

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

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**Educare
Nursery 20th
Anniversary**
See Page 24



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Reflection, Anticipation and Thanks All Round

By Phil Ascough, Chamber President

As one or two people have asked, where did that year go?

It's been action-packed, although in the business sense rather than the style of a Hollywood blockbuster. Except when that chap climbed onto the Chamber roof bringing Beverley Road to a halt for a day, while we were interviewing candidates for the Chamber Culture Fund.

The priority has been to get closer to the Chamber Membership, and we've endeavoured to do that with the many scheduled meetings and some additional sessions.

Highlights included hosting a visit by officials from the Port of Zeebrugge and presenting a Brexit briefing which brought together Hull and Humber businesses and guests from the British Chamber of Commerce in Germany. We will follow up on these discussions as we help businesses get their message across to politicians about the importance of improving, rather than undermining, trading conditions.

We further strengthened our political networks by hosting lunches with MPs on the north and south banks, and by visiting MEPs at the European Parliament in Brussels.

We welcomed delegates from the British Caribbean Chamber, who travelled from St Lucia to add some classy jazz performances to Hull's UK City of Culture Year and to the annual festival on the immaculate lawns of Burton Agnes Hall. Sadly, there wasn't time to arrange a reciprocal visit!

But the Chamber is all about the Membership, from the likes of ABP, British Steel, KCOM, RB, Siemens Gamesa, Spencer Group and more on Chamber Council to the grassroots businesses who gather at the awards nights and Members' lunches. The calendar year ended with deserved recognition for one Member in particular, an MBE for Debbie Heald of Heald Ltd in the New Year Honours.

Thank you to all the businesses which have supported the Chamber and made my year in office so memorable. Thank you also to the Chamber team, who work incredibly hard delivering such a packed programme of activities. Best of luck to Sally Booker of P&O Ferries when she picks up the badge of office at the AGM.

Chamber Patrons' Lunch

Patrons of the Chamber were invited to a lunch at the Lord Mayor's Parlour, in Hull's Guildhall, on Friday 15th December. The wood-panelled suite is steeped in history, with paintings, artefacts etc displayed around the three separate ornate rooms.

Twenty two people attended this prestigious event from Patron companies, plus Chamber staff, and the Lord Mayor and Lady Mayoress. Speeches were made by Lord Mayor Cllr John Hewitt and Chamber Vice President Sally Booker. A superb meal was enjoyed by all, using specially-made 1959 Hull Chamber of Commerce crockery and each guest left with the gift of a bottle

of Vintage Port. The lunch and the Port are provided by the Chamber each year as a 'thank you' gesture to our Patrons as they help the Chamber to provide support to the 1400 Member companies.

Chamber Patronage brings two areas of benefit. It is a PR exercise in that the Patron companies are seen to be helping the not-for-profit Chamber in their aim to support local business. Also, Patrons enjoy numerous marketing benefits.

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



Super Break Announces Launch of Exclusive New Flights From Humberside Airport

New for 2018: Super Break launches new overseas short breaks from Humberside Airport.

European Capital of Culture for 2018 'Valletta' among the new destinations.

Eight exciting destinations available from Humberside Airport.

Super Break has today announced the launch of a series of exclusive new flight breaks from Humberside Airport, scheduled for take-off in 2018, giving local holidaymakers the chance to visit even more of Europe's most exciting destinations.

Following the sell-out success of its inaugural flights in January 18 to Akureyri in Northern Iceland, which provide the first direct routes to this incredible part of the country from the UK, Super Break has expanded its offering with an even bigger flight programme scheduled for Winter 18/19. What's more, Super Break is now offering a not-to-be-missed Midnight Sun experience in North Iceland this summer, for a once-in-a-lifetime getaway and the chance to experience the natural phenomenon of an 'endless day'.

