

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

December/January 2018

Issue 41



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Awards are a Highlight of the Presidential Year

By Phil Ascough, Chamber President

From business awards to Brexit, the Chamber's activities have intensified in recent months as we work to promote Members and their interests.

We reinforced the reach of our Area Council networks with additional events which again ensured the voices of Members were heard by Parliamentarians in Westminster and Brussels, and within local authorities closer to home.

A key message is that the needs of the business community must be recognised and taken into account during the ongoing Brexit negotiations. Businesses are admired for their resilience and for their continuing ability to limit the impact of political interference and intransigence on their operations, but that doesn't make them immune to the uncertainty and lack of confidence which results from transmitting mixed messages about slow progress.

It is naïve and even evasive to suggest that businesses should prepare for a deal and for no deal when the differences between the two positions are so great and the stakes – and too frequently the emotions – are so high.

Businesses at the Brexit briefing organised by the Chamber's International Trade Centre were unanimous – they are planning for the future, they feel as though they are doing that in the dark and they want the Government to shed some light.

The Chamber Bridlington & Yorkshire Coast Business Awards demonstrated what can be achieved by businesses in their own small communities, and even worldwide. They also gave most of us a night off, a chance to let our hair down and to celebrate outstanding examples of endeavour and innovation.

The evening will go down as one of the highlights of my Presidential year, and for that I extend my thanks and congratulations to all involved.



Pictured at Winterringham Fields are Chamber President Phil Ascough (right) and Vice President Sally Booker (left) with (left to right) Melanie Onn, Martin Vickers, Baroness Redfearn, Ian Kelly and Nic Dakin.

Northern Lincolnshire MPs and Business Leaders Discussion Full of Energy

Renewable energy, rail connectivity to London, the skills agenda, fish processing prospects, devolution and Brexit were all topics discussed in a lively debate with local MPs. Martin Vickers, Nic Dakin and Melanie Onn were joined by Baroness Liz Redfearn and business leaders at a lunch hosted by the Hull & Humber Chamber of Commerce.

Chaired by Chamber President Phil Ascough, the discussions included revisiting the prospects of an East Coast motorway and the dualling of the A15 up to the Humber Bridge as a long-term ambition for the region.

Held at Winterringham Fields, leading business figures from Phillips66, ABP, British Steel, Humberside Airport, Seachill UK, Clugstons and Wilkin Chapman were among those who discussed the key current business issues.

Martin Vickers gave Chamber leaders an update on his efforts to get direct train services from Cleethorpes to London reinstated, and highlighted the various challenges and complications that need to be overcome. Improved trans-Pennine links were also discussed to ensure the Humber as a whole can maximise its role in the Northern Powerhouse.

The skills agenda and the issues around migrant labour shortages, the effects of Brexit and attracting suitably qualified people to the area for more technical jobs were discussed at length. Several business leaders highlighted the perception that many jobs in Lincolnshire are low paid, but noted that several, like the refineries, provide highly-paid jobs for many hundreds of

people, and they also had sizeable supply chains locally. The fish processing industry leaders were concerned at seeing a drop in foreign workers, but Martin Vickers noted that the Government had made clear it had no wish to hinder foreign workers into the local food processing and agricultural sector.

Deborah Zost from Humberside Airport said increased costs due to the terrorism agenda was adding costs to the business. This was hindering investment which could attract new customers at the airport. Nic Dakin said that access to the single market, the Customs Union and frictionless trade were of key importance, while Melanie Onn's view was that Brexit was stagnating everything and we were now "stuck in a quagmire of issues that should never have been brought forward".

The failure of Greater Lincolnshire Devolution was discussed, as was the clear view on the Conservative side that the 'One Yorkshire' model had no support in Government and that actually the current status quo worked effectively in the Humber for both the Northern Powerhouse and Transport for the North. This recognised both sides of the Humber as a 'functional economic unit' with which they were keen to work.

Chamber Chief Executive Dr Ian Kelly said: "Our Parliamentarians were in energetic and lively mood, as we discussed the Energy Estuary, renewables, prospects, devolution and Brexit in particular. Most importantly though, despite various Party differences, they continue to work closely with us in business for the benefit of Northern Lincolnshire and the Humber".

First Company Moves into Refurbished Anchor House

In a letting secured by PPH Commercial, RFD Interior Architecture has become the first company to move into Anchor House at the Maltings in Hull, following the completion of an extensive renovation.

RFD has expanded its operations by moving from 400 sq ft of offices in Grammar School Yard, Hull, into 1,000 sq ft at Anchor House, also in Hull.

Ben Cooper, PPH Divisional Director, said "We are delighted that the investment and confidence in Hull shown by Catalyst Capital, the owner of Anchor House, has resulted in the first letting and we are confident that many more will follow. With the refurbishment completed, Anchor House is one of the most stunning locations in the city centre, with units available to suit start-ups and much larger organisations."

Anchor House features a high-quality reception area, door-controlled entry system, lift to all floors, on-site parking, a CCTV-controlled environment, EPC rating B and immediate availability of office space.

RFD Design Director Alex Jenneson said: "As interior architecture and design consultants it was important that we moved to premises that could highlight our work and our ethos. Our new offices are perfect because they are on a site with a very interesting heritage and architecture."

RFD has created three different areas within the new offices – a coffee shop style sofa and laptop working area, a large open plan workbench with meeting facilities for clients, and a show area to highlight some of the products that the company specifies and installs.

Sarah Cooper, Portfolio Manager at Catalyst Capital, said: "Our decision to invest in Hull and carry out an extensive refurbishment of Anchor House reflected the fantastic regeneration of the city centre for the UK City of Culture appointment. The big investment in the public realm has had a transformative effect on the city's economy and we are delighted to be part of it."



Ongo Homes Takes on Homeless Support

Exciting plans to bring services provided by Doncaster homeless charity M25 Housing & Support Group into Ongo Homes have been announced.

The move secures the long-term future of the charity work and builds on the range of specialist housing support offered by Ongo Homes.

In October 2017, Ongo Homes will take over the ownership and management of M25's assets, including 13 properties in Doncaster which provide homes for up to 50 homeless people.

The nine employees currently working for M25 will transfer to Ongo Homes. Steve Hepworth, Deputy Chief Executive of Ongo, said the move increases the type of support that Ongo Homes can offer to those in most housing need and hasn't ruled out expanding services into North Lincolnshire.

"The opportunity to work with the staff from M25 and build on their success in supporting homeless people is one which fits with our social purpose and increases the range of housing services we can provide.

"Accommodation and support for homeless people isn't something we have previously been able to offer. By increasing our experience in this area, and bringing new people into our team, we hope it may open up the potential to extend the service beyond Doncaster and into North Lincolnshire."

The decision has also been welcomed by Joyce Foster, Executive Director of M25 Housing and Support Group, who said that despite the number of people affected by homelessness growing at an alarming rate, further increases were expected at Universal Credit is rolled out.

"This is a new chapter in the story of M25 and our



Pictured L-R: Nigel Walker, Karen Cowan, Joyce Foster, Steve Hepworth, Sam Archer, Karamjit Kaila.

match with Ongo Homes could not have come at a better time for us both," she said.

"Everyone at M25 is really excited about the opportunity to spread our success. We have spent two years learning with, and from, those we support in Doncaster.

"It will be our continued commitment that will help Ongo Homes and M25 services achieve success."

Extra stuff for news and photo editors Ongo Homes is a housing association based in North Lincolnshire, providing 10,000 affordable and social homes for rent and specialist tenant support services. It was formed in 2007 following the transfer of council homes from North Lincolnshire Council to the ownership of Ongo Homes.

Ongo Homes is a registered charity and is regulated by the Homes and Communities Agency. It is a subsidiary of Ongo Partnership.

Ongo Partnership provides a wide range of services and support for the residents of North Lincolnshire, including employment support and recruitment services, plus commercial services, including Ashbridge Roofing, Hales & Coultas Heating and Plumbing and Mi living sales and lettings.

For further information about Ongo Homes, please contact our PR Team at prdept@ongo.co.uk or tel **01724 298639**.

New CEO Looking to Build for the Future

Beverley Building Society has appointed a former marketing director from within the mutual sector, as it looks to build upon a reputation for excellent personal service to customers and support the community across East Yorkshire.

New Chief Executive, Karl Elliott, 45, comes to Beverley from financial services mutual OneFamily in Brighton, where he spent three years commuting from his home in Yorkshire, having previously worked for Harrogate based Engage Mutual for 15 years.

Saying he felt the time was right to take the helm, he is also delighted to be back closer to his wife and young family and importantly to remain within the mutual sector.

He said: "When looking to return to my roots in Yorkshire, Beverley Building Society was a fantastic fit for me; in good shape and with real potential to have more impact across the East Riding. It's also great to see the Society working so closely within the community and supporting activities and charities that matter to our members."

Brian Young, Chair of Beverley Building Society, said: "This announcement concludes the Board's thorough process to recruit Karl as our new leader. His skills and experience will very much complement our executive team, which includes Deputy Chief Executive, Janet Bedford with a background as Finance Director and Mark Marsden as Risk Director. We are ideally positioned for the challenges that lie ahead."



Ridings in Relocation as Expansion Continues

A consulting building services engineering business is shaping its own future by investing in youth and moving to new premises.

Liam Beardshaw and Ian Grimwood, founding directors of Ridings Consulting Engineers Ltd, aim to develop a workforce to the standards which they have adopted during more than 40 years in the industry. But the immediate requirement was for a reluctant relocation from The Deep to Hesselwood Business Park.

Liam said: "It's been brilliant at The Deep and we can't praise the team there highly enough but we're getting bigger and we had to prepare for future expansion. Hesselwood is another nice environment, and it's more convenient for many of our people."

The pair launched the business in May 2015 to offer design services for all building services installations where energy efficient design is paramount. It operates in a range of buildings including commercial, industrial, healthcare, public and private sectors.



The eight-strong Ridings team. From left, Michael Maughan, Liam Beardshaw, Kadeem Whittaker, Matthew Dent, Ian Grimwood, Nathan Bentley, Henry Noble, George Henderson.

Freya Cross, Business and Corporate Manager at The Deep, said: "We are so pleased to see the team at Ridings build the business so successfully, and that makes us all the more sorry to see them go. They are a great example of what The Deep Business Centre is all about, supporting businesses and helping them progress."



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ENGIE Fabricom Awarded Significant EPC Contract at Saltend

ENGIE Fabricom have been appointed as the main Engineering, Procurement and Construction (EPC) contractor by Tricoya Ventures UK Limited, a subsidiary of chemical technology group Accsys Technologies, for the delivery of a new, innovative Tricoya® wood chip acetylation plant at Saltend, Hull.

ENGIE Fabricom is delivering the design and build of this pioneering new facility. This exciting project is the first of its kind in the world and will deliver a £58 million approximate overall investment into the Hull and Humber region.

Utilising all of the company's expertise and skill sets, a project team encompassing process, procurement, mechanical, electrical, control and instrumentation, piping and civil discipline engineers, based at ENGIE Fabricom's Immingham facility, have already started initial works with site establishment now complete and the site being de-watered and levelled.

A Front End Engineering and Design (FEED) verification has already been completed with the detailed design and engineering stages currently under way.

The project team are now on site at Saltend, creating up to 130 local jobs throughout the construction of the plant.

The ground was officially broken at the site



The ENGIE Fabricom and Tricoya team at ENGIE Fabricom's Immingham facility

in July 2017, with the ceremony attended by representatives from the Tricoya Consortium (which includes Accsys, BP and Medite), ENGIE Fabricom, Hull City Council, South West Holderness Ward and the local team of Tricoya Ventures UK Limited.

This extensive project is due to be completed in Spring 2019 and once operational, the plant will create approximately 30 full time jobs.

Richard Huigen, Chief Executive of ENGIE Fabricom, said: "We are delighted to secure this major contract which allows ENGIE Fabricom to demonstrate our expertise and experience in both engineering and construction projects."

High-Tech Engineering Comes to Bridlington

Using funding provided by the York, North Yorkshire and East Riding Enterprise Partnership and equipment donated by various suppliers to the industry, East Riding College have opened a new Mechatronics Centre in Bridlington.

The Centre will aid the delivery of specialised engineering courses that meet the demands of the modern engineering industry, where high level skills are in demand. Mechatronics is the branch of engineering that focuses on designing and manufacturing products that have both mechanical and electronic components. It brings robotics into engineering, with a strong emphasis on an interdisciplinary approach and problem-solving skills.

The Centre supports the innovative engineering pathway established through the HEAD into Engineering partnership – a collaborative agreement between Headlands School in Bridlington, East Riding College, A B Graphic International (a Bridlington-based multinational), and Derwent Training Association.

A groundbreaking initiative, HEAD into Engineering is a programme for pupils in years 10 and 11 at school to have a clear engineering pathway as a GCSE option, which can lead



Sarah Bone, head teacher at Headlands School with pupil, Lee Hamshaw Hart and East Riding College student, Louis Horsfall.

them on to full-time courses at college or an apprenticeship and provide their first steps into a career in the industry.

Phil Robson, Operations Manager for AB Graphic International, said: "The Centre gives young people the opportunity to develop the practical and problem-solving skills that employers in manufacturing and engineering want, making them extremely employable, in our eyes."

John Doris, Vice-Principal for Finance and Resources said, "The new Centre, along with the HEAD into Engineering programme really puts us in the best position to train highly-skilled engineers in our region."

First Class Graduate Joins Building Survey Practice

Chartered Building surveyors, Delaney Marling Partnership in East Yorkshire, have appointed a new surveyor to their team.

Always interested in a career within the property sector, Alex Lowsley worked as an estate agent for two and a half years as a negotiator before seeking a route into the building survey profession.

Alex said: "In order to make the transition within the property sector I started off by shadowing other surveyors, including Simon and Kevin at Delaney Marling Partnership, then qualified from Birmingham City University with a First in BSc Building Surveying."

"I enjoy the variety of the job, no two days are the same. So far I've conducted an asset management plan, prepared a dilapidations report, met with a number of clients to discuss their project plans and carried out condition surveys, one of which was in Robin Hood's Bay and, now we are working on a couple of projects at AAK in Hull."

Kevin Marling, director at Delaney Marling Partnership, said: "Alex has already proven to be a great addition to our small team. He is currently studying to become a Chartered Building Surveyor. The RICS requires surveyors to keep a two-year diary as part of their qualification, to show a wide ranging experience and technical ability. The projects Alex is working on now will form part of this."



Left to right: Kevin Marling, Alex Lowsley, Simon Delaney

Warning to directors of non-profit making companies



By Adam Marham, partner in the recoveries team at Wilkin Chapman Solicitors



TRUSTEES and directors of non-profit-making companies are advised to heed a very serious warning, following a landmark High Court ruling.

