

# BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

August/September 2015

Issue 27



## Charity Sector Continues to Grow



Sophie will spend the rest of her life  
without her Mum...

The speeding driver will spend  
the rest of their life with regrets...

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# BUSINESS INTELLIGENCE

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Front Cover Image - Studio Image

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Pictured at HullBID's event for Humber Business Week are (from left) Business Week Chair Kath Lavery, City of Culture Chair Rosie Millard, former HullBID Chair Victoria Jackson MBE and HullBID City Centre Manager Kathryn Shillito. Picture courtesy Hull Daily Mail.

# HullBID Announces Renewal Ballot

Businesses in Hull city centre will be asked to back continuing improvements to the area when HullBID conducts its second renewal ballot early in 2016.

Members of the HullBID Board – which comprises representatives of city centre businesses – have confirmed that the ballot will take place over a period of one month starting next February, with the result to be declared in March.

Jim Harris, General Manager of St Stephen's Shopping Centre and Chairman of the HullBID Board since March 2013, said: "As someone who is responsible for a significant city centre business I hope very much that the ballot gives HullBID the backing it needs to embark on another five-year term."

HullBID became the first business improvement district in Yorkshire with a successful ballot in 2006. A renewal ballot in 2011 enabled the BID to continue its work, with HullBID City Centre Manager Kathryn Shillito leading a small team to improve safety and cleanliness in the city centre, and to raise its profile with high quality festivals and events.

In 2009 Skipton elected the second Yorkshire BID, and earlier this year Leeds and Sheffield voted to set up BIDs in their city centres. York is working towards introducing a BID later this year.

Jim said: "Hull has led the way with the development of BIDs in Yorkshire, and our achievements have encouraged other major cities to follow our example.

"At a time of such severe pressure on Hull City Council and Humberside Police the support they receive from HullBID is more important than ever. And as we count down to our year as UK City of Culture, HullBID is making a vital contribution by organising major events and ensuring the involvement of city centre businesses."

Further details of the ballot will be revealed in the autumn.





## Princes Quay Scoops Sceptre Retail Awards

The SCEPTRE Retail awards recognise the best practice and the best people within the Retail Industry and DTZ managed site Princes Quay Shopping Centre, achieved the highest accolades by securing awards this week at the Dorchester Hotel in London.

Recently promoted in January 2014, Claire Suggitt won the Centre Manager of the Year (Medium Shopping Centre) award following a solid 12 month campaign working alongside retailers, contractors, external organisations and community groups.

Generating year-on-year sales increases of 5.8%, achieving an 11% saving through renegotiation of contracts and increasing a target family audience by 49% year-on-year, Claire was delighted with being recognised at the Sceptre Awards.

Runners-Up in this category included Teesside Shopping Centre and County Mall Shopping Centre.

Claire said: "It's fantastic to be recognised for all the hard work and dedication that has been invested into Princes Quay, executing a successful strategy of community engagement is paramount to ensure Princes Quay is at the forefront of everyone's mind."

SCEPTRE Judges added: "Claire's submission demonstrated strong community engagement which was highlighted in the testimonials from key stakeholders within the city."

Joining the Princes Quay team in July last year, Marketing and Customer Services Manager Sarah Smith was rewarded for her hard work and innovation, taking the SCEPTRE Marketing Manager of the Year title.

Initiating and managing 101 campaigns in 2014, Sarah developed and organised a large number of partnerships with local media and businesses bolstering the marketing budget. The pinnacle event was the Frozen themed campaign, culminating a city-wide event which attracted nearly 12,000 people and the opening of a themed Christmas grotto, driving a footfall increase of 74% in the run-up to Christmas.

Runners-Up in this category included Intu Trafford Centre, Manchester and Eden Shopping Centre, High Wycombe.

## Small Price that Could Add Up to Some Big Costs

Don't buy a printer based on, what looks like, a bargain price.

That's the advice from Matt Wells, Business Development and Store Manager at Cartridge World Grimsby. "Whilst the initial price may look low, long-term replacement costs of consumables – in particular, cartridges – can be extremely high," says Matt. He should know; he's had 16 years' experience in the printer and photocopier business, servicing them and dealing with fault diagnosis and installations across every printer brand.

"What businesses need is some friendly, independent advice on how to select the best, most efficient, printer for them," he continues. "After all, the ability to print whatever you need is essential. And quality counts too. The documents and letters a business produces are its public face – they must look 100% professional."

These days, printers are ubiquitous across more or less every office in the country. But despite its essential nature, very few business owners have any idea of the annual cost of printing.

"Maybe it's down to a misplaced perception that 'it can't be that much,' comments Matt. "And of course, when it comes to doing the annual profit and loss, printing gets swallowed up into 'office costs', hidden amongst other things such as lighting, heating and even the water cooler rental. Of course the bill will vary immensely from one business to another, but it's probably more

than you think. Industry research suggests that document production can cost businesses up to 3% of revenue."

All of which makes it well worthwhile checking out how much you print, whether your printer is the right one and just how much it's costing your business. Because buying the right printer can save you money. But knowing which one you need can be a daunting decision. And that's where a friendly expert to point you in the right direction can help. Matt and his team at Cartridge World Grimsby pride themselves on doing just that. They offer impartial advice, with no hard-sell.

"You might also want to consider a 'print audit', says Matt. "Your existing supplier may be able to do this, if not Cartridge World Grimsby can certainly help. We'll look at your printing requirements and give you an independent audit of what you might need. This will include an assessment of your printers, print volumes and cartridge usage. If you so wish you can then move to a Cartridge World print management system. Based on the audit findings we can streamline your printer fleet, deliver cost-effective printing and save your business money."

A managed print service from Cartridge World Grimsby includes hardware, paper, cartridges, and maintenance. There's even an automated re-ordering service which replenishes your cartridges automatically, before you run out.

To arrange a free Cartridge World print audit or some free advice on cutting the cost of printing by 30 to 40%, then contact Matt at Cartridge World in Grimsby on **01472 359100**.



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**\*Business users only.** Initial rental in advance of £1,799.96 +VAT. 36 Month term. VAT at 20% may be payable. Model pictured (including optional metallic paint) from £307.53 a month +VAT, plus initial rental in advance of £1,845.18 +VAT. BIK from £186 a month.\*\*

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Based on an XE Saloon 2.0D R-Sport 4dr standard specification, with a mileage of 10,000 miles per annum, non-maintained. Excess mileage charges (at 9.7p per mile). Must be returned in good condition to avoid further charges. Contract Hire subject to status. This promotion cannot be used together with other manufacturer's promotions and is subject to availability at participating Retailers only for new vehicles ordered by 30th September 2015. Jaguar Contract Hire is a trading style of Lex Autolease Limited, Heathside Park, Heathside Park Road, Stockport SK3 0RB. \*\*Based on the same model and specification as described above, for a 40% tax payer. Vehicle shown is XE Saloon 2.0D R-Sport 4dr standard specification with optional metallic paint.





## Let Paul Make Your Night a Night to Remember!

Music has always been a passion for Paul Brooks, owner of DJ Shaggy's Spotlight Discos, and after finding himself unemployed, he decided to set up his own business with the help of the Chamber of Commerce. He said: "My business has simply one aim and that is to provide high quality entertainment for whatever your function needs".

Throughout the years, Paul has built up quite an impressive range of clientele, including former WBC heavyweight boxer Frank Bruno (courtesy of Hull ABC) and ex- Premier League and England footballer Nick Barmby.

To add to this, Paul has performed at many corporate events in some of the city's top establishments such as Willerby Manor, The Village Hotel and The University of Hull. Further to this Paul has also played a guest spot in Pozition, which is Hull's biggest nightclub, as well as holding a resident position in one of the city's most popular public houses.

When asked about the key to his success Paul said: "The music I play. Nowadays many of the bars and clubs only play a certain genre of music. They are not catering for the needs of the general public, that is where I am different."

Paul prides himself on his ability to combine the swinging 60s alongside the classic party songs and the new music of today in order to ensure the dance floor is a bustling hub instead of an empty space, which can often be the case at many events.

To book Paul for your event, or for more information contact **07958607320** or e-mail **djshaggys\_spotlightdiscos@hotmail.com**



## New Hull-Based Digital TV Advertising Business Goes Global

### Could Hull be home to the next Larry Page and Sergey Brin?

Brothers Andrew and Ash Lewis and their young team of internet specialists have created a new online advertising platform, Flomigo.

Bridging a huge gap in the market, Flomigo provides full screen, high quality and completely customisable video commercials.

Flomigo's lightboxes play captive video content, which boasts approximately 80 times the click-through rate of a standard banner ad and commands a 50 per cent increase in engagement.

Combining the impact of TV commercials and the precision of targeted web advertising, Flomigo is set to replace traditional banner ads, which are becoming outdated and unprofitable, as consumers become wiser to advertising and expect more from their digital experience.

Disillusioned with banner ads, ex-programmer Ash set to work in classic internet entrepreneur style, building the new Flomigo concept in his spare time. Now full time as Flomigo's managing director, Ash has unleashed his pioneering new model on the web.

"Banner ads are old-school, people now get banner

blindness as they have subconsciously trained themselves to ignore the top and sides of web pages where banner ads appear, said Ash, 19, a former Kelvin Hall School and Wyke College student.

"I wanted to create a new platform which would add value and capture people's attention, benefiting all parties: publishers, businesses and browsers."

Flomigo has negotiated access to thousands of key websites where advertising content is broadcast for their clients - these websites can be tailored by sector. When someone goes to one of these websites the video content will pop up and start playing as the website is loading.

The platform works through a pay per click format, which provides publisher websites with 75p each time an advert is clicked.

Ash's brother and Flomigo marketing director, Andy, 24, a Kelvin Hall School and Hull College student, is the brawn behind the brand, focusing his energies on driving sales and awareness.

Flomigo, which is based in offices on the University of Hull's campus, has been up and running since April and has a team of seven staff.

It may have a way to go to catch up Google, but the launch has already dramatically exceeded growth expectations. In their first trial, client webpage views were increased by 300 per cent.

**www.flomigo.com**



# Grimsby Manufacturer Benefits from Business Advice

A Grimsby manufacturer is making positive steps towards its growth strategy thanks to a business advisory service being led by the Grimsby Institute Group.

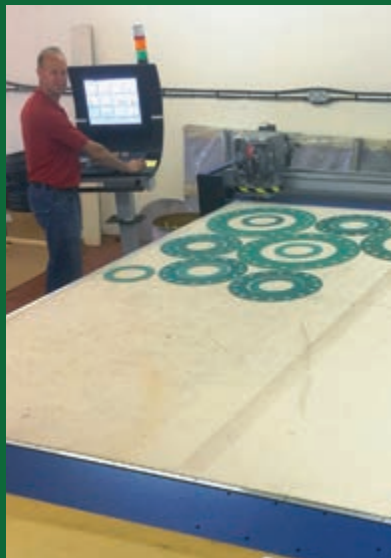
With the emerging renewables market, local company WR Gaskets Ltd wanted advice on how to capitalise on new opportunities and export to the parent companies of many of its existing customers. From its trading and manufacturing premises in Pyewipe, WR Gaskets Ltd manufactures and supplies a wide range of packings, sealing products and stud bolts for a variety of sectors including oil, petrochemical, renewables and pharmaceutical.

Last year, the company sought guidance from business advisors in formulating a strategic growth plan for the company. This was part of the GREAT project, a £4m European Regional Development Fund project led by the Grimsby Institute Group, in partnership with Humber Chemical Focus. The project supports the development of renewables and environmental technology businesses in the area.

An advisor from the Grimsby Institute team worked with WR Gaskets to produce a four-point plan, which included new machinery, funding for growth, an expansion in the workforce and larger premises.

Paul Graham, Managing Director of WR Gaskets, explained:

"The advice has had a measurable impact on the business. A new gasket cutting machine has now been purchased and installed. A three-year financial forecast has been developed and Regional Growth Development Fund (RDF) funding has been obtained. A lease has also been negotiated on premises adjoining our existing facility, which has enabled the workspace expansion



to proceed. The first of the two new jobs has been filled and is a sales and marketing manager role, aimed at progressing business expansion.

"As well as receiving sound advice, we've also been introduced to UK Trade and Investment officers and are now on track towards developing an export market. The GREAT project team has become more aware of the products and services WR Gaskets Ltd are to provide, which in turn has enabled advisors to recognise opportunities for supply chain networks to be developed with other businesses."

Executive Director of the Grimsby Institute, Andy Goudie, said:

"We are delighted that WR Gaskets has been able to take advantage of our business advice and guidance and incorporate it into its strategy. There will be many opportunities for companies in the Humber region thanks to the significant investment from the renewables sector in our area. It's great that we can help local firms capitalise on this."

For more information, visit [www.yourplaceorours.co.uk](http://www.yourplaceorours.co.uk)

## Introduction to Weightek

Weightek are an industrial weighing company based in Hull, but operating nationally and internationally.

Formed in 2015 by directors Pip Hodgins (Finance), Kevin Denman (Operations) and Miles Acklam (Sales), Weightek brought together a dedicated team of engineering and sales personnel with over 100 years of combined industrial experience to provide sales, calibration, repair, installation and consultation services for a wide variety of industries, including manufacturing, mining, agriculture, food processing, fishing, logistics, oil and chemical processing and printing.

With a contract portfolio including BP, Croda, Nippon Gohsei, Norbert Dentressangle, Reckitt Benckiser, Muntions Malt, the NHS, McCain, Dunlop, the Fenner Group and many more, Weightek are specialists within the weighing industry, whether calibrating precision laboratory equipment, repairing industrial weighing platforms or installing full weighbridge systems.

Contract levels range from simple, calibration only schedules to fully inclusive packages to ensure that equipment is maintained to the highest standard.

As an ISO 9001 accredited company, Weightek are members of the UK Weighing Federation.

Weightek offer the same personalised service to all shapes and sizes of companies, from farm shops to multi-national corporations, to provide exactly the right solution for all weighing needs.

Miles Acklam, Sales Director, outlined the company's ethos and plans for the future: "We aim to provide an efficient, reliable service to our many customers, offering quick response to any arising problems. Our job is to reduce potentially expensive down time with the minimum of impact on a customer's daily routines. We have a constantly growing customer base with a wide range of requirements, the common factor being a need for rapid response to problems. A testament to our growing success has been the number of referrals we have received from established business relationships. We are still a new company but are already looking to expand our service programme further afield. Closer to home, Hull is starting to see real business growth, evident from the feedback I receive from local customers, and I would like to see us playing a considerable part in the future of the city's success."

