

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

February/March 2017

Issue 36

*Keeping
the UK City
of Culture
connected*

Hull: City of Culture 2017

See Page 26



Gary Young
KCOM



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Front Cover Image - Gary Young, KCOM

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1884 Restaurants in City of Culture Celebrations

Award-winning restaurants 1884 Dock Street Kitchen and 1884 Wine & Tapas Bar were in pole position to enjoy the business benefits of City of Culture as thousands of people flocked to Hull Marina for the spectacular 'In With A Bang' launch.

Both restaurants were at capacity weeks before the New Year's Day fireworks display as diners decided to beat the crowds by booking a celebratory City of Culture dinner, with a break between courses to step outside and savour the historic occasion.

All 25,000 tickets released by City of Culture were snapped up within hours of becoming available. The crowd was swelled further as bars and restaurants within the event area received wristbands for guests and staff, and as businesses and residents in Humber Quays and the waterfront apartments hosted private parties.

For the two 1884 Restaurants the launch presented a big opportunity – and a test of stamina. Both venues normally close on New Year's Day as a reward for battling through a hectic festive period, and both were still bidding farewell to satisfied New Year's Eve guests in the early hours.

James Birch, General Manager of 1884 Dock Street Kitchen, said: "We'd already had a fantastic New Year's Eve with the last guests not leaving until 4.30am and we were back a few hours later to prepare for our big City of Culture dinner. We went through until 1am and everyone had a wonderful time."

Deborah Spicer, General Manager of 1884 Wine & Tapas Bar, said: "We were absolutely packed. We couldn't have squeezed any more people in. It was the perfect way to start a year which will be very special and, looking at the bookings so far, very busy as well."

For details of forthcoming events at the restaurants visit www.1884dockstreetkitchen.co.uk
 tel **01482 222260**
 and www.1884wineandtapasbar.co.uk
 tel **01482 216306**



Aerial shot of Able Humber Port vehicle storage facility

Able Clinches Major Vehicle Storage Deal with BMW

Able UK has announced a major expansion of its vehicle storage and distribution operations on the Humber, with the signing of a new nine-year contract with the premium car-maker BMW Group.

The deal will see the development of facilities which will include a 4,300 square metre Pre-Delivery and Inspection facility on Able Humber Port, adjacent to Rosper Road in Killingholme. When completed, at the end of 2017, the project will provide around 100 jobs and storage for over 10,000 vehicles on an approximate 60-acre site – equivalent to almost 200 Olympic swimming

pools. Able will provide the facility and it will be operated by the Grimsby based GBA Group.

Able Executive Chairman Peter Stephenson said “This is a major step forward in the development of Able Humber Port. We already have well-established large-scale vehicle and storage facilities and this new contract involves a further £25million investment.

“We are delighted to have such a prestigious company as BMW Group as a new client. Able Humber Port is ideally placed for the kind of facilities required by major vehicle manufacturers, with both the space and the proximity to ports

handling vehicle movements.

Meanwhile Able is continuing development work, developing more land on Able Humber Port, including the imminent construction of the link road, for its Able Logistics Park project. This covers over 1,200 acres with full planning permission in place for the creation of extensive warehousing, external storage and transportation depots.

ALP will also offer a purpose-built Business Park providing office facilities for businesses operating across a range of activities.

The Deep Prepares to Mix Business with Pleasure for 2017

A tourist attraction which is acclaimed internationally and is also an official City of Culture supporter is gaining recognition as the ultimate destination for businesses planning to make the most of Hull’s year in the spotlight.

The Deep aquarium has collected countless awards for its quality as a tourist destination since it opened in 2002 and has also made an impact as a venue for corporate, cultural and social events.

The Business Centre, which was shortlisted for Customer Focus in the Hull Daily Mail Business Awards 2016, is attracting interest from

companies as they explore options for working remotely and mixing business with pleasure.

Freya Cross, Business and Corporate Manager at The Deep, said: “Our facilities and services are all about variety and flexibility and those attributes, coupled with a location in the heart of Hull’s festival and cultural quarter, appeal strongly to people looking for a temporary business base.

“We often get business people coming to us to use our pod desks when they are visiting the area to work on a short-term project, at a conference or for meetings with businesses and other organisations in the area.

“We’ve seen with the development of the renewables sector that people book space with us to give them a base from which to conduct their business while they meet contacts and find out more about the area, and we’re expecting the same from City of Culture.

“There will be people coming to work on City of Culture events projects who may need a desk with all the support that we provide. There may also be people who just want to come here for a couple of days at a time to enjoy the activities and who need to bring their work with them. We’ll be making sure we have the extra capacity to cater for that demand.”

Driver Hire Gives Back

Students at a Grimsby academy have received top cycling safety tips and free high-visibility vests from a local business.

Driver Hire Grimsby and Scunthorpe, recruitment providers for the transport and haulage industry, has donated reflective, fluorescent vests to the students of Havelock Academy, helping them to keep safe on the roads as they cycle to and from school.

Michael and Jayne O'Flynn, Directors of the North and North East Lincolnshire branch of the nationwide network, gave a presentation to over 100 students in years seven to 11, showing the perspective of HGV drivers when on the road and explaining the issues around visibility, what HGV drivers can and can't see in their vehicles, and the various, important ways to reduce the risk of danger.

Michael said: "There are issues when heavy goods



vehicles and cyclists share the same road space. If you educate both drivers and cyclists of the possible risks and how to avoid those dangers, you can go some way in avoiding them. Drivers do get educated on this, so we are just trying to do our little bit and to get young people taking part in their own safety too.

"We've donated the vests, and I know they're not a massive fashion item, but they are very useful in helping people to be seen, and half the battle is people being seen."

Joanne Woodhouse, Acting Head of Sixth Form at Havelock Academy, said: "When we were

approached by Driver Hire to raise awareness of the dangers of cycling we were keen to work with them and engage with our students to help keep them safe on the roads. A large proportion of our students cycle to school each day and we want to do everything we can to help keep them safe.

"Driver Hire were kind enough to purchase and issue our students with high-vis vests which we are extremely grateful for. It has been a pleasure working with Michael and Jayne and we hope to continue to engage with them to help inspire more of our students."

Educare Acts to Increase Space to Support Working Parents

A children's nursery in Beverley which has expanded and invested significantly since opening nearly 20 years ago is poised for further growth in readiness for government plans to increase provision of free childcare. With the government preparing to fund up to 30 hours of care for nursery-age children from next September, Educare has doubled the space available for its out of school club. The investment, supported with a grant from East Riding of Yorkshire Council, will also ensure that Educare can accommodate more children when the government's changes take effect.

David Whincup, owner of the family firm, said: "Childcare can be a big problem for parents because not many businesses work the same hours as schools. The requirement for childcare is increasing all the time.

"We have a number of families who already benefit from the government's free service. We expect those parents to want to make more use of the service and we expect a lot of new enquiries as more people become aware of the changes.

"Some childminders and small nurseries have indicated they may not offer the extended hours. We think that situation will prompt parents to start looking for places for their children early in 2017, so we are investing now to meet the rising demand."

Educare has a full-time capacity of 70 child places, enabling it to accommodate 140 pre-school children on a part-time basis. The out of school club opened in 2011 and as a result of the expansion now offers



40 places for use before and after school and during holidays by children aged between five and 12.

Mr Whincup said: "Demand has been rising for the out of school club, which is open from 7.15am until 6.30pm every day except weekends and Bank Holidays. We are taking on two new staff and there may be more."



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Goldings Gears Up to Train Businesses in New Sage Software



Vic Golding

A Hull-based specialist in the design and delivery of computerised accounts and payroll training is preparing new courses to train people on the latest system from leading business software provider Sage.

Golding Computer Services will again be working with Sage and the International Association of Book-keepers (IAB) to provide flexible distance learning packages to businesses for their staff and to individuals who want to sharpen their skills.

Goldings is established as one of the IAB's leading UK training centres, having secured IAB Gold status in 2015. The training will focus on the new Sage 50c system and will reflect the advances of the software by offering improvements to make the course more convenient to complete.

The new software is being rolled out in recognition of figures which show that 50 per cent of business email users rely on a tablet or other mobile device and that 89 per cent of business owners consider automation and

productivity to be the top purchase drivers for new technology.

Vic Golding, Managing Director of Goldings, said: "Sage programs are used by about one million people in the UK every day and everyone is looking for something different. Instead of installing the program on your PC, Sage 50c enables you to access your accounts program on a tablet or smartphone anywhere, any time without restrictions.

"As a result we are expanding our portfolio of courses. They will cover levels 1, 2 and 3 and will be more user-friendly but will still be available for distance learning. There will be no more exam papers – it is all online and multiple choice, you can get your mark immediately and there are practice tests that you can do online."

For details of the new courses contact Di Garbera at Golding Computer Services on Hull

(01482) 328706
email di@gcs-limited.com
or visit www.gcs-limited.com

Hemingway Bailey in the Spotlight After Firm of the Future Success

Major accountancy practices throughout the profession are looking up to a small firm from Beverley after its recognition as a global leader in the use of technology.

Hemingway Bailey was hailed as the UK Firm of the Future by accountancy software giant Intuit QuickBooks and also made it to a worldwide showcase featuring just four firms.

The company, founded six years ago by Alan Hemingway, won \$5,000 and a trip to California. But the more valuable prize is the enhanced reputation which has seen Hemingway Bailey become sought after as a partner for much bigger concerns.

Alan said: "We had a fantastic time in California as we combined business with pleasure at the QuickBooks Connect convention, but the real value of our success only emerged after we came home to Beverley.

"Other accountancy firms have been in touch for advice on how they can use technology to improve services to their business clients. It shows that if you're tech-savvy enough you're big enough!"

In addition to impressing with their vision and



know-how about cloud accountancy services, the Hemingway Bailey delegates presented a video which left an international audience, including basketball great Shaquille O'Neal, wanting to know more about their home town.

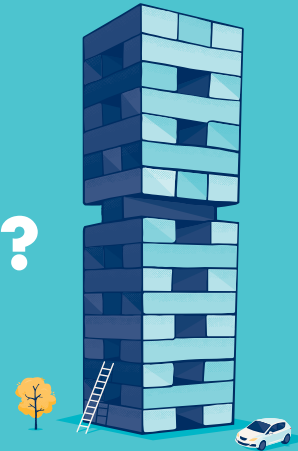
The film captures the charm and history of Beverley and also shows how Hemingway Bailey are using the latest technology to help clients build their businesses.

Alan said: "We are very good at installing cloud-based accounting systems to help our clients work more efficiently and improve management information reporting and profitability.

"It is this sort of work that enabled us to become the UK Firm of the Future and that has attracted the attention of other companies who are bigger but who don't have the experience in-house. They are able to benefit from our white label services."

What does new law on energy efficiency mean for landlords and tenants?

By **Laura Lougher**, Commercial Property Solicitor
at Wilkin Chapman LLP Solicitors



Landlords and tenants of commercial property should be aware that important changes are afoot in relation to lettings. From April 2018, it will be unlawful to let a property with an efficiency rating of 'F' or 'G', which will affect approximately 20% of commercial properties.

These changes stem from the Energy Act 2011. Unless the energy performance rating of the property is 'E' or above, or the property is exempt, the changes stipulate that a landlord must not let the property (including granting a lease extension or renewal) from 1st April 2018 or continue to let the property from 1st April 2023.

What does this mean for landlords?

It is important that landlords review the energy performance rating of their properties and take steps now to ensure that their properties are compliant.

Landlords should be aware that:

- There are monetary penalties of up to £150,000 for non-compliance;
- Breaches are published on the public PRS Exemptions Register, which could result in reputational damage;
- Marketability of some properties could become impossible unless they are upgraded to meet the minimum standards;

- Valuations of those properties could be affected if their marketability is reduced;
- Dilapidations assessments could be affected.

What does this mean for tenants?

Tenants may find that their landlord will expect them to pay for works necessary to improve the energy efficiency rating of the property, which could be costly. A tenant wanting to sublet their property will also need to comply with the minimum energy standard.

Can a landlord pass the cost onto his tenants?

Leases commonly require tenants to keep the property in good repair and condition and all plant, equipment or fixtures properly maintained and in good working order. If a lease does not require replacement of an item, the landlord can only insist on replacement if it is beyond repair. However, replacement of an item does not necessarily mean improvement, so this may not help a landlord in improving the energy efficiency of the property.