Hot on the heels of these incredible breaks, Super Break also revealed a new charter service to the Lonely Planet's #1 city to visit in 2018, Seville. The company has also announced its biggest ever flight programme, as the short break specialist expands its exclusive services further to launch new flights and in-destination travel experiences to some of the hottest locations in Europe:

Malta – Including Capital of Culture 2018, Valletta, Gozo Calypso Island Full Day Tour and Mdina at Nightfall Tour



Verona, Venice and Lake Garda - Including Lake Garda Discovery and Venice, Jewel of the Adriatic Tour

Florence, Pisa and Tuscany - Delights of Tuscany, Siena, San Gimignano & Pisa Tour and 24hr City Sightseeing Florence Hop-on-Hop-off-Tour

Madeira - Including Madeira Island Highlights Tour and Funchal Sightseeing Tour

Montenegro, Croatia and the Adriatic Coast – Including Dubrovnik – Pearl of the Adriatic Full Day Tour and Best of Montenegro Full Day Tour

Iceland under the Midnight Sun - Midnight Sun Whale Watching and Lake Myvatn Adventure Nature at its Best Tour

Incredible Iceland – Including the Search for the Northern Lights Tour and Lake Myvatn Land of Fire and Ice Experience

Gibraltar – Including a full day Rock tour with WWII tunnels and a Dolphin Adventure excursion

Katherine Scott from Super Break said: "We're incredibly proud and excited to be launching our new chartered flight programme, providing holidaymakers from Humberside with a brand-new selection of incredible travel experiences to choose from in 2018. Following the huge demand for our exclusive flights to Akureyri, Iceland, we have expanded the schedule from Humberside Airport now to offer unforgettable travel experiences in eight of Europe's most exciting destinations, helping to connect more holidaymakers to new locations on the continent and beyond, all from their local airport."

Deborah Zost, Managing Director of Humberside Airport, said: "Super Break's announcement of eight destinations departing from Humberside Airport for 2018 is fantastic news for the airport and the region. The choice of flight destinations including Malta, Madeira, Gibraltar, Italy and Iceland direct from Humberside gives more opportunities for our customers to travel regularly from their local airport. Our relationship with Super Break is going from strength to strength and we are looking forward to this exciting new programme."

All exclusive breaks with Super Break include return flights, 20kg of luggage, 5kg hand luggage with transfers also included. To book the trip of a lifetime, visit the Super Break website or call **0800 042 0288**.

Top Restaurant Puts Food Safety First with Help of College

A top restaurant recruited the help of one of the region's leading colleges to sharpen the food safety skills of its award-winning team.

1884 Wine & Tapas Bar, which won the Remarkable Restaurant accolade at the 2016 REYTA's and followed that in 2017 with the Restaurant of the Year title in the Hull Lifestyle Awards, turned to East Riding College for a training package to support the strategy of continuous improvement.

Deborah Spicer, Director of 1884 Wine & Tapas Bar, said: "We've gone from strength to strength since we opened nearly three years ago, but we always feel we can do more.

"Food safety is so important and there have been some high-profile breaches of the regulations. For us, that reinforces the message that there is no room for complacency."

The restaurant team were already familiar with the people, facilities and quality of East Riding College, who sent a trainer to the restaurant and also secured funding to help cover the costs of the Level 2 and Level 3 courses.

Deborah said: "The availability of funding meant we were able to put more staff through the training – ten altogether. We committed investment in staff time and in closing the restaurant for one day a week until the courses were completed. Now we will invest further by taking some of our team to Level 4.

"We had seen what East Riding College was capable of when we visited their restaurant as part of a business supper club and we have also welcomed senior people from the College to our restaurant as diners."

John Doris, the College Vice-Principal Finance and Resources, said: "We have a very good reputation for delivering these courses, which offer a great opportunity for businesses in the hospitality sector to develop the food hygiene knowledge and skills critical to the success of their operations."



Deborah Spicer at 1884 Wine & Tapas Bar

Family Business Takes Centre Stage at National Conference

A Chamber Member which marked its 20th anniversary in 2017 by securing a major national award completed the year by taking centre stage as an example of best practice at the National Family Business Conference.

Agencia's Managing Director Helen Gibson and her sister Joy Allen, the company's Head of HR and Corporate Services, shared the lectern at the event at Canary Wharf in London and outlined their approach to the challenges facing family businesses.

Agencia operates throughout the UK and internationally, devising and delivering health and justice improvement programmes which transform lives and communities. In July, they were voted the Best Small Business in the UK at the National Family Business Awards.

Helen was a key part of the succession process when she left a career which included spells in the Cabinet Office and with PA Consulting to join her father Andrew Gibson at Agencia



Joy Allen (left) and Helen Gibson at the National Family Business Conference 2017

in 2009. She became Managing Director in 2012 and was joined early in 2017 by Joy, who had held senior HR posts with RBS, NBC Universal and retirement solutions heavyweight Hornbuckle.