For any enquiries, call **01482 225345** or Email [sales@weightekltd.co.uk](mailto:sales@weightekltd.co.uk)

# More SMEs Seek Investment as Confidence Grows in Regional Economy

As confidence in the regional economy increases, more Yorkshire and Humber companies are gearing up to invest in their businesses to generate jobs and growth

There is considerable interest from the SME community in the investment opportunities provided by Finance Yorkshire and this is reflected in its performance in the first quarter of the year in which £3.1m was invested in some of the region's most exciting and innovative companies.

Finance Yorkshire's seedcorn, business loan and equity-linked investments demonstrate the value it brings to the marketplace, providing much-needed finance to growing businesses with ambition to do even better.

Finance Yorkshire's investments to date have created and safeguarded 10,196 jobs across Yorkshire and the Humber, increased turnover by £309 million and generated private sector leverage of £179 million.

A good proportion of these investments have been made in SMEs across the Humber demonstrating how businesses can get access to finance and be supported to achieve sustainable growth.

Alterego Lingerie is a great example of where Finance Yorkshire supports businesses which are unable to attract some or all of the finance



L-R: Ian Atkinson of Finance Yorkshire and Diane Gordon-Freeman of Alterego Lingerie

they require. In this case, it provided a £30,000 business loan alongside investment from Yorkshire Bank and the Humber LEP Growth Fund, which has enabled Alterego to move from leased premises to a new property at the ipark in Hull.

Founded by Diane Gordon-Freeman, the company buys and distributes lingerie products to boutiques and e-commerce shops across the UK and worldwide.

Alterego's three-year growth strategy includes employing two apprentices, introducing new product ranges and investing in IT to increase sales in European and global markets.

Diane said: "The move to the new premises is fantastic and is the start of being able to put our plans in place to grow the business while at the same time providing a much better working environment for our staff."

Alex McWhirter, Chief Executive of Finance Yorkshire, said: "Finance Yorkshire's investment pedigree speaks for itself and, working alongside banks and our intermediary network, we are determined to continue building on our track record of enabling businesses to expand and create jobs.

"While growth prospects for Yorkshire and the Humber continue to be strong, Finance Yorkshire is well placed and, with the support of our stakeholders, we look forward to investing in the region's SMEs now and in the future."

**Finance Yorkshire provides seedcorn, loan and equity linked investments, ranging from £15,000 to £2m, to help a range of small and medium-sized businesses to meet their funding requirements for growth and development.**

**The project is supported financially by the European Union. It has attracted investment from the European Regional Development Fund (ERDF) as part of Europe's support for the region's economic development through the Yorkshire and Humber ERDF Programme, UK Government and match funding from the European Investment Bank.**



Alex McWhirter, Chief Executive of Finance Yorkshire



For more information about Finance Yorkshire, please visit [www.finance-yorkshire.com](http://www.finance-yorkshire.com) or call **0300 030 6060**.

# Who Will Seize the Your Inspired Cup?

## Be part of something inspiring this autumn

Unleash those hidden talents and demonstrate your business skills this October by entering the Your Inspired Charity Challenge.

This is an opportunity for you and a team of colleagues or friends to prove you can outwit those on-screen Apprentices or Dragon entrepreneurs – and raise money for poorly people in your community.

From an investment loan of £100, Your Inspired will see teams use all of their fundraising flair to return as large a profit as possible during October.

The challenge is in aid of St Andrew's Hospice, Grimsby, which provides free care for adults and children with life-limiting illnesses in North and North East Lincolnshire, the wider Lincolnshire

area and Hull and the East Riding.

The profit your team makes goes straight into the fund to provide this care.

Jane Whenham-White, head of income generation at the hospice, said: "The people in this region have a reputation for being enterprising and go-getting types. We need to raise £3.5m each year to maintain the services within the adults' and children's hospices. This is all made possible by your support. Our challenge to you is to be ambitious, bold and daring, be creative and above all, be inspired!"

### How does your support help St Andrew's?

- £444 pays for one child to attend day care and create memories
- £1,000 enables our community nurses to visit ten people living with life-limiting illnesses, providing vital comfort.



- £5,000 ensures one person can stay at the hospice for a whole week.

To get involved, assemble a team of up to 10 and sign up by paying £10 per person before Friday, September 18. You will then be invited to an open event at St Andrew's on September 29 to collect your £100 loan. A Your Inspired awards evening will be held in November to celebrate your achievements. To sign up or to find out more, contact:

**North and North East Lincolnshire:**  
**Lauren Alexander – 01472 571266 / 07730 748515**

**Hull and East Riding:**  
**Adrienne Hodgson – 07730 748519**

**Rest of Lincolnshire:**  
**ZaZa Warren – 07487 703970**

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Or Text: 'Earn by playing' to 07770 581786

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# FESTIVAL OF REMEMBRANCE

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or at  
[www.hullcc.gov.uk/hullcityhall](http://www.hullcc.gov.uk/hullcityhall)  
Registered Charity Number 219279



# Confidentiality in Business Sales

Richard Frogson,  
Partner Wilkin Chapman LLP



If you are thinking of selling your business then one of the key issues to consider at the outset is how to protect the valuable confidential information of the business during the sales process.

Whether that information relates to product design, price lists, supplier or customer information, or the fact that a sale is being considered, a seller will have some information it wishes to protect.

Of course, some information the business holds will itself be subject to confidentiality restrictions and care should be taken to avoid disclosing such information.

The starting point for protecting confidential information will often be putting in place a confidentiality or non-disclosure agreement (NDA). NDAs provide a contractual undertaking from a prospective buyer to keep the confidential information disclosed secret and not use the information other than for the purposes of the negotiations.

Whilst civil law may provide some protection of confidential information without a written agreement, the advantage of a written NDA is that it demonstrates that the parties recognise the confidential nature of the information and acknowledge the confidentiality obligations. It will greatly assist a seller if enforcement action is required and will focus the minds of both the buyer and seller in relation to the information to be disclosed.

However, whilst extremely useful, NDAs cannot themselves guarantee that information will be kept confidential. Whilst an injunction may be available to prevent a future breach, it relies on the seller knowing, and being able to prove, such future breach is about to occur. If the NDA has already been breached then an injunction (other than to prevent further breaches) will be of no use and whilst damages may be obtainable, they may not be an adequate remedy.

Therefore, in addition to an NDA, a prudent seller will adopt additional precautions in order to protect confidential information. These could include:

- researching potential buyers to ensure they are genuine and are likely to have the funds to proceed with the acquisition before any disclosures are made;
- providing information only in hard copies marked 'confidential';
- keeping an accurate record of the information provided;
- providing information to one person nominated by the buyer (where lawyers are involved this should ideally be through lawyers who will keep records of the information);
- providing the more valuable information towards the end of negotiations or on completion of the sale;
- encrypting information sent electronically;
- setting up a physical data room where access to information is monitored and removal of information restricted;
- setting up a virtual data room where access is restricted, information is watermarked and

security settings are applied to documents depending on their sensitivity;

Hopefully the sales process will lead to the successful sale of the business but in the event that the proposed sale does not proceed, the seller should ensure that all confidential information previously disclosed is returned or destroyed (a well drafted NDA should provide for this).



Richard Frogson

For further information, please contact Richard Frogson on **01482 398398**, email [rfrogson@wilkinchapman.co.uk](mailto:rfrogson@wilkinchapman.co.uk) or visit [www.wilkinchapman.co.uk](http://www.wilkinchapman.co.uk)

**wilkin chapman llp**  
solicitors



## Yorkshire Creative Agency Wins Pitch for International Charity Events

Following a string of successful marketing and branding campaigns for national events including London Fashion Weekend, Brides The Show, Off The Rails, Doctor Who, and IFE, Melton-based Creative Agency, blink, has just confirmed it will be producing the creative collateral for AidEx 2015.

Aidex is the leading international networking and educational event for professionals in aid and development, and this year will host two events: A flagship conference in Brussels this November and a two-day conference in Nairobi, Kenya. For blink, the Aidex project will consist of creative design and development of brochures, event signage, e-mail templates, and event stationery.

Chris Leek, Managing Director of blink agency said, "We are thrilled to be working alongside the Aidex team to produce creative work for an event which helps to raise awareness and forge new relationships in the international aid industry. We have just begun work on the project and are hoping that this will be a long-lasting partnership."

As well as the Aidex project, blink announced that it has also just won the pitch for IFEX 2016, Northern Ireland's biggest exhibition dedicated to the Food, drink, catering and hospitality industry, taking place in Belfast in March 2016 at the Titanic Exhibition Centre.

blink agency offer a full value chain of services including brand development, design consultancy, website development and performance marketing solutions: SEO, PPC, Affiliates, Display and Social Media.



## Humber LEP Chair, Lord Haskins Speaks as Admin Centre Celebrates a Successful Year in Business

Friday 12th June saw the Admin Centre open its doors to mark the one year anniversary of their official opening in 2014.

The event was attended by 100 guests from local businesses, entrepreneurs and people considering starting a business, keynote speaker Humber LEP Chair, Lord Haskins, Kishor Tailor CEO of Humber LEP and local dignitaries, the Mayor of North Lincolnshire, Cllr Helen Rowson, Leader of North Lincolnshire Council, Cllr Liz Redfern, and Nic Dakin, local MP.

One year on, 95 businesses later and over 500 individuals helped, Admin Centre continues to grow and has become the place to be for entrepreneurs.

Admin Centre offer an all-round solution for businesses in Scunthorpe and surrounding areas. Over the past two years they have been faced with high demand for their office rental facilities and administration services, which encouraged their move to a larger premises in 2014 after just 15 months. After one year in their new location, business is booming and constantly growing.

To facilitate their continued success, their list of business services has grown significantly from bookkeeping to social media management, telephone answering, virtual PA, diary management and telesales. This increase of services is due to popular demand from their clients.

Carl Windsor, business owner of Admin Centre, said "We are proud to deliver an innovative and inspirational solution to businesses in North Lincolnshire and surrounding areas. We serve a diverse range of entrepreneurs and established businesses, and are committed to helping people succeed."





# Green Commercial Cleaning Introduces Chemical-Free Product

Green Commercial Cleaning is proving its commitment to protecting the environment - and customers - after investing in a new technology which is allowing it to switch from using environmentally harmful chemicals in favour of a 100 per cent eco-friendly solution.

The business is aiming gradually to phase out the use of harsh chemical cleaning products entirely.

The introduction of the new product follows investment into new, proven and safe technology which transforms tap water into an effective commercial cleaner by infusing it with ozone.

The Lotus PRO technology creates ozone (O3) by utilising an electrical charge, infusing it into water and creating stabilized aqueous ozone. It is 50 per cent more powerful than chlorine and significantly faster acting.

Managing director James Needler said: "One of the biggest concerns for both ourselves, and of course our customers, is the health and safety aspect of our work. Using chemicals for commercial cleaning has long been accepted as the best way to tackle dirt and grime.

"However, the large amount of chemicals required, especially at big premises and businesses with a high number of employees, brings many difficulties, dangers and challenges.

"We have always been very keen to use a product which is environmentally friendly, but it also has to be an effective cleaner to keep our clients happy, and a better solution than what is currently widely used.

"We have seen the benefits first hand and have been amazed by the quality of clean, and the impact it has made."



## Link One Consultancy

By Malcolm MacPhee

I have been an entrepreneur since my late teens building many varied businesses from scratch.

From my 30 years working in different businesses I have developed a great understanding of start-ups and the many hurdles facing SMEs and have an abundance of experience in overcoming those challenges.

It is with this real-world experience of running and heading a range of businesses, and having truly walked the walk and having felt the pain and worn the scars, as well as having enjoyed many, many successes, that puts me in a great position to show real empathy and help others gain clarity once again in their business and create a strategy for long term success.

As an accredited Business Coach in 'Sales Through Service' and 'Investors in Feedback', I am able to provide the necessary mentoring to companies who need to succeed in the customer-empowered world of the 21st Century.

Being part of the IBD Group of Business Advisors and a member of the Association of Business Mentors we have a wealth of differing business skill-sets on hand to help your business prosper.

Having won several regional and national awards in customer service and marketing we are well placed to coach and mentor your business or organisation using a set of powerful systems to grow sales, enhance customer loyalty and reduce marketing spend.

I am available for company seminars, group or one-to-one coaching and general business advice and inspiration.

If you require some support please take a look at [www.linkoneconsultancy.com](http://www.linkoneconsultancy.com) to see what services we can offer or email [businesshelp@linkoneconsultancy.com](mailto:businesshelp@linkoneconsultancy.com)

**LINK ONE**  
CONSULTANCY  
CLARITY • STRATEGY • RESULTS



# JS Tailoring – Making Sure You Look Your Best

Do you need to look smart for that all-important business meeting? Do you have to look your best to impress a new client? Or is a quick glance into your wardrobe a dispiriting experience?

Then you need to put that right by booking an appointment with JS Tailoring, of Lincoln.

Founded by Jim Smith in 2011, JS Tailoring offers a truly personal service to its clients with a strong emphasis on the needs of the individual.

In a world of mass-produced clothes, this is no off-the shelf business. Rather, this is bespoke tailoring at its very best.



Because Jim does not own a shop, each suit begins with an appointment at the client’s address which removes all the hassle of having to travel into a town or city centre then finding a parking space.

Once the initial consultation has taken place, work can start on the suit itself. All the cloths used come from some of the finest English mills and with hundreds of options to choose from, you are bound to find the supreme material you need to look your best.

Throughout the process, you will be offered expert

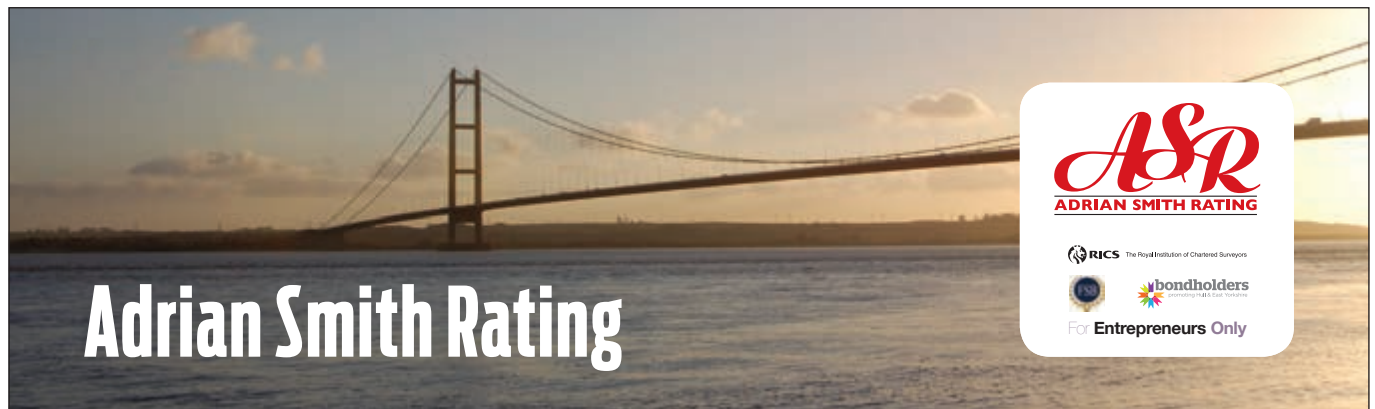
advice to make sure you get the look right.

