>

First Hull Trains Appoints Industry Expert To Lead Its Engineering Division

The nation's favourite train operator has appointed a leading industry professional to spearhead its engineering team as the company looks to consolidate its position as one of the most reliable train operators in the UK.

Jon Plowright has been appointed as First Hull Trains' Head of Engineering.

Jon's appointment comes after the company has invested heavily in its current fleet of trains – increasing reliability more than five-fold in recent years.

He joins from a senior role at Network Rail and brings a wealth of industry knowledge, which will benefit First Hull Trains in its future growth plans.

Jon said: "I am really pleased to be joining First Hull Trains. The company is continuing to deliver on its pioneering foundations and, with ambitious electrification plans on the horizon, it is a superb opportunity.

"This is a company that has made ground-breaking improvements to its fleet of trains and has created robust engineering maintenance and management programmes that are industry leading. I join a team that is in fine form and look forward to the challenge of trying to seek out and find where further improvements and advances can be made."

Will Dunnett, Managing Director at First Hull Trains, said: "Jon's CV is extremely impressive. He has established an enviable track record in delivering complex and high quality projects embracing a wide range of engineering solutions. He is very talented and we look forward to him leading our extremely competent and hard-working engineering team."

Your Healthcare 'Sat-Nav'

The Wolds Way is a fascinating trail, but no-one would undertake it without a map. One hill can look very much like another and in the criss-crossing footpaths one can easily take a wrong turn and become lost.

So it is for companies wanting to consider their healthcare provision. With a multitude of options there are plenty of chances to go wrong for those without a guide. One policy can look like another; one premium like another. So, how to decide where to go and if you are on the right track?

Caprica Healthcare can be your PMI Sat-nav and survival kit. We can, independently and across the whole market, guide you through the valleys of providers, along the bridleways of benefits; whilst coping with the steep gradients of underwriting.

If you don't know where you are going, you will probably end up somewhere else: chances are it won't be where you intended.

Contact your local Caprica Healthcare consultant, David Connell on **07788 697541** or **01724 843431** or at davidconnell@capricahealthcare.com for a free guide through the maze.

A Hull and East Yorkshire Based Business Coach Celebrates After Being Named Best Coach in the North of England

Since starting her coaching business in 2012, Pam Featherstone, aka Coach Pam, has gone from strength to strength and now has a client base of over 100 businesses.

She won the 2013 Action Coach award for Best Client Results, Yorkshire and Lincolnshire, during her first year and is the Winner of the North UK Coach of the Year 2014 award.

Coach Pam said:

"I am absolutely thrilled to have won this award and put it down to all the hard work my clients do. It really is fantastic to see so many business owners from across the Humber region turning to coaching to help develop and hone their skills, and in so doing, achieve both business and personal goals.

"After 30 years running successful businesses of my own, I retired at the age of 45 but it just didn't

take. I wanted to share the knowledge I had with as many business owners as possible to help them succeed. I am passionate about this and have set myself a target of helping 1500 entrepreneurs improve their businesses by 2015."

Coach Pam provides one-to-one coaching sessions and runs popular group coaching sessions twice a month.

For more information, please visit www.actioncoach.com/pamfeatherstone or call 01482 227060 or 07540 888016.



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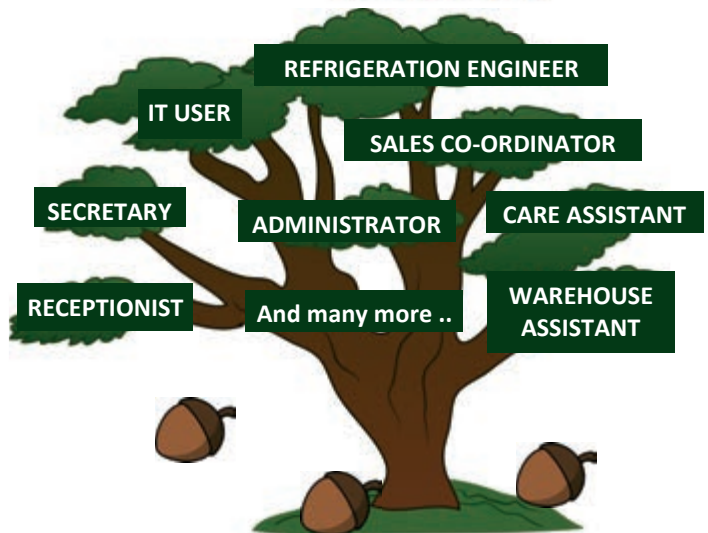
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Businesses Urged to Seek Gap Funding to Boost their Growth

Many more companies across Yorkshire and the Humber should be considering gap funding to help grow their businesses, says the head of regional funding body Finance Yorkshire.

New figures show that 17 per cent of firms in the region are totally unaware of alternatives to traditional bank lending.

Finance Yorkshire provides seedcorn, loan and equity linked investments to businesses and has invested more than £56 million in SMEs in Yorkshire and the Humber in the last three years.

Alex McWhirter, Chief Executive of Finance Yorkshire, said: "We complement the funding available from the banks and we can invest in SMEs – it's as simple as that.

"We know that it is not always possible for SMEs to secure finance from traditional funding sources to achieve their ambitions and that's where Finance Yorkshire can step in and fund this gap.

"Businesses need to be aware that Finance Yorkshire is here, willing and able to provide the potential funding they need for business growth. Many of our companies have plans to invest in their businesses which is great news for the regional economy and Finance Yorkshire can help them do just that."

Finance Yorkshire works with its considerable network of financial intermediaries and business advisers to inform companies in Yorkshire and the Humber about the funding it has available to support business growth in the region.

To date, more than 300 SMEs in Yorkshire, the Humber and North and North East Lincolnshire have found additional gap funding at Finance Yorkshire. It has made more than 477 investments totalling some £56 million and this has led to 6,120 jobs being created and/or safeguarded.

Mr McWhirter added: "These figures demonstrate the huge value and difference Finance Yorkshire's gap funding is making to businesses in Yorkshire and the Humber. We plan to continue to invest as much as we can to enable our regional companies to innovate, expand, access new markets, create jobs – and prosper."

For more information about Finance Yorkshire, please visit www.finance-yorkshire.com or call 0845 649 0000.

Envisage Print - Going The Extra Mile For You

A local brand with 10 years of heritage, Envisage Print Ltd, originally set up as a Mother and Son Partnership, has recently gone through some significant changes and increased growth. Heavily investing in new technology to meet the demands required of a modern print market, Envisage Print Ltd specialise in high quality shorter run printing.

Simon Havercroft, Co-Director of Envisage Print Ltd said: "With our print technology our customers can be more efficient in the way they buy print, you no longer have to buy in bulk to get sensible pricing.

"We work with a lot of local companies, even working with fellow printers and sign making contractors as our short run print process complements their way of working."

Example clients for Envisage Print include walk in customers who want just a few A4 sheets printing, to working with national marketing agencies printing a whole range of items for large corporate clients such as business stationery, booklets, leaflets and posters.

A big part of the business in more ways than one is their state of the art large format printing and finishing capabilities. This means that Envisage Print Ltd are on a daily basis printing and fitting vehicle graphics, window vinyl, signage and are even transforming office interiors with their unique wall graphics.

Steph Collinson, Assistant Manager believes their success is down to 'finding the right market for modern print requirements and providing good old fashioned customer service'.

Training Service Bids To Offer Expertise

A new service has been set up by Linkage Community Trust to support employers in East Yorkshire and Lincolnshire by providing effective and accredited training.

Linkage was set up in 1974 and operates learning disability services including the oldest-established further education college in the country for students aged 16 and over. It also works with employers to find paid work for service users.

The charity operates from its education campus on Weelsby Road in Grimsby and at sites across the wider Lincolnshire region. The Linkage Training Agency provides a range of accredited

qualifications which are now available for external bookings.

Courses include administration of medicine, supporting individuals with autism, deaf awareness, Makaton and British Sign Language (BSL), and managing challenging behaviour training. The general course list features health and safety, food hygiene and staff training such as first aid and manual handling.