Helen said: "By focusing on succession planning at the right time we were able to take the business forward to our 20th anniversary this year. Joy's appointment was crucial because HR is such a key element of talent development."

Agencia is now planning further expansion as they enter 2018 with a new brand and exciting new projects at their offices in Hessle, Scunthorpe and Sarajevo

Helen added: "We are rolling out our new brand and our new-look website to tell more people about the work that we do. We have a three-year strategy to take us to 2020. It's about building on what we have in our core markets and taking it to more places."

Lincoln Science & Innovation Park

The Greater Lincolnshire economy is unusually robust; it tends to remain resilient when the UK goes into recession, however, the flip side of this is that it does not enjoy the same growth felt elsewhere when the economy is booming.

One of the reasons for this is below average investment in innovation and skills in Lincolnshire, measures which tend to underpin greater competitiveness and, therefore, higher profits. A lack of infrastructure to support innovation has, historically, been blamed for poor performance in these areas. This includes a lack of suitable space for dynamic, R&D driven SMEs and the equipment, knowledge and skills required to power them.

Lincoln Science & Innovation Park was established by Lincolnshire Co-op and the University of Lincoln to begin to bridge this gap. It provides a dedicated facility for science, technology and engineering firms in the heart of Lincolnshire. The Science Park's goal is to regenerate the former Ruston Bucyrus factory in Lincoln and it has already spent almost £25m to begin the transformation of the site, which in its heyday provided thousands of jobs but has over the decades suffered from the contraction of the manufacturing sector. Today, the Science Park continues to celebrate this rich industrial heritage by refurbishing the existing, handsome red brick buildings alongside brand-new modern developments. Its goal is to help create many new jobs fit for the knowledge economy, not just on the Science Park but across technology driven sectors throughout the county.

Lincoln Science & Innovation Park targets key sectors in the county's economy, such as chemical production, engineering, agritech, food production and digital and provides a physical hub for innovation in those industries. Science Park Director, Thomas Blount said; "We bring together innovators across business, education and beyond to create a community that can help



drive forward our economy in the 21st Century. Sometimes that may be by connecting academia with business, sometimes linking an SME to a multinational. We provide the knowledge, equipment, facilities and skills that a buoyant, competitive economy needs to flourish."

Lincoln Science & Innovation Park provides not only office and laboratory space designed around the needs of demanding users but sits at the centre of a community of innovators, providing access to equipment, skills, employees and new markets. The facility is designed to benefit the whole of Lincolnshire by supporting innovation and competitiveness across the county. It provides a space where academia and industry can collaborate on equal terms via several, high end facilities, such as;

Boole Technology Centre: The first purpose built technology facility for small businesses in Lincolnshire. The building features 22 highly flexible units that can accommodate Category II laboratories as easily as Grade-A offices. The building has been designed with the wide-spectrum of technology users in mind. This means that all units have fibre optic connectivity, three phase power, natural gas and water and easily configured plant space. Since opening in March 2017, the Boole Technology Centre has already filled more than half of its units and attracted firms working in sectors as diverse as petrochemical

processing, microbiology, nutraceutical formulation, digital security and metrological instrumentation.

Joseph Banks Laboratories: housing the University of Lincoln schools of Chemistry, Pharmacy and Life Sciences, the laboratories provide a wide range of services to businesses. These include consultancy from academic experts and access to skilled students for short or long term projects. Furthermore, the facility can provide a variety of laboratory services including access to high end equipment and techniques such as nuclear magnetic resonance and X-ray diffraction.

Beyond its existing facilities, the Science Park owns a further six acres, earmarked for single-occupancy, bespoke developments and has planning permission for another nine buildings. It plans to extend the current campus, with the same attractive, landscaped aesthetic, over the course of the next decade.

The Science Park is adjacent to the University of Lincoln campus, including incubation facilities in Spark House, the Enterprise Building and the Think Tank and is just ten minutes walk from Lincoln city centre and the transport hub.

If you would like further information about Lincoln Science & Innovation Park, you can contact the Park Director, Thomas Blount, on **01522 437100** or **tblount@lincolnsiencepark.co.uk**





L-R: Caleb Townley (Apprentice) & Lewis Gibson

Roofing Apprentice to Showcase Talent at National Event

A high-achieving apprentice from Scunthorpe's Ashbridge Roofing recently showcased his talent at the country's largest careers and skills event.