The decision will make uncomfortable reading for some as it sets out the directors' responsibilities of such enterprises – and those responsibilities may well be more than many believe.

The case involved a community project that went into liquidation for non-payment of VAT. The company behind the project was not registered for VAT when it was incorporated back in 2004 and only did so in 2011, when it was alerted to the issue. By then the bill was too high and as a result the company folded.

But what happened next will shock many – as the liquidator took proceedings against the directors of the company, suggesting that they failed in their duty to exercise reasonable care, skill and diligence.

The directors argued that they were 'non-specialist' volunteers who had to rely on accountants' advice and therefore should accept no responsibility. They also said they had not been the original directors when the company was set up.

But their arguments did not wash with the Court, which decided the new directors should have formed their own opinion and not relied on accountancy advice.

The Court added it felt it was "incumbent on the directors to have sufficient knowledge of the company's business and understanding of its operations to be compliant with all

statutory requirements, including trading standards, health and safety and taxation".

This decision certainly suggests that, while directors are not required to have the specialist knowledge, they are required to ask questions rather than rely on the position of previous advice to the company. Failure to act in this way could mean they are liable to pay compensation where the company enters into insolvency.

Furthermore, the case demonstrates the importance of taking legal advice as soon as possible in circumstances where a company is faced with potential insolvency, in order to be prepared and avoid further problems further down the line.

For further information, please contact Adam Marham on 01482 398398, email adam.marham@wilkinchapman.co.uk or visit www.wilkinchapman.co.uk

Rural Diversity is Reflected in Rates Bills

Increasing diversity among rural businesses is adding to the complications for property owners when it comes to rates on their premises.

Those businesses involved in traditional agricultural activity were largely unaffected by this year's revaluation, but some who have turned farm assets to other use have been hit hard, and they may be losing out in other ways.

Adrian Smith, founder of AS Rating, said: "Some commercial uses for agricultural properties have attracted big rates increases, and where people have seen reductions these are often phased in with the result that you have to wait years to receive the full benefit.

"The rates are based on the rental value and, as you would expect in an area of great variety among businesses, there are some big differences between the final figures."

Adrian explained that agricultural exemption from business rates applies where a property is used purely for agricultural work. But you can lose that if you are storing grain for someone else, if you use your engineering equipment to do work for someone who is not involved in agriculture or if you turn over your farm to other commercial use such as a farm shop.

He said: "There has been change of use to create



facilities such as garden centres, and there are many other sectors including various aspects of the motor trade, electrical engineers, offices including professional services, because even if the main business in an area is agriculture it needs support from others.

"If rates are low, the fact that they reflect rents indicates you are already facing the challenge of trying to run your business in a relatively poor area.

"If you've seen a large reduction, the effect of transitional rate relief means you could be paying more than the fair amount for up to five years or until the next revaluation."

Fortis Celebrates Launch of Smart New Centre

Fortis Therapy and Training is celebrating the opening of its newly refurbished and expanded premises on Grimsby's Abbey Walk.

Specially invited guests enjoyed a champagne reception before balloons were released to mark the official opening.

Owner Alexis Powell-Howard thanked everyone for their support and said the new and improved facilities would help Fortis provide an even better service and help more people.

Alexis said: "Fortis Therapy and Training is passionate about supporting people of all ages and with various difficulties. We provide effective therapy which includes talking therapies and creative therapies, and training to cope with mental health issues, emotional wellbeing, attachment and loss, psychologically informed environments, trauma, self-harm, self-care and creative interventions."

Fortis started off with two therapists in 2013 and is now owned by Alexis, who works with 12 other people who are as passionate as she is about providing a



Alexis (third from right) and her team toast the success of the new facilities.

good quality, ethical and accessible service.

For more information, Fortis Therapy and Training can be contacted at 10-12 Abbey Walk, Grimsby, NE Lincs, DN31 1NB, or by telephone on **(01472) 241794**.

Agencia Highlights Ambition and Integrity at Double Celebration

A family business from East Yorkshire which is transforming lives internationally with its health and justice programmes outlined plans for growth based on ambition and integrity as it brought together clients and contacts for a double celebration at The Deep.

Agencia, based at Hessle, marked its 20th anniversary and its success in a national awards scheme.

Managing Director Helen Gibson said: "We are dealing in two of life's most precious commodities – not gold, diamonds, money or anything fancy like that, but health and justice. It is only when you haven't got one of those commodities that you realise how important they are.

"Our plan for the next 20 years is to continue transforming lives and communities and making a genuine difference."

Keith Hunter, who worked for Agencia before his appointment as Humberside Police and Crime Commissioner, added: "I was there for a relatively brief time but they were three of the most impactful years of my life.

"For the values they hold and their desire to make a real difference I hope the next 20 years will see the consolidation and growth that the business deserves."

Helen joined Agencia eight years ago as part of a succession strategy. She was appointed Managing Director five years ago and was joined this year by her sister, Joy Allen, the Head of HR and Corporate Services. In July, they were voted Best Small Business in the UK at the National Family Business Awards.

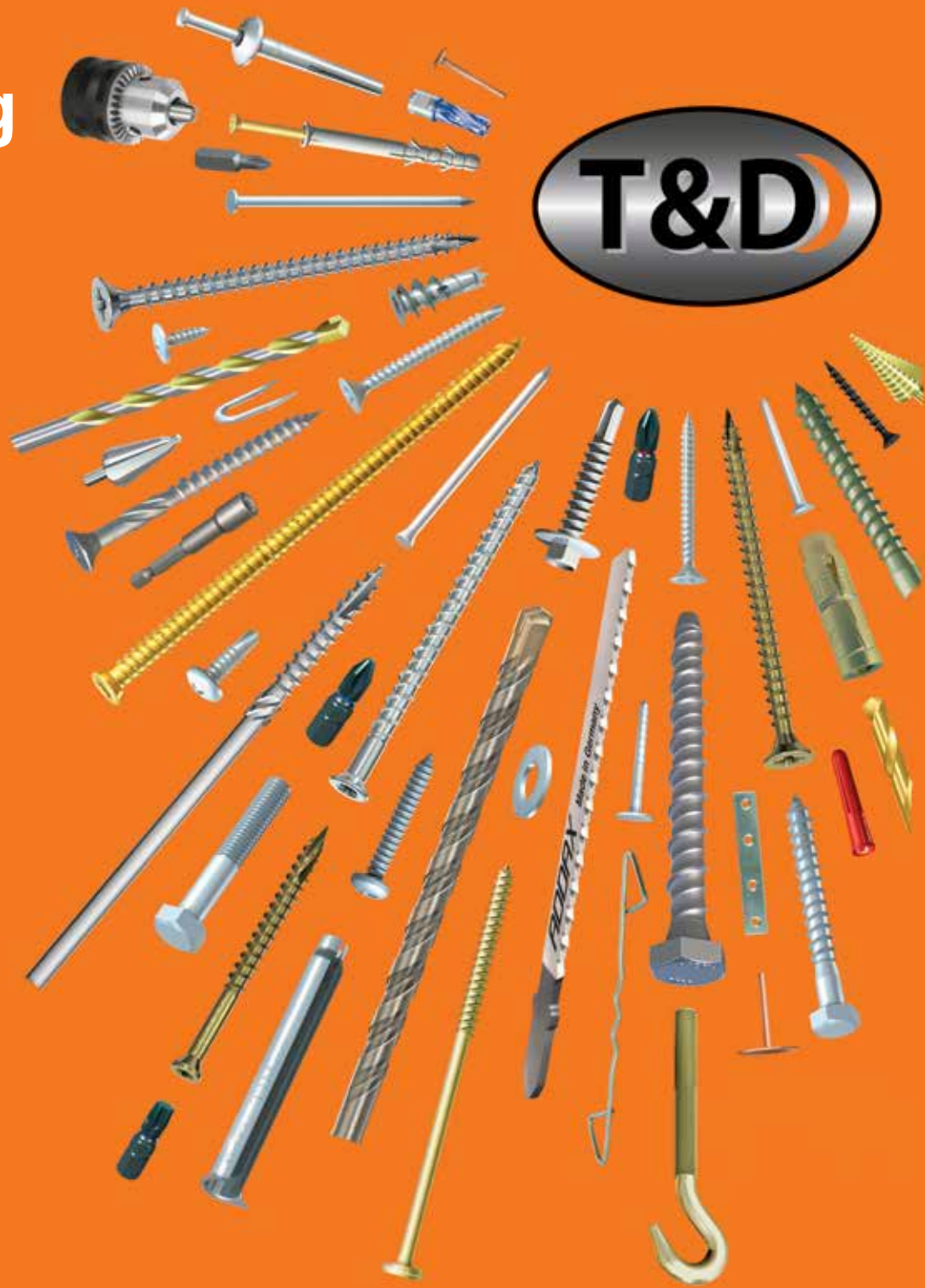
Helen said: "Agencia's first job in 1997 was at a factory in East Hull. The second was in German hospitals treating British forces.

"Now we have completed more than 400 contracts in 13 countries with repeat business of 87 per cent. We have offices in Hull, Scunthorpe and Sarajevo and we have earned our places on some of the top Government frameworks."



(From left) Joy Allen, Steve Pitts and Helen Gibson of Agencia.

Celebrating 10 Years in Business!



T&D Supplies Limited was established in 2007 and has built a reputation for quality, service and value throughout the industry. Our work and success has seen us develop a growing portfolio of customers within a wide range of industries.

With over 60 years combined experience within the industry we have the ability to give our customers advice and support. Our knowledge of products enables us to offer advice on product selection along with cost efficient alternatives, whilst always ensuring that the correct product is provided for maximum performance.

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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both small and large orders locally and nationwide.

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and performance of our products and the level of service we provide, ensuring we remain industry leaders in value for money and customer longevity.

Our business is built on 'one to one' relationships. Simply we do not just want your business, we want to look after your business and develop a long lasting working relationship.



Renewables and Culture Can Make Hull the ‘Power’ in the Northern Powerhouse

Renewables and Culture could make Hull the ‘power’ in the Northern Powerhouse – that was the message from a lunch with Hull MPs Diana Johnson, Emma Hardy and business leaders, hosted by the Hull & Humber Chamber of Commerce.

Chaired by Hull & Humber Chamber President Phil Ascough, a lively and good-humoured discussion included road links into Hull Port, Brexit, Devolution, Renewables, the City of Culture and many more.

Held at the Holiday Inn Hull Marina Hotel, business leaders from Siemens, Orsted (previously DONG Energy) and ABP highlighted how the Hornsea 1 and 2 windfarms would be catalysts for the long-term renewal of the Humber Estuary, while other business leaders outlined their companies’ strategies for the future. These included Paul Andrews, from Smith & Nephew, who said the company had invested heavily in its Hull factory recently, especially to protect the site from future flooding as a result of climate change affecting the fourth largest estuary in Europe.

Reckitt Benckiser’s (RB) new site director, Bruce Charlesworth, explained his company had divided into two new business units, health and home hygiene, in part to address global challenges, but it was positive news for Hull with a £105-million investment in the city, at its new Centre of Excellence.

On Devolution, business leaders reviewed how the events in Catalonia in Spain could easily become the consequence of badly conceived Devolution in Yorkshire. The Chamber highlighted why it favoured a more economically focused Devolution around the Humber as a ‘functional economic unit’ linked to the Northern Powerhouse. This was rather than what the Chamber sees as the more ‘political’ model of a ‘One Yorkshire’ Devolution which would be on the scale of a mid-sized European country.

Interestingly, both Hull MPs agreed on the importance of both sides of the Humber being part of any final Devolution settlement.

Turning to links into the port via Castle Street, Emma Hardy noted she had finally met with the Roads Minister and pointed out the delays to the scheme, noting the dangers of a lack of urgency at Highways England to push the scheme through. She said Chris Grayling was sympathetic and understood the anxieties around getting the scheme started as soon as possible. A proposed footbridge was also being separated from the rest of the nationally strategic scheme as a project which

could be progressed sooner rather than later.

Chamber Chief Executive Dr Ian Kelly said: “Our Parliamentarians recognise these are some of the best of times for Hull and its City region and the business investment and strategic political decisions we make now could completely transform the city’s prospects for the future. This was an excellent meeting of minds on several key issues!”

In closing, Diana Johnson thanked the Chamber on behalf of all the Hull MPs for keeping up a strong and positive dialogue between the city’s MPs and businesses. She also felt this was a key period in the city’s history which could put the ‘power’ into the Northern Powerhouse, thanks to the vast renewables opportunities in the North Sea and the new image achieved by Hull as the UK’s City of Culture.

PICTURE CAPTION: Diana Johnson MP addresses the meeting, watched by (from left) Chamber Chief Executive Dr Ian Kelly, ABP’s Humber Director Simon Bird and Tim Powell from Scotts Property LLP.

ABG joins Hull & Humber Chamber of Commerce

Leading independent insurance broker Alan Boswell Group [ABG] has joined the Hull & Humber Chamber of Commerce, following its expansion into Lincolnshire.

"Chamber Membership is the ideal way to support the local business community," said Marketing Manager Lee Boswell. "It will also allow us to raise awareness of insurance-related issues with organisations in the area, so their businesses have protection against a range of risks."

In April 2017, the Norwich-based company announced that it had acquired Sutcliffe Solloway & Company insurance brokers, which has offices in Laceby and Boston. Both have since been renamed Alan Boswell Insurance Advisers.

As part of a larger organisation, Sutcliffe's clients now have access to an enhanced range of services, including in-house claims handling and underwriting, as well as risk management and financial services advice.

The company also appointed the Chamber's Immediate Past President Steve Eastwood as an account executive in August. He is based at the Group's Laceby office and brings a high level of local knowledge to the group, having been active



within the community.

"As Immediate-Past President of the Hull & Humber Chamber of Commerce, I know the area well and the benefits of being part of the local business community," says Steve. "We're looking forward to helping other organisations in the area with their insurance requirements and ensuring they're fully compliant."

For more information about Alan Boswell Group, visit www.alanboswell.com or call the Laceby office on **01472 872872**.

Clugtons Sponsor October Event at Forest Pines Hotel & Golf Resort

Members gathered at Forest Pines Hotel & Golf Resort for the October speed networking and lunch event. Great contacts were made at the speed networking and with a good number of new Members present there was plenty of business development opportunity. The event was sponsored and supported by Patrons Clugston Group and Members heard from Group Chairman John Clugston. Mr Clugston spoke about the company's long history in the Scunthorpe area and the company's current business agenda. Ian Kelly, Chief Executive of the Chamber, hosted the lunch.