New for 2014 are sensory-loss courses, recommended for professionals working schools, day centres, colleges, nurseries, support agencies and health.

Manager Jane Wressell says: "It doesn't have to cost a lot of money, as we can also help with the documentation required to give some clients the chance to offset the costs through the Workforce Development Fund."

The training can be carried out at Linkage's Weelsby Road campus in Grimsby, or in-house. Further details are available from: 01472 372402 or email trainingagency@linkage.org.uk. Visit linkage.org.uk to download a brochure.

Further information can be found at www.linkage.org.uk, follow us on Twitter @linkagect or search for Linkage on LinkedIn.



Chamber Patrons' Lunch

Patrons of the Chamber were invited to a lunch at the Lord Mayor's Parlour, in Hull's Guildhall, on Monday 16th December.

The wood-panelled suite is steeped in history, with paintings, artefacts etc displayed around the three separate ornate rooms.

Eighteen people attended this prestigious event from Patron companies, plus Chamber staff, President and the Lord Mayor and Lady Mayoress. Speeches were made by Lord Mayor Nadine Fudge and Chamber President Malcolm Joslin. A superb meal was enjoyed by all, using specially-made 1959 Hull Chamber of Commerce crockery (see left) and each guest left with the gift of a bottle of champagne. The lunch and the champagne are provided by the Chamber each year as a 'thank you' gesture to our Patrons as

they help the Chamber to provide support to the 1400 Member companies.

Chamber Patronage brings two areas of benefit. It is a PR exercise in that the Patron company are seen to be helping the not-for-profit Chamber in their aim to support local business. Also, Patrons enjoy numerous marketing benefits, for example three e-shots can be sent, via the Chamber, to 3500 Member contacts. These are normally £300 but are free of charge to Patrons.

For further information about Chamber Patronage, please contact Bruce Massie on **01482 324976** or at b.massie@hull-humber-chamber.co.uk



Chamber Expo 2014 – Book Your Stand!

The annual Chamber Expo will soon be upon us! The Expo is the largest business event in the Humber region each year. It is a huge networking event, with over a thousand business people in attendance.

The Expo will again be held in the Sports Arena in Walton Street Hull, adjacent to the KC Stadium,

on Tuesday 3rd and Wednesday 4th of June. One hundred stands are available for hire in two sizes – 3m x 2m and 4m x 2m. Having a stand enables exhibitors to showcase their products and services and provides a focus for quality networking with visitors and fellow stand-holders.

There will be three Speed Networking sessions held

in the Sports Arena during the Expo and a Network Lunch over at the KC Stadium – all as part of Chamber Expo 2014.

To book your stand please contact Bruce Massie at the Hull Office on **01482 324976** or at **b.massie@hull-humber-chamber.co.uk**

A Chance To Register For Business Awards

Register your interest now for the 2014 Northern Lincolnshire Business Awards. Organised by the Hull & Humber Chamber of Commerce in partnership with Grimsby & Scunthorpe Media Group, the Awards, now in their 13th year, will be open to all businesses in North and North East Lincolnshire.

Entries will be sought from new and established, large and small companies. As well as general categories, applications are also invited for Awards in International Trade, Innovation, Training, Excellence in the Community, Business Growth and Business Person of the Year. Entry can be made online at www.northernlincolnshirebusinessawards.co.uk with a deadline of Friday 6 March. Companies can apply for as many Awards as they wish, assuming they meet the Awards criteria.

The three final nominees in each category will be filmed by Chamber Members East Coast Pictures and those films shown at the Awards Dinner and Presentation evening, to be held at Grimsby Auditorium on Friday 16 May. As well as celebrating the outright winners of each Award the Dinner will have a 'seaside' theme with entertainment provided by professional and local performers. The Dinner will be supported and sponsored by Humberside Airport and Grimsby Institute of Further & Higher Education. A sparkling wine reception at the Dinner will be sponsored by Oaklands Hall Hotel. Tickets for the Gala Presentation Dinner will be available through the Grimsby Chamber Office.

For further information on any aspect of the Awards please email info@northernlincolnshirebusinessawards.co.uk or telephone Anne Tate on 01472 342981



Looking To The Future As City Centre Revival Continues

Kathryn Shillito
City Centre Manager
HullBID

Reviving town and city centres is seen as crucial to the growth of the UK economy and one of the places where that belief is bearing fruit is Hull.

The work is being spearheaded by Kathryn Shillito, the City Centre Manager for Hull Business Improvement District (HullBID), which was established to bring together businesses and city stakeholders to improve the city centre.

Kathryn came to the job having worked in sales for a major housebuilder, then spending four years in advertising, taking a break to have children and also being a joint partner in a successful motor trading company.

Following this, she spent eleven years in hotels, rising through the ranks eventually to become People Development Manager for DeVere Hotels, with responsibility for the Village Hotel Hull and Village Leeds Headingley.

In January 2009 she became Projects Manager for HullBID, spending 15 months in a hands-on operational role and developing relationships with city partners. When then City Centre Manager Ken Baldwin announced his retirement, she replaced him in April 2010.

Kathryn says she needs a wide range of skills to do the job. She said: "I bring in-depth knowledge of the Hull city centre, an astute understanding of finance and budgeting, plus a background in marketing and events, planning and organisation.

"I've brought together the right team that meets the requirements of a flourishing BID with a diverse range of skills from SIA-badged Support Officers, a Business Liaison Officer with a strong business background, to a Projects and Events Manager with advanced knowledge particularly around social media.

"Our team is very small with five staff. However, we operate one of the largest BIDs in the UK.

"Having an empathetic approach is vital. It's about communicating with people, helping them recognise their businesses are part of the wider city centre business community and respecting that the issues they're experiencing are important.

"I have my finger on the pulse about what is happening within the city centre because of my relationship with partners including Hull City Council, Humberside Police, NHS, Hull Civic Society and more so we are able to convey this information to businesses and if necessary, lobby on their behalf.

"Five years of experience has allowed me to put my own stamp on the BID, investing finances carefully and introducing some great initiatives such as the free CCTV systems we have installed that have really made a difference to over 100 businesses"

It's a challenging job but Kathryn can see progress being made. She said: "Hull has its challenges like most other cities within the UK but by no means are we falling behind our competitors.

"In fact, there are many positive stories. We are often compared to the retail offering in Leeds and York and the perception is they don't struggle but statistics show that the footfall in Hull is comparatively healthy"

"Our businesses are becoming more diverse and have invested in websites. They have understood that the internet has revolutionised the way people shop and the two go hand in hand. Shoppers still like to touch and feel the merchandise and enjoy an all-round experience which has a knock on effect as they visit food/beverage and leisure outlets.

"We recognise the challenges and address them. For example, to support the evening economy

sector we worked with partners for 18 months to secure Purple Flag accreditation. This means the city has been independently assessed and is deemed to be a safe, clean, vibrant and well-managed environment on an evening and we've worked hard to spread this message and encourage people into our restaurants and bars.

"We bring in footfall by organising high profile events such as Fashion Week and the Yum! Festival of Food, Drink and Music. These events provide a platform for participating BID member businesses at no cost.

"We are also a member of the City of Culture Steering Group, always bringing a business perspective into discussions and ensuring our businesses would ultimately benefit.

"We have seen a decline in city centre crime and we've played a pivotal role. Our two Support Officers chair the city's Retail Security Forum, working in partnership with the Police/Anti-social Behaviour Officer and the Environmental Crime Officer, and have great knowledge around security issues.

"Our Officers run the HullBID radio system which sees more than 110 business protected by our radio handset system that links in with the Police and Civic 1, the city's CCTV hub. We also fund additional PCSOs in the city centre who are dedicated to liaising with our members.

"These activities provide direct benefits for everyone who works in the BID area and we appreciate there is a clear link between retailers and professionals. It is important for any business and their employees to work in an area that is safe and clean, and offers options for shopping and entertainment at lunchtime and after work"

Others are taking notice of the organisation's achievements and Kathryn is optimistic that new initiatives for 2014 will add to the offer.

Kathryn said: "HullBID and its operations is seen as a very successful template and we have worked in a consultative capacity with other major cities, including Sunderland, who attained a BID recently, and shortly will be working with another Yorkshire local authority who aspire to achieve a BID.