Twenty-four-year-old Lewis Gibson, from Grimsby, led demonstrations in roofing techniques with cedar shingle, slate and plain tiles at The Skills Show at Birmingham's NEC from 16 to 18 November 2017.

The event draws crowds of 72,000 employers, educators and young people each year, and promotes opportunities for training, apprenticeships and careers across a wide range of sectors.

Lewis, who has been an apprentice at Ashbridge Roofing, based on Northampton Road, for just over a year, was selected to encourage other young people to consider roofing as a career by hosting a series of 'Have a Go' sessions.

Part of the Ongo group, Ashbridge Roofing was established in Scunthorpe in 1997 and is one of the leading roofing contractors in the region. Most recently it re-roofed the Grade II listed Victoria Mills in Grimsby for Lindum Construction and is currently carrying out over a million pounds worth of work for a local housing reroofing scheme in Scunthorpe.

Contracts Manager Zak McKay, from Ashbridge Roofing, said: "We're very pleased that Lewis was able to use his experience and success to encourage more young people to take up an apprenticeship.

"We see a real benefit in taking on apprentices and growing our own talent at Ashbridge. Lewis is a great example of the value of apprenticeships. To have the opportunity to share what he has learned at such a large event was very exciting for him, for the Ashbridge team and for his college."

Lewis has also recently received the termly Redland award from the Leeds Building College for showing effort, skill and commitment to achieve his NVQ.

Lecturer Chris Messenger said: "I can't speak highly enough of Lewis, he is a model student and a credit to himself and Ashbridge Roofing. He always gives 100% and his commitment to the course and job is commendable."

Following the success of Lewis, Ashbridge Roofing is looking to hire four more apprentices in 2018 to help grow the business.

660 Years' Service Recognised at EYMS

Over 465 years' service was represented by 15 recipients of 25, 35 and 45 year awards who attended the Company's recent Long Service Awards Presentation Dinner at the Hallmark Hotel, North Ferriby.

With the service represented by the seven people who were unable to attend the dinner, the total years' service recognised this year was no less than 660.

EYMS has long enjoyed the benefits of many of its employees who have stayed with the Company for very long periods, many achieving 35, 40 or even 50 years' service, but the number presented with awards at this year's function was one of the largest in recent years.

Thanking them for their long and loyal service to the Company, EYMS Group Executive Chairman, Peter Shipp, said that they represented all that was good about the Company and had made a huge contribution during their many years of employment.

"They and many others like them were responsible for the generally excellent reputation that EYMS enjoys in the area and I was happy to recognise their huge contribution to the Company and present them with the gifts of their choice."



From Universal Credit to Government tax changes: the challenges facing landlords in 2018.



By Jonathan West, partner in the landlord and tenant team at Wilkin Chapman Solicitors

A well-documented concern for all landlords has been the changes to the payment of benefits particularly Universal Credit, with suggestions that it could result in an increase in the number of possession claims for 'rent arrears'.

Many landlords are aware of their right to claim possession of a property using the Section 21 Notice - giving a tenant two months' notice to leave. However, when a tenant is in arrears it would be understandable for any landlord to consider how, giving them at least a further two months in the property, will only serve to increase the losses.

As a result, there is an option to serve a Section 8 Notice, which is most effective when there are two months or eight weeks of arrears - depending on whether the rent is paid monthly or weekly.

When the arrears are two months/eight weeks, the tenant can be given a Section 8 Notice. The landlord can then commence possession proceedings 14 days after the Notice is served, meaning the possession process is started much sooner and losses can be controlled.

After the 14-day period, Court proceedings are issued, and a hearing will take place, which is usually six to seven weeks after the Section 8 Notice is served. The landlord is guaranteed to secure a Possession Order from the Court providing the arrears are two months/eight weeks or more at the date of the actual hearing. The Court also gives the landlord a Judgment requiring the tenant to pay the rent arrears.

Adding to concerns over Universal Credit, Government tax changes will also see landlords re-evaluate their position within the sector during 2018, with a growing number looking to reduce their stocks.

The government's measures include the withdrawal of mortgage interest relief for high and additional tax payers, a three per cent surcharge on purchases of additional property, and the introduction of a ban on upfront letting fees for tenants.

So, it would appear that landlords are facing challenges, and never has there been more need to ensure the right advice is given to look at options available to professionals within the sector.