Chamber Bridlington and Yorkshire Coast Business Awards 2017

The eleventh Chamber Bridlington and Yorkshire Coast Business Awards took place on Friday 20th October to recognise and celebrate local business success. The event was held in the Royal Hall at The Bridlington Spa and was attended by business people from across the Yorkshire region. The compère for the evening was Clare Frisby, a radio and television presenter, including for Look North, Leeds.

The biggest congratulations go to Heald Limited, winners of The Overall Business of the Year Award, who also won the Medium/Large Business of 2017 Award, whilst the Bridlington Echo won the Small Business of the Year Award 2017.

Spirit of Yorkshire won the Best Tourism & Hospitality Business and this year's Business Person of the Year was Ian Yeo from BIMSense Limited in Hull. Chris Fit from Eastfield were named Start-Up Business of 2017.

Hull and Scunthorpe-based business HBP Systems won Best Training Business of the Year and the recipient of the Lifetime Achievement Award was former Chief Executive of The Deep, in Hull, Colin Brown.

The Young Business Person award went to Brad Lake from Professional Leather in Hull, and Special Stars Foundation won the Social Enterprise of the Year Award.

The Green Business of 2017 was S & J Synergy

from Hull. Valley Press, from Scarborough, won the Culture/Arts Business of the year award.

Agenda Screening Services were the choice for the Judges' Award for Innovation.

Entertainment came in the form of excellent comedian Lea Roberts and St Augustine's Senior Jazz Orchestra of Scarborough. Local talent Emmie Beckett; from Bridlington received a ovations for her classical repertoire, including her rendition of Nessun Dorma.

Andrea Borelli from Sicily and Chantal Green from Beverley gave a fabulous display of Latin Dance.

A charity raffle and auction raised over £2500 for the RNLI.

Chairman of the Bridlington Chamber, Neil Watson, said: "The Chamber Bridlington and Yorkshire Coast Business Awards have been another great success. I'd like to thank the organising team and of course our sponsors. We hope everyone enjoyed the night and we look forward to doing it all again next year."

Event organiser Geoff Humphrey added: "It was a truly magnificent evening and everyone seemed to enjoy it very much. Everything from the food to the entertainment to the presentation was spot on and hopefully we can continue for many more years."



The Award winners on the rostrum

"I would like to thank all who attended or got involved in any way and I am proud of how far we have come with these awards."

The Chamber and the organising committee would like to give heartfelt thanks to all the companies who were Sponsors of the Awards. Without them it would not go ahead.

The 2018 Awards will be at The Spa Bridlington on Friday 19th October. For more information please contact Geof Humphrey of Nexus Proficient on **07528 522592** or at nexusproficient@btconnect.com

How Can Your CRM Help You Prepare for GDPR?

As a business that stores and uses data as part of your day-to-day transactions, you'll be aware that the General Data Protection Regulation (GDPR) is coming into effect in May 2018.

It sounds like a long time, but many businesses' database still have a long way to go before they're compliant and the pressure is starting to mount.

Suddenly, May 2018 doesn't sound so far away.

There are two big issues facing most businesses when it comes to their data management and how that will be affected by GDPR: Data Cleanliness and Consent.

If you use some form of CRM system to manage your data, and most businesses do at this point (even if it's a bunch of spreadsheets), you will need to use the tools within it to tackle both.

Data Cleanliness

You will already be familiar with the pain of trying to keep your data up to date, free from duplicates, and standardised. Under GDPR, however, failure to do so can have some fairly serious financial (not to mention the existing reputational) consequences.

Depending on your system, you will have a number of tools at your disposal, however, to manage this more effectively going forward:

1. Keeping your data up to date

By carrying out regular data cleansing, you can go a long way towards ensuring your data is current and correct. This includes picking up incorrect email addresses, identifying and preventing gaps in your data, and highlighting when an individual has not been contacted recently.

Most CRM systems will allow you to set important fields as mandatory, preventing your users from saving a record without gathering the correct information. Equally, you should be able to get an overview of your data through reports and filters that will show you gaps in your data and the dates of last contact.

Ideally, your system should have a way of automatically detecting and recording bounced email addresses, highlighting them to you so that you can get in touch to clarify the accuracy of information.

2. Managing duplicates

According to a study by Royal Mail, 61% of marketers reported that duplicates were a major factor for them when it came to their data quality.



It also has huge implications for GDPR around recording consent, the accuracy of your data, etc. Not to mention the fact that it is just plain annoying for you.

Your CRM should be able to help you identify duplicate records and then merge them together when you find them. Automated duplicate checking on new data is equally vital, especially where you have the ability to set which fields are checked and include any necessary exclusion rules.

3. Standardisation

Finally, your users need to be able to organise and categorise all the data in your system based on your own company terms and phrases. Otherwise, they won't be able to separate your prospects from your customers or your former clients from your suppliers.

And if they don't know what the relationship is, they could easily run afoul of GDPR's strict data use policies.

Consent to Use Data

This is the big one when it comes to GDPR and it all boils down to this: if you don't have consent to process someone's data or email them and you do it anyway, you will be fined. Pretty simple.

You need your CRM system to be able to help you manage this in a big way with fields to help you track who has opted in to receive your

communications, who would rather be contacted over the phone, and who doesn't want to be contacted at all.

Alongside all this, you will need to be able to say when you received this instruction for each. and. every. person.

It's a big job and you need to have a CRM system ready to support you in this endeavour.

Sound Scary?

It definitely does. GDPR is introducing a whole new level of responsibility for anyone processing any data...which is pretty much everyone. Having the right tools to manage these requirements is absolutely vital.

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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Humber Learning Consortium is the lead partner for the Springboard Hull and Humber partnership project. This activity is part financed by the European Union through the European Social Fund (ESF) and is supported by the Youth Employment Initiative (YEI) to extend employment opportunities and develop a skilled workforce.

Solar 21's Green Gas Project Could Heat Over 3,000 Local Homes

Biogas, or gas derived from domestic and agricultural waste, will play a critical role in the UK's recently announced Clean Growth Strategy.

Solar 21, the renewable energy investment firm behind Tansterne Advanced Biomass, is at pre-construction phase in its first biogas project at Plaxton Bridge near Beverley.

The Irish firm is putting together a portfolio of large-scale biogas plants, the majority of which are in Yorkshire.

Biogas is the high-energy by-product of anaerobic digestion (AD), a completely natural process that occurs where organic waste breaks down. It's happening in rubbish dumps all over the country as we speak.

Anaerobic digestion plants harness the gas produced in the process. It can either be upgraded to biomethane and pumped into the national gas supply, or converted to heat and electricity in a combined heat and power plant.

Small-scale AD plants are beginning to pop up on larger farms all over Britain, the resulting heat and electricity being consumed by the farm. It's a source of free fuel in many cases, as farms have a ready feedstock in the form of waste crops or animal waste.

The feedstock for Solar 21's planned AD plants will be food and animal waste: food and animal



A recent Solar 21 site visit to a biogas plant near Leeds

waste; in other words there will be no energy crops – which take up valuable agricultural resources – grown specifically to supply the plants.

Solar 21 is looking forward to playing a role in Britain's route towards decarbonisation, and,

according to a new study just published by Cadent, Britain's largest gas distribution network, biogas will be an important part of the journey – it found that biogas could heat up to 15 million homes in the UK every year by 2050.

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Three directors who collectively have over 90 years experience in the industry manage the Company on a day-to-day basis. The fitting staff of eleven is fully trained in every aspect of tyre, battery and exhaust fitting as well as wheel alignment.

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Heavy Goods Vehicles

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Earthmover

The areas Earthmover tyre specialists maintaining the majority of all dockside equipment as we have done since incorporation in 1994.

Forklift

North Lincs Tyres offer a full solid and pneumatic fitting service. Carrying a large variety of stock allows us to provide a fast and efficient response to all forklift tyre problems.

Why Degree Apprenticeships are Like Strawberries and Cream

With so much changing in the world of apprenticeships you could be forgiven for letting degree apprenticeships pass you by. The University of Hull provides an insight into what's been happening and what you can do to make the most of degree apprenticeships within your business.

Who are apprenticeships for?

When you think of the word 'apprentice' – other than the TV show – you're probably thinking of a 17 or 18 year old learning the ropes in an office or a trade. But times have changed. Nowadays apprenticeships can also be an effective way of developing existing staff of all ages.

This means you can focus on developing employees with the potential to succeed and strengthen your organisation, as well as to improve their own skills.

Of course degree apprenticeships can help to bring in new recruits and college leavers too, so that you can attract the brightest and the best talent to your organisation.

Apprenticeship standards aren't standard

The days are numbered for the familiar model of 'apprenticeship frameworks' as groups of trailblazer employers come together to create new standards based on the knowledge, skills, behaviours and competencies they expect. Just a glance through the lengthening list of standards, shows how diverse the needs of today's businesses really are.

The levy's definitely not dry

The apprenticeship levy is an ever increasing pot of money that larger levy paying organisations are able to use specifically to pay for new apprenticeships and there has never been a better time to decide how best to invest in talent, new and existing, to get the best return on your investment. Typically the whole cost of delivering an apprenticeship, including a degree apprenticeship, will be covered by the levy so there shouldn't be any extra money to find.

What about smaller businesses?

Funding for new apprenticeships takes a very different form to the fully-funded programmes of the last 10 years or so. There is now a requirement for all employers to pay, even if they are not contributing to the levy. To soften the blow, Government is providing 90% funding, meaning that smaller employers can access the same programmes as their larger partners at a reasonable cost.

For example, a typical degree apprenticeship costs around £27,000, so a 10% contribution would be £2,700 over the term of the apprenticeship - and



this can be paid in instalments to help fit in with your cash flow needs.

Relevant programmes, content and delivery

New degree apprenticeships are being launched all the time and universities are working closely with employers to develop programmes that will work for them. The content of the programme and the way that it's delivered is crucial in making degree apprenticeships possible. Universities are condensing programmes and finding innovative and creative ways of meeting employer requirements, so there has never been a better time to get involved. Typically universities focus on key specialisms, so the University of Hull, for instance, has developed Supply Chain Leadership, a Chartered Manager Degree Apprenticeship and a Senior Leader Masters Degree Apprenticeship (including a fundable Executive MBA), as well as programmes in healthcare and chemical sciences - areas that are increasingly important to the regional economy.

But why would I want a degree apprentice?

It's a route to develop the talent of your new

recruits and existing staff, giving you the opportunity to train your own experts and leaders. And a degree apprenticeship could be for you too, as it is even possible to study for a Masters degree funded through an apprenticeship.

Strawberries and cream

The combination of a degree and the relevance of applying learning directly to your business work so well together. Whether it's to strengthen the capabilities of your organisation or to support succession planning, degree apprenticeships will help you to retain staff, motivate your workforce and attract new talent.

The University of Hull remains at the forefront of developments in degree apprenticeships and can support employers looking to get to grips with how to make the most of their levy and funding.



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READY? THEN LET'S GET STARTED

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01482 466373

New Sports Facilities Growing the Hull Culture and Leisure Offer Across Hull

While much of the spotlight in 2017 has been on all things cultural, Hull's largest provider of leisure and sports facilities, Hull Culture and Leisure Ltd, has seen a huge growth in opportunities for the public to take part in sport and leisure activities with the opening of two new facilities at its existing leisure and sports sites.

April saw the opening of four floodlit outdoor tennis courts at the Costello Stadium site and July saw the opening of the Ennerdale Cycle Circuit at Ennerdale Leisure Centre. This investment so far has exceeded £1.3 million, with funding for the projects coming from Hull City Council, Hull Culture and Leisure Ltd, British Cycling and the Lawn Tennis Association.

The launch of the new tennis courts and cycle circuit is a huge boost to the portfolio of leisure and sports facilities managed by Hull Culture and Leisure Ltd, which also includes the Hull Arena, Costello Stadium and Sutton Park Golf Course.

Councillor Terry Geraghty, Chairman of Hull Culture and Leisure Ltd said: "The strength of



our offer as a leisure provider is the diversity of what we can provide the customer. As the biggest operator of parks, leisure centres and sports facilities in Hull we can offer people more than just a session at the gym."

For more information on what Hull Culture and Leisure Ltd offer with their leisure and sports facilities in Hull, visit www.hcandl.co.uk

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Get in touch!

For more information or to book me please drop an email to liz@drury.org.uk or give me a call **07539 755531**, or look for Liz Drury Voiceovers on Facebook and LinkedIn, and **@LizDruryVO** on Twitter and Instagram.

Private Power Station Could Make HBP Systems Self-Sufficient for Electricity

A private power station that could help its owners generate all their own electricity has just been commissioned in Scunthorpe.

Computer software and systems specialist HBP Systems has installed the power station – an array of light-harvesting solar cells – on the roof of its premises on the town's Woodhouse Road.

The new system has been designed, installed and commissioned by green energy company Flixborough Eco Technologies. It is the first phase of an alternative energy solution that will later incorporate batteries, so unused electricity generated from sunlight can be captured and stored for future use.

Flixborough Eco Technologies' MD Giles Barker said the roof of the HBP Systems offices was an ideal location for generating solar energy.

As well as the solar panels and batteries, the company has also helped HBP Systems to reduce the amount of electricity it needs to run lights in the building by switching to LED lamps, which offer greater light levels from much smaller amounts of power.



HBP Systems' Operations Director Tony Pearson said the company was looking forward to seeing reductions in its electricity bill.

He added: "But it's not just about making the business more cost effective, as significant as that is. What's also important is that we do everything we can to minimise our impact on the environment."





Talking the Talk and Walking the Walk

Most people go cold at the merest mention of speaking in public, but there's no denying that it's one of life's essential professional and business skills. Such is the impact of using persuasive dialogue to engage an audience, that speaking and debating skills are now taught in many schools from primary school age.

For Clare Crowther, seeking perfection in this field has become something of an obsession and with great results to show for it having recently achieved 'Accredited Speaker' status with Toastmasters International. In doing so, Clare becomes one of only 75 similarly accredited members worldwide and the first person to achieve this accolade in Europe and the UK.

Clare plans to combine all that she has learnt and experienced on this odyssey with her extensive change management expertise and passion for performance development. Alongside undertaking public speaking engagements, Clare runs her consultancy business, 'Your New Horizon', offering seminars, workshops, team away days, and works one-to-one on performance coaching with leadership clients including Hull University,

Siemens, NHS, PowerGen, Santander, HBOS, Transco, DHL, and Government departments.

Clare is also accredited to offer a number of psychometric models including Myers Briggs (MBTI), Belbin Team-Role, and Strength Deployment Inventory (SDI), as well as providing Executive Coaching alongside Change Management.