"We are investing in the first ever Hull Business Improvement District Awards in May. The awards are dedicated to recognising city centre businesses and their people whatever the sector.

"We continue to advise our 760 members on a one to one basis about the vast range of services we provide and the initiatives in which we invest and make the point that a BID is an absolute necessity for the city centre."





"Five years of experience has allowed me to put my own stamp on the BID, investing finances carefully and introducing some great initiatives such as the free CCTV systems we have installed that have really made a difference to over 100 businesses"



Looking for Business Support through Training and Recruitment?

YH Training Services Ltd is an Ofsted Grade 2 good, fully accredited and government funded training provider. We are proud of our reputation having nearly 30 years' experience of delivering high quality training and accredited qualifications across the Yorkshire and Humberside region.

Our staff are committed to delivering a first class service to individuals and businesses to assist them in achieving their full potential and excel in all they do.

Apprenticeship Recruitment

For employers who are looking to recruit an Apprentice we offer a free dedicated Search, Select and Match service which removes the expensive costs of recruitment. We will:-

- ▲ Work with you to build the right job profile
- ▲ Advertise the vacancy on your behalf
- ▲ Pre-interview the applicants for the position
- ▲ Forward the details of those who match your personal criteria to you for formal interview
- ▲ Ensure a tailored training plan is discussed and implemented for your Apprentice
- ▲ Monitor and feedback on progress
- ▲ Look to develop the Apprentice further on completion of their qualification

"The average person completing an Apprenticeship increases productivity by £214." Source Apprenticeships.org 2014



Training and Developing Employees

When looking for a provider of quality training to develop and progress your existing employees, we arrange for a member of our experienced Business Development Team to meet with you to discuss your full training requirements.

Whatever your requirements, we look to provide a tailored solution by means of an Organisational Needs Analysis.

Once training has been identified and a training plan has been agreed, our qualified trainers work with you to tailor the relevant industry sector qualification, to meet the individual needs of the employee and the specific needs of your business.

Training can be provided for one or more staff members; depending on the training and qualifications being undertaken, you will have qualified sector specific trainers.



Hull and East Riding Institute for the Blind

"YH Training provided a professional matching service to meet our needs for an Apprentice to work with me in our fundraising team. Lauren has proven to be an excellent addition to the team and is enthusiastic and willing to learn new skills; which means that we are able to plan for the future. It is an exciting and challenging year for HERIB, celebrating 150 years of supporting local people with sight loss. Developing Lauren's skills will enable HERIB to maximise the business opportunities the anniversary is presenting".

Angela Gregory of HERIB



Browns Department Store

"We have been working with YH for a number of years now and really see the benefits of training our employees, both for their personal and professional development, together with the benefits this then brings to Browns customers. Over 35 of our staff have completed training and we currently have 12 in training at our York Branch. YH individually tailor the training to each employee's requirements and we continue to work with them to offer further training and qualifications to our employees, in line with their personal development needs and the needs of our business"

Angela Horner of Browns



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For more Information

Contact YH Training Services Ltd

Suite 2, Friary Chambers, Hull HU1 3HA

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www.yh-group.co.uk

Business Support Through Training And Development

Business support can be defined as ‘assistance provided by a variety of external agencies to enable a business to move forward.’ One of the most important areas of business support is Training and Development of employees.

Frank McMahon
M.D. of YH Training Services Ltd

Without this, companies can become stagnant, unable to fill skills gaps or compete in the ever changing markets. Training and development provides the skills inside the organisation which can reduce overall operation costs.

Employees are the backbone of any business and as such, need to be cultivated and developed. Gone are the days where training involved sitting with a colleague, watching what they did and then performing the task. This could allow for any initial mistakes picked up when ‘training’ to be passed down the line. Neither do some employees want to do the same job for life. Many have aspirations which could be recognised by their current employer, suitable training put in place, when the opportunity arises they can apply for promotion. This benefits both the employer; saving on recruitment costs, and the employee who is now more motivated and loyal to the company. Nowadays, cultivation of staff through a comprehensive programme of training is expected, a good training programme is just as important as a benefits package to employees.

To ensure the business is able to expand and meet the needs of their market they need initially to look at the quality and breadth of training available to them. By researching, speaking with and selecting a good quality government funded training provider, you will work together to create a detailed analysis of your current and future training needs. The analysis will ask the questions: how do you see your business progressing over the next one to five years, what training do you currently provide, what role does each employee perform, are they suitably trained, allowing for development, and, what funding is available to reduce training costs?

Once this has been undertaken, you can make an informed choice as to the training available, how it fits into your specific business, how it will be undertaken, identify the benefits and, from there, commit to a training plan and a training provider to implement, train and monitor the outcomes.

Employees benefit through;

- Being valued, they see that you have invested in their future
- Having the opportunity to increase their skills which could lead to promotion

Business will benefit through:

- Employees experiencing new transferable skills and knowledge which may allow businesses to fill short term skills gaps
- After training, employees start to analyse their job role and the ways in which they could improve performance

One of the other important areas of support is Apprenticeship and Traineeship recruitment. Many training providers work with the National Apprenticeship Service to advertise vacancies on your behalf. Dependent on the provider you select, you may find that they offer an in-depth service where they manage the full selection process on your behalf. This could include pre-selection interviews prior to submission of suitable candidate's information to you for formal interview.

Apprenticeship recruitment develops a motivated, skilled and qualified workforce. According to the National Apprenticeship Service - “Businesses that offer Apprenticeships think that they help with their long-term development”. Also, according to the British Chambers of Commerce “businesses usually employ an Apprentice to improve the skills available within their organisation”.



The National Apprenticeship Service goes on to say “Apprenticeships improve productivity while reducing costs. Apprenticeships are boosting productivity by helping businesses to expand the skills available in the organisation”.

Never has the need for training and recruitment of Apprentices and offering Traineeships been more important for a business regardless of their size. To ensure that your business has the skills and knowledge it needs to compete in an ever changing and competitive market, now is the time to take advantage of the business support available from a good quality training provider.

DOES YOUR MEDIA WORK FOR YOU? WE DO!

Get your video, photography and promotional media organised with Endrawer Media.

Now, more than ever, businesses need help planning, creating and managing their media. Modern companies utilise video in many different areas such as web video, TV commercials, advertising, video messages from the CEO, knowledge capture for key processes, training films, sales tools at corporate events and archiving. When you think about it, you probably use video in more ways than you realise. If not, then consider this:

*Branded video content reaches nearly half (46%) of all internet users in the UK.
More than half of these people (54%) go on to click through to the brand's website.*

Econsultancy

Endrawer Media Ltd, based in Hull, provides media production and support services for businesses across the UK. Philip Gaze, company director and the creative force behind Endrawer, brings over 25 years of knowledge and experience to the table from his background in film, television and corporate production. Through the effective use of video, photography and copywriting, Endrawer can help promote business' brands, products and services, and make your company stand out from your competitors.