The service does not stop at suits because JS Tailoring can supply everything from shoes to bespoke shirts, cufflinks to ties.

Whatever you are after, JS Tailoring can supply it, as clients from all over the country have already discovered.

To find out more, and book your appointment, you can contact Jim on [jim@jstailoring.co.uk](mailto:jim@jstailoring.co.uk)

[www.jstailoring.co.uk](http://www.jstailoring.co.uk)



## Adrian Smith Rating

Adrian Smith Rating ‘audits’ the business rates payable in respect of a client’s property or properties, and finds ways of reducing past, present and future costs.

Our core values are ‘Professionalism, Expertise, Enthusiasm, Pro-activity and Care’

The Business Rates Revaluation in April 2017 is rapidly approaching and now is the time to begin preparing for it. Adrian Smith, director of Adrian Smith Rating, has over 40 years of experience in Business Rates would be pleased to work with your business.

Adrian Smith Rating will review the rating assessment of your premises before submitting a ‘Proposal’ to the Valuation Office Agency. We do not submit ‘speculative’ Proposals. If we consider the rateable value to be reasonable or too low, we will advise you accordingly.



Please contact Adrian Smith for free initial advice

**T: 01482 623930**  
**or 01964 625415**  
**E: [info@asrating.com](mailto:info@asrating.com)**  
**[www.asrating.com](http://www.asrating.com)**



# Forging a Great Business

Fifty years ago John Joyce, the village blacksmith at Great Limber, near Immingham, set up his own business.

Today, from the same village, his son Adrian Joyce runs the company which has grown into a dynamic, construction manufacturing firm with an impressive client list including Singleton Birch Ltd, Volvo, the NHS, Tata Steel, Breedon Aggregates and Morrisons Utility Services.

The business had originally worked primarily for the agricultural and quarrying industries but, after the construction industry slumped in 2008, it successfully diversified to expand its client base.

Adrian Joyce, Managing Director, explained once the change of focus was implemented, the business has built a strong base for future

expansion. He said "We are really proud of the history of this company and have built on the personal service established half a century ago. Our ethos is to use these traditional values but link them with modern thinking."

The company's experience covers a wide range of engineering applications including machinery and structural maintenance, conveyor and crushing systems. It also manufactures and installs process equipment, access platforms and structural steel work.

John Joyce Engineering's commitment to personal service continues with its in-house workshop where

it manufactures parts for agricultural and industrial plant including bucket repairs, excavators, loaders, dumpers and trailers.

For extra convenience for its clients in Lincolnshire and all around the country, it has a site maintenance service using fully equipped self-sufficient mobile workshops.

Further information is available on [www.johnwoyce.co.uk](http://www.johnwoyce.co.uk)





# LCS Group Ltd Celebrates Record Growth with Opening of New Office Complex

Leading IT firm celebrates success after recording its highest annual revenues with the opening of a purpose-built office complex and the appointment of a new managing director

Business has flourished for LCS Group over the past year. Achieving record growth, the Grimsby-based company has succeeded in delivering holistic IT solutions to a range of clients for more than 20 years. And with an innovative approach to technology, combined with solid business acumen, LCS provides mutual success in partnership with its customers.

As part of the new changes occurring at LCS, founder Glenn Thow has stepped aside from the managing director role to promote the company through its sales and marketing strategies, while Paul Cave has taken over at the helm. Together, and as a team, one of their first priorities will be to solidify client partnerships through educational engagement, giving clients all the required tools to make an informed choice.

“To reap the benefits of a complete IT system, it means commitment,” LCS Group’s director Glenn Thow said. “And perhaps businesses are missing out on these opportunities as a result of having too little time to commit. It is confusing, maybe they don’t understand it, and so that’s where we come in. We have to educate our existing and potential clients. It’s critical.”

With a client base of around 100, the IT Support Services firm currently partners with a number of highly successful SMEs and blue chip companies, which range in size from five workstations to upwards of 200. But LCS have its business roots firmly pointed towards future endeavours too, including implementing new Cloud-based systems, highlighting the importance of IT security, and developing a much more transparent approach with client support packages.

Paul Cave, newly-appointed managing director at LCS Group, said: “We want to have a much



more collaborative partnership with our clients by dynamically challenging and changing their present outlook, stimulating new ideas and working alongside them to implement new large-scale projects. It’s our responsibility to present IT and emerging technology as a viable route for the future of their business.”

But LCS isn’t just focused on its business principles, the company has also expanded its team by taking on new recruits and recently moved to a new office complex by the riverside on Alexandra Road, Grimsby. As part of the celebrations, the team is organising an open evening featuring refreshments, a chance to network, and perhaps a special guest to kick-start the event officially.

Glenn and Paul recognise that gaining market success comes with innovation, aiming to deliver solutions which are significantly different and add

value to their client partnerships.

“We see ourselves as an integrated part of our client’s business, rather than just suppliers – and that is vital for mutual success,” said Glenn.

Priding themselves on working to three core values in expertise, responsibility and transparency, LCS Group can make IT work for you. For further information on products and services, please contact **01472 501234**, or visit the website at **[www.lcsgroup.com](http://www.lcsgroup.com)**.







Anne Tate receives the trophies from Darryl Smalley and his fellow students (from left to right) Liam Coggan, George Hill and Aloysius Rosario.

# Innovative 3D Trophies Take Centre Stage

Winners at this year's Chamber Northern Lincolnshire Business Awards received innovative trophies which were specially designed and created using groundbreaking 3D printing technology

Students from the Lincoln Castle Academy worked with the University of Lincoln on an engineering project called the 3D Partnership to create the trophies.

The new 3D printing technology is normally used by students with ambitions to work in the world of architecture and industrial design.

A-Level student and project co-ordinator Darryl Smalley approached Anne Tate, the Chamber's Northern Lincolnshire manager and organiser of the Northern Lincolnshire Business Awards, about the possibility of producing a set of trophies to help spread the awareness of 3D printing.

Darryl and his fellow students, Liam Coggan, George Hill, Aloysius Rosario and Joseph Coupland worked with Lincoln University lecturer Stewart Bibby to design and print the trophies. Darryl said the most difficult one to produce was in the shape of a Beehive for the Business Hive

Award which took around 26 hours to print. The Lifetime Achievement Award, which was presented to John Clugston, chairman of the Scunthorpe-based Clugston Group, was also a technical challenge for the students.

Receiving the trophies before the awards evening, Anne said: "Doing something like this will set the students apart when they apply to go to university and I will provide them with a testimonial and a thank you. It's been a project which they've seen through from start to finish, overcoming technological challenges and meeting a tight deadline. These are exactly the characteristics businesses are looking for."

Darryl explained that 3D printing is an exciting technology which can be used in all sorts of applications, from printing parts for nuclear submarines, recreating bones and body parts for medical applications and even helping a blind French lady 'see' her baby. The mum-to-be went blind at 17 and couldn't see the ultra-sound scan of her baby, so doctors surprised her by printing out the digital image of her baby on a 3D printer so she could touch and feel her unborn child.



Brett King with actor Tom Nicholas.

## Top Hollywood Agent Signs Chamber-Backed Acting Student

A young actor's Californian adventure is heating up as the bright lights of Hollywood begin to shine on his blossoming career.

Brett King, who hails from Grimsby's Nunsthorpe Estate, is supported by donations from the Hull & Humber Chamber of Commerce's Henry Samman Fund and Clugstons Charitable Settlement for his studies at the New York Film Academy, although Brett is based at Universal Studios in California.

Brett won one of only 16 places, beating 100,000 applicants from across the world to secure his place on this premier course – but the icing on the cake came in a phone call from Steven Spielberg himself, who personally chose Brett as the recipient of the Talent Based Scholarship which is helping to fund Brett's studies in America.

In his latest update from Los Angeles, Brett says things are going very well for him.

"I have signed with an agent - Midwest Talent Management! They are one of the best for newcomers in the Hollywood acting world and have Halle Berry's child on their books.

"Importantly, they don't have British actors on their books which is incredible for me because it means that every time there is a role for a British actor they will put me in for it as they have no other clients that can do it, which should mean a lot of work will come my way.

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# Legal matters

## Pensions – Times are changing

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N A B A R R O  
CLARITY MATTERS

## From April 2016, employers and employees in certain pension schemes will have to pay more National Insurance.

In April 2016, the Government is introducing a flat-rate state pension removing the earnings related elements which were provided by the State Second Pension and, before that, the State Earnings Related Pension Scheme.

Coinciding with this, the Government are abolishing the option for defined benefit pension schemes (such as final salary schemes or career average earnings schemes) to “contract out” of the state second pension.

“Contracting out” is the system by which employees replace their participation in the state second or earnings related pension with a pension provided for them from their employers’ occupational pension schemes.

To qualify as a “contracted out” scheme, pension schemes have to meet certain minimum standards and ensure that the “contracted out” element of a member’s pension meets specific criteria.

In exchange for the scheme providing this element of pension, both employers and employees pay lower amounts of national insurance.

### What do the changes mean for companies?

From April 2016, employers and employees participating in contracted out schemes will pay more in National Insurance Contributions (an increase of 3.4% of NIC band earnings for employers and 1.4% of NIC band earnings for employees).

As a minimum, therefore, employers should be explaining to their employees that their take home pay will reduce from April 2016.

### But we closed our pension scheme several years ago.

Even if you are the employer of a closed contracted out pension scheme, you will still have to take action.

All pension schemes will need to reconcile the information they hold on contracted out benefits with the information held by HM Revenue and Customs.

However, all contracted out pension schemes in the UK will be trying to reconcile the information they hold (which may go back thirty or forty or more years) during the same restricted period.

### So what decisions do we need to make?

Employers need to make choices about a number of things:

- How and when to reconcile scheme information with HM Revenue & Customs.
- Who is going to absorb the increased national insurance costs, or should they be met “where they fall” between employers and employees?
- Is a benefit restructure needed?
- Are you going to rely on your statutory power to amend the provisions of the scheme or do you want to make more extensive changes?
- Are your scheme’s documents up-to-date and do they meet the changes?

### Five dos and don'ts



**Do** – start planning now. It will take time to get data reconciled with HM Revenue & Customs who will be trying to cope with requests from many pension schemes and it will take time to amend your scheme if necessary.



**Do** – engage with your workforce and with your pension scheme trustees.



**Do** – take advice from your actuary and other pension professionals.



**Don't** – think that the changes are automatically overriding and that you need take no action.



**Don't** – make decisions in haste. Pensions have changed significantly even over the last four or so months; you need to make sure that your decisions are “joined up”.

Contact John Hanratty on +44 (0)114 279 4159  
[www.nabarro.com](http://www.nabarro.com)



## A Well Known Company in an Unknown Industry

Based in Hull city centre, Leather Repair Company are a company that deals in all things leather, from repairing, recolouring and leather care products, whether it's sofas, clothing or cars. If you can imagine it we can create it.

Our business philosophy is to 'look after customers and customers will look after you...'. We believe this only happens by delivering the very best of the basics... Products, Quality finished results and Customer service, and continually delivering the very same. This high level continuity has resulted in amazing growth for us and we are currently delivering our expansion plan, larger warehousing, shop facilities and hiring more local staff, all while still offering the quality and service that has brought us to where we find ourselves today.

At Leather Repair Company we also take our basic concept of recycling any leather products a whole lot further, we are fully committed to improve our business efficiency and take our impact on the

environment right down to zero. We are willing to make as much of an effort to perform as though we don't exist environmentally.

We have also franchised our business and everything we morally stand for, with franchisees in several locations around the country, Not only are we delivering the very best in what we do, but now we are offering the blueprint for others to replicate our business and share in our success. Intentionally maintaining our head office in Hull will result in employing and training more local staff to our exacting standards.

Leather Repair Company also strongly believe in working together, forging relationships with local businesses and organisations around us. We feel this is crucial in helping create a long and prosperous future for us all. The reason for joining Hull & Humber Chamber of Commerce is to work with, learn from and help likeminded businesses in the area.

## SaxOccasion For Hire

Mike Button (SaxOccasion) provides a unique service to the corporate community as a professional solo saxophonist. Providing the style and quality of a live performance whilst playing soprano, alto and tenor saxophones and flute; backed up by innovative high-tech recordings played through a quality sound system.

### Dinner Events

A selection of incidental music played throughout dinner creates warmth and enjoyment for guests. (Music is performed at an appropriate volume ensuring guests enjoy the music without hindering conversation or creating personal discomfort).

### Receptions

From the moment the first guest arrives at the reception the sound of live saxophone music emanating from the venue creates a relaxed and uplifting environment. The perfect accompaniment for guests as they network together.

### Product Launches

Including live saxophone music during a product launch is a unique and cost-effective way to impress clients and enhance the launch event.

### Miscellaneous Events

Garden and house parties, charity events, weddings etc.

Mike has traveled to the four corners of the globe performing for HM the Queen on board the Royal Yacht Britannia. He has performed with countless bands; stage shows, made television appearances and featured on numerous recordings. He is the popular choice for local working bands and top performers visiting the region because of his multi-instrumental skills, smooth sound and stylish modern style of playing. Mike currently lives in East Yorkshire.

Years spent performing for receptions and dinner parties for HM the Queen would make Mike Button (SaxOccasion) the safe, reliable and obvious choice for corporate events.

**T. 01482 838124**

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**Email. [mike@saxoccasion.co.uk](mailto:mike@saxoccasion.co.uk)**

**Website. [www.saxoccasion.co.uk](http://www.saxoccasion.co.uk)**

**Facebook. [www.facebook.com/saxoccasion](http://www.facebook.com/saxoccasion)**





# MP Goes Behind the Scenes with HETA Apprentices

Instructors and learners at HETA's Foxhills centre were given the chance to influence the skills and employment agenda as Scunthorpe MP Nic Dakin visited their facilities

Mr Dakin spoke to apprentices and studied work in progress for a new CompEx facility which will enable HETA to expand its range of courses and will take investment in the site close to £1 million.