Details of the fixed fee packages Wilkin Chapman offers to landlords can be found at wilkinchapman.co.uk or you can speak directly to property litigation specialist Jonathan West on **01472 262632**.

Businesses Back Festival to Support Young Learners

A children's literature festival which made its debut as a highlight of Hull's City of Culture year has been recognised for its role in helping to inspire the workers of the future.

Organisers of Big Malarkey now hope businesses will increase their support for the event which attracted big-name authors and illustrators for talks and workshops to develop skills in writing, animation, illustration and craft.

Arco, Spencer Group and Hudgell Solicitors are among the Hull-based businesses which backed the 2017 edition of Big Malarkey in June 2017. For 2018, organisers Hull Libraries are offering a range of sponsorship packages as they aim to build on attendance figures of 7,800, including 2,400 children from schools in Hull.

Festival Director Ellen Bianchini said: "The festival found an extremely receptive audience, both schools and families, and a powerful appetite for engaging in the books, stories and creativity. For 2018 we would love to develop a small portfolio of committed business partners, who can help us shape the festival for the long term."

Simon Wilson, Senior Solicitor at Hudgells, said: "It's fantastic to hear that Big Malarkey will be back. Many of our staff attended with their children and



Hundreds of children at Big Malarkey selecting the winner of the James Reckitt Hull Children's Book Award.

we heard tremendous feedback from them of the amazing time they'd had so it's a pleasure for us to support The Big Malarkey 2018, a wonderful addition to the annual cultural calendar."

Cllr Terry Geraghty, Chair of Hull City Lesisure added: "The library service is key to developing a literate, skilled and knowledgeable workforce, with services that range from business support to IT skills courses and lending every possible kind of book for every age. The Big Malarkey Festival is a big part of our children's offer – a brilliant way of inspiring children to read for pleasure."

For further information about Big Malarkey please visit <http://thebigmalarkeyfestival.com>

Work Insight Project

The Work Insight project is a new and exciting pilot project, funded by the Careers and Enterprise Company, that will offer a comprehensive insight into the world of work to vulnerable young people aged 14-18, across Hull and East Riding. The project aims to raise aspirations, improve confidence and help young people gain key employability skills. The project will also help raise awareness to businesses across the region and help them gain access to a wider pool of talent. Work Insight will provide up to 180 bespoke work insight opportunities, from July 2017 through to September 2018. The Work Insight Project will be targeted towards:

- Young People aged 14-18 who have a Special Education Need and Disability (SEND)
- Young People aged 14-18 who are identified as being at risk of becoming Not in Employment, Education or Training (NEET)
- Young People with an Education, Health & Care Plan (EHCP)

At present we are focusing on meeting with schools that have identified students they feel would benefit from Work Insight and then matching them with a business that meets their occupational aspirations. We have organised various meetings with local businesses to establish Insight opportunities for young people and these have been very positive.

The project will allow the young people of the region to gain a real insight into the world of work sometimes with 1:1 support, sometimes not, but tailored to the young person's individual needs. The length of opportunity can vary from one day a week up to a maximum of 12 weeks. This will be determined by the business and the needs of the young person.

If you would like to get involved or could offer a Work Insight opportunity, please contact the team on 01482 615226 or email us on workinsight@hullcc.gov.uk

Getting involved with the project is a great way of showing your corporate social responsibility, and you could meet a potential employee of the future.

Innovation Roadshows: Discover Funding for Small Businesses

Small businesses in the region are being encouraged to attend a series of Innovation Roadshows designed to help businesses innovate and grow.

Supported by a number of business growth and innovation projects from across the region, including the PAPI project and SparkFund, these free breakfast events provide the opportunity to meet a range of business support organisations and to hear from local businesses who have benefited from available funding, all in one room.

The Product and Process Innovation (PAPI) project based at the University of York offers funding to small businesses in York, North Yorkshire and East Riding to improve products and processes. PAPI is part-funded by the European Regional Development Fund, and offers 40% grants for equipment that enables innovation, up to a maximum grant value of £20k.

Sue Jefferson, Owner and Managing Director at Possibilities Realised Ltd, with many years' experience at McCain Foods, spoke at the series launch in Scarborough on 15 November. Sue said



of the event:

"I was lucky enough to see first hand some outstanding innovation that will see Britain lead the world, hear of the impact and real life learnings from others, especially when taking advantage of the many grant funds available to our companies and take away immediate sources of business support and grant options to step change any business."