*"We strive for the same attention to detail
and client satisfaction in whatever we do,
and always with brand continuity in mind."*

Philip Gaze, Endrawer Media

Philip Gaze
Managing Director

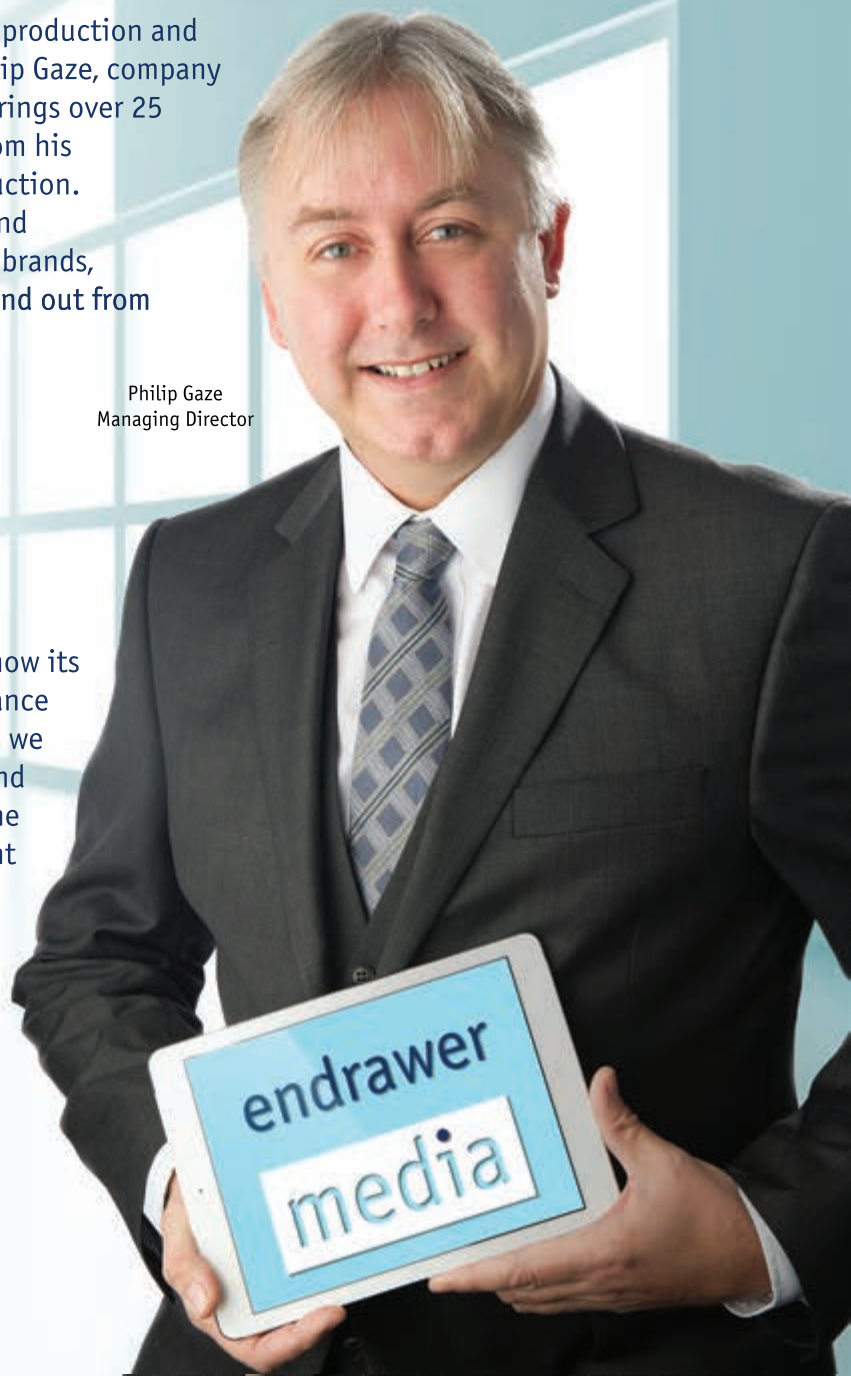
Endrawer provides FREE consultations to discuss how its services can best fit your business needs and enhance your media presence. By working closely with you, we can fully understand your products and services and therefore truly represent your brand. Capturing the visuals is only the beginning; effective deployment is crucial to your success.

All good partnerships begin with a call

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www.endrawermedia.com



Viking Management Systems Celebrates 25 Years of Award Winning Service with their 600th Major Implementation

The largest independent Sage 200 dealer in the UK, is celebrating 25 years of award winning service in the business services industry.

Viking Management Systems have never looked back since their inauguration in 1988. Having passed the landmark of 600 major implementations of IT solutions, Viking have every right to celebrate. Managing Director, Paul Barnett added "It has been a great year for Viking, first of all we are celebrating trading for 25 years and on top of that we have passed a huge milestone in completing our 600th major business system implementation. This is something that everyone at Viking is very proud of and long may it continue."

Viking recently added a number of companies to their already impressive portfolio, further improving on an already strong foothold in the IT industry. Viking prides itself on being able to provide its customers with a single point of contact for every IT need. With a dedicated team, Viking strives to add a personal approach allowing Viking to design, deliver and support the best possible solution for its customers.

Mark Mason, IT Development Manager at Neill and Brown, who are a well respected British logistics provider, based in Hull commented:

"The close partnership we have with Viking Management Systems has provided us with a complete business IT solution, I have no



The Humber Bridge Board - One of Vikings Customers

hesitation in recommending Viking, who have shown us they are experts in their field and that they genuinely care about us being very satisfied with our Sage 200 solution"

Jeff Thomas from Excel Laminating who are also based in Hull added: "We were recommended to speak with Viking by our accountants and initial discussions led to a more detailed proposal, which involved using Sage 200 and incorporating an amount of bespoke software. Viking understood our requirements and established an empathy for the individual nature of our business very quickly. They worked closely with us to refine their proposals and to ensure that the delivered package met with our needs and that my team were trained and comfortable." He went on to say "Viking have demonstrated a tireless commitment to us and we have worked through the small number of inevitable difficulties that arise under real conditions. I would have no hesitation in

recommending Viking, who have shown us that they are industry experts and that they genuinely care about their customers being very satisfied with Sage 200 as a business solution."

As fully accredited Microsoft Gold and Sage Strategic Partners, Viking are able to offer bespoke solutions giving customers the opportunity to tailor products precisely to their business needs. This is complemented by their award winning support centre, where over 90% of issues logged by customers are solved within a day and over 75% are solved within an hour.

Viking offer a range of IT and technology solutions, from the Sage 200 suite, through to CRM and hardware sales.

Viking Management Systems, Pocklington Industrial Estate, Pocklington, YO42 1NR. 01759 305030



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INVESTOR IN PEOPLE

Government Clamping Down on Rogue Employers

Recent plans set out by the government make it all the more important that employers get it right. As well as the ever-present risk of Employment Tribunal claims, power has now been given to the government and Tribunals to impose financial penalties on employers.

In April 2014, changes in the law are coming into force which give an Employment Tribunal the power to impose a financial penalty on an employer in breach of employment rights where that breach has one or more aggravating factors – such as unreasonable conduct or negligence. This penalty, which is 50% of any award made to the Claimant, will range from £100 to a maximum of £5,000. This is in addition to any compensation that is awarded and being ordered to reimburse the Employment Tribunal fees incurred by the Claimant.

The government has also announced further plans, expected in February 2014, to crack down on employers who ignore their obligations in respect of the National Minimum Wage, increasing the financial penalty that can be imposed on an employer to 100% of the unpaid wages owed to workers. The maximum penalty will therefore increase from £5,000 to £20,000.

With the risk of penalties now present, it is essential you are prepared. Howells Solicitors, are here to help you review or prepare your contracts and policies, advising you of your obligations under ever-changing employment law or even helping you with Employment Tribunal claims.

To book an appointment to speak with one of our expert solicitors call **01482 317420**.



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When It Makes Sense To Ask For Help

Being in business can be a challenging task at the best of times. So much to do, so much information to absorb, not enough hours in the day.

That is where business support companies come into their own because they can offer assistance

in areas including finance, marketing, HR, administration and training.

They bring essential knowledge to SME owners and take many of the worries away from the daily task of running a business.

The advantages of outsourcing such services for SMEs are many, including the fact that it can represent a flexible approach to problem-solving.

Support companies are often prepared to negotiate advantageous terms and conditions for

clients, perhaps based on a job-by-job basis or a fixed-price project cost.

That means that an SME can sign a deal that is specifically tailored to its needs, which can work out more cost-effective.

And even though the company is not employing a full-time member of staff itself, it is still supporting jobs within other companies. Such arrangements can help both parties grow.

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Employers and employees alike sometimes need an opportunity to talk an issue through. The trouble is that this takes time, and time is precious.