Mr Dakin, a co-chair of the All Party Parliamentary Group for Skills and Employment, said: "This is exactly the sort of enterprise that everybody wants to see in terms of bringing together the world of skills and employment.

"HETA has an excellent track record not only in traditional local industries like steel but also in path-finding work with the renewables sector.

"What shone through was the enthusiasm the apprentices have for the work they are doing. They

recognise their skills are developing significantly at HETA and they are enjoying being able to put them into practice in the real-world situation with their employers."

He heard about HETA's work with young people which starts at primary school level and extends through secondary school, and he was briefed on the strength of HETA's relationships with employers.

HETA's Chief Executive Iain Elliott said: "Nic is clearly a big supporter of apprenticeships and he understands the role that they play in developing the Humber region and how they can fill the skills gap and the demand for skills.

"It helps massively that he has worked in education because it means he understands the obstacles that we need to overcome. Having met him I know he will go back to Westminster and he will bang the drum for what is going on in the Humber region and for what we are doing to get young people into sustainable jobs."

# How the World Number One Business Coach Can Help You



Award winning businesswoman Pam Featherstone has been named the best performing coach in the world after being confirmed in the top spot in the global rankings by ActionCOACH

Over the past three years, the Hull-based business coach has helped hundreds of businesses achieve their goals and has a string of awards to show for it.

In her first year as an ActionCOACH, Pam won Best Clients Results for Yorkshire and Lincolnshire 2013. Last year she was named North UK Coach of the Year 2014 as well as EMEA Rookie Coach of the Year, after fighting off competition from the rest of Europe, Middle East and Africa before becoming the UK's top ActionCOACH in October 2014.

She was awarded North UK Coach of the Year 2015 (for the second year running) and picked up another two awards at the annual Business Excellence Awards in Portugal in April – Most Improved Coach of the Year EMEA 2015 (awarded for growing her business 387% in 12 months) and Coach of the Year EMEA 2015.

So what is her secret and how can you benefit from her skills? We asked Pam

## Why should a business use a coach such as yourself?

I have a passion for supporting businesses to grow and become more profitable and sometimes an outside point of view can work wonders. I deliver robust programmes to achieve outstanding results in performance, profit and personal development. My areas of expertise include identifying individuals with the potential to fill key roles in the company, leadership and creating lasting change in human behaviour for improved personal and team performance. It's a tried and tested approach.

## What makes your coaching special?

I look at the whole picture, rather than taking the business or the people in isolation. Growing the individual as a person can massively benefit the business. If the individual grows, then the business reaps the benefit so I look at ways of growing people's confidence and inspiring them to have trust and belief in their capability and capacity. I also give a cast-iron guarantee to deliver results both financially and for the desired improvement in performance both of the individual and the team.

## Can your approach work for any business?

Size really does not matter! I work with small businesses and large ones, both of which benefit from my honest, no-nonsense approach to the challenges facing them. Because I specialise in developing the individual, it really does not matter how big or small the business is. My portfolio of 1:1 coaching clients ranges from 250k to 400 million. My group-coaching clients currently range from £50k upwards to millions. There are programmes to suit every business at all stages of development.

## How varied is your coaching?

I take a very wide approach to coaching. My approach is twofold. I use every educational tool at my disposal to help people develop their skills, capability and knowledge, combined with using my knowledge and coaching skills from years of studying what drives human behaviour to enable people to become the person they want to be and have more impact and influence. Business is there to give them the life that they want rather than being their life. People who go on my courses gain clarity about their vision and focus for their goals and a ready-to-implement action plan for them and their business. I help companies deliver

the results they desire by combining my education, knowledge and 33 years' experience in my own businesses with proven tools, marketing, time management, teambuilding strategies and systems that have been tested and perfected over tens of thousands of businesses worldwide for over more than two decades.

## You do a lot of work with family businesses? What do you help them achieve?

In some family businesses, and indeed companies where internal promotions have been made, it is about identifying the right people for the key roles in the business, as often individuals end up in a senior position without any specific training or skill set for it, simply because they needed to be given a role in the company or through internal progression.

I also help with their succession planning. Sometimes they are so close to the business that they cannot see what needs to be done, especially when it comes to handing over the reins.

It is essential to begin planning early. Many owner-managers put in a lifetime of hard work building their business only to throw away some of the rewards by failing to consider properly how they will exit from the business. I help them look at the options and explore different exit routes. I help them prepare for the transition from work to retirement. Life planning is an important key to successful retirement.

Call Pam Featherstone on **01482 227060** or **07540888016** or email [pamfeatherstone@actioncoach.com](mailto:pamfeatherstone@actioncoach.com).

[www.actioncoach.com/pamfeatherstone](http://www.actioncoach.com/pamfeatherstone)



**Pam Featherstone,**  
ActionCOACH,  
Business Coaching

**ActionCOACH**  
business coaching



# Optimism Grows in the World of Conferences and Exhibitions

Like the rest of the economy, the conferences and exhibitions industry has been through challenging times but the signs are that the sector is thriving

That was underlined by a report compiled by the Events Industry Forum and the Business Visits & Events Partnership, which suggested the future could be bright for the industry.

It highlighted opportunities for growth in the UK Events Industry, which it suggested can grow from its existing £36.1 billion, to £42.2 billion in 2015 and £48.4 billion in 2020.

Recent economic figures pointing to an upturn in business confidence will drive that even more, experts believe.

So as business recovers, what are you looking for if you are trying to organise a conference or exhibition and need to select a venue?

One of the key factors, according to industry experts, is a good location, somewhere that is easy to reach and attractive for delegates.

When assessing the venue, other factors come into play as well. Can it cope with the numbers expected to attend, has it got a good meeting room, will it provide equipment like projectors and Internet access, are the staff friendly and flexible in helping you meet your needs?

The good venues are the ones that can tailor themselves to providing the exact needs of the event organisers and are prepared to be flexible. Their staff are expert and able to bring often complex events together in a skilful way.

Another approach for conference originators is to bring in a specialist company to do the legwork.

The staff at these outsource companies will have encountered just about every problem presented

by the process and take all the worry away from the company originating the event.

Linked to the conferences and exhibitions market is the need to offer corporate hospitality as part of the package and many conference and events organisers are integrating such attractions into their events.

More and more companies are realising that the sector needs to offer as much value as possible and that is leading to a growing sense of innovation.

One of the things that makes an exhibition successful is a sense that something is happening so it is useful to have staged areas for demonstrations and performances, or for companies to show their products at work.

Such activities, with the interest they attract, makes an exhibition feel like it is alive. All good exhibitions have a touch of theatre about them.

Perfectly planned layouts, breakout rooms, free wi-fi, easy parking, screens, projectors, four acres of beautiful gardens to escape to, award winning food to sustain you, 21 individual rooms to refresh you. Great service, attention to every detail; all second nature to us. The perfect conference venue.

**TICKTON**  
GRANGE

Beverly Tickton Grange Hotel, Tickton, Beverley, East Yorkshire, HU17 9SH • 01964 543 666 • info@ticktongrange.co.uk  
www.ticktongrange.co.uk • www.ticktonweddings.co.uk





# The Guildhall

The Guildhall in Kingston upon Hull is a prestigious location for conferences, formal dinners, civil ceremonies and wedding receptions. It is one of the North's most impressive venues, providing excellent hospitality within a historic setting.

There are a number of rooms available for hire and the Guildhall can accommodate any event from small meetings to gala dinners for up to 250 people.

The venue offers a full range of AV equipment including PA system, microphones and a multi media centre with 50in LCD screen.

This magnificent venue provides a professional catering service and conference support team, whatever your requirements the dedicated staff will be happy to help. Situated in the city centre, the Guildhall is 10 minutes walk from the Hull Transport Interchange.

Wheelchair access throughout, disabled parking and toilets.

For further information or to arrange to view the Guildhall contact Victoria on **01482 613393** or e-mail **Guildhall.BusinessOffice@hullcc.gov.uk**

Alternatively visit our website **www.hullcc.gov.uk**.

Hull Guildhall, Alfred Gelder Street, Hull HU1 2AA



## When Being Hospitable Pays Off

In an age that seems increasingly reliant on technology, corporate entertainment remains a key business tool. The main reason is that it helps companies to maintain personal relationships with their clients.

In a fast-moving age dominated by the Internet, texting and Cloud Computing, the personal touch remains highly valued because it is often when client and customer are together, and relaxed, that business is done, that relationships are forged and deals struck.

Creating that kind of environment takes many forms. For many companies, it often revolves around sporting events, a trip to the races, a day at the cricket or perhaps a meal followed by watching a football match.

However, there are other options for the more adventurous, daytrips, teambuilding events, extreme sports challenges, or for the more cultural, events such as trips to the theatre or to take in a show.

They may be diverse events in nature but the key to them all is that they represent time spent away from the office and a sense that the company staging the corporate hospitality truly values those whom it has invited, that their presence is seen as important.

Those companies that are prepared to invest in corporate entertainment do so if they can see something to be gained from showing clients and staff alike that there is life after work. And that can pay dividends.

## Corporate Events



Healing Manor Hotel is a sympathetically restored country manor house situated in 36 acres of Lincolnshire countryside. We offer prime conference rooms for your delegates, which include all of the facilities needed for your corporate event.

- Large conference and meeting rooms for up to 200 delegates
- Free wifi throughout
- Reception, Theatre, Classroom, Boardroom, Banquet, U shape and Cabaret style room layouts
- Complimentary use of our projector and screen, flip charts and pens
- Day delegate and 24 hour packages
- Bespoke package service
- 19 spacious bedrooms, including 4 suites and a master suite
- Delicious menus available with refreshment packages
- Personal dedicated conference manager for your event
- Competitive corporate rates for facilities and accommodation
- 36 acres of gardens for outdoor events
- 10 miles from Humberside International Airport
- 4 miles from Grimsby Town train station
- 5 minute drive from the A180

01472 884544

andrew@healingmanorhotel.co.uk | www.healingmanorhotel.co.uk

Healing Manor Hotel Stallingborough Road, Healing, Grimsby, N.E.Lincs DN41 7QF





Corporate dinner



Katherine Jenkins



Llandudno cup for the PGA

# HPSS Event Associates

HPSS Event Associates combines the skill required to produce top class events, using experience and artistic interpretation of client's needs

Whether the client is a Marketing Company looking for a white label production team or a client in need of help getting their event safely off the ground with style, we can help.

- Help with Catering and décor, finding you the Zebra for your Africa theme.
- Marketing Companies who need expert event help for their clients.
- Getting you past the maze of legal needs
- Help with logistics and equipment, stage, sound, lighting, manpower.
- Basically all the needs you may ever have, even to having a beer brewed for your event!
- Training and student opportunities.

Over the past years we have helped everyone from Brides with ideas, Parish Councils with needs to produce events safely, Charities with hopes, and more. Size of event? That doesn't matter - from large to small.

Our scope and experience is there for you. All you have to do is call.



*The Mechanics Behind the Magic*

**Contact us**  
 01482 309321  
 info@hpssevents.co.uk  
 www.hpssevents.co.uk







Tapan Mahapatra with Head Chef Uday Seth (left) and visiting chef Saurav Nath.

# Top Chef Launches Special Menu at Tapasya

A top Indian chef visited Chamber Member Tapasya Indian restaurant and bar to launch a new menu which he created especially for the venue

Saurav Nath, whose CV includes four years at the Michelin Star Benares restaurant in London's Mayfair, presented a seven-course summer tasting menu.

Chef Nath, who last year opened the acclaimed Indian street food restaurant Inito close to Brick Lane in London, also devised Tapasya's spring tasting menu and will continue to work with the team at the restaurant on Beverley High Road, Hull.

In keeping with Tapasya's fine-dining approach to Indian cuisine, the new tasting menu includes rabbit, quail and scallop with crab, and each course is paired with an expertly-selected wine.

Tapan Mahapatra, a director at Tapasya, said: "Saurav Nath is one of the finest Indian chefs and worked at the famous Benares when it became the first Indian restaurant to receive a Michelin Star.

"We are delighted that he is part of our team. Our diners thoroughly enjoyed his new tasting menu, which has since been followed by the launch of an exciting and expanded regular menu.

"We look forward to working with him on other projects in the future. Meanwhile we will soon reveal plans to host a special Punjabi Festival at Tapasya."

For details of the Punjabi Festival visit [www.tapasya.org.uk](http://www.tapasya.org.uk) or call **01482 242606**.



## Raffle Money Presentation

**Kathy Fillingham, Chair of the Chamber in North Lincolnshire, presents Julia Fallowfield, Regional Manager of Young Enterprise, with a cheque for £1231.52, half the proceeds from the raffle held at the Chamber 2015 Northern Lincolnshire Business Awards.**





The Hugh Rice team accepting their award.

## Award for Company

Hull-based jewellery retailer, Hugh Rice, has won a coveted UK Jewellery Award

The results of the UK Jewellery Awards 2015 were revealed on 17th June at the momentous Tower of London, where the jewellery industry elite came together for a night of recognition and celebration of the sector's achievements.

Hugh Rice has won the Independent Retailer Award and was praised by the expert judging panel for how they have gone from strength to strength in the past year. One judge said: "A well-run family business that's constantly growing, Hugh Rice offers a great atmosphere and attention to detail."

Shifting its focus in response to changing consumer habits over the past five years, Hugh Rice has become more reliant on brands, and judges praised the retailer for listening to its client base. The mystery shopper said of one of the shop assistants: "She was friendly and showed me

different items. We gained a good rapport. She appeared confident and knowledgeable in the products."

With 18 targeted categories, the awards cover every aspect of the jewellery industry, from New Designer of the Year to Ethical Jewellery Business of the Year.

The UK Jewellery Awards are the most admired and relevant awards in the jewellery and retail industry. The awards provide industry recognition and unrivalled networking opportunities.

Ruth Faulkner, Editor, Retail Jeweller, said: "The UK Jewellery Awards remains the only awards for the industry, judged by the industry and competition this year was extremely tough with a record number of entries received."

"Those who were crowned winners really are the very best at what they do and should feel incredibly proud of their achievements. The Tower of London provided a superb backdrop for the awards this year and guests all had a great night."



## Kennett Insurance Brokers Awarded 'Chartered Status'

Kennett Insurance Brokers are extremely proud to announce that they have been awarded Chartered Status by the Chartered Insurance Institute.