If the lease allows the landlord to charge a service charge, he may be able to recover the cost of upgrading common parts of a building to improve the energy efficiency rating, if the service charge covers costs incurred for improving environmental performance. However, it is quite unusual for this to be included in standard leases.

Landlords and tenants should carefully consider the wording of their current leases and any future leases granted to establish who is responsible for the cost of any works carried out.

If you would like advice on how the Act might affect you, or whether your property is exempt, please contact Laura Lougher at Wilkin Chapman on 01472 262626 or visit wilkinchapman.co.uk

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HETA Apprentices Inspired by Sporting Role Models



(Left to right) Iain Elliott (HETA) and Tim Sheens (HKR)

A training company which draws parallels with professional sport to underline the importance of commitment and dedication has marked its 50th anniversary by joining the sponsors of Hull Kingston Rovers.

Humbly Engineering Training Association (HETA) is promoting its services on the team's shirts throughout the 2017 season.

HETA also drew on links with the region's sporting community to inspire young learners at its awards nights on both sides of the Humber. Tim Sheens, Head Coach of Hull KR and a rugby league world cup winner as coach of Australia, presented the

awards at the event in Hull and Grimsby Town player Shaun Pearson did the honours at the event for the Scunthorpe and Stallingborough sites in Grimsby.

Shaun was joined in making the presentations by Zoe Sparling, who began her engineering career at HETA and, after joining Phillips 66, is now studying for a Higher National Diploma in Operations Engineering.

Dr Malcolm Joslin, chair of the HETA trustees, told the apprentices: "We usually have about 800 young people apply to us and we take on about 200 so the fact that you gained a place is a great achievement.

"In the past there was something of a glass ceiling in industry. As an apprentice you could get to the level of supervisor but probably no further. To do any more you had to be a graduate. Now you can go as far as your ability and your determination will take you. Please do not think there are any ceilings or barriers."

James McIntosh, Business Development and Marketing Manager at HETA, said the partnership with Hull KR will help to raise awareness of the company and its services among people who are planning to embark on careers in engineering and among employers in all sectors who need to recruit dedicated apprentices.

Arts and Business in Festive Flourish for LTP's Xmas Show

Arts and business combined with a festive flourish as East Riding Theatre (ERT) performers entertained industry guests at a Local Transport Projects industry gathering.

Beverly, East Yorkshire-based Local Transport Projects (LTP) is one of the UK's leading independent transport practices and teamed up with the town's theatre company, which itself is garnering national acclaim for its productions.

ERT, and former Royal Shakespeare Company actor Richard Avery and musician and actor Rachel Barnes, of She Productions, also based at ERT, presented transport-themed songs and stories to guitar and cello accompaniment for about 50 guests.

Tony Kirby, LTP director, said: "There's some amazing talent here in East Yorkshire across the arts and business, and with Hull as the UK's City of Culture in 2017, we wanted to use the first Christmas in our new offices to highlight to our guests some of the region's superb performance artists."



(Left to right) Richard Avery (ERT), Andy Mayo and Tony Kirby (LTP) and Rachel Barnes (She Productions)

Established in 2004, LTP provides transport planning, traffic engineering and highway design services to local government, developers, health providers and the education sector. In the summer of 2016, the company moved to prestigious new offices in Armstrong House in Beverley's new Flemingate project.

Three Easy Steps to Getting Noticed Online

If you are in any kind of business, it's a given that you need your own website. A place where all your potential clients or customers can find out all about the great services and products you offer.

You also need to make sure people are finding your website amongst the sea of information that is the internet. To help with that we suggest you implement the easy steps below.

Step 1: Online Business Directories

Create a Google+ Business page, (very important) and then join the following online directories: Yell, Hotfrog and Scoot. When you join these directories make sure you enter your business name, address and telephone number on these sites, exactly as it appears on your Google + Business page.

Step 2: Get more links to your Website

It is important to link from other websites back to your website (known as 'back-links'). To do this, join well known review sites such as Yelp.co.uk. It is also worth approaching local newspaper and radio station websites and giving them the link to your website. Visit 'Articles' on our website for more links to local news and radio websites.

Step 3: Links from Social Media

You also need to link from any of your Social Media accounts on the internet (Facebook, LinkedIn etc.) back to your website. Potential clients are more likely to become new clients once they have been directed to your own website where you have complete control over the all-important first impressions about your company (unlike many Social Media channels).

The key thing with all your online communications is to be consistent.

For links to all the resources mentioned above and to find out more about improving your online presence

visit: www.screenforge.co.uk

call **07530 525387**

or email: steve@screenforge.co.uk

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Milestone Moment at Siemens Blade Factory Opening

Chamber Chief Executive Dr Ian Kelly said that it was a 'milestone moment in Hull's new future' when he joined other VIP guests to celebrate the opening of Siemens new £310-million Blade Factory.

Matt Jukes and Ian recollected Matt's Annual Dinner as President of the Chamber in 2013 when, to a packed house, Matthew Chinn of Siemens spoke for the first time officially about their ambitions in the Humber, which have now come to fruition.

Ian also recounted the hilarious moment when Clark MacFarlane (pictured here at the opening), who was wearing his kilt on the Annual Dinner night, had to cope with the comedian Patrick Monahan crawling beneath his legs as he spoke, with the audience falling about laughing.

Juergen Maier of Siemens, also speaking at the event in front of Secretary of State for Business Greg Clark and former Secretary of State for Business Alan Johnson, highlighted that what Siemens, Dong and ABP were doing together in the Humber was real life "industry policy in action".

Ian, speaking to Juergen after the speeches and then to Andrew Percy, the new Northern Powerhouse Minister, flagged up the Chamber's strong hope that, in the Government's new Green Paper on Industry Policy in the New Year, much more of this kind of thinking would be evident.

HullBID Investing to Highlight Exciting New Events Programme

High tech and high fashion are being harnessed by HullBID to support businesses by attracting more people into the city centre during 2017.

A dedicated HullBID app will enable businesses to present real-time information to potential customers about opening times, offers and much more. The BID team is also focusing on the fashion and beauty sector with a new brochure which is the ultimate guide to salons, beauticians, major stores and small independents.

As well as using new promotional techniques HullBID is also planning to add to its events programme. The hugely successful Hull Trinity Festival will return in the autumn and the ever popular Yum! Festival of Food and Drink will again take place in August – supported by a brand new street food initiative.

Kathryn Shillito, HullBID City Centre Manager, said: "Street Food Thursdays is a new idea which has emerged from our commitment to support our businesses by organising events which attract people into the city centre.

"They will bring together some of the city's most celebrated and experienced food vendors alongside rising stars of the local music and entertainment scene to showcase their talents in the new-look public squares."



Catherine Goble (Hull BID) with app developers Neil Tan (left) and Dileepa Ranawake

Street Food Thursdays will take place on one Thursday a month from April to September inclusive, with dates and venues to be published in the media and on the HullBID website.

The HullBID app is being developed by Bunjee, a software company based at C4Di, and will showcase everything that the city centre has to offer by connecting businesses and potential

customers. It will be available to users for free download from the Apple and Google store.

The initial print run of 4,000 copies of the fashion brochure is being distributed via hotels, door drops and other methods to reach target audiences. For the latest details of HullBID's activities visit www.hullbid.co.uk

Kingston Technologies Group Helps Customers Embrace the Cloud

The Microsoft Cloud Solution Provider Programme allows Hull-based Kingston Technologies Group to provide direct billing, sell combined offers and services, as well as directly provide, manage and support Microsoft cloud offerings

The programme is designed to strengthen customer relationships and expand cloud sales opportunities.

Leading cloud company Kingston Technologies Group, has announced its participation in the Microsoft Cloud Solution Provider Programme as a 1st Tier Partner.

Kingston Technologies Group owns the complete customer lifecycle, allowing it easily to sell Office 365 and Windows Intune subscriptions and helping customers take

advantage of cloud services by owning the entire billing process and directly managing support.

Rod Walker, Managing Director of Kingston Technologies, said: "We are delighted to have been chosen by Microsoft as one of only a handful of cloud providers to work with them on this programme in the UK. It is a natural fit for us because of the expertise we already have across a number of Tier 1 technology leaders.

"Interest in the cloud is growing at a tremendous rate and we have invested heavily in the infrastructure and skills to support this. Joining the Cloud Solution Provider programme and fully supporting and integrating Office 365 into our offering allows us to build stronger relationships with our customers and provide them with the best cloud solutions to enhance their business."

Phil Sorgen, corporate vice president, Worldwide Partner Group at Microsoft Corp., said: "The Cloud Solution Provider Program puts our partners at the centre of the customer relationship. Through participation these partners have demonstrated dedication to helping our mutual customers successfully move to the cloud."

Kingston Technologies Group provides high availability cloud and managed hosting services on Tier 1 infrastructure, connected via a fast fibre network and backed by industry-leading Service Level Agreements and 24x7 technical support. Customers include The John Good Group, PPH Commercial, Chris Clubeys and Waterloo Motor Spares.

Why Proofreading is so Important for Businesses

In these ever more competitive times for businesses, it is crucial to get your message out to prospective clients.

However, it's not just what you say but how you say it and mistakes in your printed or online material can be very damaging to your reputation.

That is why it makes sense to call in James Andrew Proofreading and Editing Services, a recently-created Beverley business which specialises in spotting all the problems and putting them right.

The business was started in April by James Andrew, a fully qualified proofreader, who said: "If you put out material with mistakes, it does not reflect well on your business and

the work I do helps businesses look more professional.

"Proofreading is not just about spotting spelling mistakes and typos. It is more complex than that and I can correct clumsy grammar, make sure the syntax is right, correct the wrong use of tenses and ensure that the style is consistent.

"I did some work for a client recently who had four pieces written by four different people and my job was to make sure that it read the same all the way through.

"I think the important thing to realise is that bringing in someone like me is not a criticism of the person who wrote the piece, rather part of the process to ensure that the finished work

is as good as it can be."

James works for a range of businesses in the area, proofreading everything from brochures and leaflets to letters and technical documents, including legal documents.

James, who will work on-site for a client if required, said: "Proofreading is such an important part of the process and by using our services you can make sure that your written materials gives the right impression of your company."

James can be contacted on **0787 6507437** and **jamie@andrew-1.fsnet.co.uk**

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ASR Ready to Advise Winners and Losers as Rates Bills Arrive

Business rates specialist Adrian Smith is bracing himself for a rush of enquiries when companies throughout the region receive their new rates demands during March.

Adrian, who set up AS Rating in 2000 after spending 25 years working for the Inland Revenue, said the demands are likely to prompt a wave of calls from winners and losers confused by the new rateable values.

The draft rating list published in October 2016 showed that many businesses in Hull could expect to see their rates fall. But in some areas of the East Riding business owners were facing an increase of as much as 300 per cent, and some were still unaware of the possible impact.

Adrian said: "Only a minority of businesses have acted on the information so far. Others have not paid any attention to it or have been putting it off because they are busy or it's not something they understand. It will come to their attention when they get their bill and I expect that's when I'll get a lot of calls."

The revaluation is the first since 2010 and is based on rental values from 1 April 2015. A key feature of the changes is that the threshold for small business rate relief will double to £12,000, and Adrian warned business owners to be wary of consultants seeking to charge a fee to secure a reduction.

He added that the Valuation Office Agency will adopt a 'check, challenge, appeal' process but that people who have questions should move quickly to avoid ending up at the back of a long queue.

Adrian said: "The threshold element of the changes is straightforward but there are still consultants who will try and get you to pay them for securing a reduction which you will get anyway."

"Other aspects of the changes are more complicated and I have had a lot of questions from businesses who have become aware of the draft figures and don't know if they're correct. They are seeking advice as to whether the figure is reasonable and what the procedures are for challenging it."

The new rateable values will take effect from 1 April and any significant changes are likely to be phased in, but while transitional relief can assist businesses it also has the potential to cause further confusion.



"The threshold element of the changes is straightforward but there are still consultants who will try and get you to pay them for securing a reduction which you will get anyway."

Adrian said: "You would think reduced rates might present an opportunity for new businesses to open, but it's not that simple because substantial reductions and increases are phased in.

"You could open new premises in the knowledge that your rates will fall over a period of time, but most people starting a new business or opening new premises want lower costs at the outset rather than in the future.

"There are other areas in the East Riding where rates have trebled on some classes of property. Increases are also phased in, but more quickly than reductions. What is most important is that businesses know that the bill they have received is correct, whether it's going up or down.

"I don't guarantee that I can get a reduction but I do guarantee that our work will be thorough and if the figure is going to change we will be able

to work out when and by how much, and that's important for business planning.