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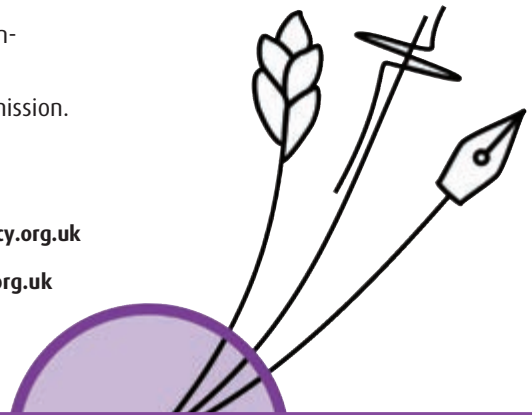
Although mainly funded by the Churches of the area, the approach is non-religious seeking to understand and to help understanding.

Confidentiality is guaranteed with nothing being passed on without permission.

For North East Lincolnshire contact Revd Mary Vickers m.vickers@lincschaplaincy.org.uk

For North Lincolnshire contact Revd Peter Vickers p.vickers@lincschaplaincy.org.uk

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Pick and Mix

One big advantage of outsourcing business support services is that SMEs can pick and mix the kind of services that they require.

They may already have a selection of specialist skills in-house and require additional support on only a few specific elements of a project.

Going out of house to specialist business support companies allows them to bring in those skills as and when required.

It makes sense to do so. Very often, a small business does not have in-house specialism in all the disciplines it requires and battling on without seeking expert help can turn out to be a false economy.

Take HR, for example. Workplace legislation changes at such a rapid rate that an SME needs specialist support to ensure it does not fall foul of employment law.



Finance is the same. SMEs need expertise in such a complex area of business and it often makes sense to buy it in.

The same with training, vital in order to ensure that employees possess the very latest knowledge and skills.

Marketing is another example. Companies can try to do the work themselves but it often makes sense

to bring in professionals who can write compelling copy, source professional images, communicate with the media and harness the power of social marketing platforms to raise their clients' profiles.

Administration is another popular area of business support; whether it be administrative support, office management or providing business premises, it can save a lot of time and effort to buy it in.

The UK's local broker



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UK In Motion - In Motion is a Berendsen collection for workers in various professions.

In Motion has a contemporary and sporty feel, providing your workers with an all-round professional look. Plastic buttons to avoid scratches makes it the perfect choice for the automotive industry.

UK Next Generation - The UK Next Generation is a collection for workers in various professions. It's a two-tone image collection with a more traditional design, with respect of today's functionalities.

Flame Pro - Like all protective equipment, protective garments should keep people safe, comfortable and alert.

FlamePro is a good solution for foundries, maintenance workers, metal, automotive construction and contract workers.

To complement this range, we can provide coveralls with reflective bands, suitable when

operating in darker environments, such as offshore, recycling and shipyards.

Lumi - Poor light and adverse weather conditions are factors we cannot control. These conditions can cause your workers not to be seen in time.

Lumi is a collection for workers that need to be visible when performing their everyday tasks.

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We pride ourselves in working with you to understand your needs; this enables us to recommend the best solution for your business. Customers are provided with total service management, including free installation of products and flexible service arrangements to suit all requirements.

Our product range includes:

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Our floor protection mats trap dirt and moisture, preventing it from being spread throughout your building. We also offer a range of specialised mats to help your staff remain comfortable whilst standing for long periods of time.

Our range of mats includes:

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Cheaper Business Energy through YORSwitch

Local businesses looking for a hassle-free way of paying less on their energy bills are being encouraged to sign up to the YORSwitch Cheaper Business Energy scheme. The scheme is targeted at the twelve thousand micro, small and medium sized businesses in the East Riding, as well as community buildings and charities.

Only around twenty percent of these businesses currently engage with the energy market, paying on average thirty five percent more for their energy. Switching suppliers is complex due to the numerous tariffs and meters, most not published by the energy companies, and time bound termination periods. Many businesses do not have the time or resource to understand and tackle the energy market, even though the cost savings which could be achieved are considerable.

Run by East Riding of Yorkshire Council, YORSwitch takes the hassle out of switching suppliers. Businesses who register with the scheme are contacted at a time convenient to them to chat about their business and energy requirements. The council's appointed energy broker searches the whole market for the best, bespoke energy deals available and presents them to the company, clearly highlighting the key terms, with no obligation.

If the offer is accepted, assistance is offered in serving termination notices, making sure credit score criteria is established and other duties required for switching. Contracts can be arranged electronically or on paper and each business chooses the length of the contract that best suits them.

YORSwitch is there every step of the way: looking after post-sale management, providing support for the duration of contract and managing the renewal process if requested.

There is no fee for signing up to YORSwitch Cheaper Business Energy, as the energy broker is paid a referral fee by the energy suppliers each time a business switches. For competitive reasons, the fee is undisclosed but the broker is committed to providing a non-biased service, for example, sales representatives do not know the referral fee amounts.

There is no obligation to accept any offer, so YORSwitch is a useful way to benchmark your existing contract and find out if you are paying too much.

YORSwitch
CHEAPER BUSINESS ENERGY

To sign up or find out more, visit www.eastriding.gov.uk/yorswitch or call 0800 140 4619.

Businesses that use heating oil can also join YORSwitch Cheaper Heating Oil Together by contacting Humber and Wolds Rural Community Council on (01430) 430904 or oil@hwrcc.org.uk. Average savings to date have been around 10p per litre compared to the average market price on the day.

YORSwitch
CHEAPER BUSINESS ENERGY

Do you want a hassle-free way to get **cheaper energy bills** for your business?

HOW

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OF YORKSHIRE COUNCIL



Systematic Showcase Their Creativity In A 2014 Calendar

There have been sightings of miniature people, seemingly made of paper, around the market town of Caistor. The trail recently led to Systematic Print Management, as they know that it's amazing what you can do with paper.

At Systematic HQ many of these paper people were found to be very at home, and staff confirmed that they are, in fact, the Origami Army.

They have been hand crafted and brought to life as stars of Systematic's 2014 Calendar.

Systematic has a reputation to maintain, and not just as the trusted print management partner of many organisations across the UK. They are renowned for creating and printing their own Calendar, which graces many walls with humorous anecdotes, often at the team's expense.

The theme for 2014 has finally been revealed. It builds on Systematic's successful rebranding, where origami images illustrate that the team know what's possible with paper. The talented team have conceived and crafted origami versions of their team, collectively known as the Origami Army.

Each bespoke origami person was designed and built by hand. Three dimensional backdrops were created for each scene and then the final set photographed to generate 12 unique images for the Calendar, with everything made out of paper. Each month of the Calendar sees the Origami Army dealing with the dilemmas and opportunities associated with being made out of paper, often linked to events that we'll see in the year ahead, like the World Cup and the Commonwealth Games.

Looking For a Venue With a Difference?

Looking for a new central venue where you can bring your stakeholders together? York Racecourse must appear at the top of your list.

York city's central location midway between London and Edinburgh, plus its key position in the UK rail network and over 2,000 free on-site parking spaces, make it an easy destination for those travelling from far afield.

York Racecourse has built two magnificent grandstands in the last decade that meet all the expectations of a modern conference venue. The main suite is capable of holding conferences of up to 1,000 delegates, theatre style, and there is also an array of other rooms for syndicate working, break outs, display stands and catering - many of which benefit from an abundance of natural daylight and stunning views.

For something a little different and offering complete privacy for a smaller gathering or meeting, the racecourse Committee Room has

all the gravitas that you would expect of such a historic location and is ideally suited to being a Boardroom for hire. If wished, this can be followed up by a high end, bespoke lunch or dinner in the same location. Head Chef Andrew Hebden is passionate about setting York Racecourse apart from other larger venues by preparing all starters, main courses and desserts on site, believing that this is the only way to maintain the exceptional reputation for food that York Racecourse is now famed for.

Conference Day Delegate packages range from £20.95 up to £41.95 plus VAT. Prices for Committee Room hire and Fine Dining by request. For information on special rates, or for any other enquiries relating to Conference or Corporate Dining, please call Debbie Waring on (01904) 638971.

Providing Funding Solutions For Business...It's That Simple!

With over 50 years' experience in Commercial Finance, including Banking and Financial Services, the team at Simple Commercial Finance aim to offer a friendly, in depth, professional service and keep the process – SIMPLE!



With our experience we believe we can add value to our customer's finance requirements by understanding what the business is trying to achieve and introducing the most appropriate lenders, to make a deal work.