- Public Speaking
- Business transformation
- Team effectiveness
- Workshop design and facilitation
- Strategic business planning
- Change programme management
- Risk management
- Business and performance coaching

To speak to Clare about any of these areas and in particular how there's more to gain than fear from learning how to present to a public audience, call Your New Horizon on **07763 119018** or email clare@yournewhorizon.co.uk

Recruitment Company Crowned Small/Medium Business of the Year

Root2 Recruit, Lincolnshire's leading Fixed Price Recruitment company were delighted to win their second business award of the year at the Lincolnshire Media Business awards ceremony held at the Epic Centre.

The awards, now in their 21st year, celebrate the best of the region's businesses and include categories for Business person of the year and Apprentice of the year.

Root2 Recruit, run by husband and wife team David and Judy Norton, provide an innovative recruitment service to businesses throughout Lincolnshire and the UK which is easy, affordable and effective. Root2 Recruit have bucked the trend in the recruitment industry by charging a low, fixed fee instead of a % of salary and delivering the service via an online platform. The company won the fiercely contested 'Small/Medium Business of the Year' award, sponsored by Greenray and presented by Executive Chairman Iain Lister.

The firm, recognised for demonstrating impressive growth, started in 2015 and they said "We're absolutely delighted to win. We changed the way we worked and the support from the team has been fundamental to us winning this award".

The company has ambitious plans for the future as they continue to grow their team and develop their client portfolio. An online demo of Root2's Recruitment service can be organised by contacting Judy Norton on **01507 311161** or emailing judy@root2recruit.co.uk.

CASE & P&O Ferries Make Dream Come True

A darts fan couldn't believe his eyes when his 'favourite player in the world' came and greeted him.

The exchange between player and fan was captured on camera as Phil 'The Power' Taylor took time out to meet Neil before boarding a sold out darts themed minicruise.

Neil also managed to come away with a signed dart board and a signed t-shirt to remember the occasion.

Neil was invited to meet Phil by local Hull charity CASE - a charity that helps people with learning disabilities in conjunction with P&O Ferries, who went out their way to make Neil's wish a reality.



Time to Update Your Freight Terms

By John Habbergham, Myton Law

The British International Freight Association introduced its new '2017 BIFA Standard Trading Conditions' in October. Regarded as the UK industry standard, freight operators are being encouraged to adopt the updated trading conditions as soon as possible.

Significant new additions to the conditions include an 'Acceleration Clause'. Freight forwarders often give customers time to pay based on their assessment of the customer's creditworthiness, but this can change and under the old terms a forwarder could only exercise a lien over goods once payment under the agreed terms, for example 30 days, was overdue. Now, if a customer defaults on its payment obligations relating to one consignment, this new clause enables the forwarder to cancel credit terms on other consignments and demand that all sums become payable immediately with a lien permitted over all goods in respect of all invoices due and owing.

Another key change relates to the SOLAS Convention regarding verified gross mass – it is now a legal requirement that the container weight is declared before shipment. Through these updated terms the forwarder can specifically look to the customer for redress if there are issues caused by the inaccuracy of



the container weight declared by the customer.

A third important new development is the introduction of an option to resolve disputes between a forwarder and customer by arbitration. The driver behind this is that it is easier to enforce an arbitration award than an English court judgment in some parts of the world.

The new BIFA Standard Trading Conditions are available to members via the BIFA website. When you switch to the 2017 STCs you must notify your insurer and your customers that the new STC apply and from what date.

For queries relating to the new conditions, and for advice on incorporating them in your dealings with customers, you are welcome to contact John Habbergham at Myton Law. Myton Law is a Chamber Member and an Associate Member of BIFA. Based on Hull's Humber waterfront, Myton Law provides specialist legal advice relating to shipping, logistics, rail, commercial property, international trade and insurance law.

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Top 10 KLM destinations to fly from Humberside in 2018

Amsterdam

The friendly capital of Holland never fails to impress with its maze of quaint canals lined with houseboats, mansions, flea markets and art galleries.

Stavanger

Often called the 'oil capital', this Norwegian city attracts the attention of professionals from all over Europe and the world. Make the most of your time in the Stavanger region by visiting the majestic fjords or going on a safari with a difference: to swim with wild salmon!

Dubai

Discover this glitzy shopping-mad city with illuminated mosques and aromatic souks, proud of its Arabic culture. Sunny and warm days in Dubai will certainly spice up your year.

New York

Whether for business or pleasure, New York is always a good idea. An ever-interesting array of entertainment, shopping and culture options make this vibrant metropolis a 'must' year after year.

Beijing

Prepare to discover a world of wonders if you visit Beijing: the Great Wall of China, authentic mouth-watering cuisine, a multitude of majestic temples, endless rows of shops and much more awaits.

Bangkok

Feeling stressed? Escape the daily grind and relax on a remote white sandy beach. Start your Thai journey in Bangkok and discover the countless street markets, temples and awe-inspiring landscapes of this amazing country.

Tokyo

Enjoy the vibrancy of one of the biggest and most exciting cities in the world. Visitors to Tokyo will be delighted by this colourful metropolis in which traditional and ultra-modern aspects intermingle.

Johannesburg

South Africa offers a wide range of business and tourism options: safaris and wine routes, a vibrant nightlife, a solid economy and all-round natural beauty await you when you land in Johannesburg.

Kuala Lumpur

Go and explore beautiful Malaysia and its plethora of verdant tea plantations, night markets, traditional music, dance performances and breath-taking beaches.

Lima

The capital of Peru welcomes visitors with an impressive beautiful historic centre. Lima is the natural stepping stone to explore the endless points of interest in the country: the Andes, Machu Picchu, Cusco...





Getting Ready For GDPR

When I mention the General Data Protection Regulation (GDPR) to most of my clients, I normally get one of two reactions. The first (and most common) is “what’s that?”. The second is “it won’t really change what we do though – will it?”.

GDPR has been looming for the last two years. However, most businesses have done virtually nothing to prepare for it and may be caught unawares when it is implemented in May 2018. Some businesses have taken a calculated gamble on not spending time (and money) getting compliant, only for it to change following Brexit. However, this is a very risky strategy. Not only will GDPR still apply until the UK government decides to change it, but the UK may still have to comply with its provisions if we continue as part of the single market or some other type of trade deal.

So who does this legislation apply to? The short answer is that it applies to anyone who holds any form of personal data. This is not just data which is in electronic format (although this forms the vast majority of data held), but also to paper documents. A business cannot get out of its obligations just because they contract out their data processing to another company or a sub-contractor. GDPR applies to both data controllers, who are the people who say how and why information is processed, and the processors themselves, who are the people who actually process the data.

A distinction is drawn in the legislation between ordinary personal data, which is anything that can identify a person (including IP addresses) and special categories of personal data, which are more sensitive. These includes things like medical details, information about a person’s

religion and their genetic and biometric data. There are more safeguards in place for these special categories and greater care must be taken with storage and access. Many businesses think that they do not carry sensitive data, but it can be frighteningly easy to accumulate. Most employers will ask employees about any disabilities or other medical conditions during induction. But often this information is gathered for other purposes. If you organise an event and ask about dietary requirements, you may get people informing you that they are halal or kosher (information about religion) or that they are allergic to strawberries (information about medical conditions). Would you think about how this information is to be stored and protected?

The focus in GDPR is much more about providing information to people who give you information than about trying to make you spend large sums of money on encryption software. This means that businesses can protect themselves just by putting in place decent policies and internal controls to protect the information.

The means by which data protection information is given to people and the consent that they give you in order to process their data needs to be looked at. It is not enough to bury data processing information with your other terms and conditions; it must be in a separate document, which deals only with data protection. When

seeking someone’s consent to process their data, this cannot be inferred from their silence or done by means of pre-ticked boxes. Only a genuine ‘opt-in’ is permitted. If the consent you already hold does not meet all the criteria, you will have to get consent all over again.

With the large amount of publicity surrounding all issues EU at the moment, people will be better educated about their rights to access their data, get it rectified if it is incorrect, object to it being processed or opt-out of their data being used for direct marketing. Businesses will need to make sure that they know their obligations and have processes in place to respond to any enquiries, as trying to retrofit these while complying with tight deadlines on responses would be a nightmare.

Coles Solicitors can help you prepare for the upcoming implementation of GDPR. We can ‘health-check’ your business to ensure that you know what you need to do, as well as helping you put your policies and procedures (including internal policies and updating contracts of employment) in place ready for May 2018.

Coles
the solicitors

Law Firm Marks a Decade of Success

These may be turbulent times for the economy but there are plenty of success stories to be found and one of them concerns the rapid expansion of Coles Solicitors, a Yorkshire company that has seen demand continue to grow for its services as it celebrates its tenth year of trading.

Operating ten offices and employing sixty members of staff, including those working in Beverley and Market Weighton, the company has been expanding through a programme of acquisitions of smaller businesses.

One of the lawyers overseeing the firm's growth is Emma Ladd, Head of Commercial Law.

She qualified as a solicitor in 2002 with a distinction at the London Metropolitan University and in 2007 graduated at the University of Cambridge Institute of Continuing Education with a postgraduate diploma in Notarial Practice, which means that she can offer additional services to commercial clients who have requirements overseas.

Emma joined Coles Solicitors in January 2017, having previously worked for three leading legal 500 firms in Sussex and Berkshire, specialising in the sale and purchase of shares and business assets, corporate and business restructuring and corporate governance.

Emma has witnessed the firm's growth at first hand and said: "The firm has been expanding steadily over recent years.

"Although there has been some organic growth, particularly in our residential conveyancing section where we have had to take on more people to meet the demand for our services, most of the growth has come through acquisitions.

"The legal sector is so heavily regulated now that it can get too much for some smaller businesses. They want to get back to working with clients rather than dealing with compliance and so are happy to join forces with another firm like Coles to achieve this.

"Recent years have seen a number of acquisitions as we have continued to grow."

Indeed, it's been a remarkable ten years for Coles Solicitors, which was formed in 2007 by current Managing Director Peter Gibson as a

result of the merger of two well-established North East law firms, David J Cole and Company from Northallerton and Lauristons from Middlesbrough.

The company was incorporated on the 1st October 2007 and presently operates from locations across Yorkshire, including Settle, Yarm, Guisborough, York, Thirsk, Ripon, Market Weighton, Beverley and Harrogate. Its headquarters remain in the North Yorkshire county town of Northallerton.

Coles Solicitors has based its success on offering a full range of legal services and one of the growth areas in recent years has been in Commercial Dispute Resolution, which is overseen by Emma.

She deals with everything from chasing debts to contract disagreements and said; "We are very busy and represent mainly SMES who come to us and say 'I have a problem.'

"Our approach is always to try to resolve a dispute without the need to go to court.

"Most of the SMES we deal with are very pragmatic in their approach and just want to get on with what they do. They do not really want to end up in court.

"It can be different with personal cases where people are more emotionally involved but when it comes to commercial cases our clients just want to get things sorted and move on.

"We work hard to find resolutions to disputes long before we need to go to court and in most of the cases we handle we are successful in achieving that.

"Settling out of court is by far the most cost-effective way of resolving disputes."

That is not say that Coles Solicitors is not prepared to take a case to the next level if required and it employs a team of specialists who will guide clients through the next steps if resolution cannot be found.

However, such cases tend to be rare and the firm's pragmatic approach usually proves successful.

One disagreement that is proving more difficult to resolve is Brexit and Coles Solicitors is not immune to the effects.

However, Emma senses that most businesses are taking the same practical approach that characterises their legal philosophy when they deal with the fall-out from the result of the Referendum vote.

Emma said: "We are sensing that there is still plenty of confidence around in the business community.

"I think that businesses are looking at all the uncertainty surrounding Brexit and the negotiations with the European Union but are taking the practical view that they need to keep doing business as usual until something happens to change that."

That confidence certainly applies to Coles Solicitors as it embarks on its second decade in business.

Emma said: "The plan is that the firm will continue to expand in the years to come based on our reputation for offering a quality service to our clients."

Coles
the solicitors



“The plan is that the firm will continue to expand in the years to come based on our reputation for offering a quality service to our clients.”

Emma Ladd,
Head of Commercial Law

Why GDPR Affects YOU

GDPR – one of those words that has been floating around for a couple of years, a bit like Brexit. We know it's happening but what effect is it really going to have on you and your business?

There are some areas of the guidance still to be finalised so how can you work out what you need to do?

Well, unlike Brexit, which will take a number of years before we finally start to feel the changes, the European General Data Protection Regulation (GDPR) is happening on 25 May 2018. The regulations will be effective from that date so you don't have long to ensure your business is GDPR compliant.

GDPR relates to all organisations that handle EU citizens' data – and no, Brexit does not impact on its implementation. This is happening whatever happens with the Brexit negotiations.

Driving the legislation is the EU's desire to create international consistency around data protection laws so that both businesses and citizens can be assured that their sensitive information is protected. Failure to comply could, in extreme cases, lead to fines of £20m or 4% of a company's annual turnover for data breaches, though the UK's Information Commissioner is keen to point out that for more than 17,000 cases investigated over the last year, only 16 have resulted in fines.

Do you think it won't affect you? Then think again.

If you keep any sort of 'personal data' the regulations WILL affect you.

Do you employ staff? You store personal data.

Do you have customers that you invoice? You store personal data.

Do you have a website? Does it have a contact form? You store personal data.

Do you have a CCTV system? You will be storing the personal data of the people you film.

In addition, a business email address is classed as personal data. If it is 'identifiable' it is personal

data and as such comes under the new GDPR regulations.

In our meetings and dealings with businesses throughout the Lincolnshire and Humber region, we are surprised at the number of businesses who think they 'have plenty of time' or do not even realise the regulations will 'actually apply to them'.

What should you be doing to prepare for GDPR now?

Businesses need to understand the potential impact on their business. They need advice, they need to audit their business, understand the potential risks and deal with securing the 'personal data' they hold now.

It is not necessarily going to be a quick fix. For some businesses, it may be a very simple process but it is still a process that needs to be undertaken; 25 May 2018 is the date these regulations come into effect and you need to be ready and compliant on this date.

Jonathan Goolden, partner and regulatory law specialist at Wilkin Chapman, said: "There are many myths and scare stories about GDPR being peddled by so called experts trying to sell products or services to business, but it is time that all organisations realise they will need to improve and adapt the way they handle personal information to comply with GDPR and become more data secure. This is not only a legal requirement but makes good business sense as many smaller firms which suffer a loss of data close within two years."

Wilkin Chapman work with organisations of all sizes across multiple sectors so have been working hard to look at the potential implications for those businesses.

The firm ran its first training session on GDPR in Grimsby on 30 November which was tailored for schools and academies.



The firm is running four additional GDPR seminars in the new year for businesses across the region.