"Some business owners have been horrified because even with transitional relief the big increases can cause problems. They can even affect staffing levels – one employer I spoke to might have to lose a member of staff."

ASR is a member of the Royal Institution of Chartered Surveyors, the Institute of Revenues Rating and Valuation and the Rating Surveyors' Association.

For further details about the revaluation and other rates issues contact Adrian on **01964 625415** or **01482 623930** or visit **www.asrating.com**



For **Entrepreneurs Only** RICS

Mike Plans Next Trip After Passing Charity Milestone

A biking businessman who has used pedal power to raise thousands of pounds for charity is setting his sights on his next venture to mark 20 years of a two-wheeled world tour.

Mike Humble, an independent financial adviser at LEBC Group, based at The Deep Business Centre, took his total raised since his first big charity bike ride to £68,000 in the year that he celebrated his 65th birthday.

He has no plans to retire from LEBC nor from cycling and is now planning the ultimate UK challenge – a ride from Land’s End to John O’Groats.

Mike has been working in Hull for more than 40 years. He took up leisure cycling in 1992, completed his first major fund-raiser five years later and – motivated by the death of one of his brothers from cancer in 2006 and the loss of a client to cancer in 2009 – kept going.

After the first trip in Morocco in 1997 he signed up for China, Egypt, Poland and India. A Central American challenge in 2012 took in Panama, Costa Rica and Nicaragua and last year he cycled from Venice to Rome.

Mike said: “I was approaching 65 so I set myself the target of £65,000. My aim for the first ride in



1997 was to raise the minimum sponsorship of £2,000 and be fit enough to complete the course. I did it and raised £6,000.”

Overall Mike has cycled more than 2,000 miles to help Mencap, Macmillan, Marie Curie, Help for Heroes and Dove House Hospice. Support has come from family and friends and from colleagues at LEBC, where he has worked for 10 years and which this year increased its donation to £2,500.

He said: “These trips have given me the opportunity to visit a lot of places I would never even have thought of going to.”



Electrical Work

Trent Valley Electrical Services

has been established since 1991. We pride ourselves in offering a reliable and competitive installation service to Industrial, Commercial, Agricultural and Domestic sectors alike.

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We can also carry out rewires, shower circuits, new fuse boxes, lighting work, extra sockets, electrical reports etc.

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Trent Valley Electrical Services are proud to offer the Scunthorpe and North Lincolnshire region quality Solar Panel Installations.

Everything from a small Domestic Solar System under 4Kw to a large Commercial Solar PV System up to 50Kw. We are MCS accredited and members of the RECC.

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Car Charging

TVES can offer an Electric Car Charging Point installation service. Have your own state of the art electrical car charging point installed at your home for convenience and ease.

Data

TVES carry out various Data installs around the country. i.e. CAT 5 and CAT6 cabling, installing RJ45s etc.

Recruitment Made Easy with the Pathway to Employment Programme



Unity Training have been delivering a Greenport Hull funded programme that trains and develops long term unemployed individuals with manufacturing backgrounds. To date 55 individuals have completed the course and 38 have gained employment through this fantastic initiative.

The programme also rewards the employers with wage subsidy for the participant that they employ, where they can claim back 20% of the participant’s salary for the first 12 months. Due to the success of the programme so far we are looking to work with additional employers within the following sectors, Manufacturing, Car Repair, Engineering, Joinery and Timber, Warehousing and Distribution, Food Manufacturing and many more.

If you feel that your business would like to be involved with this opportunity or require more details about offering a four to five week work placement then please call Liam Woods, Work Placement Coordinator on **01482 852292** or e-mail liam@unitytraining.org.uk

Each and every participant of the programme is assessed to ensure that they are the right candidate for the programme. Participants receive the following qualifications:- IOSH Working Safely, First Aid at Work, Fire Awareness, Manual Handling, COSHH, Working at Heights and Working in Confined Spaces. They also receive refresher training with a joinery workshop and then develop their employability skills in preparation to completing the work placement element of the programme. Every participant is issued with basic PPE to ensure they comply with health and safety requirements.

There is no financial cost to the employer providing work placement and it’s a fantastic opportunity for your businesses to assess these participants over the four to five weeks to see if they meet your business needs. This eliminates job advertisements, selecting interviewees and conducting interviews. The icing on the cake for you is the 20% wage subsidy that you can claim.



Schemes that Allow Business to Make a Difference

Corporate Social Responsibility (CSR) is an increasingly important part of business life as companies seek to make an impact on their communities beyond the simple bottom line.

From helping to raise money for good causes to promoting sound health, companies are playing their part in improving people’s lives.

Methods of applying CSR include:

Environmental efforts - businesses regardless of size have a large carbon footprint and taking steps to reduce the footprint is good for the company and society as a whole

Philanthropy: Businesses also practice social responsibility by donating to national and local charities

Ethical employment practices: By treating employees fairly and ethically, companies can

demonstrate their corporate social responsibility

Volunteering: Attending volunteer events and encouraging staff to volunteer, including giving them paid leave to do everything from tree planting to office work for charities, says a lot about a company’s commitment to the area in which they operate.

All these measures benefit society and that in itself is justification enough for supporting them but there are also benefits for the company taking part, one of which is the boost they provide to reputation.

A company seen to be doing a lot to benefit their

local communities can only go up in people’s estimation.

There is another benefit which is harder to measure. Recent research has indicated that people who volunteer, or support communities in other ways, feel better about themselves.

For a company encouraging its staff to support good causes there can only be a knock-on effect; happier employees make for more productive employees.

All in all, Corporate Social Responsibility has much to recommend it for businesses of all types and sizes.



Special Stars Foundation

We need your company to help us improve the lives of disabled children and young people living in Hull and East Yorkshire.

Choose Special Stars Foundation as your organisation's charity of the year and we will work with you to support our members at our Centre For Inclusion which is opening later this year.

Our Services

- Training and counselling for parent carers
- Therapy for the disabled children
- Parent support groups
- Free computer use
- Benefit and grant application support
- Running a diverse programme of social activities and events in the region

We have over 400 registered families and we are frequently described as a 'lifeline' by our members. We believe no child or young person should be isolated because of their disability and we work closely to support our families on an individual, family and group basis. Disability can affect anyone and the demand for our services is constant with new members joining every week.

Our vital work in supporting our members would not be possible without corporate partnerships. Supporting us means your staff also get the chance to give something back to local people and enhances your reputation as a community focused business.

If you would like more information on working with our charity please contact Natalie Barnes, Chair of Trustees on **01482 227657** or email **info@heyspecialstars.co.uk**
www.heyspecialstars.co.uk



Help Us to Grant Special Wishes

When You Wish Upon A Star is funded purely by the donations, support and efforts of our local community, receiving no governmental or large grants to carry out its work. In the Humber region, we need to raise in excess of £350,000 for wishes and our annual 'Santa Express' trip.

Children like Chanel (pictured) miss out on 'normal' childhood experiences – for many of our children life becomes a round of hospital appointments, operations, harsh treatments and often, isolation from loved ones. For a parent to receive the news that their child has been diagnosed with a life threatening or terminal condition is devastating – we can all help to make a difference to these families who battle every day for what many of us with healthy children take for granted.

Our aim is to grant as many wishes as possible within our community for these brave and deserving children. Quite simply, the more money we can raise, the more wishes we can grant, providing children and their families with special memories to treasure.

Contact us on:

01472 827100
joanne@whenyouwish.org.uk
www.whenyouwishuponastar.org.uk
www.facebook.com/joatwish



Matthew's Hub – Supporting Autism in Hull and the East Riding

Matthew's Hub was founded after the tragic suicide of Matthew Battye; who lived with high functioning autism. Matthew's mother, Simona, believed that a lack of support services was a contributing factor in his depression and feeling of helplessness. In order to ensure young people like Matthew are provided with appropriate support so that they do not take their own lives, the Hub was created.

Matthew's Hub supports high functioning autistic people and those with Asperger's Syndrome, we work predominately with those aged 16-30, but do not exclude anyone.

We support, advise and provide advocacy and social opportunities. Matthew had difficulties in developing and maintaining relationships, and lacked a support network, which resulted in him becoming very isolated and depressed. Matthew's Hub provides a safe and welcoming social network which also supports in accessing learning, volunteering and work opportunities. This in turn helps our members to develop confidence and self-esteem, and work skills.

We are developing autism awareness training to help organisations and employers to build effective support for their autistic employees.

Matthew's Hub is working with the DWP offering a bespoke work programme. We are looking for partner businesses to work with us to maximise the strengths and skills of our members.

We are looking for an organisation to help us by becoming our Charity of the Year partner; organising some office fund raising; and also to offer mentorship and work experience opportunities

Contact us on: **01482 221028**
kath@matthewshub.org
www.matthewshub.org





Giving Disabled Children a Brighter Future

KIDS Yorkshire and the Humber have been working with disabled children and their families in Hull since 1988.

As a pan-disability charity we aim to help every child, no matter how complex their requirements and challenging their behaviour.

KIDS helps disabled children reach their developmental goals and give them the confidence and skills necessary to be able to live happier lives. We:

- enable disabled children to have a happy childhood through positive play
- provide parents with support and breaks from the pressures of caring for a disabled child
- support teenagers and young adults to develop practical, social and interpersonal skills
- provide fun activities and support for siblings of disabled children and young carers

Our vision is a world in which all disabled children and young people realise their aspirations.

Many of the opportunities we provide, which are delivered free to families, rely purely on voluntary income and so only remain possible with the support of the local business community.

We support over 1000 families in the Hull area.

Ways to partner:

- Charity of the year
- Sponsorship
- Employee Fundraising/Team Challenges
- Corporate Volunteering
- Gift In Kind
- Payroll giving

Contact claire.crosbie@kids.org.uk or call **01482 467540** to see how you could make a difference today.



🐦 @KIDSHull

📌 @kidshullfundraising

Dove House Celebrates 25 Years



2017 is a special year for Dove House Hospice, as we celebrate 25 years since the official opening of our inpatient unit on Chamberlain Road in Hull by HRH Diana, Princess of Wales.

The hospice was developed by the community, for the community, after it was identified that care of the dying was inadequate. Although the hospice cared for its first patients on 1st July 1981, the opening of the inpatient unit was a significant milestone and 25 years on the hospice remains the only place in the East Riding of Yorkshire that offers this type of specialist care.

Today, Dove House is a core part of health provision across East Yorkshire, providing specialist services and support to those with a life limiting illness and those who care for them. The hospices' impact over the last 25 years has been huge, with many thousands of people reaping the benefits of Dove House's support when they had no other place to turn to.

Please ensure the hospice is able to continue to develop to serve the needs of the local community for another 25 years by celebrating with us and supporting our mission to continue our vital work for years to come.

Whether you wish to volunteer your time, participate in a hospice event or choose us as your charity of the year, there are many ways in which you can make an invaluable difference.

For more information call Jethro Shearring on **01482 785743** or email j.shearring@dovehouse.org.uk.



dovehouse hospice

caring for people with a life limiting illness

Rehabilitating and Rehoming Abused, Abandoned and Neglected Animals



At the RSPCA Hull & East Riding Branch we know that by working together we can help rehabilitate more animals and provide them with better lives for the future. Our strength lies in the fact we help the most vulnerable animals in our community through our rehabilitation work and local community educational work. To reduce and prevent cruelty in the future we provide educational sessions for local schools and community groups as well as our core animal welfare work.

With your company's help we can continue to provide dedicated care, compassion and the specialist skills required for our unique work with dogs, cats, rabbits and ferrets. We have been located on our current site since 1938 and we now need to build for the future and provide specialist facilities for our education, prevention of cruelty program and improved rehabilitation for animal facilities.

Through working together with your company you will be providing a future for the most vulnerable animals in today's society and your children's future by providing respect for all living creatures.

We need to raise £1 million to provide an animal centre that meets our local need for future generations and we can only achieve this by working together. Please consider us as your charity of the year, corporate team building, buy a brick campaign, office fundraising or through pro bono work. As an independent local charity we are responsible for raising our own funds locally.

For further information on how we can work together call Alison on **01482 343875** or email manager@rspcahull.org.uk



Hull & East Riding ANIMAL RESCUE CENTRE





A Year of Helping People into Employment at the Green Port Hub

More than 2,000 people from across Hull and the East Riding have been given support to apply for jobs, prepare for interviews and secure employment in the past year, thanks to services at the Green Port Hub, which has marked its first anniversary.