Each business is different, which is why we take the time to learn about your business and your requirements and then carefully match your needs with the many lenders we have to choose from.

As an independent company we are not restricted in who we can select on your behalf, which means we offer the best chance of getting the vital funding your business deserves from the many lenders we deal with.

We are happy to deal with any size of business from Sole Trader to Large Limited Company with borrowing requirements ranging from thousands to millions of pounds to include:

- Property purchase and refurbishment
- Investment Property purchase and re-mortgage
- Holiday Homes to let
- Development Finance and Bridging
- Expansion and growth
- Asset purchase
- Working capital and cash flow finance

Andy Pritchard, Director says "We are very proud of the fact that we have been helping customers through the extraordinary difficult times of late. With access to such a wide range and variety of funding partners there is usually a funding solution available.

As the economy seems to be on the way to recovery and the economic news and forecasts are definitely more positive it is still apparent that access to funding for SMEs remains tricky on the high street.

Customers still face difficulties in accessing the funding they need.

"Prohibitive lending criteria and terms still remains a big issue and, in many cases, it can take months to finalise a decision, which is just not practical, and it is still the case that many customers continue to face restrictions in borrowing or worse" commented Andy Pritchard.

At Simple Commercial Finance we match the lender or lenders to the requirements of the customer at the most competitive rate – Simple!

"Borrowing money – for whatever reason – is an important step and a lack of understanding, unreasonable delay or a rushed decision can be costly" Andy explains.

Simple Commercial Finance manage the whole process on behalf of and with the customer,

engaging fully with related third parties to ensure a real team approach to securing the right funding, at the right time at the right price.

Some examples of what Simple Commercial Finance can help with:

- Unsecured loans up to £150k (PG required)
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- Development finance for small housing scheme
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- Holiday let purchase
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- Commercial mortgage for trading business
- Portfolio funding
- Bridging finance
- Cash flow funding
- Asset finance/refinance

Andrew Pritchard
Mobile 07540 174081
E-Mail apritchard@simplecf.com

Debbie Burgin
Mobile 07530 879466
Email dburgin@simplecf.com

Web Address www.simplecf.com

Time to Plan

Does your company have a 31st March year end? Then now is the time to sit down with your accountant to establish what your corporation tax liability is likely to be and look at whether anything needs to be done before that date to reduce the liability.

There are several ways of reducing your corporation tax liability, including:

- Investing in equipment (capital allowances can only be claimed if the asset is brought into use BEFORE your financial year end)
- Making company contributions into staff or director pension schemes (the rules surrounding pensions are complex and you must speak to an IFA first)
- Updating marketing materials, websites, printed materials etc.
- Carrying out repairs to equipment or business premises
- Updating software
- Writing off obsolete stock

Many of these involve an outlay of money, so you'll need to ensure that there are sufficient cash reserves beforehand.

There are also several things you can do AFTER your year end to reduce your corporation tax, for example:

- Writing off bad debts (you must be able to demonstrate that you knew the debt was bad at the year end)
- Voting of staff or director bonuses (must be paid within nine months of year end)
- Providing for future losses on contracts entered into during the period

Of course the above exercise is almost impossible if you don't have up to date, timely, accurate



management accounts. With a large number of reliable online real time accounting systems out there these days, every business should be able to access this information at the push of a button.



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Creating a Healthier Hull

NHS Hull Clinical Commissioning Group (CCG) works in partnership with local people and organisations to improve the health and wellbeing of the population of Hull.

The CCG is different from previous NHS organisations in that it is led by frontline GPs representing the 57 GP practices in Hull. It has an annual budget of around £362 million and takes the lead role in planning and commissioning (buying) hospital, community and mental health services for the city.

Some of the health challenges in Hull are clear to see. For example, the life expectancy of people living in some parts of Hull is up to 10 years less than it is in other places within the same city. 34% of adults across the city smoke, 70% of men and 61% of women are overweight or obese, with 53,000 binge drinkers and a further 18,700 higher risk drinkers.

To address these health challenges the CCG works closely with patients, local communities and Hull City Council through the Hull Health and Wellbeing Board to achieve its vision of 'Creating a healthier Hull'.

NHS Hull CCG's three strategic health priorities are:

- Developing 21st century primary (GP) care
- Integration - Working together with other health and social care providers to deliver better health outcomes and natural economies of scale
- Next generation healthcare - Helping young people to take control of their own health earlier, so they continue to make healthier choices throughout their lives.

The 41-strong CCG workforce, based at Wilberforce Court in Hull's Old Town, is led by Chief Officer, Emma Latimer.



Emma has led the strategic development of the CCG for two years and is passionate about delivering health care services in Hull that work for everyone.

Emma said, "In 24 years working in health the introduction of CCGs has been the most significant and welcome development within the NHS."

"GPs have a detailed understanding of the health needs of their patients and their own local area. Managers and clinicians are now working closely together to influence how their local health and social care services are designed."

As Chair of NHS Hull CCG, Dr Dan Roper is the clinician in the driving seat. Dan was born in Hull and has been a GP in the city for 27 years. He is currently GP Principal at Springhead Medical Centre.



Dan has a long history of working with local organisations to promote health issues and equality of opportunity.

Dan said, "Improving health and wellbeing in Hull is a fundamental part of the

ambition to be a successful and thriving city with a workforce that is fit and healthy and ready to take on the challenges of the next ten years. One of the CCG's own aspirations is to be a first class employer which will act as a magnet for talent in local health service management."

"I am delighted that health and wellbeing has been given a place on the City Leadership Board which is tasked with the delivery of the City Plan. In very challenging financial times the budget for health and social care cannot be guaranteed year on year to meet growth in real terms. We have to work closely - as a health economy - with partners in the public and private sector to maximise the 'Hull Pound'.

"We have had the good news that Hull will be UK City of Culture for 2017. It's an exciting time for the city's residents as they look forward to the year of events and celebration, which fits well with our ambition to improve the lives of people in Hull."





Healthier Communities and Young People

The CCG is already putting decision-making into the hands of the local population. During 2013/14, the CCG awarded around £360,000 funding to 79 projects championed by local people to make their own community a healthier place. An estimated 22,500 people in the city will benefit from the huge range of innovative and inspiring Healthier Hull Community Fund projects that were put to the public vote.

Hull CCG has invested in Hull's future workforce by supporting Hull Children's University to expand its activities and target more schools, special schools and pupil referral units in the city. Over the next three years, Hull Children's University will engage with up to 6,000 young people between the ages of 7-14 per year, providing them with the opportunity to participate in the inspiring 'Pathway to Learning' programme.

Getting Involved

Jason Stamp - Patient Champion



Jason's role is to ensure that the voice of patients and members of the public is reflected in all aspects of its work. Working with clinicians and CCG teams he focuses on developing an on-going relationship with local communities to support them to

take a more active role in shaping health services and sharing ideas about how health in Hull can be improved.

Jason said, "I believe that the only way we can make a real difference is by developing a strong partnership between our local communities and the people who commission and provide the services they receive."

Graham Gedney - Hull Ambassador



Having worked in trade and industry in Hull for many years Graham Gedney is now one of Hull CCG's 29 Ambassadors, providing a vital public perspective to the CCG's decision making.

Graham says, "It's a very fulfilling role, working closely with people and groups, and taking time to gather their experiences as patients to help improve services. I use local health services myself, and this is one way I can help give something back to ensure that health care in Hull is the best it can be."

If you want to find out more about patient and public involvement at NHS Hull Clinical Commissioning Group visit www.hullccg.nhs.uk

A Vision Of Health Care In 2020

Difficulties in sustaining the highest quality public services in tough financial circumstances, combined with rising public demands, has meant that it has never been more important to work with other services in the city to ensure that the best possible use is made of the resources available.

Recognising this, Hull CCG is leading an ambitious transformation programme focused on the vision of local health services in 2020 - where organisations work in an integrated whole system of care, to enable the people of Hull to improve their own health, resilience, wellbeing and aspirations for the future.

Emma Latimer said: "No single organisation working alone can make this happen, however, by working together we can create the right conditions for a 'whole system of care.'"