This has been awarded to Kennett following the demonstration of their high level of customer service, knowledge and expertise to the governing body.

However not one to the rest on their laurels, Nick Wride, Managing Director of Kennett, has said the work does not stop there; "This is a tremendous accolade for us as a local independent Broker and we will strive to be even better and continue to improve our levels of service and expertise. Our clients deserve the very best and that is what we shall continue to give them."

There are approximately 3,500 insurance brokers in the UK but only 153 carry the Chartered Status.

Kennett have over 40 years of knowledge and expertise. Based in Hessle, they serve the local area and are also members of the Willis Commercial Network.

## Company Makes a Stand for Fair Wages

Trent Refractories has been accredited as a living wage employer.

The Living Wage commitment will see everyone working at Trent Refractories Ltd, regardless of whether they are permanent employees or third-party contractors and suppliers; receive in excess of a minimum hourly wage of £7.85 - significantly higher than the national minimum wage of £6.50.

The Living Wage is an hourly rate set independently and updated annually. It is calculated according to the basic cost of living using the 'Minimum Income Standard' for the UK. Decisions about what to include in this standard are set by the public; it is a social consensus about what people need to make ends meet.

Employers choose to pay the Living Wage on a voluntary basis. The Living Wage enjoys cross party support, with public backing from the Prime Minister and the Leader of the Opposition.

Living Wage Foundation Director, Rhys Moore said: "We are delighted to welcome Trent Refractories Ltd to the Living Wage movement as an accredited employer.

"The best employers are voluntarily signing up to pay the Living Wage now. The Living Wage is a robust calculation that reflects the real cost of living, rewarding a hard day's work with a fair day's pay.

"We have accredited over 1,000 leading employers, including Trent Refractories Ltd, ranging from independent printers, bookshops and breweries, to well-known companies such as Nationwide, Aviva and SSE. These businesses recognise that clinging to the national minimum wage is not good for business. Customers expect better than that."



## 73% of WiFi Networks in Hull Insecure

A total of 73% of the WiFi networks in Hull are using outdated or insecure levels of security

That's the message coming from local IT security specialists HBP Systems Ltd. The statistics come from a project called 'Warbiking' which has collected information about the security levels on WiFi networks by cycling across the city and picking up networks using some basic tracking equipment.

HBP Systems have worked closely with global IT security giants Sophos to bring the idea to Hull following similar projects in London, San Francisco, Amsterdam and Sydney.

Phil Denham, commercial director at HBP Systems, said: "It all works by simply picking up WiFi signals in the same way that your smart phone does each time you come across one. The only difference is that we log the security level each network is asking for so that we can analyse how secure each one is."

"The reason we focus on WiFi is because it's publically available and although it doesn't show

us a complete picture of IT security, it does give us an understanding of the general attitudes and understanding of it – which, based on our results, are pretty poor."

The release of the statistics came ahead of Humber Biz Week which included a presentations showing the findings in Hull as well as some advice and information about IT security for local businesses. This presentation also compared the findings in Hull with the results from the other projects which have taken place around the world.

Mr. Denham was keen to ensure that it wasn't all bad news however: "Although the findings aren't great, we don't want to scare people away from technology. With a simple bit of set up and some common sense businesses can protect themselves from any data loss or IT downtime. We hope that what we're doing makes people look at their own IT networks and ask themselves what would happen if they were hacked."

For more information about the Warbiking project please visit

[www.hbpsystems.co.uk/warbiking](http://www.hbpsystems.co.uk/warbiking)

# Charity Sector Continues to Grow

The UK charity sector has grown immensely over the past twenty years with some estimates suggesting that it is now comparable in monetary terms to a medium-sized economy such as Bulgaria

There are now more than 195,000 registered UK charities in the country, many of them operating in the Hull and Humber region and the sector's growth ranks among the most remarkable of any in recent years.

However, the growth is not just down to the sterling work of the charitable organisations themselves because business is increasingly playing its part, mainly through the rapid development of Corporate Social Responsibility (CSR).

That work is becoming ever more important as cuts in public sector spending place more responsibility on not-for-profit organisations whose staff and volunteers seek to plug gaps that have emerged in areas including health, social care, the environment, education and arts and culture.

The growth of CSR, which is seen as a way of allowing companies to support communities in their areas, means that more and more businesses are raising funds for good causes and also helping charities by allowing their staff to volunteer in work time.

Many of their stories are routinely covered on

the pages of Business Intelligence as, working on everything from clearing out nature reserves to staging volunteer events, companies help raise the profile of charitable initiatives.

Such work has the recognition of the recently-elected UK Government, which has announced its intention to increase paid volunteering days.

The move, part of Prime Minister David Cameron's Big Society philosophy, will be supported by a new law that would require public sector employers and companies with more than 250 employees to give staff up to three days a year to do voluntary work.

However, good as the idea is, there are challenges, one of which is lack of awareness among the workforce.

Indeed, research published recently by the charity Business in the Community suggests that three quarters of workers in the UK do not know if their employer runs a volunteering scheme. Approximately 70% of FTSE 100 companies have their own volunteering schemes, as do many smaller ones.

There are benefits for businesses that adopt such an approach and not just the satisfaction that they are supporting the community because freeing staff up to do volunteering helps them acquire new skills.

Stephen Howard, Chief Executive of Business in the Community, said: "Volunteering offers genuine mutual benefits. The experience both builds skills and motivates employees, while helping to make a positive contribution that meets community needs."

One need that charitable work meets has been emerging over recent years, namely that of university and college students who are seeking to make their CVs stand out in a tough job market.

Volunteering is seen as a way of highlighting personal worth in submissions to employers and students collectively give 70 million volunteer hours a year to charities, according to a recent survey.

The information contained in the Unite Students Insight Report, which was conducted by NUS Services Research, suggested that student volunteering time given to charities is worth more than £359million.







Unite Students found that 28% of students volunteer, the majority within the term-time in the communities where they are studying.

This equates to 1,600 volunteer hours donated to the community for every 100 students living within it, according to the research.

United Students says that, with 48% of students pessimistic about getting the job they want at the end of their degree, a desire to gain experience

and boost CVs is a powerful motivation behind much of their volunteering.

The study also found big differences in volunteering rates between students of different disciplines, with 37% of those studying Social Studies or Education taking part in volunteering, against just 19.9% of technology students and 17.3% of those studying creative art and design.

Jenny Shaw, Head of HE Engagement and Student

Services at Unite Students, said: "Students in 2015 seem under immense pressure, and are eager to achieve as much as they can from university. For some this can prove stressful.

"Student volunteering is a real win-win. Charities and communities benefit from the donation of time and skills while students gain valuable experience, which will help in what they clearly believe is a challenging jobs market."

**"Volunteering offers genuine mutual benefits. The experience both builds skills and motivates employees, while helping to make a positive contribution that meets community needs."**

# Kids 'n' Cancer Providing Essential Funding Support For Families

Mike Hyman, the co founder of Kids 'n' Cancer's first experience of fundraising for children's cancer was a rollercoaster in more ways than one

Inspired by a Blackpool boy, Jo Gould, who was suffering from a brain tumour. Mike spent all day on the Blackpool big dipper to raise money for his treatment. When he got off the ride he felt so sick and disorientated he couldn't walk in a straight line back to his apartment and found himself going round in circles, so he had to walk with one foot on the path and the other in the gutter.

Mike realised this stomach-churning sensation, in some small way, was perhaps how children and their families felt when they had a cancer diagnosis and has been a keen charity supporter since that date.

His own charity, Chesterfield-based Kids 'n' Cancer, set up three years ago with his wife June, specialises in supporting families who want their child to have innovative proton therapy. This treatment is not available on the NHS but has been proven to help combat mass tumours by blasting them with a proton pencil beam. Mike learnt about the advantages of it after an appeal for help from a family who needed money for their seven year old son to receive the treatment for prostate cancer.

Kids 'n' Cancer provides some essential funding support for families to go to America with their sick child so they can receive this potential cure. He said: "I want all children to do what I did as a child and be able to play football, enjoy the swings and fresh air, not sit in an oncologist's waiting room. When I heard about the benefits of proton therapy and the possible difference it can make to children's cancer survival rates and with less collateral damage to other organs' good tissue and bone structure, I knew I had to do something."

The charity provides all-round financial support for families who travel to America, which can include help towards the mortgage or rent while they are abroad and living expenses. As the treatment lasts three months it also helps pay for other young brothers or sisters to travel with their parents so the family unit is kept together.

When families get a cancer diagnosis they often find it hard to function let alone fundraise so this is where Mike and June's charity steps in to underpin the appeal, so the family can concentrate on their child.

The proton centres and hospitals which are used primarily by Kids 'n' Cancer are in Jacksonville and Oklahoma, America, and Mike's team works with the welfare and medics over there and the oncologist in the UK to make sure proton therapy is the right option for the child.

Mike said: "We take great pride in our work and the satisfaction of helping possibly to save a child's life from this terrible disease is tremendous. Only one child we have supported has passed away which was awful but we have also helped over one hundred families in the fight for their child's survival. Over 10 per cent have come from the Humberside region.

"If a family is able to benefit from proton therapy we can step in to provide help straight away, in one instance a child was getting proton therapy within a week from us being approached."

To help families understand what the treatment is like, who the medical team will be and what their life will be like in America, Kids 'n' Cancer is producing a video all about the experience. It will be voiced over by the rock star Rick Wakeman, who is also one of the charity's patrons.

In the future he wants to expand and set up an arm in South Wales and London. He currently employs four full time members of staff and has three part time workers plus volunteers, led by

Andrea Hooley, and this will rise when the new bases are launched.

He added: "We are always looking for new ways to fundraise and this year we are hosting the Chesterfield marathon on 20 September. This type of event gives us the opportunity to raise money and other charities as well."

In the short time the charity has been established it has already raised £2m with hundreds of volunteers contributing to the various events and activities which are held all year round.

As a proud grandfather, Mike said: "I can't even begin to describe the satisfaction I get from this work. Once you start to support children with cancer, the whole issue just grips you. But I know we are only scratching the service of what is needed.

"I want everyone to realise when a child gets cancer, there by the grace of God go I and maybe consider a donation to help Kids 'n' Cancer in their continued fight to make a difference. A cancer diagnosis puts a parents world in tatters. Our charity makes sure they get a chance to put it together again. Kids 'n' Cancer are the only specialist proton charity that donate to these families with your help we can continue to make a difference."

Further information is on its website [www.kidscancer.org.uk](http://www.kidscancer.org.uk)

**"I want all children to do what I did as a child and be able to play football, enjoy the swings and fresh air. When I heard about the benefits of proton therapy and the possible difference it makes to children's cancer survival rates, I knew I had to do something."**





**Mike Hyman**  
Founder, Kids 'n' Cancer



# BECAUSE EVERY CHILD DESERVES THE CHANCE TO LIVE



**Kids 'n' Cancer** is a national UK charity, based in Chesterfield Derbyshire that supports children from the UK who need Proton Therapy Treatment for cancer tumours, either when the NHS has not been able to fund the treatment at the proton centre in the USA, or simply for living / travel costs for family members not funded by the NHS, we are able to help and support the child and family in their darkest hour.

As with any charity, we rely on constant fundraising and support from the public and corporate sponsors to be certain we **NEVER** have to tell any of these families that **“we CAN'T help”**

Contact our office direct **(01246) 269023**

**On behalf of the children we have already helped – and those you will be helping THANK YOU!**



Please donate what you can  
 – Text **KNCR10 £5** to **70070** or  
 online at **www.justgiving.com/kidsncanceruk**



Hull Children's University is a charity established for the past 19 years. Our mission is to raise the aspirations of young people in Hull by providing unique learning experiences that these children would otherwise never get a chance to have. Hull has the highest percentage of unemployment in the country and we strive to change this so that we can create a better future for our children and a better future for Hull.

**Currently, over 16,000 children in our city are living in poverty with 84% of these children coming from out of work households.**

These children may not have access to the opportunities that other children receive and many of them have never left Hull, some having never even ventured into the city centre. ALL children should get to see beyond the end of their street and experience the world around them. We believe that every child is intelligent in different ways; they just need the opportunity to discover their hidden talents and ignite their aspirations for the future.

**Children should believe that they can achieve their dreams and we want to give them the confidence to try. We aim to put the fire into their bellies that will help them to succeed!**

Our learning experiences are designed to engage, inspire and educate. Being an inclusive organisation, we take full classes of children on our experiences and we are proud to say that we are

**For more information about our Partnership Options please email [rosanna.james@hull.ac.uk](mailto:rosanna.james@hull.ac.uk)**

currently working with over 80% of the primary schools in the city and 30% of secondary schools. Whether it is a trip to London to have a sleepover under the dinosaurs in the Natural History Museum or if it is visiting a local business to learn about that industry, children leave these experiences feeling happy, excited and with new aspirations that they will hopefully carry into adulthood.

**You can make a REAL difference to children's lives. They deserve a chance- you can help us give that to them.**



# BricWorks Building Community

The BricWorks is an innovative health and wellbeing community hub in the heart of Hull City centre

You could say we are also leading the way in developing an asset-based community venue, aiming at bringing the people of Hull, with their wealth of assets and experiences, together, in an environment that actively supports and encourages participation and reduces isolation.

We provide fulfilling opportunities to volunteer in a range of departments, from our very own radio station to learning how to cook in the kitchen.

We provide fantastic food in the Bistro. Eat in, take away or order one of our amazing buffets, we are open daily.

We offer fantastic entertainment from the radio station, daily shows and, every Thursday night, we are open till late with a range of acoustic nights. Great food from our chef, inspiring activities in the meeting rooms, IT suite and art room. Whether you just like to hang out with friends or family over a coffee, love music, or want to meet people and discover something new there's something for you.

We have our roots firmly in the recovery community and promoting health and wellbeing, yet we are so much more than that. We take the next step into discovery, providing great food, entertainment and activities that bring all sections of society together.

## Sponsorship & Giving Back

There are a number of ways that individuals companies can help support BricWorks.

We are keen to develop new partnerships, as well as to develop new opportunities to extend our reach locally and to make our programmes more effective within the community where we work.

There are a wide variety of ways individuals and companies can help support BricWorks. We can help you give back to your community as well as helping you to demonstrate your corporate social responsibility (CSR).

Through the diversity of our programmes we can help you achieve the aims of your company, including decreasing youth unemployment, increasing the amount of people living healthier lifestyles, offer education programmes and improve skills in local people in and around the areas your work.

One of the benefits of working with BricWorks is the exposure we can bring to your company



in your commitment to the people and the community of Hull.