The Hub opened its doors at Hull's Central Library to provide the latest updates on wider Green Port Hull developments as well as an overview of other renewables projects in the region – the UK's energy capital.

Run by the Green Port Growth Programme Skills and Employment team, in partnership with Jobcentre Plus and Siemens, The Hub is equipped with IT pods so jobseekers can search for employment opportunities and apply for jobs online.

The team at The Hub offers assistance with job applications, CV writing and interview skills, as well as managing the successful Pathway to Employment programme. The scheme provides 10 weeks of training and work experience to the long-term unemployed, and was introduced last year to supply workers to firms in Hull and the East Riding. So far, 55 people have completed the programme, with 38 of those securing full-time jobs.

In addition, more than 300 local companies, 400 employees and 600 apprentices have been supported by the team at The Hub, through the Green Port Growth Programme. To meet the needs of the emerging renewable energy sector, the programme has offered the Apprenticeship Wage Subsidy and Upskilling Fund to increase the strength of the local engineering and manufacturing workforce and raise skills levels. The Upskilling Fund supports 50% of training costs for courses at Level 3 or above.

Since The Hub opened, people have received help to gain employment not only with Siemens, but with many other energy, manufacturing and engineering firms.

The Hub is open: Monday and Tuesday, 9.30am to 5pm; Wednesday, 1pm to 7.30pm; Thursday, 9.30am to 7.30pm; Friday, 9.30am to 1pm; and Saturday, 10am to 4pm.

Companies interested in the funding and support available should contact The Hub on **01482 613875** or email **greenportenquiries@hullcc.gov.uk**

For more information about Green Port Hull, which is supported by the Regional Growth Fund, visit **www.greenporthull.co.uk**

Two of the Best

New company, Directive Training, is formed by two of the areas finest training mentors, to turn training on its head.

Tony Dickens and Melisa Money have come together to form a new company, Directive Training.

Their story started in 1997 when they worked together for the local authority delivering IT hardware and software training to the corporate sector and apprentices. Both highly qualified and professional they went separate ways, Tony started a local tech company, growing it to £1.7m turnover and Mel continued delivering training to clients in the public and private sector including SMEs, NHS and blue chip companies.

Tony says "having seen, in my business, some of the training delivered by out of area training providers I know there is some scope for a new disruptive entrant in the market."

The training they will deliver is mainly IT software skills, Microsoft Word, Excel, PowerPoint and other software such as Adobe and Macromedia.

They are working on a variety of other courses too. Focussed at business, they will very soon deliver presentation skills, business branding, social media, sales, body language, and leadership management.

They differ from others in that they offer a training needs analysis prior to learning and they follow up all courses a few weeks later with a free workshop to check learning and consolidate any queries once the candidate has had time to digest what they have learnt.

They are also looking to help out the community in HU10 by offering some public courses locally.

Ideas include new iPad user, computers for beginners, I need help with my iPad, presentation skills for the less confident.

"The local community in the area deserves a lovely bunch of people to help them with their technology advice, we are not here to fix their technical problems, more to offer pointers and training," says Mel.

They have based themselves in Willerby Square, and are well-placed to serve all of Hull and East Yorkshire, whether it be at your premises or their super new training room.

For more info contact **tony@directivetraining.co.uk**. Tel: **01482 223817**, Mobile **07922 009264**

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Providing help and support to children of seafarers for 194 years

Sailors Childrens Society was formed in 1821 by a group of "concerned gentlemen" to help the widows and children of seafarers in Hull. Initial support included clothing and food parcels to families in difficult circumstances. Nowadays the Society supports over 450 disadvantaged children from maritime families throughout the United Kingdom based on those initial principles.

Families turn to Sailors Childrens Society usually after a traumatic event such as bereavement, loss or diagnosis of a life changing illness for either parent. Whilst we recognise that we cannot give these families their old life back, we aim to help equip them to cope in their new circumstances, to let the children still achieve their full potential wherever possible. All the families supported are on a means tested benefit which ensures we only help those in most need.

The support we give includes small regular financial grants along with additional help with winter clothing and new school uniforms. We also give practical support with parenting, home computers and organisational skills; not forgetting the important emotional support, which can either be specialised support or just someone to talk to when times are extremely tough.

The Society has 9 caravans throughout the United Kingdom and offers each family the chance of a week away from the stresses and strains of daily life. Children absolutely love caravans and being on a high activity park with lots of other families can be great fun. For newly bereaved families, the chance to practically work things out together gives a valuable opportunity for them to re-bond.

The Society does not receive any government funding and relies on fundraising annually to continue to deliver the support both now and in the future.

Companies can assist the Society in a great many ways as part of their Corporate Social Responsibility including adopting Sailors Childrens Society as charity of the year, donating time or skills to assist at our fundraising events/administration, or acting as ambassadors to help raise awareness of the work we do.

For further information please contact Deanne Thomas CEO on **01482 342331** or email Deanne.thomas@sailorschildren.org.uk



sailors childrens society
A LIFELINE SINCE 1821

Optimistic Signs as City of Culture Year Gets Under Way

One of the major drivers of Hull's tenure as City of Culture is the knock-on effect it is expected to have on the local economy. If the experience of Mike Lingard Smith is anything to go by, the omens are encouraging.

Mike, who is founder and director of Hull-based MLS Group, says that the national and international publicity that has been engendered by City of Culture is encouraging developers to take a new look at opportunities in the area.

His company is playing its part in supporting the renaissance, adapting experience originally gained with major global construction, oil and gas and petrochemicals companies to help smaller firms take advantage of development opportunities in the city.

Before he created the company in 2009, Mike worked with a range of major companies including in the oil and gas sector in Aberdeen and in Rotterdam.

His role was to help them plan development opportunities, point out the risks, identify opportunities, estimate costs and advise on project management, so that programmes of work were built on a solid base.

In 2009, Mike took those skills into his own business where he is part of a team of three that still carries out project management work in the oil and gas and petrochemical sectors, but which is increasingly supporting smaller developers, landowners and construction companies.

Mike has become convinced that the top-level thinking that MLS delivers to big companies is just as useful for smaller developers seeking to breathe new life into Hull, particularly given the opportunities opening up as part of the City of Culture year.

He said: "The expertise that we possess can help small-scale developers who are seeking support with their projects. We use the same principles that we would in helping a large company plan its project, assessing the costs and the risks and coming up with ways in which they can keep control of the process.

"That is important because, for smaller companies embarking on projects, the big concern is being able to retain control.

"For instance, you might have a company with nine or ten projects and we help them avoid

loading all the costs onto the front end of a project then finding that they have cash flow problems and have to lay people off further down the line.

"Instead, we devise a way in which they can derive a steadier income by ensuring that the project is planned well from the beginning.

"We have found that companies that are looking to expand, especially with these projects, have multiple sites of high value. They find our business useful in helping them with cost control and the added risk associated with large scale projects."

The company works with a range of clients, including developers for whom they work from concept and design through into construction, including securing planning consents.

Some of their clients are landowners and MLS helps them identify and develop opportunities, in urban areas or in rural areas, where the company manages projects and secures consent for everything from energy generating projects, including wind and solar farms, to schemes to extract mineral assets.

They work in both the commercial and residential sectors and have managed projects ranging from those that are large and complex to many others that are more straightforward such as conversions of business premises into residential. Clients range from operators of commercial premises,

independent schools and hotels to leisure operators, restaurants and bars.

They also work with construction companies, private investors, financial institutions and other investors in real estate to help them put together plans to intensify existing sites or develop new ones.

Mike believes that Hull's status as City of Culture is helping boost the level of interest in development.

He said: "We are certainly seeing a lot of interest in development opportunities in Hull at the moment and I think that the attention surrounding City of Culture is playing a big part in that.

"I think that investors are taking a look at the city with fresh eyes because of the publicity being created by Hull's choice as City of Culture for 2017.

"It is not just the Fruit Market area that is attracting the interest because investors who may not have looked at Hull for ten or fifteen years are now assessing opportunities in other parts of the city.

"They are realising that there are opportunities here. City of Culture is definitely having a positive effect."

To find out how MLS Group can help you with your development project, please visit www.mlsdevelopments.com

"We are certainly seeing a lot of interest in development opportunities in Hull at the moment and I think that the attention surrounding City of Culture is playing a big part in that."

Michael Lingard Smith
Founder and Director, MLS Group



Hull Faces a Perfect Storm of Positivity in 2017

Momentum is everything. Once you've got it anything and everything becomes possible.

And in this most momentous of years for Hull, KCOM's Gary Young believes the city is gaining a momentum that can carry it towards a bright future.

Sitting in a 'breakout pod' in the communication provider's Carr Lane HQ – Gary and his fellow directors recently joined the rest of the KCOM team in a vibrantly rebranded open-plan office – the company's Executive Vice President is brimming with optimism after a successful start to 2017.

As a Principal Partner for the City of Culture, KCOM has worn its heart on its sleeve by throwing its weight behind the ambitious 365-day celebration of the arts in Hull, reinforcing its commitment to the city where it all started for the company 113 years ago.

"It feels like we are riding a bit of a wave in Hull at the moment and it's important we keep that momentum," says Canadian-born Gary, who has 25 years' experience working in the UK and international IT and telecommunications sector.

"Momentum is everything, whether that's in sport, or business, or running a City of Culture. It's really important to keep that momentum going. Success breeds success.

"Particularly at the moment with all the uncertainties as a result of Brexit - and what impact that will have whether positive or negative – we have to take the great start we have had to the year and run with it."

With its roots deeply woven into the fabric of Hull, the upbeat comms boss believes the genuine 'buzz' about the city can only be a good thing for KCOM and other local firms.

This is, after all, a company that started out with a single exchange in the old Trippett Street Baths building, in Wincolmlee, in 1904 and now generates almost 1,600 local jobs and delivers a £187m boost to the economy in Hull and East Yorkshire.

A study carried out in 2015 revealed more than nine out of 10 people either directly employed by KCOM or supported in its local supply chain are Hull or East Yorkshire residents, meaning most of their income is spent locally. The KCOM man likes to describe it as 'the Hull pound'.

Gary says he remains determined to place KCOM at the heart of Hull life. As well as sponsoring major events such as City of Culture and the



Freedom Festival, the company also supports a large number of charitable causes such as Teenage Cancer Trust and local community initiatives such as Hull's Children's University.

"I have been working in Hull for almost six years now and I think there is a greater sense of togetherness in the city than ever before," he says.

"There's a real common purpose in making Hull a better place to live and work and visit – and it's a much more positive place to be."

With the huge investment flowing into Hull at the moment there is little doubt that the city is undergoing a sea change.

The opening of Siemens' £310m wind turbine blade factory in Alexandra Dock, Reckitt Benckiser's £105m centre for scientific excellence and Smith & Nephew's £50m world-leading centre for research and development – not to mention KCOM's own ongoing £60m investment in bringing ultrafast Lightstream broadband to Hull and East Yorkshire – all point to an area that is rapidly rediscovering its entrepreneurial swagger.

In all, more than £1bn is being invested in Hull, displaying a robust confidence in the city from some major corporate players.

Gary points to KCOM's accelerating rollout of Lightstream, which will be available to 150,000 households by the end of 2017, as evidence of this optimism.

The Lightstream rollout itself, something that was singled out by the Government's Minister of State for Digital and Culture, Matt Hancock, as world-leading at last year's Broadband World Forum, is also empowering SMEs to take their businesses to the next level.

He said: "What we are doing in terms of infrastructure is bringing the latest, most consistent, ultrafast technology to small and medium sized businesses who wouldn't in the past have been able to afford it. This is traditionally technology for big business, but we are making it accessible to everyone.

"That's essential because today we are living in a global economy. What Lightstream enables you to do is trade on a global level, no matter how big or small you are. It can open up whole new marketplaces."

And by launching a range of new products later this year which are tailored to meet individual needs, he says KCOM intends to stay ahead of the game by providing customers with exactly what services they want in the most hassle-free way possible.

The comms provider is also busy developing a range of innovative products aimed at making day-to-day interaction with technology easier and applications that can be used, for instance, in making independent living easier for the elderly.

"Customer expectations are increasing all the time and we are constantly investing to improve the experience we offer," he says. "We have to try to meet and exceed our customers' expectations regularly and consistently, by investing in our people, processes and systems."

"I have been working in Hull for almost six years now and I think there is a greater sense of togetherness in the city than ever before."