"Over the next few months we will be talking to people and organisations, including the business community. We are very keen to hear your views about how we can make the most of this exciting opportunity to shape the future of the city's health care. If you are interested in getting involved in the Hull 2020 programme please contact us via:

NHS Hull Clinical Commissioning Group

2nd Floor, Wilberforce Court, Alfred Gelder Street
Hull HU1 1UY

Tel (switchboard): 01482 344700
Email HULLCCG.contactus@nhs.net
Website www.hullccg.nhs.uk
Twitter @NHSHullCCG



Hull Clinical Commissioning Group

"Improving health and wellbeing in Hull is a fundamental part of the ambition to be a successful and thriving city with a workforce that is fit and healthy and ready to take on the challenges of the next ten years."

Dr Dan Roper, Chair of NHS Hull CCG

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Julian Minshall

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Indicoll is a web design company which produces what you and your customers want from a website.

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By finding out about your business, we are able to make suggestions and understand our clients. This individual collaboration will result in a bespoke website of which you, and we, can be proud.

Our software has been developed in-house, meaning we are able to keep up in a fast-paced industry. We found other readily-available software to be restrictive, with glaring limitations. That is no good to us or, more importantly, to our clients.

So, we have tailored our content management software to our customers' requirements, making us highly efficient. No more waiting for service updates to come from the manufacturer. If we need to improve something, then we can do it immediately.

And it is optimised for search engines too, so our websites can be found easily by our clients' potential customers. Optimising your website for the terms relevant to your business ensures that the right type of client is visiting it. This, in turn, provides you with a commercial advantage and, therefore, a return on your investment.

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us to grow and develop our services in line with how the online industry is advancing. Its flexibility enables us to provide you with what your business requires, whether you are selling widgets or big bits.

We offer a one-stop-shop for your online needs. Our team works on each individual's specialism and then comes together to create an expertly-designed, technically superior, content-rich website which won't just reach your expectations, it will exceed them.

Our clients have noticed that the website going live is often just the start of their relationship with Indicoll, not the end.

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Marine Technology Expert Provides Bespoke Solutions for Customers Worldwide

Based on Queen Street in Hull city centre, Atlantis ES specialises in meeting the technology needs of commercial marine and yachting industry clients around the globe.

The company harnesses the very latest technology to provide its customers with innovative, bespoke solutions tailored to meet their individual needs. Its high profile clients include the owners of luxury private yachts and large commercial shipping companies with vast fleets.

Managing director Layton Barr has years of experience of working in the marine technology and offshore sectors, and his work takes him all over the world.

Services offered by Atlantis ES include marine electronics, including satellite communications systems; anti-piracy technology; asset tracking and security solutions.

The company's training arm - REACH 4 Training - offers a range of courses for individuals looking to pursue a career in the marine technologies industry, including those looking for work in the region's growing offshore sector.

Atlantis ES recently relocated to Hull from South Cave, and Layton believes that it's perfectly fitting that the company is now based within the heart of one of the country's best known port cities.

He said: "Although my work takes me all over the globe, it makes sense for us to be based in a port city and we do have many local customers. Wherever I go in the world, I'm really proud to say that Atlantis ES is based in my home town; the historic city and port of Kingston upon Hull."

For more information about Atlantis ES, please visit: <http://www.atlantiselectronics.net/>



Chamber Legal Advice Line

The Chamber provides a legal helpline to assist Members in resolving any legal issues. This is FREE advice, given by experienced and knowledgeable staff and is available 24 hours a day, 7 days a week.

Around 75% of calls are concerning Employment Law, but expert advice on ALL AREAS of law can be given, also including Health and Safety, Data Protection, Property, Contract, Taxation and Debt Recovery.

Take advantage of your Membership by utilising this service – it could save you time and money.



The Importance of Trademarks

Running your own business is your biggest investment both in terms of time and money, so why would you not, given the opportunity, do everything you can to protect it?

Pete Konieczko-Hansom, Solicitor, James Legal, said:

"Your business name and logo are what define your business and make it stand out to your customers. By using your name and logo, your customers know that you are who you say you are and it becomes your seal of quality. In many ways it can be your most important asset.

"The problem comes when someone starts using your logo or business name without your permission and they start stealing your customers or using your hard-earned reputation to make money for themselves!"

If you register your business name and/or logo, you can reduce the risk of someone stealing them and it makes any legal action you have to take that much easier and cheaper.

Here, Pete gives you a run-down on everything you need to know about trademarks.

What is a trademark?

A trademark is your way of telling your customers that "I made this" and gives your customers the reassurance that what they are getting is a top quality product or service.

There are a wide variety of things that can make up a trademark, from the obvious, like your company name, to the less obvious, like Heinz's use of the colour turquoise on tins of baked beans and the 'trumpet jingle' from Direct Line Insurance's TV and radio adverts. Basically, it is almost anything that distinguishes your product or service from that of your competitors.

Would you be happy if another company took

your name and started selling an inferior product or shoddy service?

There are two main ways to protect your trademarks.

If you haven't registered your trademark then, first of all, you have to spot a competitor using your trademark. You then have to rely on convincing the Court that your trademark has been 'passed off'. This approach can be very costly and time consuming.

The most reliable way to protect your trademark is to register it. You can register it either as a UK only trademark or as an EU-wide trademark. There are, however, certain things that can't be registered as trademarks.

One of the major benefits of registering your trademark is that it makes it easier to prove your case if a competitor tries either to use it or a similar trademark.

Other things to think about

If your business has been running for a decent length of time then any trademark attached to the business will have a certain amount of goodwill. Should you ever decide to sell your business then your trademarks will be worth more if they are registered then if they are not registered.

Process

You can of course register the Trademark yourself but there are risks involved in doing this. The first stage of the process is where the Intellectual Property Office reviews your application to make sure that your intended trademark does

not breach any of the rules. If it does and your application is rejected then you forfeit your fee.

By seeking expert legal advice you minimise the chance of this happening as we will advise you on the likelihood of success of your application before submitting it.

Fees

At James Legal, our legal fees are fixed at £449 plus VAT plus disbursements for registering a UK trademark – for an online application disbursements are £170 for one class, with an additional £50 fee for every extra class.

An EU or Community trademark costs 900 euros in addition to our legal fees, which are fixed at £800 plus VAT. Because of the size of the EU, it takes considerably more time to search all the relevant indexes and to fill out the relevant paperwork.

You can also register an international trademark. This is a more complex procedure and can only be undertaken once you have registered it in the UK. The complexity of the work will determine the amount of time required. If you have any plans for international trademarks, please call us so that we can advise you correctly.

How James Legal can help

If you have a trademark that you would like registering, call on **01482 488 000** or email pete.konieczko@jameslegal.co.uk

James Legal offer a free initial consultation to see if your trademark can be registered and then offer a fixed fee for the registration itself.

PwC Yorkshire Inspires Tomorrow's Female Leaders

PwC's Yorkshire and Humberside offices have announced it is increasing the number of places it will offer next year for its 'Shadow a Female Leader Programme' following the success of the scheme this year.

The programme offers local university students the chance to shadow a female partner or director for a week. It aims to promote the accountancy profession among women, giving talented students a unique chance to gain an insight into the firm. The students attend meetings, work with clients and gain exposure into what it's like to work within a leadership role.

Over the last six months, five students have taken part in the scheme across PwC's Yorkshire offices. All five have been offered the opportunity to return to PwC either as an intern or a full-time graduate trainee depending on their year of study.

Due to this success, more places will be offered next year in Yorkshire and The Humber, with places nationally increasing from 64 places to 150.

Katherine Bullock, Yorkshire-based partner and the UK head of private client, said:

"We're really proud to have a high number of women in leadership positions at PwC in Yorkshire within our assurance and tax teams. And we think it's right to share our expertise to help talented students reach their potential.

"Increasing the number of women in professional services isn't just the right thing to do; it's a



commercial imperative to attract the brightest and best from the widest pool of talent in order to service our diverse, global clients."