They will be covering all areas of GDPR from both the HR and employment law aspects – what your HR teams need to know to how to handle data loss, what information you need to give to customers and suppliers and whether you need to appoint a Data Protection Officer.

“Businesses need to understand the potential impact on their business. They need advice, they need to audit their business, understand the potential risks and deal with securing the ‘personal data’ they hold now.”



Joining Wilkin Chapman at the events is Steven Dennison from the Humberside Police Cybercrime Unit. He will be discussing some real-life cases where data breaches have affected businesses and the increase in cybercrime.

Steven said: "In 2016, around 5.5 million cybercrimes and cyber-frauds were reported in the UK. Cybercrime is not going away. There are steps that all organisations can take to make themselves more resilient and to make both their customers and employees more secure. Our aim is to assist in this."

A web development specialist will also be speaking about what you need to consider in relation to your website and data traffic. Delegates will come away with a good all round understanding of what they need to consider along with a checklist to work through to ensure

they are ready for GDPR day in May.

Teresa Thomas, partner and head of employment law, said, "The vast majority of businesses we talk to, particularly the smaller ones, are simply not prepared for GDPR. They either think it's not happening until May so there is no need to worry or that it does not affect them but it does and they need to be preparing for it now.

"The message we are communicating through our

events is that GDPR affects every department of a business and if they are not ready they run the risk of enforcement action by the ICO.

"We do hear some people suggesting that because GDPR is European legislation it will not have an effect because of Brexit but Brexit will make no difference.

"It is no good ignoring GDPR and hoping it will go away because it will not. GDPR is happening."

About Wilkin Chapman

Wilkin Chapman LLP is the largest law firm in Lincolnshire and East Yorkshire with 44 partners and over 400 staff. We have a network of seven offices covering the region, with the firms registered office in Grimsby, and additional offices located in Lincoln, Beverley, Louth, Alford, Horncastle and Sheffield.

You can find out more at www.wilkinchapman.co.uk

We offer wider expertise, the length of the East Coast.

With 42 years of specialist lending experience, Together are property lending experts. For the East Coast, your local expert is Bob Stones. Bob can help meet the diverse needs of the region with our range of property lending solutions.

Contact Bob Stones on **01482 750 287** or discover more about our expertise for the East Coast at **togethermoney.com/humber**.

Ask the Expert: Professional Indemnity Insurance

Steve Eastwood, Account Executive at Alan Boswell Group in Laceby, explains what professional indemnity insurance is and who needs it most.

What is professional indemnity insurance?

In the simplest terms, professional indemnity insurance (also known as errors and omissions insurance) is a policy that provides protection in the event that your business makes a mistake when providing advice or professional services.

What does it cover?

The main things are any legal costs or compensation awarded as a result of your error or omission. It also usually covers defamation, breach of confidentiality, employee dishonesty and formal investigation. We can also arrange specialist types of professional indemnity, which cover risks associated with particular industries, such as estate agents, construction and environmental consultants, as well as for consultants while working for your business.

Who needs PI?

Even the most renowned experts in their field sometimes make mistakes – we're only human after all. Therefore I would recommend that any business providing professional advice or services take out cover.

If your business has unlimited liability, for instance if you're a sole trader or a partnership, your personal assets may be at risk if a claim is brought against you. Professional indemnity insurance can help protect you by covering these risks.

Is it a legal requirement?

No, it's not, but some sectors are required to have minimum levels of cover according to their trade bodies and associations. Many contracts also stipulate a certain amount of cover is required.

How much PI should I get?

The minimum required levels of PI vary according to your business and your industry. For example, The Institute of Chartered Accountants in England and Wales specifies that chartered accountants must have a multiple of their turnover, subject to a maximum limit. An experienced broker can help you to calculate the right levels for your business.

The minimum level we can arrange is £50,000 and we have arranged more than £25 million in the past.

Can I buy it online?

You can, but it's worth being aware that you may not get the levels of cover you need or



totally appropriate wording. As with all types of insurance, it tends to be cheaper via the web because there are no advisers on hand to help with the process. Some businesses think they will never have a claim, so they get cheap cover. They view it as a formality.

A broker can advise on whether you need it and the level of cover you should have. Online, however, the software isn't that clever; a website won't offer any specialist endorsements or extensions, point out that you don't have enough PI insurance, or even that your business may not need it at all.

How does the claims process work?

If you're aware of a potential claim, for instance if a client is unhappy with your work, you should make your broker aware immediately. Of course, if you don't use a broker, contact your insurer. They can provide guidance on what to do next.

In fact, if you attempt to resolve the issue without speaking to them, it could prejudice the insurer's position and there's a chance that the claim will not be paid.

It's also important that you don't tell your client if you're insured and who with in the event of

a claim. Unfortunately, it may tempt clients to increase their compensation claim.

If I cease trading, do I need professional indemnity?

Professional indemnity is a 'claims-made' policy. That means it's irrelevant when the error or omission happened – it's when the claim is made that's important. And claims can be made against you in the future, after your work is complete.

As such, you'll need to maintain cover if you cease to trade or retire – because you may find yourself facing claims for historical events. This is known as run-off cover. The levels you'll need will be dependent on your industry or your contracts, but six years tends to be the average. An experienced broker will be able to discuss your options and help you to arrange the right policy, often with premiums that decrease over time.



To discuss your insurance requirements with Steve, call Alan Boswell Group on **01472 872872**.

Prime Land Up for Grabs

Normanby Enterprise Park (NEP) offers the opportunity of large-scale commercial space with the release of the remaining 60+ acre site (NEP7) by North Lincolnshire Council.

NEP is one of the few remaining brownfield sites of this size in the region with favourable land prices in such close proximity and easy access to the motorway network, ports and airports.

Occupying over 95 acres on the northern edge of Scunthorpe, Normanby Enterprise Park has capacity remaining for over 2,000,000 sq.ft. (18,5806 sq.m.) of high quality business space for use as offices, manufacturing and distribution. This remaining land comprises plots ranging in size from 2.88 – 60.88 acres, with NEP 7 being the largest.

The park is situated less than six minutes from the M181; providing direct access to the motorway network.

NEP is already the major cluster for distribution, manufacturing, and food and drink in North Lincolnshire. Companies currently occupying the site include Bulten Ltd, Nisa (Headquarters and Ambient Distribution Centre) and CorrBoard UK Ltd. The site is also home to Normanby Gateway; 30,000 sq. ft. of council owned and managed workspace.

Last September, the council received almost £1 million of government funding via the Greater Lincolnshire Local Enterprise Partnership Northern Powerhouse fund for

infrastructure works and associated services for industrial and commercial use.

Having completed Phase 1 of the infrastructure project on NEP7 (off-site drainage); it is now available for development.

Favourable land and property prices in North Lincolnshire give businesses a significant competitive advantage from the outset. The locational advantages, extensive transport infrastructure via road, rail, sea, and air, coupled with supply chain efficiencies; access to a skilled workforce and large markets, here and abroad, will continue to be recognised, making North Lincolnshire a location for businesses growth.

In addition to Normanby Enterprise Park, North Lincolnshire has a range of high-quality business properties, premises and sites suitable for all business sectors.

So, you're looking to expand or relocate to a place where opportunities for growth are limited only by imagination and where imagination is unlimited. A place where quality of life is high and the cost of living is low. A place where you can grow faster, stronger and better. And a place where the infrastructure, supplier base, and – most importantly – the people are ready to help you get growing.

North Lincolnshire has traditionally been economically resilient and robust. The depth of culture has nurtured a dynamic workforce. Skilled. Talented. Passionate. Flexible.

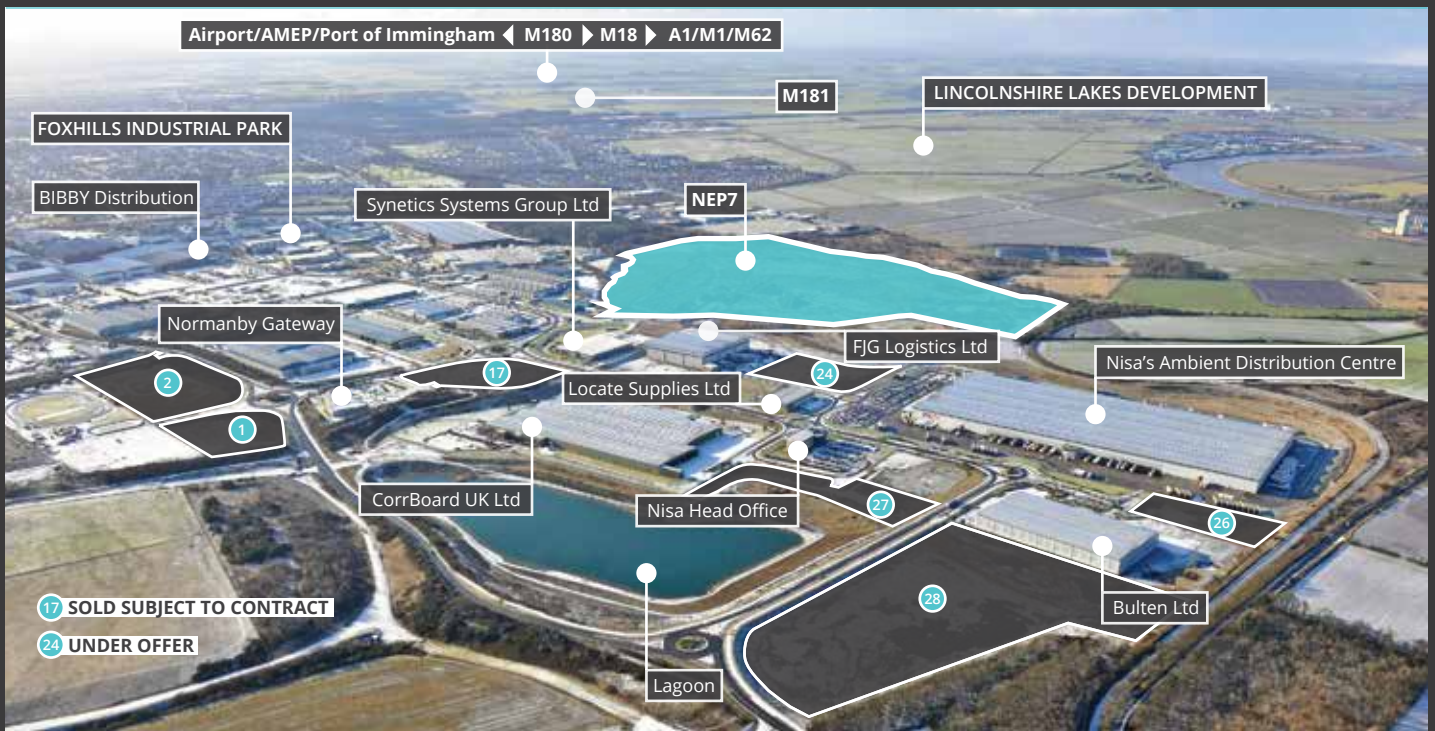
Here in North Lincolnshire, you'll find experience, a history to build on and new ground to break. We've made business our culture, and lifestyle a priority.

With the space to grow, and the level of planned investment in the area now being realised, North Lincolnshire is on track to becoming the best place to live, work, invest and visit.

//

[...] The area has gifted us a location with outstanding infrastructure and a wealth of local resource, in terms of both workforce and services. The local authority is a progressive and forward thinking one, encouraging growth in the county and we feel well supported and have done historically as we've invested in the area to develop the Nisa business.[...]

ARNU MISRA, CEO, NISA RETAIL LIMITED



Availability

To let by way of a new ground lease or freehold

Sizes

2.88 acres (1.17ha) – 60.80 acres (27.44ha)

Leasehold

£12,000 per acre per annum + VAT

Freehold

Offers invited based on £80,000 per acre + VAT (fully serviced)

Uses

B1, B2, B8

Normanby Gateway

30,000 sq. ft. of council owned and managed quality workspace, comprising 60 individual suites (30 currently occupied) of varying sizes (100-several 1000 sq. ft.) and available to let on normal terms.

The council is exploring the possibility of short-term desk space rental on full/half days.



Distances from NEP to:

	Mins	Miles
JCT 3, M180	9	5.6
M18	22	17.7
M62	29	24.8
Humberside Airport	28	17.3
ABLE Marine Energy / Logistics Parks	40	23.3
Hull P&O	46	24.8

And from junction 3, M180 to:

Doncaster	22	30
Lincoln	29	41
Sheffield	41	50
Leeds	51	59
Nottingham	66	78
Manchester	78	115
Peterborough	80	120
Leicester	81	98
Birmingham	113	112
Liverpool	117	142
Channel Tunnel	234	244

Get in touch

For more information about growing your business in North Lincolnshire contact the Economic Development team on **01724 297330**.

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At a glance

47.1% 

ESTABLISHED BUSINESSES TRADING **10 YEAR+**

 **HIGHER THAN NATIONALLY**

DOUBLE AND MORE EMPLOYED IN MANUFACTURING 

 **MORE THAN TWICE NATIONAL RATE**

HOUSE PRICES

AVERAGE REMAINING **LOWER**




 **THAN REGIONALLY & NATIONALLY**

49.4% 
16-64 YEAR OLDS QUALIFIED TO **NVQ LEVEL 3 OR ABOVE**

 **INCREASING SINCE 2014**

STUDENT RESULTS

63.6% 
ACHIEVING **9-4 PASS** IN NEW STYLE MATHS & ENGLISH GCSES

 **HIGHER THAN REGIONALLY & NATIONALLY**

Data provided by North Lincolnshire Council's Research and Intelligence team.

Plan Ahead for an Inclusive Christmas

Accessibility expert Ian Streets urges businesses to think when planning for Christmas.

Some have been doing it since September, and now we're in the thick of it. Christmas is everywhere, bringing joy to millions but confusion for some and delivering that annual, gift-wrapped package of festive frustration.

The mountainous displays of Christmas crackers, chocolate Advent calendars and re-released Slade CDs have to go somewhere. The company Christmas tree has to be BIG, and the party planned to perfection whether it's in the office or the pub down the road – that one with influx of temporary staff and the holly wreaths stuck over the emergency exit signs.

But please think again. A small but significant section of society may struggle with random revelry. Disabled shoppers, diners, drinkers and staff come in many guises and their needs should be considered.

Brightly-coloured displays, flashing lights and the extra noise create a difficult experience for someone with autism.

Wheelchair-users find shopping aisles cramped at the best of times, never mind when their turning space has been filled with a pyramid of prosecco. They don't appreciate arriving at the hotel for the works do to find an enormous Norway spruce blocking the route to the loo.