Gary Young
KCOM

Amid all the talk of macro-economic changes and billion pound investment, Gary likes to remind himself that, when it boils down to it, a huge swathe of the local economy is driven by small independent entrepreneurs and businesses.

He talks animatedly about the experience of one KCOM customer – a Hull garage that managed to transform its business by having Lightstream installed.

“When they used to carry out a service on a customer’s car, they’d plug it into the machine and it could take 30 minutes to run a diagnostic test.

“When they had Lightstream installed they reduced that to a couple of minutes. That not only improves productivity and efficiency but also gives their customers a better experience. Everybody’s happy. That’s what we want to do, make everything easier and better for our customers.

“And that filters down, like a ripple effect. If every small firm in Hull managed to employ one extra person imagine what that would do the local economy.”

Despite the omens all looking good, now is not the time for Hull’s business community to rest on

its laurels, says Gary, but the perfect opportunity to press home its newfound advantage.

“I think the economic outlook for the region is better than it has been for many years,” says Gary who, as well as being chair of the Humber LEP’s digital sector group, also sits on the City Leadership Board.

“If you look at the economic indicators they are almost all going in the right direction, which is absolutely fantastic news.

“It feels like there is a perfect storm of positivity happening in Hull right now.”

WE MAKE I.T. HAPPEN

KEEPING THE HACKERS OUT

British firms were each subjected to an average of almost 230,000 cyber attacks in 2016, according to recent analysis from business internet service provider Beaming.

The average volume of attacks hitting individual company firewalls passed the 1,000 per day mark for the first time in November.

Meanwhile, the Payment Card Industry Security Standards Council has suggested that UK firms could face up to £122 billion in fines for cybersecurity breaches in 2018. Of that, £52 billion will be levied on small to medium size enterprises, it said.

The frustrating thing is that it does not have to be like this because a few simple precautions can keep the hackers out.



WHEN YOU NEED I.T.

OPTIMISM BOOSTS MANUFACTURING SECTOR

UK manufacturers are more optimistic about their business situation and exporting prospects, while also reporting strong growth in domestic orders, according to the latest quarterly CBI Industrial Trends Survey.

The survey of 461 manufacturers revealed that domestic orders rose at the fastest pace since July 2014 in the three months to January, while export orders continued to grow but below expectations.

The CBI says that growth is expected to continue strongly over the next three months while production is also expected to advance briskly; expectations for output growth are also the highest since July 2014.

We believe that digital technology is playing its part to support this growth by helping to make companies more competitive. Bowe Digital offers a range of IT solutions that can help manufacturing companies to take advantage.



WHEN YOU NEED I.T.

WELCOME EXPANSION OF THE ECONOMY

The UK economy expanded by 0.6% in the final quarter of 2016, according to the Office for National Statistics with an increase in output from manufacturing and construction.

Welcoming the statistics, Rain Newton-Smith, CBI Chief Economist, said: "These figures confirm that the economy remained resilient in the wake of the EU referendum, growing 2.0% in 2016."

Services remain the key driver of growth and a recovery in manufacturing also provided some support.

We welcome the figures as well and believe that digital technology is playing its part to support this growing confidence. IT can help manufacturing companies to take advantage of opportunities by making their processes more efficient.



WHEN YOU NEED I.T.

CYBER CRIME FIGURES INCLUDED IN NATIONAL SURVEY FOR THE FIRST TIME

Cyber crime has been included for the first time in the newly-published Crime Survey for England and Wales and showed 3.6 million fraud and 2.0 million computer misuse offences for the year ending September 2016.

Frauds referred to the police showed an annual rise of 3% and other industry data on financial fraud showed there were 1.9 million cases of frauds on UK-issued cards, an increase of 39% from the previous year.

We welcome the inclusion of figures for online crime; only when you know the scale of a problem can you truly begin to tackle it and a few simple precautions can thwart the criminals.



WHEN YOU NEED I.T.

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New Premises for The Promotion Company

The Promotion Company celebrated a perfect year with the opening of its new business premises on Witham in Hull.



Tim Rix from JR Rix & Sons officially opened the building on behalf of Angela and Richard Oldroyd (above) who run the business along with their son, Joe and two other employees. The team specialises in branded products and corporate workwear.

Angela said: "We bought The Promotion Company 11 years ago and owning our own property has been in our plans for some time. Now with a stable and successful business, we are delighted to have achieved another one of our goals and purchasing the building has been one of the most exciting times for us and our business."

"On the ground floor we have room for our offices, a work-room, meeting rooms and lots of storage for products. Then on the first floor we have further offices which we plan to lease to other businesses in the future."

"We operate locally, regionally, nationally and this year we have also begun working with an international client. Our customers rely on us to provide interesting ideas for promotional items, gifts and branded work-wear to help spread the word about their brand."

"As fellow members of For Entrepreneurs Only (FEO) and business neighbours, we invited Tim Rix to 'cut the ribbon' for us. I was delighted he accepted and he has shared in our celebrations along with almost 70 guests including customers and business colleagues."

"We are very grateful for their support; we couldn't have done this without them."

Tim said: "As a family business just entering our sixth generation, I am delighted to be celebrating the opening of Promotion House with the Oldroyd family who have two generations in the business."

"This building is a bold statement for future prospects of their business and the future of Hull."

The Challenges and Success of Keyzo a Full Service Digital Agency

With a passion for helping businesses grow through their online presence Keyzo's aim is to help build brands and see a positive return on investment.

Keyzo has been growing as a business and has built a strong relationship with its clients since it was founded in 2009 by Shane Spencer. Shane's interest in programming began at an early age as a hobby to develop basic games and he was always fascinated at how IT equipment and software functioned.

Starting his career as a developer at Bytron, a company specialising in flight data management systems, was a perfect opportunity for Shane to learn and develop the core skills he had built. Bytron has a passion to deliver high quality systems and one of the biggest points Shane learnt is to 'spend more time reading and less time building' to get things right first time. Shane's interest for aviation software stayed with him and three years ago, when the opportunity arose, he acquired Bytron to expand Keyzo's team and product portfolio.

With a can do attitude and knowing that nothing is impossible Shane founded Keyzo in 2009 and built a strong, carefully picked team to help him on his journey. The team are committed and passionate about their role and the growth of clients' online presence. Shane grew the business around Keyzo's core software products and web development services. Over time as he focused on marketing for the business and could see the success this was having he realised the importance of digital marketing and SEO and brought in a qualified team to support this area.

From our effective efforts as a business we have gone from providing our services to local and national businesses to trading with companies throughout USA, Europe and Middle East.

The future of Keyzo is something we are all excited about, developing our core software products further to strive for that high quality and always looking to improve. The digital marketing team will be focused on performance driven campaigns ensuring clients see a positive return on investment, building customer loyalty and brand awareness.

Contact **01472 269243**

info@keyzo.co.uk

Alex is Appointed Non-Executive Chairman

Following the sale of Jelf Group Plc in December 2015, Alex Alway, the former Group Chief Executive, has been appointed as Non-Executive Chairman of The Insurance Partnership Financial Services Ltd (TIPFS).

Alex reported directly to the Chair of Jelf Plc Board and, chairing the Executive Board, was responsible for formulating and delivering the strategy for both organic and acquisition growth, taking Jelf from a turnover of £3.5m/loss making (2001) to a £100m business with an enterprise value of £290m at exit.

This is the first external Non-Executive position that Alex has taken since last year's sale. Alex said: "I am looking forward to working with the Board at TIPFS and helping to deliver their strategic plans and growth objectives."

Paul Hodgson, Managing Director of TIPFS said: "We are extremely fortunate to have someone of Alex's experience and record of achievement joining our Board. From a personal perspective I am excited by the prospect of working with Alex and developing the business for the benefit of our clients, staff and other stakeholders."





Chamber Patrons' Lunch

Patrons of the Chamber were invited to a lunch at the Lord Mayor's Parlour, in Hull's Guildhall, on Wednesday 21st December. The wood-panelled suite is steeped in history, with paintings, artefacts etc displayed around the three separate ornate rooms.

Twenty eight people attended this prestigious event from Patron companies, plus Chamber staff, and the Lord Mayor and Lady Mayoress. Speeches were made by Lord Mayor Councillor Sean Chaytor and Chamber President Steve

Eastwood. A superb meal was enjoyed by all, using specially-made 1959 Hull Chamber of Commerce crockery and each guest left with the gift of a bottle of champagne. The lunch and the champagne are provided by the Chamber each year as a 'thank you' gesture to our Patrons as they help the Chamber to support the 1400 Member companies.

Chamber Patronage brings two areas of benefit. It is a PR exercise in that the Patron companies are seen to be helping the not-for-profit

Chamber in their aim to support local business. Also, Patrons enjoy numerous marketing benefits, for example three e-shots can be sent, via the Chamber, to 3850 Member contacts. These are normally £300 per time but are free of charge to Patrons.

For further information about Chamber Patronage, please contact Bruce Massie on

01482 324976 or at **b.massie@hull-humber-chamber.co.uk**

Six Benefits of Paper Free Asset Management

Assets are a critical component of any business, but tracking those assets can be one of the most time-consuming tasks of the entire working day. The good news is barcodes, scanners and asset tracking software can streamline your working day and help to make your employees work more efficiently and productively. Paper lists require storage and are difficult to keep up to date therefore soon become inaccurate. In storage they can be left unchecked for long periods of time. This scenario is where an online asset management system comes into its own.

1. Asset details are easy to input, you will be asked for relevant information and this initial exercise only needs to be done once.
2. Your assets are simple to edit and update and every detail is stored to the Cloud so they are

secure but easy for you to retrieve.

3. You are automatically alerted when that asset requires action to be taken so you'll never miss deadlines and you can be sure that your safety checks are up to date.
4. It is an extremely efficient way to log and manage assets saving you both time and money.
5. Systems can 'talk' to relevant parties who are responsible for asset updates, so everyone knows their responsibilities and are accountable for their own tasks.
6. Asset Management Systems are suitable for portable devices, meaning you can take your task to the asset, adding to the efficiency and practicality of the system.

HiViz Safety is pleased to announce their new HiViz Asset Manager, a system which has a wide range of features to give you the flexibility to manage your assets and allow you to monitor your equipment in less than three clicks.

If Asset Management is something you are interested in, contact HiViz Asset Manager on **01724 712342**, www.hivizassetmanager.co.uk or email info@hivizassetmanager.co.uk





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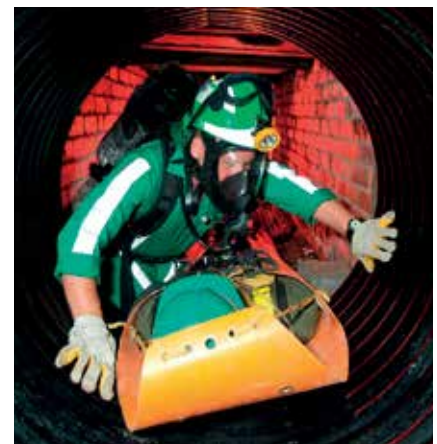


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Customer Care is another key factor of importance to us, our team of experienced staff can help with customers' needs and requirements.

We never forget that although fasteners can account for a lower percentage of overall cost on most contracts, the cost of incorrect selection and delay is much higher, whilst their function and performance is critical.

Over the last decade we have invested heavily in a comprehensive stock range of sealants

& adhesives, fixings, fastenings, hardware and consumables. T&D Supplies are now Hulls largest distributor of Everbuild Products. Our stock purchasing abilities enables us to provide competitive pricing.

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Our client base has developed within modular, construction, and steel fabrication, along with long established relationships with local small to medium enterprises.

Our reputation has been built on the quality and performance of our products and the level of service we provide, ensuring we remain industry leaders in value for money and customer longevity.

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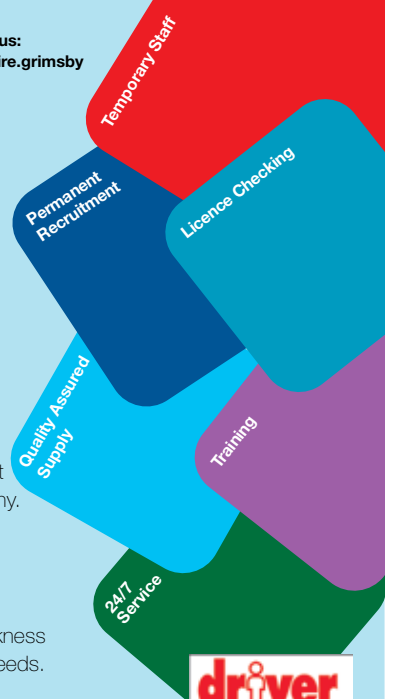
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Voices Across the Humber

Tides turn. Seasons change. The Humber keeps on singing

Hull is a place with distinct DNA, inimitable character and high spirits – a true energy estuary. Rich in history and talent, both banks of the Humber will come together to perform this sea-themed choral spectacular on 1 April 2017, the first day of Hull City of Culture's Roots and Routes season. This exciting choral, orchestral and visually stimulating concert celebrates our region's proud maritime heritage. During it specially commissioned photographs, digital imagery and lighting will enhance the experience for the audience.