Book your free place for your nearest event at papi.org.uk/innovation-roadshows

City of Culture Success Adds to Venue's Versatility

A business centre already in demand for its proximity to penguins is now enjoying a higher profile from its position on the doorstep of some of the most spectacular events of Hull's UK City of Culture year.

The Deep provided the backdrop to book-end the City of Culture programme with the compelling productions 'Arrivals and Departures' in January and 'Floer' in December projected onto the side of the iconic structure.

In between, the aquarium was the venue for activities including marine art exhibitions, a car park installation highlighting plastic pollution, a conference by the British and Irish Association of Zoos and Aquariums and a visit by the Duchess of Cornwall to promote literacy through the First Story charity.

As City of Culture now moves into legacy phase, The Deep Business Centre has welcomed Dock Street Events, an independent venture by two key members of the 2017 team as they fulfil their dream of running their own company.

Freya Cross, Business and Corporate Manager at The Deep, said: "We were at the heart of City of Culture, contributing to funding and hosting events that were transmitted worldwide.

"We specialise in providing the support that businesses need, particularly when they are small and starting out, and we are genuinely excited to be involved in the launch of Dock Street Events, a company which already has its cultural fingerprints all over so much of our city."

As joint managing directors of Dock Street Events, Chris Clay and Jenny Hutt will offer their creative and organisational expertise for indoor and outdoor arts, entertainment, sports and corporate events.

They will draw on experience gained around the world – Chris has worked in more than 30



Chris Clay and Jenny Hutt, who have launched Dock Street Events at The Deep Business Centre

countries during three decades in the industry. Their collective CV includes In With A Bang, Made in Hull, Blade, LGBT 50, Radio 1's Big Weekend, the Royal Ballet in Queens Gardens, the Turner Prize and successive season launches. And that's just in Hull.

One of their first projects will be the Greenwich+Docklands International Festival this summer.

Jenny said: "This is a city which gives people great opportunities. We have made some really good contacts here and it's a city of the scale that enables you to build on that very quickly. Why would we go to another city?"

Chris, whose contract as Technical & Operations Director ended on January 31, began work immediately on Dock Street Events. Jenny, the Head of Artistic Administration and Events Manager, will join the company when her contract ends in March.

Chris said: "We have worked on a lot of things together and we have been talking about launching our own company for about 10 years. It just seemed like the perfect storm, both finishing on a big project at roughly the same time and

now being able to achieve a long-held ambition."

Jenny said: "We offer tailored, bespoke services – we will bring together people who are right for a project and, using our extensive network of freelancers, contractors and collaborators, will build a team that works for each individual event. Our business plan involves expanding the core team over the next three to five years and we hope to offer opportunities to local young people and graduates."

They chose The Deep for the quality of its support and facilities, its views of the Humber and its proximity to the city centre and the Old Town, scene of so many City of Culture successes.

Freya added: "We have always been known at the business centre and the aquarium for our quality of facilities and service and for versatility, welcoming everything from school trips and young businesses to corporate events and weddings. City of Culture elevated that to a new level, taking so much of the site, inside and out, and showing the world what a unique venue we have."

For more information please visit <https://businesscentre.thedeep.co.uk> or call **01482 382000**.



The Duchess of Cornwall visiting The Deep in 2017

Quarterly Economic Survey Q4 2017: Businesses Feeling the Post-Budget Squeeze

Following the Chancellor's Budget in November and the first interest rate rise in 10 years which followed shortly after, businesses in the Humber are clearly feeling the pressure of a toughening marketplace, according to the Chamber's economic survey results for the last quarter of 2017.

Research by the Hull & Humber Chamber of Commerce reveals that price pressures are having a more pronounced effect at the end of the year than at the beginning, with 35% of firms expressing concerns about interest rates and 52% (+9% on the last quarter) of companies worried about competition.

Companies also highlighted their concerns on tax issues, up 11% and inflation, which was up two points, while business rates also rose seven points.

In the next three months 62% of businesses told us they expected prices to rise, up 23% on the third quarter, which saw the balance figure rise from 32 in Quarter 3 to 59 in Quarter 4, its highest level for two years.

At home, domestic sales were up, with the balance figure rising six points on the previous quarter, while Home Orders fell back slightly to 17 points, down one point.