People may need help to find their way around an environment which is familiar for 10 months of the year but descends into chaos for the other two. It's annoying enough for non-disabled people to have to traipse to the other end of the store to get the ketchup which was moved to make way for the canned unicorn meat. For someone with a visual impairment, the journey will take much longer.

Those who have a hearing impairment may be troubled by increasing and often incessant noise levels when they seek help from temporary staff who don't know their way around a building. With or without that Slade song. Merry Christmas everybody!

New Appointments Strengthen HullBID Board

Hull Business Improvement District (HullBID) has strengthened its board with the appointment of two non-executive directors whose day jobs put them at the forefront of the city's regeneration.

David Donkin is the Property Director of Wykeland Group, the development company which is a major partner in the redevelopment of Hull's Fruit Market area.

Nigel Dibb is General Manager of the Holiday Inn Hull Marina, the flagship hotel which is celebrating its 30th anniversary this year and which is drawing up a timetable for a major refurbishment.

Wykeland joined forces with Beal Homes to create Wykeland Beal, a joint venture company which is working in partnership with Hull City Council to transform the Humber Street area.

David, who joined Wykeland in June 2016, said: "Having worked in Leeds, Glasgow, Manchester, Edinburgh and London I've seen how BIDs work elsewhere, I'm aware of the strong reputation which HullBID has built and I hope I have

something to add."

The Holiday Inn Hull Marina kick-started the regeneration of the marina area when it opened in 1987. Nigel took up his post in December 2016 and discovered a business community working hard to use the City of Culture programme to attract visitors.

He said: "I hope we can bring something different to the table. There is some real talent on the HullBID board and a good mix of people from different sectors."

Jim Harris, Chair of the HullBID board and Centre Manager of St Stephen's, said: "Nigel and David bring a wealth of knowledge from the hotel and property sectors, joining the other business professionals in helping to support and guide the operational BID team going forward."

"Under the leadership of our City Centre Manager, Kathryn Shillito, the HullBID team has worked tirelessly over the last 11 years to maintain and promote the very best of Hull City Centre."

Charity Events Support Networking at Deep Business Centre

Staff and tenants at The Deep Business Centre raised hundreds of pounds for Macmillan Cancer Support by holding a bake sale and raffle.

The event was part of the centre's annual programme of fund-raising and networking activities designed to bring together business tenants and external business and social contacts.

Laura Stead, Fostering Services Manager at Foster Care Associates, operates out of the centre with a team of social workers, an education officer and a therapist covering East Yorkshire and Northern Lincolnshire. She was joined at the event by some of the foster carers.

Laura said: "We've been here since January and we've found these events great for networking with other businesses. There are a couple of others in here who we benefit from connecting with."

Ashley Waters of nagels, the international manufacturer and supplier of machine issue parking and transport tickets, added: "We only moved in at the beginning of September. We like it for the location, close to the city centre, and we like the way that they organise events like this to bring people together into a community."

Leah-Anne Shillito, a receptionist at the centre, added: "This is the fourth year that we have supported the Macmillan event and we normally raise about £400 from each one. Some people baked cakes, some bought cakes and we had a raffle for various prizes which were donated. We also raised more than £100 from an email auction of two tickets for the Super League Grand Final.

"We do similar events for Children in Need and we encourage businesses to get together whenever they can in the communal lounge and dining areas. There are many examples of businesses here working on joint projects after getting to know each other from these events."



Pictured from left are Leah-Anne Shillito, a receptionist at The Deep Business Centre, with tenants Ashley Waters and Alex Leadbetter of nagels and Laura Stead of Foster Care Associates.

Legal 500 Highlights Range of Expertise at Bridge McFarland

Regional law firm Bridge McFarland has made its mark in the 2017 edition of the Legal 500 with recognition for its work and for 11 of its specialist lawyers.

The survey, which is the largest and most in-depth of the UK legal market, recommends Bridge McFarland in Hull and East Yorkshire for dispute resolution in the area of commercial litigation and for human resources in the employment field.

Specifically, there are recommendations for Rob Ripley in dispute resolution and for Lee Whiting and Nicola Barrass in human resources.

The guide says Rob is 'highly regarded' as head of a dispute resolution practice which "has a strong team that inspires confidence in clients". It adds that the employment law practice "covers the full spectrum of employment law matters, including handling team moves, restrictive covenants and trade union and industrial action issues".

TUPE transfer issues are described as a "particular strength", with Lee, as department head, recommended for expertise in transport and logistics, healthcare and construction, and

Nicola described as a "key figure" with a strong track record handling multi-party litigation around TUPE.

Bridge McFarland is recommended for clinical negligence work on behalf of claimants in Yorkshire and Humber, with specific references to Lorraine Taylor and Lynsey Furley.

The firm's work on behalf of personal injury claimants in the region also earns a recommendation, with individual recognition for Leanne Keating for claims involving industrial accidents and diseases, and for Kathryn Hudson for expertise in claims involving injured seafarers and in handling serious and fatal injuries arising from motorcycle accidents. James Burrell is recommended for work involving brain and spinal cord injury and amputation.

The firm is also recommended for its work for clinical negligence and personal injury claimants

Mike Wilson, Rob Ripley, Joanne Wright, Lee Whiting and Nicola Barrass



in the East Midlands. There are individual references to department head Ian Sprakes, Danielle Barney and Stephen Lambert.

MPs Highlight HETA Apprentice Achievements

MPs from Grimsby and Scunthorpe promoted the opportunities for young people to pursue careers in engineering as they joined a leading training provider for its annual awards.

Melanie Onn, MP for Great Grimsby, and Nic Dakin, MP for Scunthorpe, drew on the first-hand experience of their visits to Humberside Engineering Training Association (HETA) to praise the achievements of the company, its apprentices and its partner employers.

Melanie recalled her visit to HETA's facilities at CATCH, Stallingborough and highlighted its status as a venue for the engineering heats in the Worldskills challenge.

She said: "It is fantastic to have an established and respected training provider like HETA on our doorstep. Young people, boys and girls, are more aware than ever of the importance of their education and the need to get the right skills and training to prepare them

for the world of work.

"HETA gives them the chance to qualify in their chosen field while earning at the same time. Many young people are worried about incurring high levels of student debt if they decide to go to university. Opting for an apprenticeship is a way of getting the qualifications, with real-life work experience and without stacking up the debt."

Nic, who has visited HETA's Foxhills site at Scunthorpe, added: "I was very impressed by the commitment and enthusiasm of the apprentices I met. The recruitment and training of young engineers is crucial to the future of UK industry particularly to our area, which has a proud history of engineering through steel and ports and is on the crest of an exciting future, as the energy estuary where these skills will be equally important."



Apprentice at work at the HETA training centre at CATCH.

AA Global Endorses Multi-Lingual and Multicultural Approach

A major supporter of the Chamber’s International Trade Centre has welcomed the commitment of businesses in the region to pursue opportunities overseas, with or without Brexit.

Kirk Akdemir, Chief Executive of AA Global, said businesses hold the key to building a strong economy, and that international activity will remain a major factor.

He added that those organisations which have invested in building strong relationships throughout their global networks will continue to be recognised as trusted partners, and will be rewarded accordingly.

Kirk commented after the Chamber held a private Brexit briefing with businesses from across the Hull and Humber region and with guests from the British Chamber of Commerce in Germany.

The meeting brought calls from businesses for the Chamber to take a lead in lobbying the Government to highlight the importance of international trade to the region. Guests spoke about the strength and durability of their overseas partnerships and urged the Government to ensure they are able to operate in a favourable global and European trading environment.

Kirk, who launched AA Global in Worcester 25 years ago and opened in Hull in 2011, said the response of businesses is evidence that they remain confident of operating successfully in international markets.

He said: “Historically businesses in all sectors have demonstrated great determination and resilience in the face of their many and varied challenges whether to do with financial or human resources, competition, recession, or whatever.

“The businesses which survive are those which have the most robust procedures and partnerships. In the international arena that goes beyond building commercial trust – it extends to reinforcing relationships by adopting and adhering to a multi-lingual and multicultural approach, and it can pay dividends at a time of such political uncertainty.”



Good Travel Management Launches Marine and Energy Travel Division

Good Travel Management has created a new marine and energy travel division and appointed industry expert Jennifer Lee Wright to head up its development.

Good Travel Management’s parent company, the John Good Group, is well known in the maritime industry, and the Group’s experience with ship owners and operators, port authorities and other maritime stakeholders is based on years of mutual respect and trust. This insight into the world of shipping and vessel ownership, combined with 80 years of business travel experience, gives the travel management company a unique perspective into this specialist market.

Wayne Durkin, Head of Sales and Marketing, said; “The marine industry works at a frenetic pace that requires a different approach to regular travel management services, yet most specialists only cater for larger customers. Our marine and energy travel solution fills a gap in the market that delivers much-needed specialist support for small to medium-sized marine, renewables and energy companies.”

Jennifer has worked in the travel industry for 25 years and has extensive experience in the Marine, Oil, Energy and Gas sector.

She said; “We have spent many months perfecting our marine and energy proposition. We have listened to the business travel needs of SMEs operating in the marine and energy sectors to create a bespoke solution that will really make a difference to how SMEs manage marine and energy travel.”

Available 24/7, the service aims to get people in place safely, on time and on budget, whether it is a single flight booking or organising a complete crew transfer with door to deck service. Customers will also enjoy access to Marine and Offshore fares that offer discounts, added flexibility and additional luggage allowance on airfares, that can create significant savings.

For further information on Good Travel Management’s marine and energy travel services, please contact Jennifer Lee Wright on **0330 004 0520** or email **sales@good-travel.co.uk** **www.good-travel.co.uk**

Brexit – a Bird’s-Eye View from the Humber as Chamber Visits European Parliament

The Hull & Humber Chamber of Commerce led a delegation of business leaders to the European Parliament last week to hear first-hand from MEPs how the Brexit negotiations were progressing and also took part in a Channel 4 documentary which was being filmed on the subject.

The Chamber has maintained a neutral stance since the referendum but last month we looked more closely into the detailed issues on a trip to Brussels.

The delegation of Chamber Members, led by Chamber President Phil Ascough, Vice President Sally Booker, Chief Executive Ian Kelly and Board member Mike Whitehead, was given a tour of the Parliament in a city which employs over 30,000 people to look after its 732 MEPs, 73 of which come from the UK.

It was in the detailed discussions with several of those MEPs that business leaders got the best close-up on how Brexit is developing and how it is perceived, both in the UK and Europe.

Jane Collins, the Selby based UKIP MEP for Yorkshire and Northern Lincolnshire, for example, not surprisingly, believed the UK’s future will be brightest once we’ve left Europe, but agreed that the movement of foreign workers and goods through our Humber ports had to be as frictionless as possible with any extra red tape kept to a minimum.

Another session with Wim Van de Camp, an MEP from the Netherlands, provided a refreshingly different and honest view of Brexit from the European perspective. He didn’t believe that the current negotiations would lead to Britain leaving the EU by March 2019, suggesting a long transition period would be required with a chance for another British general election to overturn the current verdict. He also admitted that the EU would have to be more realistic if Brexit did happen and that many remaining members may have to fill the gap in contributions currently received from the UK, which is the biggest contributor to the EU after Germany.

Chamber Chief Executive Dr Ian Kelly was struck by how much hinged on one simple issue – the money! “Our European colleagues want a 60-billion (circa £53-billion) divorce. Our current contributions are around £13-billion a year, of which about £3-billion comes back to Britain annually, leaving a net UK contribution to Europe of £10-billion annually.”

Dr Kelly felt much would depend on the UK public’s reaction to having to pay four more years subscriptions – the £53-billion, versus the promise of then saving £10-billion net contribution for ever after that.



MEP Jane Collins (third from left) and her advisors welcome the Chamber delegation including President Phil Ascough (second left) and Vice President Sally Booker (second right) and Chief Executive Ian Kelly (left).

As the Chamber left Brussels, a new fast ball was bowled at local MP and Brexit lead negotiator David Davis MP. Not from the All Party Parliamentary Committee on the EU, chaired by Hilary Benn with Stephen Kinnock, who were sitting at the table opposite whilst Chamber

leaders had breakfast at their hotel, but by the Irish Government pushing the EU to challenge the sovereign boundaries of the Northern Irish border – Politics!

Thankfully, it was back to business for us.

Fresh Impetus at Kennett Insurance Brokers

One of Hull's longest-standing insurance brokers is looking forward to future growth with the announcement of significant changes within the organisation.

Hessle-based Kennett Insurance Brokers has been insuring some of Yorkshire's most-renowned businesses for more than 45-years with Nick Wride and Diane Armitage at the helm.

At the start of October, Kennett were acquired by Belfast-headquartered Willis Insurance & Risk Management (Willis IRM), an independent broker who already has a presence in Reading. The acquisition has led to the strengthening of the Group and offers Kennett's clients a professional network, access to additional facilities, services and contemporary solutions.

"Kennett's has been a mainstay of the local insurance market with deep-rooted traditional values of customer service, value for money and exceptional cover, making it an exciting proposition", said new Director Luigi Maggio.

"Whilst the current trend within the industry seems to be one of national consolidation, this acquisition will bolster those traditional values with a change in approach to holistic risk management and transfer, as we seek to grow and become the employer of choice across the region, and feel strongly about working with and supporting the local community.

"The current insurance landscape has been affected over recent times by the potential of Brexit, changes to legislation such as the Ogden



Discount Rate, the pending GDPR guidelines, increase in business failure and administration, and yet another increase in Insurance Premium Tax. This has led to some uncertainty in the marketplace and it's crucial to select a broker who can not only deliver a competitive insurance programme, but one that can cross the divide between both reactive and proactive solutions."

"Clients of Kennett's can now benefit from additional services such as access to an in-house claims handling, employment law and health and safety consultancy to offer full risk-management.

"This is reflected in our recent rebrand to Kennett Insurance & Risk Management. Being in control and managing your own claims as well as implementing robust health and safety procedures, will not only lead to a reduction in premiums, but more importantly allow you to manage and invest in your people and

business with a more longer term strategic view."

Kennett Insurance, which was set up in 1975 employs 12 staff at its office in Saxon Business Park in Hessle, just outside Hull and is looking to expand. The firm has built a reputation on both commercial and personal insurances with an emphasis on property, leisure and hospitality, retail, construction, engineering, manufacturing and transportation.

A recent arrangement has seen Kennett established as a preferred partner for the British Plastics Federation with access to a unique facility for members locally and nationally. The company also has exclusive markets for a range of sectors and close ties with other industry associations.

"As a Hull & Humber Chamber of Commerce Patron, I would welcome meeting with fellow Members and businesses in the local area to review their insurances", added Luigi. "Over time, many businesses may become complacent and appreciate a fresh pair of eyes to avail advice for emerging risks and changes in sector regulation."