To discuss further the opportunities available when becoming a partner with BricWorks please contact our Wayne Dobson Social Enterprise & Community Engagement Manager **07966 791 559** or email **wayne.dobson@disc-vol.org.uk**



BricWorks is a DISC Project, Big Lottery and Hull Council Funded.

## Care4all

Reg. Charity No. 1146255



Care4all is a charity that provides real employment opportunities for people with disabilities. We provide a range of job roles for individuals, depending on their needs, such as gardening, retail and administration.

'Dean is 31, and works as a catering assistant in a café operated by Care4all. Before joining Care4all, Dean struggled immensely to be considered for both full and part time jobs. Dean has moderate autism. Rather than letting this become an obstacle to employment, Dean sees this as a strength, his capacity for completing jobs to a high standard, not to mention his exceptional memory, make him a model employee. Care4all saw his potential.'

As a charity, Care4all aim to eradicate the stigma attached to employing people with disabilities, and recently set up the Make A Difference campaign to support businesses, by offering them the opportunity to utilise their corporate social responsibility to allocate funding, or offer donations for sponsorship of paid posts within Care4all.

If you can help our M.A.D campaign by sponsorship or by donation, please call 01472 571106 or visit [www.care4all.org.uk/m-a-d-campaign](http://www.care4all.org.uk/m-a-d-campaign).

Posts available for sponsorship range from 3 hours+ p/week (£1,200 per year)







## Working With Over 300 Young People Every Week!

### Child Dynamix is a Regional Charity founded in 2005

Our vision is to see communities where children and young people thrive. We work towards this vision by creating environments and delivering activities which enable children and young people both to identify and realise their aspirations and potential! We employ over 100 people, and have over 50 active volunteers who deliver community childcare, support for young families, community play and sporting activities and a range of youth provision.

We have worked with a number of local businesses over the years. Most recently we have

worked with Ability Ltd and Two Heads Design Ltd. These businesses, based in Hull, have supported us with fundraising and developing our social media presence, our branding, website and marketing.

We are always looking out for partnership opportunities; working with businesses offers us a way of developing our services and raising our profile. At the moment we are developing a '£10' campaign!

The campaign is based on letting businesses and individuals know the value of a £10 donation to the charity, and how we are able to spend it on supporting our beneficiaries. For example £10 buys a start up Kitchen or Bathroom Pack for a young

person moving into independent living, materials for a creative activity with 10 young people, or a 1-2-1 session for a vulnerable young person.

For more information about the work of the Charity and how you could support us please contact us on **01482 221425** or see our website **www.childdynamix.co.uk** follow us on **Twitter @childdynamix** or like us on Facebook!



## Over 50? Confused about pension options? Pension wise can help

Can you afford not to take advantage of the free, impartial and confidential Pension Wise guidance from Citizens Advice?



**Following the pension reforms in April, people approaching retirement have greater freedom over how to use their pension savings.**

Pension Wise is a new Government funded service designed to help people to make sense of these new pension options. Hull and East Riding Citizens Advice Bureau are offering face to face Pension Wise appointments from a number of sites across Hull, The East Riding, North Lincolnshire and North East Lincolnshire giving local people easy access to free, independent and impartial pension guidance and enabling them to better plan for the future.

To book a face to face appointment call us on **01482 816308** or visit your local Citizens Advice Bureau.





Enjoy singing and like a challenge?

## Come and Sing - for your health!

Join Hull Choral Union to sing and

- reduce stress and anxiety.
- exercise the whole brain.
- keep your heart and lungs healthy.
- improve circulation.
- get an overall sense of well-being and happiness.



Contact [feedback@hullchoralunion.org](mailto:feedback@hullchoralunion.org) for details of our **FREE taster sessions** at HCU's friendly enjoyable Wednesday evening rehearsals 7.30-9.30pm at Cottingham Methodist Church, Hallgate, Cottingham HU16 4BD

Ability to sight-read NOT essential

Not  
singing?  
Come &  
Listen

**Next Concert - VERDI: REQUIEM**  
with Lincoln Choral Society and  
Hull Choral Union Orchestra  
Saturday 7 November 2015 - 7.30 pm In HULL CITY HALL

**Soloists** - Sarah Rhodes, Antonia Sotgiu, Quentin Hayes and John Pierce  
**Conductor:** Neville TURNER

[www.hullchoralunion.org](http://www.hullchoralunion.org)

Registered Charity No. 1071325



## Providing High Quality Music in the City of Hull for Over 85 Years

The Hull Choral Union has been singing classical and modern choral music in Hull City Hall for over 85 years.

Concerts include professional soloists, orchestra and organist, as the music requires and fulfils HCU's charitable aims of promoting and maintaining appreciation of the art of choral music in all its aspects. Many well-known soloists have sung with the choir whilst learning their craft including Dame Lesley Garrett and Elin Manahan-Thomas (soprano soloist at 2012 London Olympics).

Raising the finance required for each concert is always a challenge. Whilst choir members raise funds, support from others - individuals, organisations and companies - is also needed through sponsorship and/or advertising in concert programmes.

For details please contact Gaynel Munn **01482 654567** or [feedback@hullchoralunion.org](mailto:feedback@hullchoralunion.org).



## Help us to make a difference?

(You will be amazed at how little this costs!)

*You could sponsor a local primary school to experience Dance, Drama or Musical Theatre.*

Just a small contribution from you can have huge positive effects on a child's life. It is a fantastic way for your business to give something back to the local community that has far reaching benefits for all to see.

For more information please contact:

**Barbara Dawson** – Managing Director  
[barbara.dawson@northernacademy.org.uk](mailto:barbara.dawson@northernacademy.org.uk)

## Northern Academy of Performing Arts

Tel: 01482 310690  
[www.northernacademy.org.uk](http://www.northernacademy.org.uk)  
Anlaby Road, Hull, HU1 2PD





# Forrester Boyd Come Aboard with CatZero Charity

Forrester Boyd, the Lincolnshire-based independent accountancy firm, is the latest business to join forces with the Humber-based charity CatZero in its efforts to get more young people back to work

To mark this new corporate relationship, 12 members from the Forrester Boyd organisation experienced the sailing challenge CatZero offers its participants, by crewing a 72ft Challenge Yacht on the Humber and were representing Forrester Boyd, FB Wealth Management Limited and Dataplan Payroll Limited. Staff partner, David Everatt, was delighted that these young professionals were given this unique opportunity of working together as a team and learning new

skills and techniques. They all thoroughly enjoyed the day.

CatZero works with disengaged and marginalised young people who struggle to access education and find employment. Their unique 12-week programme is designed to build aspirations and preparedness for employment. Central to the programme is the opportunity for participants to crew the charity's yacht for up to eight days. Operating from both banks of the Humber the charity is preparing to celebrate as it helps its 1000th young person. To date 65% of young people on our programmes move into employment, education or training.

Announcing this latest corporate partnership, CatZero Operations Director, Dave Bertholini, commented "CatZero is literally transforming the prospects of hundreds of young people in our region, and our charity is absolutely reliant on the strong support we receive from local organisations like Forrester-Boyd. We are delighted to announce this new partnership as it ensures we can continue to help as many young people as possible in this region".



## The Work of the RSPCA

At the Hull and East Riding RSPCA centre we take in animals from the inspectorate which need to be cared for until a prosecution case can be resolved. This usually takes months, if not years, to come to a conclusion. Therefore as an independently funded animal shelter that costs £350,000 a year to operate, we need to have regular fundraising events to raise money which then goes directly to the care and welfare of our animals.

This rescue, rehabilitation and rehoming work could not happen without the generosity of the public and the business community, who helped us to set up the first RSPCA animal education centre last year. We have a clear aim and strategy to reduce cruelty figures in Hull which unfortunately are one of the highest in the UK. As a recognised animal charity the work of the RSPCA centre is still very much misunderstood. The Hull and East Riding branch's aim is to tackle that misconception within our community and, with the introduction of our new animal education centre, we are tackling this by educating primary school children every week about the amazing and crucial work we do across our region.

We are delighted to announce a new corporate partnership event which is taking place on Friday 4th September from 1pm from our Clough Road site in Hull. This event is designed to introduce businesses, organisations and our supporters to our work and all are welcome to attend the presentation and tour which will provide updates on our forthcoming aims, new developments and plans and it will educate many about our work and the various opportunities we have to get involved with us through our new partner and corporate sponsor programmes.

There are many exciting fundraising activities to follow from The Annual Motorbike Show on 13th September to the Halloween Ball on 30th October, so for more information email Jane Tredgett

[jane.tredgett@rspca.org.uk](mailto:jane.tredgett@rspca.org.uk)



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## Trade Delegates Look to Import Training Expertise



Pictures show the Indonesian delegation visiting the stand of AA Global Language Services after arriving at Chamber Expo 2015.

Training providers in the Hull and Humber region are exploring opportunities to use education as the key to unlock significant opportunities in Indonesia after being introduced by the Chamber.

Food businesses are already active in a market which is driven by a population of 250 million, and support services for UK companies are well established.

The scale of the new opportunities emerging in Indonesia was underlined by members of BKPM, Indonesia's Investment Co-ordinating Board, who met national and regional businesses at Chamber Expo 2015.

Pauline Wade, the Chamber's Director of International Trade, said: "The meeting generated excellent engagement between senior business leaders in the region and our visitors from Indonesia and we see that as the beginning of developing a relationship with them.

"One of the quickest ways to form cultural ties is through education. We need to work hard in terms of profile but Grimsby Institute and HETA have already visited Malaysia with the Chamber and they are considering other ASEAN countries."

Good Travel Management Ltd and AA Global Language Services Ltd, both official international trade partners of Hull and Humber Chamber, met the delegation and outlined the services they can provide for companies operating between the UK and Indonesia.

HETA (Humber Engineering Training Association) and Grimsby Institute of Further and Higher Education were among the businesses from across the Yorkshire and Humber region present at the meeting, which also attracted Nabarro and KPMG.

Chris Wren, Executive Director of the British Chamber of Commerce in Indonesia, said the country is moving towards vocational education in an attempt to address a shortfall of 30,000 engineers.

Nurul Ichwan, Director of the Indonesian Investment Promoting Centre, said opportunities exist across his nation's economy, and particularly in renewables.

He said: "We want industry in Indonesia to grow faster because we have natural resources that we want to develop. This is a time for Indonesia to start looking at green energy.

"We are looking for joint ventures with companies from the UK to develop projects in Indonesia. We have more sun than the UK and we have a very long coastline which presents a big opportunity.

"Any kind of training that will increase capacity and skills will be needed. Our Ministry of Manpower is thinking about the right training strategy."

Chris Wren added that the visit to Hull was part of a tour which only included four other UK cities – London, Glasgow, Birmingham and Bristol.

He said: "Indonesia is a place of vast opportunity, the size of the distance from Hull to Turkey, and with a population of 250 million people and a rising middle class it doesn't matter if you are involved in a star sector or an ordinary sector.

"Our delegation wanted to look at as many opportunities as possible and that matched the British Chamber of Commerce in Indonesia mission in wanting to reach out to businesses, and not necessarily just in the big cities."

## AA Global Poised to Build on Expo Success

A partner in the Chamber's International Trade Department is poised to build on the success of a Chamber Expo 2015 presence described as its busiest event since moving to the area.

AA Global Language Services Ltd is following up on a number of leads with businesses attracted to the stand at this year's Chamber Expo. Kirk Akdemir, Chief Executive of AA Global, said the activity shows the progress which is being made by the event, and by his business.

Kirk said: "This was our fourth appearance at Chamber Expo after expanding AA Global from Worcester to Hull and it was our busiest event yet.

"An obvious highlight was the opportunity to meet the trade delegation from Indonesia. Bringing them here was a real coup for the Chamber. It will generate opportunities for businesses operating in a range of sectors and we will be offering our support to them.

"But we also received a lot of general enquiries from businesses in the Yorkshire and Humber area. It is still early days in terms of exploring those opportunities and assessing how we can progress, but the signs are promising.

"The level of enquiries is also evidence that businesses are becoming more interested in exploring international opportunities. That in itself is a sign of rising business confidence and is something which we are working to encourage."

AA Global was founded in Worcester nearly 30 years ago and specialises in translation and interpreting services for the public and private sectors. The company opened an office next to Hull Marina early in 2012.

Kirk said: "We always exhibit at Chamber Expo because it is very important to have a presence at such an important business event and you never know what sort of opportunities might come along."





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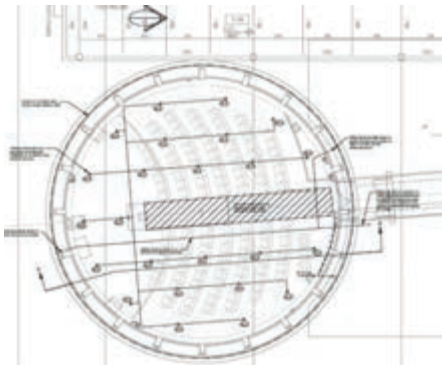


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## Sutcliffe Consulting Engineers Ltd

Sutcliffe Consulting Engineers Ltd, a local Hull based company have gone international in winning a job for the Sheikh Abdallah Al Salem Cultural Centre in Kuwait.

This small country, between Iraq and Iran, is often overlooked due to being surrounded by such powerful neighbours. However due to the country being extremely rich in oil, Kuwait is not to be ignored. In fact, the government seem to be investing into redeveloping some of their cities' buildings.

The Cultural Centre building will incorporate a new Planetarium, Control Room and 'Virus Attack' (simulator). Sutcliffe Consulting Engineers have undertaken the scope of works including Heating Services; Mechanical Ventilation Systems; Comfort Cooling Systems; HVAC Control Equipment; Sprinkler Systems and Compressed Air for the moving seats in 'Virus Attack'. This is a great opportunity for a local company to expand their client base and get Hull known for its companies and services.

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# Freya Claims Key Role with Business Centre Association

A woman whose responsibilities have ranged from looking after hundreds of corporate clients to hosting the Olympic Torch Relay has returned to the national board of the Business Centre Association (BCA)

Freya Cross, who has spent the last 15 years as Business and Corporate Manager at The Deep, previously served on the BCA board from 2004 until 2006.

Freya's day-to-day role involves overseeing the needs of 45 clients employing upwards of 200 people in The Deep Business Centre, which since 2001 has supported nearly 120 fledgling businesses with only eight failures.

She also leads on promoting facilities at The Deep for corporate events and for special occasions ranging from weddings to the Olympic

Torch Relay, the Queen's Baton Relay for the Commonwealth Games and the draw for the Third Round of the FA Cup.