Led by Hull Choral Union, one of the area's longest standing and best loved choirs, the show will unite 6 choirs, members aged 7 to 90, renewing old partnerships, forging new relationships and connecting communities from across the river.

The Programme

A Sea Symphony

This was Vaughan Williams' first and longest symphony, with words of some of Walt Whitman's poems, initially performed at the Leeds Festival in 1910 and conducted by him. The choir is used throughout the work as an integral part of the musical texture.

Bridge for the Living

This poem by Philip Larkin, set to music by Anthony Hedges (music lecturer at Hull University), was first performed by Hull Choral Union to mark the opening of the Humber Bridge in 1981.

A selection of nautical songs

The Choirs

Hull Choral Union, Grimsby Bach Choir, Grimsby Philharmonic Choir

Hull Choral Union Junior Chorus, North East Lincolnshire Youth Choir and Scunthorpe Co-operative Junior Choir.

Accompanied by Hull Choral Union Orchestra.

Venue Hull City Hall Time 7.30 pm

Tickets Hull City Hall Box Office

01482 300306

or www.hcandl.co.uk/hullcityhall

Adults **£5**, Accompanied children and students 14 - 18 **£1**

Supported by City of Culture 2017 Creative Communities Programme, The Arts Council and local businesses.

More financial support welcome, please contact Gaynel Munn - feedback@hullchoralunion.org - for details.

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Chantelle to Showcase AA Global Strengths to Private Sector

A language and translation business which is a major supporter of the Chamber's International Trade Centre has enhanced its private sector activity with a key appointment.

As AA Global's Business Development Officer specialising in the private sector, Chantelle Akdemir is tasked with raising the company's profile across the north of England. Chantelle, daughter of AA Global CEO Kirk Akdemir, has been working from the company's Worcester office for nearly three years.

AA Global was founded by Kirk in Worcester and celebrates its 25th anniversary in 2017. Since expanding into Hull five years ago Kirk has doubled the permanent workforce to more than 20 and increased the database of interpreters and translators to around 14,000 covering 500 languages and dialects.

The company holds a number of significant public sector contracts and has strengthened a private sector client base which will be the focus of Chantelle's work as she expands her duties.

Kirk said: "Chantelle has been heavily involved

in our production department and she will be drawing on her comprehensive understanding of all our processes in looking after the needs of our private sector customers

"She also has considerable marketing expertise and heads our social media activities, which is one of the areas that we are looking to develop."

Chantelle said: "My new role means that I'll be spending more time in Hull supporting existing clients and making new contacts, and that's something I've already started doing with the help of the Chamber.

"It's an exciting time for AA Global as we build on the success already achieved by our team in Hull and look to deliver our services much further afield. It is also exciting for me personally to be spending more time in the UK City of Culture, something which we are sure will bring great opportunities for a wide range of businesses."



Fast Acting Relief for Accommodation Headaches

Finding suitable accommodation for travelling staff members is one headache any business person could do without, but Rapid Accommodation have developed a miracle cure.

The Rapid solution is a 24/7 accommodation finding service specifically tailored to businesses. The results have been so spectacular that those using the service are saving up to 16.5 hours of valuable time each week as well as huge cost savings on the bookings themselves.

"We're changing the face of business accommodation across the UK. In an industry where everything is becoming cold and impersonal online, we're heading in the other direction completely. Rapid is all about personal service and we have a brilliant team who really care about the people working away from home," said Karl Hedison, Director of Rapid Accommodation.

Bookings are blissfully easy for both company and traveller. Clients simply call, email or submit an enquiry online and the Rapid team do the rest; providing booking options tailored to the company, arranging the booking and taking care of the travellers when they arrive



with 24/7 support. Rapid also takes care of the small (but important) details that other providers overlook, such as travel time from where they're working, toll roads en route and ensuring the parking is suitable for the vehicle being driven etc.

With over 1100 accommodation partners across the UK, Rapid Accommodation can service any accommodation need and in their four years of operation have maintained a 100% success rate.

Rapid Accommodation spend hundreds of thousands of pounds each month on accommodation, meaning it can access volume discounts unavailable to most and pass those significant savings onto their clients. Additionally, the Rapid team are all trained negotiators, who negotiate every booking on an individual basis to make sure they get the very best rate available.

"For the last few years we have been using Rapid Accommodation for all our accommodation needs. Their service is fast and efficient and no booking is ever too big or small," said D Jones, Senior Business Manager at Kirk UK.

Because of its incredible popularity, and to preserve the quality of service it has become known for, new clients are required to register to benefit from the service, which can be done online at www.rapidaccommodation.com or via phone on **0330 090 41 42**





Intelligencia Training Increases Cyber Security Awareness at Council

Cyber security specialists Intelligencia Training have carried out a successful training programme for investigators at a London council to help them tackle cyber crime and fraud.

Intelligencia Training, which runs the Cyber Stars initiative to help organisations large and small prevent security breaches, delivered the course for staff at the Royal Borough of Kensington and Chelsea.

The Cyber Stars initiative, which has been designed and developed by cyber security experts, is an on-site one day course which gives people an improved understanding of cyber security. It is the only programme of its kind backed by a nationally-recognised qualification and access to ongoing learning materials via the Cyber Stars e-learning platform.

Andy Hyatt, Head of Fraud at the Council, said; "One of the fastest emerging fraud risks that councils face is the threat of cybercrime, which is why I felt my investigation officers needed to get a better understanding of what cybercrime is and how it manifests itself.

"People invariably look towards the ICT Department to protect organisations against cybercrime but it's everyone's responsibility and, while ICT are centre stage in maintaining cybersecurity, I want officers from the Corporate Anti-Fraud Service to support them by maintaining awareness and disseminating good practice. This course has given them the skills to achieve this goal.

"The course gave us a greater understanding of best practice in cyber security. It discussed the

different types of cybercrime threats, from remote attacks like malware or hacking to more intrusive threats like social engineering.

"The initiative provides the Council with the assurance that officers have attained a good level of competency in cyber security. This is the sort of course that will be beneficial long after the classroom session.

"Cybercrime is constantly evolving and, through the initiative and post-course support provided, we will continue to be kept up to date with details of new threats, emerging risks and the latest developments."

Intelligencia Training is working to improve cyber security at many organisations including financial institutions and local authorities.

Nick Atkinson, Commercial Director, said: "We believe that cyber security is the responsibility of every person working at any level of an organisation and Cyber Stars provides vital information to help them guard against online criminals. With over 90% of cyber attacks being directly linked to user error or lack of awareness organisations the Cyber Stars offers a cost effective solution to an ever growing risk."

You can find out more about Intelligencia Training Limited and its products at

www.intelligenciatraining.com



"Cybercrime is constantly evolving and, through the initiative and post-course support provided, we will continue to be kept up to date with details of new threats, emerging risks and the latest developments."

Be Healthy, Be Happy

Based in Grimsby, CPO is on the path to helping keep our community healthy and happy. Our Health Buddies project, started up last year, has already proved to bring positive results, and we hope to continue delivering this work for as long as possible. Through this project, we are able to gather information on the barriers and challenges young people under 25 face with regards to engagement with health services, and work with them to help them access the right information.

Our existing clients attend regularly, and the numerous activities we have on offer are met with great enthusiasm. The people that come to us are now considering long-term impacts of poor health that they hadn't even thought of before, which is brilliant. We offer regular health assessments with detailed results on a range of areas, which have proven to be really interesting and insightful to our clients.

But that's not all. As well as giving individuals advice, support and a fitness plan that is tailored specifically to them, we offer free membership to our in-house gym and free fitness classes, alongside general nutrition and lifestyle advice. We focus largely on prevention, helping our clients to recognise the signs and get help before serious conditions have a chance to develop.



As a Social Enterprise, CPO continues to offer a number of other projects alongside this, including Talent Match, UK Online and Shecan, which are based largely around areas such as employability skills, ICT, confidence and work experience. Everything CPO does has the wellbeing of local people at its heart, and the addition of our Health and Wellbeing support has created an even

greater sense of community; another step towards increased motivation and success within our town that we hope can continue to grow and thrive.

www.mycpo.co.uk



Creating Positive Opportunity



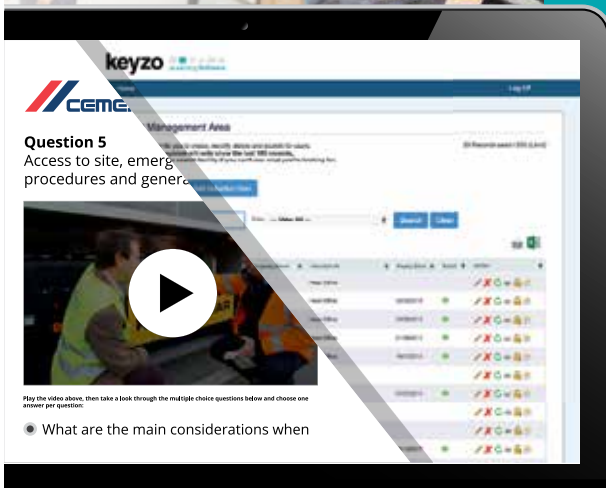
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Fusing Together Customer Service and Technology

The ever-evolving world of technology has opened up so many new and exciting opportunities for businesses across the globe. It has meant that all businesses, from SMEs to international conglomerates, can provide an overall improved service and business offering, significantly enhancing and developing the customer experience.

Yet whilst many see the benefits that the power of technology brings to their business, still more are unsure of the role of technology when it comes to customer service and its function in their organisation.

Customer service is a vital asset for any company, but with it being as frequently overlooked as it is, this can lead to a severe impact on customer satisfaction, loyalty, and in the end, company profit.

As one of the UK's leading customer relationship management systems, OpenCRM understands the importance and vital need to prioritise customer service (it's in the name). This alternative CRM provider offers a tailored and effective cloud solution, alongside innovative insights, advice, and guidance for every client. The system includes powerful configuration tools to help a subscriber organise, manage, and evaluate all business processes. Aligning all projects and departments onto one system makes it easy and attainable for the client to review and analyse all opportunities.

Graham Anderson, CEO of OpenCRM, explains: "The key factor that so many companies forget, tech based or not, is the importance of the customer relationship. Many organisations may not see their customer face to face, this does not mean that the level and delivery of the highest quality of customer service should be any less.

"In the tech industry, too often customer service is relegated to second place behind technical know how and advancement, it's this blindsided viewpoint that causes so many web-based organisations to fall at the first hurdle. Customer service and technology should never be placed one above the other; both are essential to delivering and implementing any system, especially if your business is based in the SaaS (software as a service) industry.

"This is when the use and resources provided by an innovative and intuitive CRM system will make a significant difference to your company, enhancing your overall service and the customer's perception of your brand."

Implementing a CRM system into any organisation takes time and resources to ensure that the software is the perfect match for the organisation's criteria and requirements. The system needs to hit the ground running and be able to deliver the best possible results for the business quickly.



Graham explains: "Implementing a CRM platform into any business is like bringing a new member of staff on board. A business will use the platform every single day; therefore it must meet the demands and needs of the whole team. It is required to function as a management, organisational, and a tailored service to all of its subscribers, ensuring that the business delivers maximum results.

"At OpenCRM, customer service is not only a top priority for our subscribers' tailored systems, but also for our own business. The same mantra we say to clients is reflected in our company, in other words the people behind SaaS are obliged and must remember to provide a supportive customer service function. It's one of the things that makes us different from the rest and gives us what we like to think of as a bit of an edge.

"From the very first enquiry, an OpenCRM team member works with the client to learn their unique processes, business needs, and how to sculpt a system that fits their organisation. Our team is also able to come up with those little gems to make your business work more efficiently and effectively.

"We spend time working closely with each subscriber to make sure they understand and can efficiently use the system. It's this personal level of service that has helped OpenCRM position itself as an alternative to leading international CRM systems such as Salesforce.