With new impetus and energy in the organisation, Kennett very much look forward to welcoming clients both new and old. As part of the acquisition, Nick Wride will continue as managing director along with all other staff being retained, whilst Diane Armitage has chosen to retire after her successful tenure.

To find out more about Kennett Insurance & Risk Management, contact Luigi Maggio, on 01482 579419, email lmaggio@kennetts.co.uk or visit www.kennetts.co.uk.

Law Firm's Client Focused Approach Recognised in Leading Industry Guide



The research findings of the Legal 500, one of the leading industry guides to law firms in the UK, have once again placed Andrew Jackson Solicitors LLP as a top tier firm in the region.

In Legal 500's annual guide, published on October 11, the Andrew Jackson team is

highly recommended across 16 practice areas for its legal work and client focused approach, six of which are 'top tier' rankings.

Thirty five lawyers are individually recommended, four of whom are recognised in the elite 'Leading lawyers' list, Legal 500's guide to outstanding lawyers nationwide.

In the guide, the Andrew Jackson team is quoted as being 'a pleasure to work with and is always focused on cost-effective solutions' whilst another source notes that the firm 'stands up very well against the largest commercial practices in the country'.

Mark Pearson-Kendall, managing partner of Andrew Jackson, said: - "Our rankings within the Legal 500 always matter a great deal to the team because the results are based largely on

feedback from our clients. To receive recognition across 16 practice areas and achieve no fewer than 35 lawyer recommendations – four of which are in the guide's nationally recognised 'elite lawyers' section - is a brilliant endorsement to have received from them.

"Once again, I am very proud of the team for delivering a strong and consistent client offering across the whole business. The aim across every department at Andrew Jackson is to provide tailored legal services built around the needs of our clients and their businesses, and we look forward to continuing to grow and strengthen our client offer with this collective focus as we look ahead to 2018."

The rankings, which have been published in the 2017 edition of The Legal 500, are based on independent research including client feedback.

Forest Pines Shows Increased Golf Business

Forest Pines Hotel & Golf Resort – part of QHotels, now managed by Redefine|BDL Hotels (RBH), the UK’s largest golf resort operator – is continuing to grow its golf business, despite a perceived drop in the national participation levels of the sport.

Recently released figures show the four-star resort has recorded an impressive year-on-year increase of 17.2 per cent in golf revenue. And this is also reflected across the QHotels group, which has 10 golf resorts in England and Scotland.

Figures released by UK-based HotStats, the only provider of a monthly hotel profit-and-loss benchmark service, show the QHotels group is outperforming its industry rivals in the golf sector.

Golf revenue per available room has increased at QHotels by 7.3 per cent year on year, while Hot Stats has indicated the brand’s key competitors have seen theirs decline by 2.4 per cent over the same period.

Similarly, the revenue per golf hole has also increased by 7.3 per cent year on year, while key competitors have fallen by around six per cent.

Forest Pines’ general manager, Michael Lavizani, said: “We are constantly looking to give something extra to our members and hotel guests and I think this has been reflected in the excellent figures. We continue to exceed our expectations and, hopefully, those of our golfers. All of the credit for this performance goes to the staff here at Forest Pines who have shown a great dedication and passion for customer service.”

Forest Pines’ excellent performance has also allowed the resort to invest a substantial six-figure sum into its golf operation, with a redesign of the



first hole and a new fleet of 36 golf buggies which has just been delivered.

Part of the multi-award-winning QHotels group, now managed by Redefine|BDL Hotels (RBH), Forest Pines Hotel & Golf Resort offers 27 superb holes of golf, which meander through majestic pines in three loops of nine – and it is as challenging as it is beautiful.

Located a short distance from junction four of the M180 and nestled in 190 acres of beautiful woodland, its position makes it ideal for golfers in north Lincolnshire, Yorkshire and Humberside.

The group offers championship-standard courses in unique resort locations including Slaley Hall – voted ‘Best Golf Hotel/Resort in the North of England’ for the third successive year in the 2017 Today’s Golfer Travel Awards and host of 18 European Tour and European Seniors Tour events – Belton Woods, Oulton Hall, Mottram Hall, and Forest Pines Hotel and Golf Resort.

To discover more about QHotels call **0845 2411 320** or visit www.qhotels.co.uk.

www.qhotels.co.uk/our-locations/forest-pines-hotel-golf-resort

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Charity Sector Continues to Grow

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

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

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

The growth of CSR, which is seen as a way of allowing companies to support communities in their areas, means that more and more businesses are raising funds for good causes and also

helping charities by allowing their staff to volunteer in work time.

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

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

There are benefits for businesses that adopt such an approach and not just the satisfaction that they

are supporting the community because freeing staff up to do volunteering helps them acquire new skills.

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

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

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

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



We Say 'Hello'

From babies through to adults, anyone with a life-limiting illness is cared for at St Andrew's Hospice in Grimsby.

Everyone can get involved too. Whether it is shopping, volunteering, fundraising, donating or even enjoying the Appetite restaurant – it all helps support the hospice's work.

With a spa, landscaped gardens and dining delights, St Andrew's is unlike the preconception of a hospice – it's a home-from-home.

"We provide care and support by a multi-disciplinary team of staff and volunteers," explains Chief Executive Michelle Rollinson, as she takes in the bright, open spaces of The Hub – a public area at the heart of the hospice, "This support is not only for the patient but for their family and carers too."

The hospice has been a great source of comfort for patient Rob Cowling.

"I've had MS for 20 years," he says.

"Before I came here, I thought hospices were just waiting rooms to the grave but that's far from the truth – it has been a lifeline to me."

Redeveloped in 2014, the site now has 12 state-



of-the-art adult bedrooms and a further four themed bedrooms in Andy's, the children's service that covers the whole of Lincolnshire, Hull and the East Riding.

"We want patients to feel at home," says Michelle, "that's why it is so important to make each day count with everything under one roof."

In Andy's, Tracey Wilson, Children's Nursing Assistant, oversees fun in the ball pool.

"We ensure that each child lives life to the fullest," she says.

"That they create lasting memories and leave their mark on the world."

And it is the efforts of fundraisers, from skydivers to head shavers, who ensure the hospice, which receives just 18% of its £4.8-million annual running costs from government funding, is a place where people don't come to 'say goodbye' but to 'say hello'.

If you're inspired by our work and would like to support then you can donate today – text Hospice £2 or £5 or £10 to **70004** or visit www.standrewshospice.com for more information.

Looking after our own...

Increasingly, veterans return from service to find they do not have the support network and resources to meet their most basic needs. When their resources are depleted, these veterans end up on our streets. Hull 4 Heroes wants to stop this.

Hull 4 Heroes

- Provide a voice for the local community
- Influence and improve local services for ex-service men and women to include their families.
- Refurbish, build and provide houses and associated amenities.
- Ownership of the houses that the charity has built.
- Ensure that all housing provided is affordable and accessible, breaking down any barriers in order to achieve this goal.
- Identify opportunities to tackle the imminent needs of ex-service personnel
- Strengthen partnerships between the local community, service providers, local authorities, housing associations and local businesses.
- Encourage community engagement at all levels.
- Achieve an acceptable transfer of local authority housing or land in the Hull & East Riding Area.



Contact us at:
enquiries@hull4heroes.co.uk
www.hull4heroes.com





ARE YOU LOOKING FOR A **LOCAL CHARITY** TO SUPPORT IN 2018?

Macmillan Cancer Support are planning to invest £1 million in local cancer care services in the Hull and East Riding area.

Every year 2,274 people in Hull and East Riding hear the devastating news they have cancer. With the help of local businesses, this million pound programme can make sure no-one in Hull and East Riding faces cancer alone.

Local support will enable us to fund the following cancer care posts:

Three Macmillan Palliative Care Specialists:

The Palliative Care team at Castle Hill and Hull Royal Infirmary are extending their hours to support patients seven days a week, which means they need three new specialist nurses to join their team.

A Macmillan Colorectal Cancer Nurse:

Macmillan wants to provide extra resource to support bowel cancer patients in our area. This new post will give increased access to specialist nursing and vital information to patients and families.

A Macmillan Lead Cancer Nurse:

Based at Castle Hill Hospital, this is a senior role which will lead and strengthen the development of cancer care services throughout Hull. Our aim is to ensure all cancer patients receive the high-quality care and treatment which meets their individual needs.

A Brain Tumour and Central Nervous System Care Co-ordinator:

This person will be the first point of contact for the Clinical Nurse Specialist Team ensuring patients get advice and support quickly to reduce their anxiety. Patients will receive essential emotional and physical support when needed most.

GET IN TOUCH

If you think your business could help, contact
Becky Read, Fundraising Manager on 07860 951855
or email bread@macmillan.org.uk

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Transwaste offer a solution for all your specific waste and recycling requirements. We are currently the largest waste recycling company in East Yorkshire. We are 100% committed to recycling and our aim is to recycle a minimum of 95% of all waste we receive. We have over 15 years' experience in waste management, servicing companies throughout Hull and East Riding.

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Hull's 'Most Advanced' Wireless Broadband to be Installed at New K2 Development

K2, Hull's new £6m multi-functional living and workspace complex, will be equipped with the city's most advanced telecommunications and wireless broadband systems.

The 90,000sq ft development, which is located at the former Kingston House premises in Bond Street, will have a fully-managed, state-of-the-art telecoms service, including a dedicated fibre feed with high-speed wireless back-up, seamless Wi-Fi throughout and voice over IP (VoIP) telephone systems.

The installation will be carried out by Hull-based internet phone company Connexin, which has been appointed by K2 developers Tradepark Ltd.

Mark Butters, Director at Tradepark Ltd, said: "Whether people use K2 for work or play, communication is key. Having excellent internet access is something people have come to expect wherever they go and we wanted to offer the very best service for our residents, tenants and their clients."

Furqan Alamgir, Chief Executive Officer at Connexin, said: "The smart wireless infrastructure being installed at K2 is one of the most technologically advanced in the north of England and will make the development a truly smart space. It will give tenants access to the highest-quality internet services in the region."

K2 will incorporate flexible office and co-working space, 14 luxury serviced apartments, a 100-bed hotel, and retail and leisure space, with plans to include a restaurant, gym, bar and a café with rooftop terrace. The development has been inspired by contemporary, flexible co-working spaces, serviced offices and apartments in neighbourhoods of New York and East London.

Beverley-based Tradepark Ltd purchased Kingston House via NPS in August. Work began on site in September via principal contractors MLS Group. For more information about available space at K2, visit www.k2bondstreet.co.uk

Charity in Call for Trustees to Build on Year of Success

A charity which has made 2017 a year to remember is appealing for business people to join its board of trustees and help to build on the successes so far.

Special Stars Foundation secured £200,000 from the Big Lottery Fund earlier in the year and has now won a Chamber award for its work to improve the physical and emotional health and wellbeing of families across the region affected by disability.

Natalie Barnes, founder of the charity and Chair of the trustees, said: "The past 12 months have been amazing. The hard work of volunteers, staff and trustees has been rewarded and we hope that by demonstrating our capabilities we will encourage more people to come and help us."

The Foundation won the social enterprise category in the Chamber Bridlington and Yorkshire Coast Business Awards ahead of CASE Training Services and Hull Children's University, two heavyweights of the regional charity scene.

The judges reported: "This category had high standard finalists and the result was very close. Special Stars edge was their holistic approach involving child, carers, siblings and family. Also noted was their trustees personally experiencing the issues and supplying a solution for the lack of provision for young children."

For further details and to discuss how your business can get involved with the charity visit the website www.heyspecialstars.co.uk or contact **01482 227657** or info@heyspecialstars.co.uk



Special Stars Foundation treasurer Colette Watson (centre, left) and chair Natalie Barnes (centre, right) with their award. Picture by Kevin Greene.

L-R: Craig Darley, Graham Fisher and Steve Dawson



Major Fit-Out Deal Agreed Between New Humberside Airport Restaurant and Ark Interiors...

The joint owners of the brand new Propeller Bar and Grill, situated within the Hampton by Hilton Hotel at Humberside airport, have approached The Strata Group, a local collaborative of engineering, design, and fit-out brands, to bring to life their idea of an aviation themed restaurant.

The project is being led by The Strata Group's interior design and fit-out business, Ark Interiors, who have over 20 years' experience in design, manufacture and installation of high end bars and restaurants.

Propeller Bar and Grill owner, Steve Dawson commented "As soon as we met the team from Ark we knew immediately we had the right team in place to deliver our concept into reality. We had a very clear idea of what we wanted, and Ark have been superb in their understanding of our specification. We really wanted to utilise the history of the old Kirmington Airport, and all the tradition that goes with it."

Strata Group Chairman, Graham Fisher said "Steve and Craig Darley have an idea that all of us at Ark fell in love with right away. With the aviation theme, together with the heritage and the

era it is aimed at, we think the finished restaurant will be a truly fabulous and atmospheric place to dine."

With lounge, wine and dine and bar areas, Propeller will be catering for all patrons, whether local residents, clients from the Hilton hotel, employees from the airport, private functions, even holiday makers, all of whom will be able to choose from the new and unique menu designed by operations manager and co-owner Craig Darley. Craig added "With both Steve and myself originating locally, we have aimed to pick up on the long and deep history of the airport, whilst still offering state of the art facilities for our patrons."

Keys to the completed Propeller Bar and Grill will be handed over by Ark Interiors Director, Shaun Hodgins, who stated "This is a fabulous concept for a bar and grill restaurant that all of us at Ark are thrilled to be involved in".

For more information please contact Steve or Craig on **07887 546974** or email steve@propellerbar.co.uk

The Courtyard Says Thanks to Two of its Longest Serving Trustees

Ros Taylor MBE was instrumental right from the beginning of the Project - indeed she put together the bid which enables The Courtyard, in Goole, to be standing as it is today. Ros was awarded her MBE for services to the community which included this project.

She was also involved in many other voluntary sector projects over the period of her career and indeed retirement.

Jonathan Taylor BEM has played a very hands on role at The Courtyard, both in the initial restoration of the building and the huge amounts

of maintenance work, which was a mammoth task in a building of this size. Jonathan joined the Board in August 1998.

Both will be greatly missed by the Staff and Board of Boothferry Road Community Project.

As the Chair, Tracy Wharvell, says: "I would like to extend my gratitude to both Ros and Jonathan. What they have done for the Project and indeed Goole and the wider community has been amazing. Thank you Ros and Jonathan on behalf of the Board and the Staff of Boothferry Road Community Project".

Harbour Place

From the moment Sister Hilda Baxter opened the doors of Harbour Place Day Centre, in Grimsby, for the first time 21 years ago, the Charity has become a well-known feature of the Community in which it is based.