Freya said: "I am delighted to be returning to the board of the BCA, which plays a key part in promoting the interests of its members to government, local authorities and the business community.

"Our team also gives our clients strong links to a vast network of contacts and demonstrates total dedication to business clients whether they occupy 4,000 square feet or a virtual office, and whether they are a one-man technology start-up or Siemens, who chose us for the event to launch their multi-billion pound Humber renewables project."

The BCA represents more than 1,500 member locations operating across the UK. The board oversees the BCA's work in promoting the use of business centres and creating an environment in which they can perform strongly.

# Tackling Financial Pressure Head On

After several years of economic stagnation, continuing growth across the UK is welcome news. For many companies, however, a change in economic conditions may lead to increased pressure on finances



## Maintaining Headroom

Overtrading is one of the biggest hazards when an economy emerges from recession, as it can stifle all-important cash flow. It can affect any firm, particularly those with significant outlays for raw materials such as manufacturers or exporters.

Despite being otherwise stable, a debt as little as £750 can put a company at risk and even subject to a winding up petition. Thankfully, this figure will be raised, albeit not significantly.

## Communication is Key

Outstanding debt can be a symptom of other underlying problems. It's vital to keep professionals and business partners apprised of the financial situation to give time to consider other options or secure additional lending – facilities of the asset based lenders and peer-to-peer lending are designed specifically to help manage cash flow.

The main challenge for SMEs is often the sheer pressure created by a prolonged period of firefighting that takes focus off key areas of the business.

## Options

Honesty and swift action are key factors for business owners who think their company is in, or heading for financial difficulty. Taking expert professional advice is the essential first step to taking control – and doing so early will significantly increase the options, whether that be refinance, restructure, or using one of the many Insolvency Act 1986 processes to protect and rescue a business when cash becomes tight.

## A helping hand in a crisis

Last year we worked with more distressed businesses than any other UK practice.

Regardless of what you face, be it cash flow problems, HMRC demands, bad debts, winding up petitions, pressure from creditors or simply declining profits, then we will be able to help.

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# Auto Enrolment - Why Do it Yourself?

## Automatic Enrolment is a key part of the Workplace Pension Reform

It means you'll need to enrol automatically eligible members of your workforce into a qualifying workplace pension scheme, and you'll need to make a contribution towards it.

As an employer you have new legal duties to help your workers save for retirement. The responsibility for complying will rest with you, the employer.

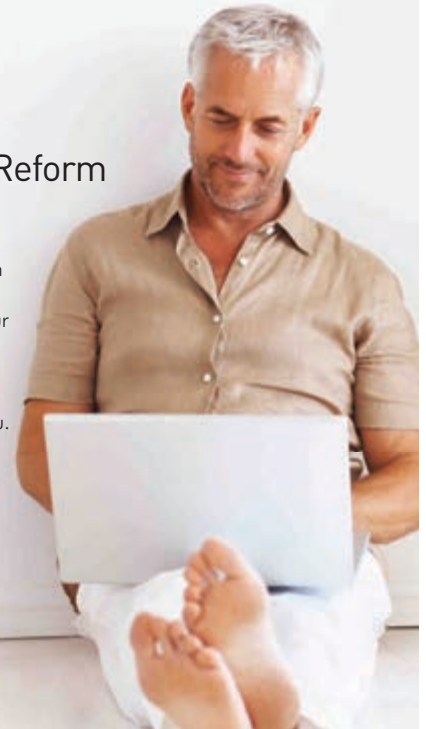
Failure to comply with the new legislation may result in potentially heavy penalties. The Pensions Regulator (TPR) can issue notices imposing fixed penalties for non-compliance as well as escalating penalties which will accrue on a day-by-day basis until the employer's non-compliance is remedied.

In certain situations, employers (and senior figures within an organisation) could also be guilty of a criminal offence where there is a wilful failure to comply with the provisions of the automatic enrolment scheme.

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 A woman with blonde hair, wearing a grey jacket, is sitting at a desk in what appears to be a shop or office. She is looking at a laptop computer. In the background, there are shelves with various items.
 



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# Adding New Skills to Your Accountancy Practice

“We know where we’re most profitable.” It’s a statement I often hear when speaking to business directors. It may be the case, but when asked, “Does that includes all overheads and support costs?” their answer is frequently less confident.



If you don’t fully understand all of the costs associated with what your business does best, you could be at risk of putting your marketing efforts into revenue items which give you a lower return than you think.

Product and service costing is a complex area with many variables to consider, but you can easily assess whether your business understands its costs

by asking yourself the following questions:

- Do I know which materials are needed to make my product and how confident am I that the correct quantities and prices are included?
- Do I know precisely how much labour I need to make my product or provide my service? Does this take into account sickness, holidays and travel time?

- Do I know which fixed assets and overheads are used by the product or service?

If the answer is yes to all of these, are you also confident that your sales prices reflect these costs? What kind of profit margin do you actually have?

When a business starts asking these questions and acts on the answers, it will begin to discover where it is really making and losing its profit.

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# Financial Trouble-Shooter Launches Her Own Consultancy



Financial stability is at the heart of any successful business. An entrepreneurial former finance director has launched her own consultancy to provide interim and part-time finance director services to help companies maintain, or get on, the right path

Lincolnshire born and bred Jo Richardson saw a gap in the market for a freelance finance director who could work in companies as part of their management team, without the commitment of a full-time salary. As a result she decided to launch her own business, Tenacity Counts, just before she hits 40 later this year and has not looked back, winning her first client a matter of days after her firm was set up.

Jo, who has worked as finance director and senior manager in both SMEs and for blue chip companies such as EDF Energy and a division of Cadbury, said: "I have the experience to help

companies with everything from their day to day accounts management to a potential collapse into administration. My cash management skills have given businesses time to recover from being in financial distress to having a buy-out deal put on the table."

"I have been described as being tenacious all my life so it seemed the right name for my approach to finance and the business itself!"

Jo Richardson's business is based in Brigg, Lincolnshire, but provides a service countrywide. Her expertise also includes complex financial modelling and the installation and development

of ERP systems. She is a Chartered Management Accountant.

Further information is available on **07825 181180** or via email, **jo@tenacitycounts.co.uk**.



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Figures may vary depending on driving style and conditions.

\*Initial rental £5,699. Price shown is for a 36 month Personal Contract Hire agreement for a BMW 318d M Sport Saloon with optional metallic paint, with a contract mileage of 30,000 miles and excess mileage charge of 7.53p per mile. Applies to new vehicles ordered between 1 July and 30 September 2015 and registered by 31 December 2015 (subject to availability). Retail customers only. At the end of your agreement you must return the vehicle. Excess mileage, vehicle condition and other charges may be payable. Hire available subject to status to UK residents aged 18 or over. Guarantees and indemnities may be required. Terms and conditions apply. Offer may be varied, withdrawn or extended at any time. Hire provided by BMW Financial Services (GB) Limited, Bartley Way, Hook, Hampshire RG27 9UF. Astle Limited, trading as Marshall Grimsby and Marshall Scunthorpe, commonly introduce customers to BMW Financial Services, for which we may receive payment if you enter into an agreement with them. This introduction does not amount to independent financial advice. BMW EfficientDynamics reduces BMW emissions without compromising performance developments and is standard across the model range. †Test drive subject to applicant status and availability.





# The New BMW 3 Series. Driving Pleasure, Unmatched.

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## Great exterior presence, sophisticated and high-quality interior.

The design of the new BMW 3 Series stands out with even greater precision and various detail improvements. At the front end, new aprons with revised air intakes accentuate the feeling of width, while the sensor for the optional Active Cruise Control (ACC) is harmoniously integrated into the central air intake. The sculptural rear apron design, including a Line-specific trim element, and standard LED rear lights likewise emphasise the car's width and thus its sporting appearance. An innovative lighting concept, featuring newly designed headlights and striking LED daytime driving lights, underlines the car's sporty and powerful visual appeal. The interior, meanwhile, makes an even classier impression with new materials and additional chrome highlights for the controls, air vents and central control panel. The newly crafted centre console with a sliding cover for the cupholders enables better use of the storage surfaces forward of the gearshift lever and takes the outstanding ergonomics of the BMW 3 Series to an even higher level. A wide range of personalisation options as far as upholstery and interior trim elements are concerned, as well as new wheels,

exterior colours and equipment options, round off the specification choices.

## New Navigation system Professional and LTE mobile technology.

BMW plays a leading role in the link-up of driver, vehicle and outside world. Its BMW ConnectedDrive range of products and services offers a unique selection of web-based services and innovative driver assistance systems designed to enhance comfort and improve safety. For example, the full-colour BMW Head-Up Display in the new BMW 3 Series enables all relevant information to be displayed directly in the driver's field of vision, leaving the motorist to concentrate fully on the road ahead. The Navigation system Professional impresses in city centres, in particular, with quicker start-up, significantly faster route calculation and even more realistic 3D graphics. The Parking Assistant now enables automatic parallel parking as well, while Auto PDC also automatically activates the front parking sensors when manoeuvring.

For more information or to arrange a test drive in the new BMW 3 Series, please contact Marshall on **01724 281300** (Scunthorpe) or **01472 276666** (Grimsby).



# University Hosts EIB Head to Mark £40m Funding for Upgrades

The University of Hull hosted a visit by the Vice-President of the European Investment Bank (EIB) to mark the signing of a £40m funding agreement

The visits on June 23 by Jonathan Taylor came in the wake of news of significant improvements to student facilities involving four capital projects at the University.

This £98m campus development programme includes £30m for the construction of planned, new student accommodation, the £28m completed refurbishment of the Brynmor Jones Library, plus a new Health Hub and a remodeling of the Middleton Hall auditorium into a world-scale events space.

The University agreed the £40m funding last month. This funding will contribute to the cost of

exciting new projects, as well as improvements to energy efficiency across the University.

Professor Calie Pistorius, Vice-Chancellor of the University of Hull, said: "Student experience, learning and teaching, research and enterprise, as well as facilities and accommodation at the University of Hull will be transformed over the next three years.

"We require long-term funding for this capital programme which is essential to the University of Hull's ambitious investment-driven strategy. These developments are key to this strategy and the funding support from the EIB has enabled us to progress these."

Jonathan Taylor, European Investment Bank Vice-President, said: "Being able to see at first hand the ongoing transformation of the campus here in Hull demonstrates the University's strong future in the years ahead and the European Investment Bank is pleased to help turn these plans into reality.

"The University of Hull can be congratulated for planning ahead to ensure that future generations of students can benefit, as well as cutting energy

costs to reduce the carbon footprint."

To qualify for funding, the University of Hull had to go through a stringent due diligence process required by the EIB, which is focused on stimulating enterprise and employment and has strict eligibility and financial criteria.

"We had to show that we had the academic strengths and management competence to deliver on the development," added Professor Pistorius. "The University of Hull is committed to becoming a more sustainable institution and in doing so continues to reduce its impact on the environment. All projects for new buildings have environmental targets, and we will continue actively to monitor energy, carbon and financial savings."

Phil MacDonald, Director of Finance at the University of Hull, said:

"The EIB understood our investment-driven strategy from day one, are not-for-profit and are able to lend over the long term at market leading rates.

"The synergy between us is key; it is refreshing to deal with a European bank who so fundamentally share our strategic goals."

# Pie Party Brings the Taste of Success

Chamber Patron Bridge McFarland Solicitors set up a special business development celebration for the winner of the category sponsored by the firm in the HullBID awards

After presenting the award for outstanding business development to the team at The Hull Pie, Bridge McFarland placed an order to showcase the winner's corporate catering service.

Hull Pie founder Matt Cunnah duly delivered enough pies to feed the entire 35 staff at Bridge McFarland's Hull office at Marina Court, plus some guests from HullBID and the media.

Bridge McFarland stepped up to sponsor the inaugural HullBID awards last year and continued the commitment in support of BID and the city centre business community.

Leanne Keating, the firm's managing partner in Hull, said: "We sponsor the awards because the businesses in the city centre are very important to the visitors' image of Hull and they should be recognised for the hard work that they do. As a city we are very fortunate to have such a hard working BID team and we like to give them our full support.

"We held the celebration because Hull Pie have launched their lunchtime delivery service for local business and we wanted to help them promote



Pic shows Matt Cunnah and Steph Braysmith of Hull Pie with Leanne Keating and Rob Ripley of Bridge McFarland Solicitors. Picture courtesy Hull Daily Mail.

that. It also helps that the pies are delicious!

"Business development isn't just about sales and marketing. It's about setting your business up correctly in the first place. We help clients to put the right business contracts and lease holder agreements in place and we advise on the best way to structure their staffing arrangements and

employment contracts."

Matt Cunnah said: "It was fantastic to win the award are we are grateful to Bridge McFarland and HullBID for the recognition. We'll continue developing our business during the next year, expanding our range and bringing in some new ideas as well."



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## **Battlefield to Boardroom**

**Jay Allen: Keynote Speaker at the 2015**

**East Yorkshire Business Expo**

*Jay Allen is a successful keynote speaker, entrepreneur and author who has committed the rest of his life to teaching powerful and highly effective goal setting strategies and life management tools that can dramatically change your life for the better.*

**“Promoting Business Growth in East Yorkshire”**

# Why You Need to Understand Your Energy Bills

## Chamber Energy Solutions - Official Chamber Partner

We recently learned that as many as one in five business people don't understand their commercial energy bills. That's not all: 60% of business people were unable to identify that E or A readings mean estimated or actual, while 25% did not understand the term 'unit rate'.

Even more staggering, as many as 2.19 million businesses never check their energy bills – despite the fact that three quarters of SMEs believe they pay too much for their utilities.

If you don't understand your energy bills, don't worry. You're not alone and we're here to help, whether you're a Chamber Energy Solutions customer or not.

We believe in putting businesses back in control of their energy and water costs. That starts with understanding your bills. After all, if you don't know that you're paying an estimated bill you

could be in for a nasty financial surprise... and that can hurt your bottom line.

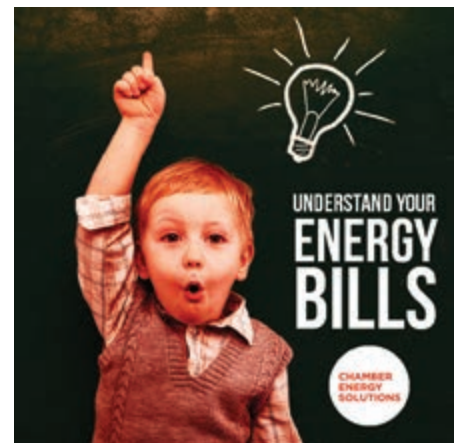
That's why we're putting money and resources into helping you understand your bills. It shouldn't be complicated or confusing. We're aiming to take the hassle out of managing your energy.