"At OpenCRM we are committed to creating personable, open, and trustworthy relationships between our CRM experts and subscribers, so if a client does have a question, they can ring a knowledgeable and experienced team member, who will be able to help and advise them instantly. It's this commitment to offering the highest quality of customer service to our own subscribers that has helped us mould and define OpenCRM into the leading software system that it is today, providing our clients with the most effective business tool to support and nurture their own loyal customer base."

To talk to a member of the OpenCRM team about how CRM software can benefit your brand, just call **01748 473000** or visit the website: **www.opencrm.co.uk**.



Graham Anderson, is the CEO and founder of OpenCRM, one of the UK's leading customer relationship management systems

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Hull & Humber Chamber's 180th Anniversary Dinner

Friday 3rd March 2017

Mercure Hull Grange Park Hotel, Willerby, Hull HU10 6EA



Time to Laugh with John Lloyd, TV Producer and Writer

Join us for an exclusive evening of fine dining and entertainment at the 180th Chamber Anniversary Dinner.

Our renowned Guest Speaker is Mr John Hardress Wilfred Lloyd CBE, the hugely talented English television producer and writer, best known for his work on comedy television programmes such as Not the Nine O'Clock News, Spitting Image, The Hitchhiker's Guide to the Galaxy, Blackadder and QI.

He was the original choice for presenter of 'Have I Got News For You' and was awarded the CBE (Commander of the Order of the British Empire) in the 2011 Queen's New Years Honours List for his services to broadcasting.

Wonderful musical entertainment will be brought to you by British Mezzo Soprano, Olivia Warburton and well known Saxophonist Matthew Smith, who will be performing at various times throughout the evening.

Tickets: **£60** +VAT per person
(**£590**+VAT per table of 10)

contact Janice Harrison on
01482 324976
j.harrison@hull-humber-chamber.co.uk

Bruce Massie on
01482 324976
b.massie@hull-humber-chamber.co.uk



More Comedy and Fun Will Come with Lea Roberts

Lea Roberts is a fabulous formal stand-up comedian and after-dinner speaker. He rose to fame after becoming the winner of the ITV1 show Stand Up Britain in 2002.

Lea had previously been runner-up of the Bachelors "Cup A Soup Comedy Challenge", which saw him perform at The Comedy Store, London.

He then went on to appear on a number of TV shows, including the three-part series That's Entertainment for ITV, whilst increasing his profile on the UK comedy circuit.

In previous years Lea has played professional rugby league for Halifax RLFC so there is passion for one of our local sports as well as comedy.

Headline Sponsor is Cobus Communications



Audio Visual Sponsor is Saville Audio Visual



More Sponsorship Opportunities Available

Time to Enter 2017 Northern Lincolnshire Business Awards

THE Northern Lincolnshire Business Awards 2017 launched on www.nlincsba.co.uk and in the Grimsby & Scunthorpe Telegraphs plus Humberbusiness.com on January 17.

Organised by the Hull & Humber Chamber of Commerce in partnership with Phillips 66, the Awards, now in their 16th year, will be open to all businesses throughout Northern Lincolnshire.

Entries will be sought from new and established, large and small companies. As well as general categories, applications are also invited for awards in International Trade, Innovation, Training, Excellence in the Community, Business Growth and Business Person of the Year. A Lifetime Achievement Award will be awarded as well as an Award for the Overall Business of Excellence.

Entries can now be made online at www.nlincsba.co.uk Deadline for entry is Friday, March 3. Companies can apply for up to three Awards, assuming they meet the Awards criteria.

The three final nominees in each category will be filmed by Juice Media and those films shown at the Awards Dinner and Presentation evening, to be held at The Baths Hall, Scunthorpe, on Friday 19 May.

The Dinner and Awards Presentation will be filmed by Estuary TV and shown on their Channel.

As well as celebrating the outright winners of each Award, the Dinner will have a 'Phantom of the Opera' theme with entertainment provided by professional West End performers and Grimsby Institute students.

The Dinner will be overseen by Chef Adviser Colin McGurran and the evening will include a complimentary sparkling wine reception. Tickets can be booked on a dedicated application form through the website www.nlincsba.co.uk

For further information on any aspect of the Awards please look at the dedicated website, www.nlincsba.co.uk email info@nlincsba.co.uk or telephone Anne Tate on **01472 342981**

Hull Ionians Hit Top Form to Help Tackle MND



(From left) Peter Sharp, Teresa Hardy of the MND, Jacky Ellis and Hull Ionians Chairman Pat Wilson

The region's top rugby union club helped a charity tackle the effects of Motor Neurone Disease at its annual President's Day.

Hull Ionians handed over £5,400 to the Hull and East Yorkshire Group of the MND Association following the success of the event, which was supported by many Chamber Members. The money will go towards providing equipment to help people who are living with MND.

President's Day was introduced at the club in 2014 and new President Peter Sharp decided the latest fund-raiser, which traditionally takes place

at the last home game before Christmas, should honour former player Simon Smith.

Simon died of MND in 2007 and members of his family attended President's Day along with former team mates from Hull RUFC and Hullensians as well as representatives of the MND Association.

Money was raised from a lunch for around 220 people in the main hall at the club at Brantingham Park, Elloughton, and from an auction of the shirts worn by the players in the match – a victory over Loughborough Students. The shirts were redesigned for the occasion and featured the MND Association on the front.

Simon's sister, Sharon Smith, said: "To raise so much is an awesome achievement and much credit must go to Peter. I am especially pleased that his primary President's Day was a resounding success. The rugby family has always supported us well. No matter what the club colours or personal affiliations the kindness and generosity is once again overwhelming."

Jacky Ellis of the MND said: "The thought of helping families in this stressful situation drives us on to help in any way we can and to keep raising much-needed funds. To raise over £5,000 from a one-day event is amazing and the event has been our second-largest fund raiser in the whole year."

Hull UK City of Culture 2017 Welcomes Rollits LLP as a City Partner



(Left to right) Steve Le Cornu (Trainee Solicitor, Rollits), Liz Draper (Hull 2017), Ralph Gilbert (Rollits), Pat Coyle (Rollits)

One of Hull's leading law firms Rollits LLP has announced it has become a City Partner to UK City of Culture 2017.

Over the last 175 years, Rollits, which has a long tradition of its lawyers being actively involved in local charities, churches, schools and politics, has occupied various premises, all within a stone's throw of each other in Hull's old town.

As part of the partnership, Rollits has agreed to second a Trainee Solicitor to Hull 2017 for 18 months as well as providing a legal helpline service for the company.

Ralph Gilbert, Managing Partner, Rollits LLP, said: "We are rooted in Hull and our partnership with Hull UK City of Culture 2017 allows us to play a

small part in helping to deliver an amazing year-long festival of eclectic events throughout the year.

"This is our city and our heritage, and we are proud to be part of this transformational year, helping to make Hull a better place for the people who live and work here.

"Our founding partners played a major part in the development of the city and we see 2017 as a golden opportunity for Hull to shine on the local, national and international stage."

Martin Green, CEO and Director of Hull 2017, added: "With such strong and long-standing roots in Hull dating back to 1841, Rollits plays an integral part in the culture of the city so we are delighted to welcome them on board."

Super Fast Broadband is Here

Business customers visiting Healing Manor can now access super fast broadband in all areas of the hotel.

Virgin Media are the new provider, but it has taken a year to get BT Open Reach to complete the site survey and the final cabling, which has been frustrating for the business.

Customers can now be reassured that they can access the internet via WIFI in all parts of the building.

Nick Kilmartin, General Manager, said: "This is great news for Healing Manor as a business, for our corporate clients need to access email and the web while staying with us.

"Our new faster broadband ensures they can stay connected. We're delighted that this has finally come to fruition."

Martin Vickers MP for Cleethorpes has been instrumental in helping The Manor ensure the broadband network can be installed and the hotel is grateful for his support.

"Having the broadband working to its required speed now means our existing corporate clients and our future ones can hold their conferences here in confidence," added Mr Kilmartin.

"We'd like to thank all those clients who have stuck with us while we've had this issue sorted and look forward to welcoming them back and seeing our new customers."

The broadband internal network has been installed by Protec Services at Louth, who also assisted in communicating with Virgin Media.

The hotel now has speeds of 100 mbps bandwidth across its site.

Anyone looking for corporate accommodation or conference facilities then please contact us on **01472 884544** or visit **www.healingmanorhotel.co.uk**

Regional Health Watchdog Seeks Experiences of Being Discharged from Hospital

The issue of health and social care services in the Humber region are in the public eye at this time of the year with the usual winter weather risk of infections. Now the health and social care watchdog, Healthwatch, is asking for the public's help with a survey into being discharged from hospital.

Healthwatch is the independent voice of the consumer, which was set up to ensure that public opinion is heard by the decision-makers. It is a statutory service which was set up in 2013 and each Healthwatch covers a local authority area, so there are four in the Humber region. They help direct people to the right health and social care services across its area as well as championing local opinion.

The latest project is to ask the local residents about being discharged from hospital. Hundreds of people across the Humber region are admitted to hospital every year for all kinds of reasons and their experiences can be very different. Healthwatch is running a survey which asks patients, carers and service providers what it was like. The three-part questionnaire asks about the



hospital visit and the discharge process, such as timing, information, medication and additional support.

Gail Purcell, Delivery Manager for Healthwatch Kingston Upon Hull, says: "We're keen to hear the view of a wide range of people, from Chamber of Commerce Members to their families and friends, as well as any NHS and social care service providers. It can be done online or via printed copy with a freepost envelope, so that as many people as possible can take part. Our results will be published and fed back to the NHS trusts so they can learn from our findings."

All the details can be found online at: **www.healthwatchkingstonuponhull.co.uk**, **enquiries@healthwatchkingstonuponhull.co.uk** or call **01482 324474**. There is also a prize draw to win £50 in shopping vouchers for anyone wishing to take part.

21 Years of Visual Image Creation



Beverley based commercial photography and videographers Imagen Photography Ltd celebrated 21 years of business success in January 2017.

Imagen Photography Ltd was formed in 1996 and runs under sole ownership of Managing Director Pete Guttridge, as the business turns 21.

For the past 21 years we have created stunning, engaging and effective commercial photography and video for clients both large and small. "We pride ourselves in striving to exceed our clients expectations each and every time."

The companies first 15 years of trading were from Market Weighton's Becklands Park Industrial Estate. Six years ago we moved to our purpose built studio on the outskirts of Beverley. Our skilled, dedicated and experienced team can call

upon our extensive state of the art photography and video equipment, helping keep us firmly at the forefront of our industry today.

Imagen's Annie Reed Road premises have two purpose built studios equipped with a drive-in studio with infinity cove, smaller product studio, commercial kitchen, fully stocked props room, comfortable clients lounge and private meetings room with Wi-Fi throughout the facilities.

We have on site retouching and video editing suites each running the latest in Adobe creative software alongside our GMG proofing facilities. This enables us to run all our work through international industry standard proofing systems for colour accuracy.

Pete Guttridge is CAA licensed to fly UAVs, (drones), to create stunning photography and video imagery from the air to enhance any production. We are one of the few studios in the area fully licensed to do so.

We would love to have a chat regarding how we can help you. Please feel free to pop in for a coffee if you are in Beverley. Alternatively you can contact us by phone on **+44 (0)1482 888288** or send an email to: **enquiries@imagenphotography.co.uk**. Or visit **www.imagenphotography.co.uk**

Good Travel Management Unveils New Leadership Team to Accelerate Ambitious Growth Plans



Business travel company, Good Travel Management has announced two key appointments to its leadership team as it embarks its next phase of growth.

Julie Ornsby has been appointed to the Good Travel Management Board as Operations Director. Julie has more than 20 years' experience in the business travel industry including roles at BCD Travel and Inter-Continental Travel before joining Good Travel Management in 2009.

Julie said: "I'm thrilled to be joining the Good Travel Management board at such an exciting time for the company. Following the launch of our new brand in September this year, the whole team are enthused about our plans for the future and I'm looking forward to contributing to overall strategy of the business."

Wayne Durkin, who joins from Beacon Purchasing, where he was Director of regional sales, takes up the role of Head of Sales, Marketing and Account Management, with responsibility for the business development strategy and offerings to both existing and new clients. Wayne has previously held senior roles with Meon Valley Travel, and Griffin Marine Travel.

Speaking about his new role with Good Travel Management, Wayne said: "It's a business with a very exciting future and I'm looking forward to being part of that. The company really punches above its weight, especially with our new brand,

products and facilities and I am excited to work with our team and customers to develop further an already successful business".