During that time, the Centre has welcomed more than 10,000 clients and helped more than 1,500 to find accommodation.

When we first opened, a major attraction was the provision of a nutritious, healthy two course lunch free each day, and that remains very much part of Harbour Place with over 10,000 free or subsidised meals provided each year.

However, as austerity has continued to bite, and the needs of our clients have changed so the services delivered by Harbour Place have developed to meet these new challenges.

Services provided include:-

- Social activities, e.g. walking groups, 5 a side, quizzes, fishing, theatre trips etc., to encourage social interaction and build confidence
- Advice and advocacy services, assisting clients in contact with Health, Housing, Benefits and Harm Reduction Services
- Providing opportunities to develop skills through our weekly Job Club, Art Group and Financial Management Sessions
- Providing Outreach Services to rough sleepers and other 'hard to reach' groups, providing practical assistance, sleeping bags, warm clothing, hot food and showers, whilst also liaising with other agencies and providing a safe and supported route back into permanent accommodation.

In the last six months alone, the Outreach Service has registered over 150 new Service Users and has assisted over 60 people to find accommodation.

Over the last few years, Harbour Place has been lucky to attract some Big Lottery funding to support its small Staff Team. However, this only meets approximately half of the cost of running the Service, and we rely upon a small but fantastic group of Volunteers, without whom Harbour Place could not provide the services it does, and upon donations from local businesses and individuals. We are extremely grateful for the support we receive from the Local Community.

If you would like to become a Volunteer, make a donation or if you would like to know more about the work we do, check out our website: harbourplacegrimsby.org.uk / email us on office@harbourplacegrimsby@btconnect.com or ring us on **01472 344118**.



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Jupiter Celebrates Ten Years with Launch of Cyber Health Checks

A high-tech trio who left the NHS to set up their own company are marking its tenth anniversary with a campaign to improve the IT health of local businesses.

The directors at Jupiter IT are offering ten free cyber security audits to help local businesses strengthen their defences against attacks which could shut down their systems, cost thousands of pounds and jeopardise client relationships.

Dan Gladstone, Infrastructure Director of the Hull-based firm, said the idea came from recognising how IT has changed since Jupiter was founded.

Dan said: "People are investing a lot more time and money in IT and much of that is because of cyber-crime. When we started ten years ago it was about viruses that would slow down your machine. Now it's spam filters, proper firewalls, cyber security, encrypted emails, cloud technology."

Dan and colleagues, Technical Director Iain Powell and Operations Director Craig Paul, lead a team of seven who have turned Jupiter from a fledgling business with no contacts or track record into a leader in IT services and a holder of the Government's Cyber Essentials certification.



Pictures show Jupiter IT directors (from left) Dan Gladstone, Craig Paul and Iain Powell offering IT health checks to help tackle cyber crime.

To register for the cyber health check contact Jupiter IT on **01482 974444** or by email at **cybersafe@JupiterIT.cloud**

How Will You Grow Your Business in 2018?

By Ian Sadler

As the Regional Director for Shopper Anonymous, I help local businesses improve their customer experience and challenge their team every day. Here are my three tips that you can apply right now.

Recruit Well

Each staff post advertised may get at least 30 candidates. How you deal with unsuccessful applications will be remembered and repeated to family and friends. Remember everyone is a potential customer.

Set standards. Be clear on a timetable for the application process and stick to it. If an interview is scheduled for 9am, start it at 9am. Remain polite and considerate. If you promise to let them know your decision by next Monday, make sure it happens.

If you don't demonstrate best practice from the start can you really expect staff to do the same?

Inspire Harmony

Do you leave team issues at the bottom of your 'to do list'? One of the biggest costs for your business is employees. It is easy to become caught up with the practical demands of working in a business. Spend time working on team harmony and creating a positive culture.

If you can't get it right with your team, how will your team get it right with your customers?

Reward Admirably

We think it is all about cold hard cash but this is not always the case. Many successful businesses I deal with simply put in the time and say thank you for a job well done. If you want to go a step further consider what may benefit the individual. A meal out or a night in a hotel can help someone feel their hard work has been recognised. Such staff are a great asset to your business in the long term.

Can Shopper Anonymous help you make 2018 get off on a positive note? Please email me at **ian.sadler@shopperanonymous.co.uk** or call **07891 631869**.



Law Firm Rollits Appoints Leading Employment Specialist

Law firm Rollits has appointed leading employment law specialist Caroline Neadley to its existing team of employment law experts. Solicitor Caroline joins Rollits from Humberside Police and brings with her more than 15 years' experience in both the public and private sector.

She will use her expertise to advise business clients on employment legislation, tribunal claims and advocacy, and provide training to help them manage a multitude of legal issues in the workplace.

As a result of Caroline's appointment, Rollits – which has offices in Hull and York – now has the largest team of qualified employment lawyers in East Yorkshire, with 40 years' experience between them. The team was ranked in the top tier for employment law in Hull and East Yorkshire in the Legal 500 2017, a survey of the UK's top 500 law firms.

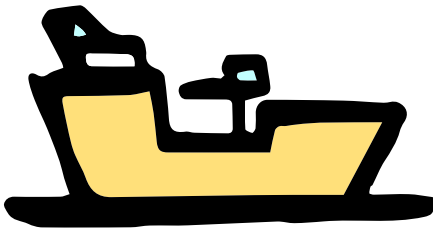
Ed Jennesson, Head of Rollits' employment team, said:



"To recruit someone of Caroline's calibre is a real coup for Rollits and will certainly strengthen our credentials in the field of employment law."

Caroline said:

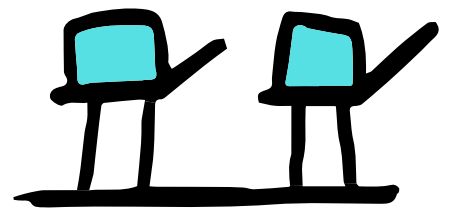
"Joining the employment team at Rollits is a fantastic opportunity for me. The firm has an outstanding reputation and a great client base, which I am looking forward to developing further."



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On Her Majesty's Secret Servers

Code4000 is Europe's first prison coding workshop. Neil Barnby of HMP Humber describes why this is such a unique – and necessary – project.

Code as rehabilitation

The reason for teaching prisoners coding is simple. If a large proportion of those released from prison go on to re-offend (which they do), then prison isn't doing its job. However, with the right kind of interventions - such as giving prisoners access to educational programmes, or by allowing prisoners to learn new skills 'on the job' within the prison industry - you are helping significantly to reduce reoffending rates, as prisoners that find work on release are highly unlikely to reoffend. It also helps that there is a massive shortfall of coders in the UK jobs market – some companies in London have as much as 70% non-UK programming staff on the books.

On site

Although we only started our pilot project at HMP Humber on the 31st July earlier this year, we have already seen some amazing results. The men have taken to coding extremely quickly, and they are already producing professional-grade, mobile-friendly websites for real-world clients. They are supported by a group of top-notch industry expert volunteers as and when needed (including Google), and have offline access to some of the best (and

free) teaching materials on the planet, thanks to our adoption of using open-source platforms.

What we can offer

We can offer Hull & Humber Chamber of Commerce Members significant discounts for building websites and web-based applications (including backend intranet and extranet style admin systems). We are a CIC (non-profit) so any money we make gets ploughed straight back into the project so that we can expand it to other prisons in the UK. For our customers it is an easy win-win of both saving money and doing good at the same time.

It's great that Humberside has been chosen for a cutting-edge project like this on its doorstep – a first for Europe – which has already inspired other countries to get in touch (we've been talking to Chile, New Zealand, and Australia amongst others). So, if you are a business looking to refresh your website, or are a coding expert yourself who could consider doing occasional volunteer work, please reach out and help us get going in whatever way you can.

**Neil Barnby, Head of Operations,
Code4000 HMP Humber**
Web: www.code4000.org
Email: neil.barnby@hmps.gsi.gov.uk
Tel: 01430 273202

Jet Off to Two New Destinations from Doncaster Sheffield Airport

Doncaster Sheffield Airport (DSA), one of the fastest growing airports in the country, is continuing to expand its already impressive range of over 40 destinations across Europe and beyond as it welcomes two new TUI routes, Naples, Italy and a first to the airport, Hurghada City, Egypt.

With the first flight to Naples taking off on May 7th 2018, holiday makers will be able to take advantage of the flights leaving every Monday throughout the summer months, with departures up until the end of October 2018. The new routes will add in the region of 20,000 new seats of capacity.

These new flights to Italy's third largest city are on sale now and will provide sun-seekers and culture vultures alike with the perfect opportunity to soak up the sights and sounds of Naples' historic centre, a Unesco World Heritage Site. Along with the city's wealth of history, art and architecture waiting to be discovered, there's also the renowned Italian pizza, pasta and gelato to be sampled!

TUI will also be operating a new weekly route to Hurghada, Egypt for those looking to book a holiday for winter 2018/19. Hurghada City is the second largest Egyptian city on the Red Sea and, thanks to its world-renowned coral reefs, one of Egypt's leading holiday destinations.

Chris Harcombe, Aviation Development Director,



Doncaster Sheffield Airport, said: "We are thrilled to introduce this summer-time route to Naples and a brand new route to DSA, in Hurghada City, Egypt. It is fantastic news for the local area, and for the wider Yorkshire region – with DSA now being even more convenient and well connected, thanks to the Great Yorkshire Way motorway link road and new direct bus services from Doncaster and Sheffield.

Karen Switzer, Director of Aviation Planning for TUI UK and Ireland, said: "We're excited that one of our first steps as TUI, a truly global brand, is to offer greater choice for our customers in Yorkshire. Introducing the new routes from Doncaster Sheffield Airport is a key part of our strategy to offer all our customers as much choice as possible to give them the holiday experience that best suits their individual needs. Holidaymakers in the local area will now have wider access than ever before to our diverse collection of destinations and hotel concepts."



Heptonstalls Solicitors residential property experts Mike Fish and Annette Culver (centre), receiving one of two awards at the ESTAS awards in London.

Heptonstalls at the Double with Two Major Awards

Heptonstalls Solicitors is celebrating winning two accolades at a prestigious national awards.

The Goole-based law firm has been recognised for its outstanding customer service by being awarded two awards at the ESTAS, the biggest award scheme in the UK residential property industry.

The firm reached the final in the regional conveyancing category on the basis of feedback data from its clients and was awarded the Best in County in addition to the Regional Gold Award for Yorkshire.

The ceremony was held at Grosvenor House Hotel on Friday 20th October, and was hosted by TV property expert Phil Spencer.

Shaun Pinchbeck, Partner at Heptonstalls, said: "Heptonstalls has supported the people of Yorkshire to buy and sell houses for many years and these accolades are the recognition the team deserves for its continued hard work and dedication to client care."

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Hazardous Waste Services, Waste Management



Name:
Liam Beardshaw
Company:
Ridings Consulting Engineers
Job Title:
Director



I have been working as director of Ridings Consulting Engineers for two and a half years after setting up the company, I manage the day to day running of the business. Before my current role I worked in contracting and prior to that I spent nine years in a consulting role starting as a trainee engineer working up to associate level.

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

My first job was working in Morrisons stacking shelves for £3 an hour, whilst studying at college. I remember the pain of having to take Saturday shifts in order to pay my parents board, which meant I had to miss playing my beloved football - oh the hardship!

What do you always carry with you to work?

A picture of my little family in my wallet, car keys, mobile and a bit of enthusiasm.

What is the biggest challenge facing your business?

We are a young business and the challenge is to sustain our current growth under the direction of the right people. We need to maintain our ongoing training and help our staff develop professionally to help deliver our projects to the maintained quality standards.

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

Firstly, I would dance around 10 Downing Street like Hugh Grant on Love Actually! I believe that more needs to be done to support small businesses to help them be sustainable. I would try to make business to business communications easier and stop the current anti-social nature of business communications including 'death by email'. Do people talk to each other anymore?

What can you see from your office window?

I can see the historic and picturesque surroundings of the Hessewood Hall site in Hesse that we have just moved to and, in the distance, I can see the Humber Bridge. I also get the treat of viewing the site's wildlife including our mascot peacocks.

If you could do another job what would it be?

I would love to be a Formula 1 driver, racing at over 200mph in some of the best cities in the world would be tough feeling to match!

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

Not sure I am the right person to ask this, but I would say I am hard working, trustworthy and have a willingness to learn

What was your biggest mistake in business?

In our first year in business I made plenty, but personally I would say that I have been naïve in my approach in some instances and also not believing in myself as much as I should have. As a new company we were guilty of taking on projects that we didn't have the suitable resources to fulfil at the time.

What advice would you give to aspiring entrepreneurs?

Know what you are good at but more importantly know your weaknesses. In these areas try to resource and strengthen where and as you can. Always go with your gut feeling, take a positive approach and continually be willing to put in an honest hard day's work.

Who do you admire most in business?

Hard to single out anybody but I would say I respect anybody who is willing to take a risk, push themselves and come out of their comfort zone to further their prospects and their career.

Chamber Events Diary 2018

Members' Speed Networking and Lunch

Thursday 18 January 2018
Healing Manor Hotel, Near Grimsby

Chamber Annual Dinner

Friday 9 February 2018
Double Tree by Hilton Hotel, Hull

Chamber Goole & Howdenshire Business Excellence Awards

Friday 16 February 2018
Goole High School Conference Centre

AGM/Members' Speed Networking and Lunch

Thursday 8 March 2018
KCOM Stadium, Hull

Members' Speed Networking and Lunch

Thursday 22 March 2018
San Pietro Restaurant, Scunthorpe

Members' Speed Networking and Lunch

Thursday 26 April 2018
Cave Castle Hotel & Country Club, South Cave, Nr Hull

Chamber Northern Lincolnshire Business Awards

Friday 18 May 2018
Grimsby Auditorium, Grimsby

Chamber Expo 2018

Wednesday 6 & Thursday 7 June 2018
Venue TBC

Members' Speed Networking and Lunch

Thursday 12 July 2018
Forest Pines Hotel & Golf Resort, Brigg, Scunthorpe

St Leger Ladies Day with the Chamber

Thursday 13 September 2018
Doncaster Racecourse

Members' Speed Networking and Lunch

Thursday 27 September 2018
Lazaat Hotel, Cottingham, Hull

Members' Speed Networking and Lunch

Thursday 11 October 2018
Oaklands Hall Hotel, Laceby, Nr Grimsby

Chamber Bridlington & Yorkshire Coast Business Awards 2018

Friday 19 October 2017
Bridlington Spa, Bridlington

Members' Speed Networking and Lunch

Thursday 29 November 2018
Beverley Racecourse, Beverley

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.

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