46% of small businesses believe that energy prices will increase over the next 12 months.

If you're one of the 46% and want to stay in control of your energy costs, get in touch with us now. Our Business Engagement team will be in touch with you as soon as possible.

A Chamber Energy Solutions guide, which has been road tested by business owners, is available online at <http://bit.ly/1FaiUp5> or you can speak to our dedicated switching team on **0800 923 0210**. As part of its Utility Management Plan service Chamber Energy Solutions helps customers avoid the pitfalls, which can cost time and money, with the following:

- Regularly collecting meter readings from



businesses and passing these to supplier so that accurate, and not estimated, bills can be issued

- Having an energy expert check the tariff, VAT and CCL rates on businesses' utility bills
- An energy helpline to offer free, impartial and jargon-free advice to business users.

Chamber Energy Solutions is the official energy supplier for all Chamber Members.

[www.chamberenergysolutions.co.uk](http://www.chamberenergysolutions.co.uk)

# Why Healthy Workers Make for Healthy Businesses

In March, Axa PPP Healthcare, Chamber Partner, conducted a survey of 500 UK small and medium business owners.

The purpose of the research was to investigate the disparity between the perceived value of employees – considered by 39% of those surveyed as the most important asset to their business – and the level of investment in employees' health and wellbeing.

We illustrated this in financial terms as a business balance sheet and it's clear to see that, while a

talented workforce is a highly valued asset, this isn't necessarily reflected in business spending. Although 74% of entrepreneurs agreed that their employees are critical to the success of their business, only 14% provide business healthcare insurance as an employee benefit, while 23% offer no employee benefits at all.

Providing benefits like business healthcare insurance can not only protect productivity (getting team members back to work quicker after

an illness) but can also protect the health of a business' bottom line.

Two-thirds of employers agree that having a team member off sick for four weeks or more would negatively impact revenue. And when business healthcare insurance could cost as little as £20\* per employee per month – the equivalent of eight packets of post-it notes – the figures really do speak for themselves.

\*Example price based for 30 year old on Business Health Select core cover with Extra cancer cover, £100 excess, SME group of 3+ employees.

**Safeguarding the health of your employees is an investment that adds value to your business for years to come – and protects the health of your bottom line.**

To find out more, visit [axapphealthcare.co.uk/SME](http://axapphealthcare.co.uk/SME)

Full survey data available upon request.



a. Typical waiting times from GP referral to treatment is 18 weeks for non-cancer treatments, as at November 2014. b. Add 33% to the salary cost (to cover pension and National Insurance), then divide by 52 weeks. (£20,000 x 1.33%) ÷ 52 = 511.54 This assumes sick pay at the rate of the employee's weekly pay for the duration they are absent. c. This calculation uses the employee's basic weekly salary as an indication of sick pay and doesn't include indirect costs such as replacement cover d. This varies according to location and clinical need.



## New Club Manager at Elsham Golf Club

Terry Walker is the new Club Manager at Elsham Golf Club

Terry's background includes banking and financial services but he moved into golf management in 2009 as a result of spending a lot of time with his sons at golf clubs, having taken up the game and showed great potential.

His initial appointment was at Lingdale Golf Club in Leicestershire, and after a brief spell at West Lancashire Golf Club, Liverpool last year, now finds himself based in North Lincolnshire. As a result of his success at Lingdale, in 2011, he achieved the position of runner-up in the Golf Club Manager's Association's Manager of the Year award. Married with three children, as well as enjoying golf, Terry is a keen follower of Nottingham Forest and enjoys travelling, trips to the theatre and eating out.

He is thrilled with this appointment and describes Elsham Golf Club as a very friendly and welcoming place with a golf course that is in wonderful condition and represents a good, but pleasant challenge for all golfers regardless of their individual ability. Terry's ethos is that golf is a leisure pastime and therefore all members, guests and visitors should be provided with facilities they enjoy.



## HCF Catch Appoints a New Marketing Communications Officer

James King originally started his digital career developing eLearning courses for the Petro Chemical industry.

With a five year absence from working on the south bank, James worked for an IT company in Hessle. Then spent three years at a leading Hull-based marketing agency, where he worked alongside a team of PR specialists, web designers, graphic designers and marketing gurus.

By using search engine marketing, email marketing and social media, James worked hard to boost the online presence of a number of clients in a variety of sectors.

Now as the Marketing Communications Officer for HCF Catch, he takes on the joint responsibility for the overall marketing strategy, website development, corporate literature and assistance with business development.

HCF Catch is a unique industrial training facility, based in Stallingborough, North East Lincolnshire, which responds to industry demand. James sees this position as an exciting opportunity to promote the uniqueness of an industrial training facility without the real industry risks that are involved.

James said: "I am privileged to be involved with the marketing development of HCF Catch. With the upcoming developments within our region, there has not been a better time to be involved in the energy sector".



## New Community Fundraising Manager for RNLI

I am delighted to have joined the Royal National Lifeboat Institution team as Community Fundraising Manager for Yorkshire and North East Lincolnshire

I have worked in charities for the last eight years, working for Breast Cancer Care, Alzheimer's Society and Roundabout, a homeless charity in Sheffield.

Growing up I spent a lot of time visiting the East Coast and have always had a profound respect for the bravery and dedication of the RNLI volunteers, who regularly risk their lives to save others. The RNLI's services are funded by donations, which means that the support of local businesses, individuals and groups is vital in order for us to save lives.

This summer, the RNLI has launched its Respect the Water campaign to educate people across the UK about the dangers of water. Over 200 people accidentally die each year around our coast. We want to change this and aim to halve coastal drownings by 2024. Look out for the Respect the Water adverts which will feature at the cinema, on TV and radio and on billboards.

If you would like to know more about the RNLI in Hull or find ways to get involved, please contact me at [amy\\_casbolt@rnli.org.uk](mailto:amy_casbolt@rnli.org.uk) or visit: [www.rnli.org](http://www.rnli.org)



# New Members

## Agenda Security Services

Daniel Fairfield  
HULL  
08456 445546  
*Pre-Employment Screening*

## Aloe Heritage

Sandhya Pisharody  
NEWPORT  
07780 612470  
*Health & Lifestyle*

## Dhoot Transmission (UK) Ltd

Peter Hesleden  
HULL  
01482 345324  
*Wiring Harness Manufacturer*

## First RAM Ltd

Scott Firth  
TADCASTER  
01937 835933  
*Credit Insurance Brokers*

## Fitness Supermarket Ltd

David Haagensen  
IMMINGHAM  
07842 540847  
*Fitness Comparison Site*

## Hull and East Riding Citizens Advice Bureau Ltd

Lesley Thornley  
HULL  
01482 328990  
*Advice Charity*

## Hull and East Yorkshire Credit Union Limited

Mr John Edward Smith  
HULL  
01482 778753  
*Financial Services - Not for Profit*

## Importo Ltd

Michael Allen  
KIRKCONNEL  
01659 67810  
*Import & Export of Food Products*

## Inovision Social Media

Sarah Laughran  
PONTEFRACT  
07900 458440  
*Social Media Marketing*

## Lanes4Change Limited

Stuart Lane  
BEVERLEY  
07712 620621  
*Consultancy, Training, Coaching*

## Lazaat Hotel

Naveed Choudry  
COTTINGHAM  
01482 847900  
*Hotel*

## Leather Repair Company

Richard Hutchins  
HULL  
01482 606864  
*Manufacturers of Leather Care Products - Restoration Services*

## Lincs Inspire

Sue Wells  
GRIMSBY  
01472 311300  
*Multi-Purpose Entertainment Venue*

## Link One Consultancy Ltd

Malcolm MacPhee  
DRIFFIELD  
07720 465888  
*Business Advice/Coaching/Mentoring/Training*

## Meadow Foods Ltd

Jack Hancock  
HOLME ON SPALDING MOOR  
01430 860377  
*Dairy Ingredients Manufacturer*

## Mentis Therapy and Training

Vicky Elbourne  
GRIMSBY  
01472 241794  
*Therapy and Training*

## Nationwide Traffic Solutions Ltd

Grace Goodall  
GAINSBOROUGH  
01652 640996  
*Traffic Management*

## North Lincs Structures

Mike Harness  
SCUNTHORPE  
01724 855512  
*Design Fabrication & Erection of Steel*

## ParQ Recruitment

Gemma Andrews  
HULL  
01482 352973  
*Recruitment*

## PB Training Northern Ltd

Michael Graham  
WILLERBY  
01482 653131  
*Training Provider*

## Profect Health Safety Environmental Training

Graham Birkenhead  
HULL  
0845 963 3018  
*Health & Safety Training & Consultancy*

## Resource Management Solutions

Stacey Davey  
DARLINGTON  
01427 790029  
*HR Resourcing & Recruitment*

## RSPCA Hull & East Riding Branch

Alison Ripley  
HULL  
01482 343875  
*Animal Welfare*

## Rusticus

Jonathan Stokes  
DRIFFIELD  
0845 116 2321  
*Performing Arts, Open-Air Events & Roleplay/  
Facilitation for Business Training*

## SaxOccasion Professional Solo Saxophonist

Mike Button  
HULL  
01482 838124  
*Professional Solo Saxophonist*

## Tenacity Counts Ltd

Jo Richardson  
BRIGG  
07825 181180  
*Financial Consultancy/Providers of Interim FDs*

## Thrive & Shine

Jill Mason  
WITHERNSEA  
07773 270015  
*Health & Wellbeing*

## Tomorrows Solutions Ltd

Anthony Madin  
HESSLE  
07775 393936  
*Facilities Specialist*

## W R Gaskets Ltd

Paul Graham  
GRIMSBY  
01472 355596  
*Gasket Stockist and Cutter*

## Weightek Ltd

Miles Acklam  
HULL  
01482 225345  
*Industrial Weighing*

## Yorkshire Care Training Ltd

Sarah Ryder  
HULL  
01482 219900  
*Training Provider*



**Name**  
Ian Jacques Dip CII

**Company**  
Barry Fenton Insurance

**Job Title**  
Commercial Account Executive

**What was your first job and what was the pay packet?**

Motor Underwriter at a long gone Insurance Company, National Employers Mutual General Insurance Association. First pay packet, not quite pre-decima, was about £133, still enough to have a good night out down the Bigg Market in Newcastle on a Friday evening!

**What do you always carry with you to work?**

Car Keys and salad box for lunch. Greggs sausage rolls were beginning to take their toll.

**What is the biggest challenge facing your business?**

The ever-increasing providers of insurance via the internet. Arranging commercial insurance is a complex business deserving more than trawling the web and hitting yes and no buttons.

**If you were Prime Minister, what one thing would you change to help business?**

Immediately revoke the recent budget increase in Insurance Premium Tax, a stealth tax if ever there was one.

**What can you see from your office window?**

One of Scunthorpe's municipal car parks, and the inevitable revenue collectors who constantly stalk it!

**If you could do another job what would it be?**

Open a sandwich and pastry shop, if the waistline would sustain it.

**As a business person, what are your three main qualities?**

Empathy, persistence, personality.

**What was your biggest mistake in business?**

Taking my ball home over a minor matter which could have easily been resolved. It took quite a while to get back on track.

**What advice would you give to aspiring entrepreneurs?**

Go for it, the economy needs more of you.

**Who do you admire most in business?**

Ann Summers' CEO, Jacqueline Gold. Tenacity, passion and courage are her watch words. And arranging their commercial insurances would certainly be an eye opener.

# Chamber Events Diary 2015

**St Leger Ladies Day with The Chamber**

Thursday 10 September 2015  
Doncaster Racecourse

**Members' Speed Networking and Lunch**

Friday 18 September 2015  
Hull University Staff House  
Sponsors: Spire Hospital/Caprica Healthcare

**Chamber Bridlington & Yorkshire Coast Business Awards**

Friday 16 October 2015  
The Spa, Bridlington

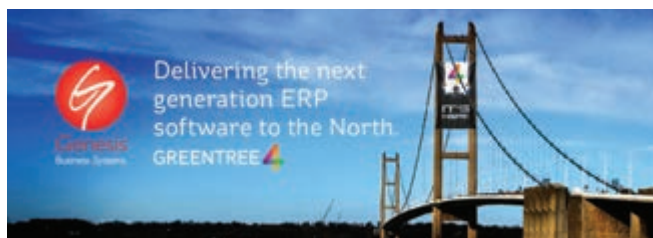
**Members' Speed Networking and Lunch**

Friday 30 October 2015  
Forest Pines Hotel, Broughton, near Brigg

**Members' Speed Networking and Lunch**

Friday 27 November 2015  
The Lowther Hotel, Goole

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](http://www.hull-humber-chamber.co.uk)



## Join Us And Power Up Your ERP!

Today's truly mobile business systems are able to give you full access to your business engine from anywhere, at any time. Genesis Business Systems are hosting a morning at their offices in September to showcase a solution for anyone thinking of changing or consolidating their business systems.

If you are looking for a system with the flexibility of growing with your business then look no further than Greentree4. The software is a real business engine that covers every aspect of your operation and provides solutions for Finance, Supply Chain, Job Cost Management, CRM, Service & Asset Management, Payroll & HR, Manufacturing, Workflow, Reporting & Business Intelligence, Mobile & eBusiness to name but a few.

We invite you to join us on the morning of Thursday 17th September to discover all about this one system solution. It's ideal for Managing Directors, Finance Directors or IT Managers looking for the next generation in ERP systems.

Our event will start at 10am with an overview of the product functionality followed by lunch.

To tie in with this event, Genesis are also offering a free mobile power bank to power your smartphones or tablets on the go. Visit [www.powerupyourERP.co.uk](http://www.powerupyourERP.co.uk) to secure your place and your power bank now. Alternatively give Luke a call on **01482 210999** to discuss Greentree4 in more detail.



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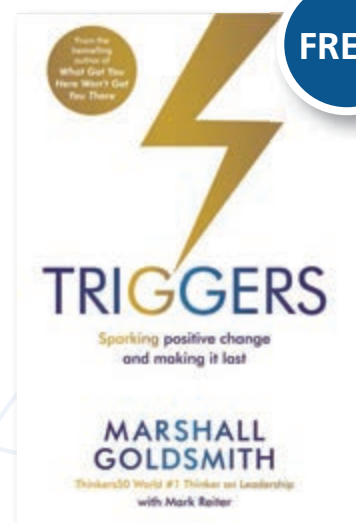


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