Managing Director Kevin Harrison said: "I am extremely pleased to welcome Julie to the Good Travel Management board. Her dedication, focus and vision have been instrumental in building the business and will be crucial in realising our ambitious growth plans over the next five years.

"Similarly, Wayne brings extensive experience to Good Travel Management and will be an asset to the leadership team. His knowledge of business travel and other niche travel markets will be invaluable as we define more innovative solutions for our clients and grow our presence both in the UK and globally."



The PSC Register - Ensure Your Business is Compliant

As of 6 April this year all private limited companies and LLPs are required by law to put in place and maintain a new statutory register, the Register of People with Significant Control, also known as the 'PSC Register'.

The law relating to the PSC regime lays down stringent requirements and a fairly complex procedure in terms of assessing the position in relation to your business, gathering and confirming the necessary information and then creating and maintaining your PSC Register. Understanding of the detail remains limited and businesses which fail properly to comply with their obligations are in danger of being fined and, potentially, directors are at risk of being disqualified.

Special offer to Chamber Members

Following a series of seminars on the subject in conjunction with the Hull and Humber Chamber of Commerce, Hull based commercial law firm Myton Law is offering a special discounted rate to Chamber Members of £150 plus VAT for a one to one session in which we will advise you on how to put together your PSC Register, or, if you have already done so, check that it is legally compliant. We will also advise you on your ongoing obligations in relation to the PSC Register. To book your session and ensure that your business is legally compliant, please contact Myton Law via one of the contact details below.

Tel: **01482 485020**

Email: james.westwood@mytonlaw.co.uk

www.mytonlaw.co.uk



UK Waste £300 Billion Worth of Energy!

Change in retailing is constant, but continual flux is causing a crisis. Many stores in the UK are struggling to exist as the sector is buffeted by mounting costs caused by waves of change: from morphing shopping habits to the introduction of the National Living Wage, and now rising import prices post-Brexit.

Commissioned by UK utilities consultancy Chamber Energy Solutions, the energy retail whitepaper, available to download on our website, will benefit small to medium sized retailers by showing how they can improve energy efficiency and make big savings, without having an impact on their customers’ experience.

Is energy-saving worth doing?

Did you know a 20% cut in energy costs represents the same bottom line benefit as a 5% increase in sales in many businesses?

So if a shop’s turnover is £20,000, that’s the equivalent of an extra £1,000 – enough to create a website, train staff in sales techniques or upgrade to LED lighting: all ways retailers can improve their offering and attract customers.

Monitoring = Control

Only 20% of retailers monitor their use of energy and water, but without data it’s impossible to gain a detailed picture of where savings could be made. Guesswork is not enough, because different retailers have different business practices and equipment. Existing circumstances can have a huge impact on the energy used and saved.

Chamber Energy Solutions reckons its Utility Insight product can reduce energy consumption by 33% and water by 50%. As the first step in identifying waste, monitoring can lead to major savings, as our case study shows.

Shut that door

Heating, ventilation and air conditioning (HVAC) is the biggest energy expense for most retailers. Yet

according to the non-profit-making organisation Close the Door, shops in the UK waste £300 billion worth of energy just by leaving their doors open and letting heat escape. Closing a shop door in winter can save up to 50% in energy usage, according to research by the University of Cambridge, and 10 tonnes of CO2 a year – that’s three return flights to Hong Kong from London.

Download the Full Chamber Energy Solutions Retail Whitepaper for free from our website.



New Members

Business Direct Utilities Ltd

Alison Headland
Hull
01964 529084
Energy Broker/Consultant

Doncaster Sheffield Airport

Rick O'Toole
Doncaster
07342 949412
*Airport, Passenger, Cargo and
General Aviation*

Health Stars

Jenny Preston
Willerby
01482 389103
Charity

HEY Smile Foundation

Sarah Shepherdson
Hull
01482 590270
Charity

Hull Serviced Apartments

Daneille Giles
Hull
07824 999 093
Serviced Apartments & Lettings

Imagen Photography Ltd

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Beverley
01482 888288
Commercial Photography & Video

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Lee Davison
Hessle
01482 628800
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Jupiter IT Solutions

Daniel Gladstone
Hull
01482 974444
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Northern Lincolnshire & Goole NHS Foundation Trust

Paul Bunyan
Grimsby
01472 874111
NHS

Pathway Learning

Rob Rice
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07832 688550
Education & Training

The Village Kitchen

Ramsey E Kalengamaliro
Ryehill
01964 622722
Cafe/Catering

TRG Wind

James Overton
Hull
01482 814910
Renewables

Worldpay

Laura Simpkin
Beverley
07920 363494
Merchant Services





Name: David Roberts
Company: Expeditors
Job Title: Global Sales Executive

I've worked for Expeditors in various roles, for the past 17 years. Expeditors are a Global Logistics Transport provider with more than 250 offices worldwide, including a local office in Hull. I am married to Kelly with two grown up daughters, Lucy and Eleanor. My interests outside of work are travelling, reading, exercise and eating.

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

My first job within the industry was at 17 and I think I earned about £80/month as a Ship's Agent. Back then I loved it so much, I would have worked for nothing and when I reflect on that wage, I almost was!

What do you always carry with you to work?

My brief case and phone.

What is the biggest challenge facing your business?

Where do we start? The unknowns of Brexit and the Trump administration, added to a weak UK pound and rising oil prices and inflation, plus the turbulent ocean market conditions making freight rates difficult to predict, equate to challenging times.

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

She's got plenty to occupy her but the sight of homeless people living on the street, especially recently in the cold of winter, in the UK in the second decade of the twenty first century really saddens me. It shouldn't happen and the issue needs to be addressed. The latest report said there were 4,000 people a night living rough in the UK, an increase of 16% from last year, that is appalling.

What can you see from your office window?

The Great Pyramid of Giza, the Hanging Gardens of Babylon and the Colossus of Rhodes, not really, a car park at the front and another car park at the back.

If you could do another job what would it be?

A Test Cricket commentator (all the Test matches are played in great places) or a journalist.

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

Optimism, luck and knowing lots of clever people.

What was your biggest mistake in business?

Trying to do things on my own and not seeking help.

What advice would you give to aspiring entrepreneurs?

No-one really needs more than one car.

Who do you admire most in business?

Peter Rose, our recently retired CEO who turned a conversation in a bar with some friends into a \$9 billion company in less than 40 years.

Chamber Events Diary 2017

Members' Speed Networking and Lunch

Friday 17 February 2017
Ashsournie Hotel, North Killingholme, Immingham
Sponsor: CJ Digital Solutions

Chamber Google & Howdenshire Business Excellence Awards

Friday 24 February 2017
Google High School Conference Centre

Chamber Annual Dinner

Friday 3 March 2017
Mercure Hull Grange Park, Hotel, Willerby
Headline Sponsor: Cobus Communications

AGM/Members' Speed Networking and Lunch

Friday 10 March 2017
KC Stadium, Hull
Sponsor: Case Training

Members' Speed Networking and Lunch

Friday 28 April 2017
Mercure Hull Grange Park Hotel, Willerby, nr Hull

Chamber Northern Lincolnshire Business Awards

Friday 19 May 2017
The Baths Hall, Scunthorpe

Chamber Expo 2017

Wednesday 7 & Thursday 8 June
Costello Stadium, off Boothferry Road, Hull
Sponsor: Together

Members' Speed Networking and Lunch

Friday 14 July 2017
Oaklands Hall Hotel, Laceby, nr Grimsby

St Leger Ladies Day with the Chamber

Thursday 14 September 2017
Doncaster Racecourse

Members' Speed Networking and Lunch

Friday 29 September 2017
Lightstream Stadium, Hull
Kingston Rovers RLFC, Hull

Members' Speed Networking and Lunch

Friday 13 October 2017
Forest Pines Hotel & Golf Resort, Brigg, Scunthorpe

Chamber Bridlington & Yorkshire Coast Business Awards

Friday 20 October 2017
The Spa, Bridlington

Members' Speed Networking and Lunch

Friday 24 November 2017
Country Park Inn and Lodge, Hessle

Take advantage of your Chamber Membership to attend the wide range of events we organise to help you 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.

Construction and Engineering – the focus of the next edition of Business Intelligence

Tall and Wall Units

Tall kitchen units are the perfect solution if you require storage for smaller spaces. Double ovens, fridge freezer units and corner styles are just some of the examples available to customers both online and via our Northallerton based showroom. If you are in the area pop along and view the stunning pieces we have available.

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From Only

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From Only

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From Only

£1075.00



From Only

£625.00

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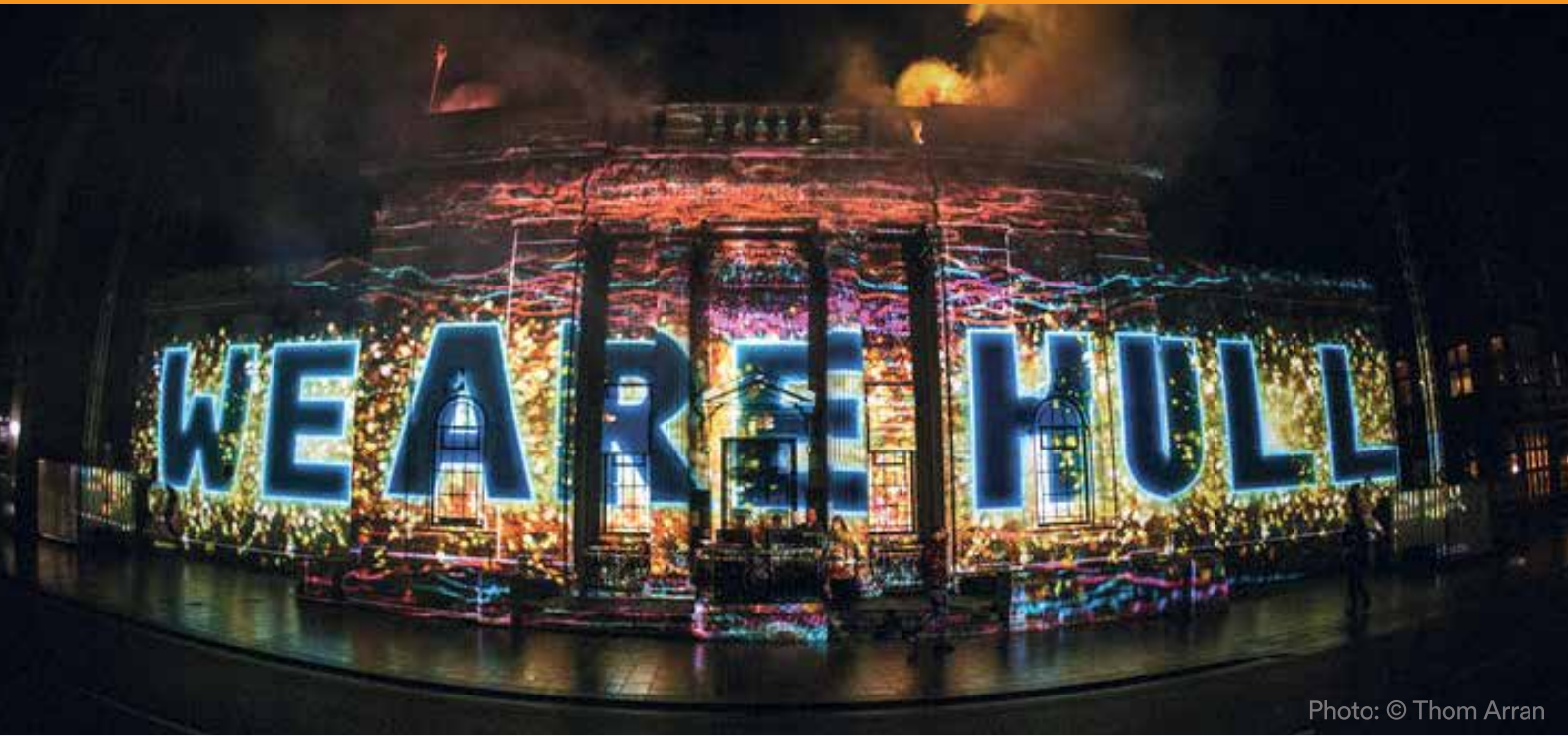


Photo: © Thom Arran

As our region grows, so will you.

We're investing £60 million to bring ultrafast connectivity to Hull and East Yorkshire, so businesses can work faster and be more productive.



heybusiness.kcom.com