Those students who impress during their week will go on to complete an interview and the door will be open for them to return as an intern or a full-time

graduate trainee depending on their year of study. Students are paid a living wage, which works out higher than minimum wage and can range from £250-£300 a week depending on location.





Finance Yorkshire is the £90 million fund which provides businesses across Yorkshire and Humber with funding to grow.

The Fund provides seedcorn, loan and equity investments ranging from £15,000 and £2million, to help small and medium businesses raise the funding they need alongside investment from the commercial market.

The Fund can back eligible businesses through critical stages of growth from early stage to major expansion.



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Local Telecoms Firm Cobus Shows Support for Charity

As a keen supporter of local organisations, Cobus Communications charity of choice for 2013 was a little known charity called FiND who provide day services for young adults with learning disabilities and autism.

The charity was picked with the clear aim of increasing their awareness and links across the region and to benefit from funding, which was needed for a new sensory room at their site in Hessle.

FiND has been operating as a charity in Beverley, Hessle and North Ferriby since it was set up in 2001. The charity's main aims for people accessing their services are to improve their quality of life, independence, learning and skills and emotional health and well-being.

Cobus Operations Manager Michael Robinson headed up the fundraising team. Mike has a personal interest in the charity as it is one which is very poignant for him and his family as he has a son Ewan who is Autistic. Ewan was diagnosed as being Autistic in 2004 at the age of four. Mike and his Wife found his diagnosis very difficult to come to terms with and found it even more difficult to find any sort of information or support for themselves but also for Ewan. Mike comments "Understanding how Autism affects how a person communicates and relates to other people and the world around them was vitally important for us to recognise". Mike added "I hope that my small efforts combined with the Cobus team and the generosity of local people and our customers has helped towards raising funds for a new sensory room and will enable FiND to support future families that may find themselves in a similar situation."

Mike and the Cobus Communications Team's fundraising efforts took place throughout 2013. From the Hull 10K Run, a Coast to Coast cycling event, a Three Peaks hiking challenge, free building refurbishment works at Hessle, a staff BBQ and participation in the Tough Mudda Assault Course trial, the Cobus team have

worked extremely hard to raise as much money as possible. Teaming this with a marketing campaign, including monthly Facebook, LinkedIn and Twitter updates about fundraising activities, partnership status and updates on the company website and information on invoices and newsletters, Cobus has ensured awareness has been significant across the City and has hopefully brought the charity to more people's attention than ever before.

Cobus Business Manager Vicky O'Grady commented "We were delighted to partner with FiND this year and have enjoyed fundraising on their behalf. We hope our efforts will make a difference to them going into next year and look forward to assisting them with all of their future aims and would highly recommend other businesses to get involved with this admirable organisation. With Cobus' support over the past year, we have raised in excess of £2500 in vital funds and support that will enhance the charity's offering and improve the lives of local people. We hope that this will aid them with their new venture with 'Matthews Hub'."

Gill Poole, chief executive officer for FiND, added that FiND is very grateful for the support from Cobus, and would like to say a big thank you to everyone at the Cobus Communications Team for all their hard work over the year.

Cobus have introduced FiND to new contacts and a number of local businesses and organisations locally throughout the previous year who were previously unaware of them and have also highlighted a new link with Leo's childcare, which is a new autistic nursery.

To find out more about the FiND charity visit
www.findcharity.org.uk

To read about the Cobus Foundation visit
<http://cobus.co.uk/about-cobus/the-cobus-foundation1/>

Concert Date Announced

Hull Choral Union's next concert is in Hull City Hall on Thursday 10th April 2014 at 7.30pm

HAYDN: Nelson Mass

This was written when the composer was at the peak of his powers. Originally titled 'A Mass for troubled times' the piece was first performed around the time Lord Nelson defeated the French at the Battle of the Nile. The work has flashes of the sound world of Mozart's Requiem and the drama of Don Giovanni and its militaristic feel is highly unusual for a mass setting.

BACH: Magnificat In D

This highly dramatic Magnificat was originally written for a Christmas service while he was Kantor of St Thomas, Leipzig.

Its splendour and grandeur of five choral parts, four soloists and an unusually large orchestration, places the work as the forerunner to the great choruses of his Mass in B Minor.

The soloists for these two works are Sarah Helsby-Hughes - soprano, Hannah Mason - mezzo soprano, Nicholas Sales - tenor and John Cunningham - bass.

Sam Gardner, conductor, will give a pre-concert talk at 6.45pm

BACH : Orchestral suite No 3 in D

In its 'solo' spot Hull Choral Union's Orchestra features this very exciting five movement piece. The second movement, the Air, is one of the most famous pieces of baroque music - an arrangement of it is known as Air on the G string. (or the theme tune in a cigar advert!).

TICKETS £15 - Concessions available including Accompanied school children £1, Students £1, Family ticket £25.

Available now from Hull Choral Union members or City Hall Box Office: Mon - Sat 10am - 5pm Sun 11am - 3pm.

Tel: 01482 300300

Easy parking in Princes Quay Car Park - £1 after 6pm.

www.hullchoralunion.org

Registered Charity No.1071325



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Name

Ian White

Company

Corporate Travel International

Job Title

CEO



I was born in Beverley and had a fantastic childhood being brought up by my grandparents. My first job was with Matador Travel in Paragon arcade in Hull, then Stellaris Travel, owned by the J. Marr fishing family.

Following this the original CTI was formed, owned by Trevor Boanas. We created a great company before its sale in 2004. Joined TD travel in 2005 and led an MBO in 2012 followed by an acquisition of Hotelscene in 2013. Group rebranded to CTI and has seven locations and a turnover in excess of £100 million per annum.

I live in Ellerker with my partner Mel and have a daughter Vicky who works in Hull with Force 7, having just graduated from Leeds with a first class Hons degree. I love all sport and still just manage to play squash at Ferriby.

What did you want to be when you were young?

Commercial Pilot.

What could you not live without?

My heart!! Not only for health reasons but I genuinely care!!

If you could build a house anywhere in the world where would it be?

Duck Key in the Florida Keys.

What makes you angry?

Gossip and speaking without factual knowledge.

If you could invite any two people to dinner who would they be and why?

Chesley Sullenbeger, the pilot who landed an Airbus on the Hudson, see answer 1, and Zac Brown, my fav country singer, he would be great company and drinks beer!!

What is the best thing about this area?

The diversity of the countryside and coastline.

If you only had a £1 left in the whole world what would you spend it on?

A remembrance poppy.

What is in your opinion the greatest invention ever?

The jet engine.

What is most valuable lesson you have learnt in life?

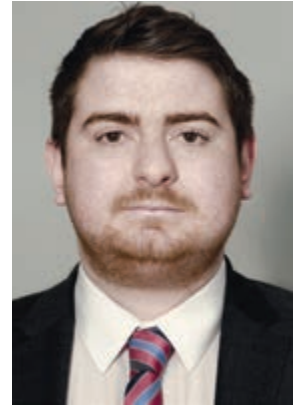
Take a very close look at yourself before criticising others.

If you could come back as an animal in your next life what would it be and why?:

A fish in the keys, to find out how they get that bait off my hook 99 times out of 100.

Relocation, Relocation, Relocation

I'm James Barnett, 25 year old Marketing Co-ordinator at Viking Management Systems in Pocklington.



Originally from Newcastle-Upon-Tyne I relocated to Pocklington at the start of December. My goal at Viking is to generate leads for our sales team. I am also responsible for developing the company website, social media, events, and marketing communication design and content.

Before Viking, I worked for a legal research firm in Newcastle which involved a lot of late nights as the majority of clients were based in the US. I am a graduate from the University of Hull with a BA Hons in Business and Marketing. It is great to be back in the East Riding of Yorkshire and I have been made to feel very welcome at Viking Management Systems.

Contact me on **01759 305030** or email me at sales@vmsl.co.uk



Keeping It In The Family

Matthew Hancock (left) officially took over at Interlink Hull in January from Dad Brian who is planning to spend more time on the golf course.

Matthew started at the depot in 2008 as an overspill driver and has covered almost every job since then, becoming a director and shareholder in April. Just 27 years old he is now running up to 21 routes on the busiest days of the week, a 25% increase on 2011.

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