Abroad, the balance figure for Export Sales was down four points to 29, while Export Orders, possibly reflecting the exchange rate, was up 14 points on last quarter, just two points shy of its highest level in 2017— 38 in the first quarter.

Set against the background of rising inflation, pay settlements were a growing concern for businesses, as was finance, with the balance figures rising by 14% and 20% respectively, although raw material costs were less of an issue this time around.

The employment figure for the last three months was also down in Quarter 3, dropping 11 points to 14, although more businesses were planning to increase their employment levels in the next three months, with the balance figure rising three points to 10.



There was positive news for those looking for work as the year drew to a close, with more permanent, full time jobs on offer. 20% more firms were looking for permanent staff, redressing a blip in the third quarter's figures, while 88% of those jobs (up 8% on the last quarter) were full time positions.

Skilled manual jobs and unskilled or semi-skilled roles proved to be the hardest to fill in Quarter 4, while clerical and management vacancies were less difficult to recruit for.

Turnover expectations for the next 12 months showed a degree of positivity, with the balance figure rising 12 points to 48, while profit expectations also improved slightly, rising six per cent to 27. However, fewer firms were working at full capacity, with a figure of just 34%.

There was good news for those needing more training, with 17% of businesses planning to invest in training in the coming three months.

Commenting on the report, Chamber Chief Executive Dr Ian Kelly said: "The quarter point increase in interest rates which happened during the fieldwork period for this survey has highlighted the pressures businesses faced as they adopt a cautious approach as we headed into a New Year.

"However, we welcome the good news from the Government that the Brexit talks are moving into the next phase to secure a trade deal, along with positive economic noises from the USA and China which may help to restore important business confidence in the coming months.

"It's good to see that Home Sales and Export Sales are still maintaining their positive numbers and companies may keep looking to invest more in training as we start 2018.

"Continued business investment, especially in training, is crucial to address the skills issues which are now affecting the UK, not just our part of the world here in the Humber."

"However, we welcome the good news from the Government that the Brexit talks are moving into the next phase to secure a trade deal, along with positive economic noises from the USA and China which may help to restore important business confidence in the coming months."



Chamber Member Awarded MBE to Top Off 'A Tremendous Year'

The managing director of a long-standing Hull & Humber Chamber of Commerce Member company has been honoured in the Queen's New Year's Honours List for her services to Export and the promotion of STEM careers for women (Science, Technology, Engineering and Mathematics).

Debbie Heald, of Hornsea-based Heald Ltd, in East Yorkshire, said her MBE came as a "huge surprise" and topped off what has been a tremendous year for the business she runs with partner Rob.

Heald Ltd is a family-run firm which has seen revenue increase by 25 per cent as well as landing some major new contracts overseas. The company develops innovative barriers and systems to protect against hostile vehicle attacks. Its latest major contract is for the city of New Orleans to protect those attending the famous Mardi Gras.

Heald Ltd manufactures hostile vehicle mitigation systems and its products protect some of the world's most high-profile locations, including embassies, airports and shopping areas, with award-winning road blockers and bollards.

Heald Ltd has made significant advances with exports and is a regular customer of the Hull & Humber Chamber of Commerce's International Trade Centre, which specialises in helping

companies with export documentation, as their goods head off to destinations around the world. The company also won the Yorkshire and Humber Regional Heat in the BCC Awards in the Export Business of the Year Category in 2016.

Debbie said: "We have been involved with the Hull & Humber Chamber of Commerce for a number of years and the Chamber has always been a great help with our export documentation. In our early years Chamber staff worked with us on the eCert electronic documentation system for our exports and we continue to use their expert services to this day."

Destinations for Heald Ltd's security products include the Middle East, Australia, Europe and now the USA, with their equipment helping to secure the UN Building in New York.

Heald Ltd manufacture all their products in the UK and says its growth will support the firm's plans to recruit for a range of roles including apprenticeships in 2018.

Debbie added: "It has been a tremendous year for Heald and we are proud that our products have been chosen to secure both buildings and people from the heightened risk of vehicle attacks. It gives us the opportunity to offer even more real career prospects for people in the area."

Court Ruling Prompts Warning Over Holiday Pay

A leading law firm is urging businesses to review the status of workers classed as 'self-employed' following a ruling by the European Court of Justice (ECJ).

Bridge McFarland is also warning employers not to seek a Brexit escape route, with European legislation likely to apply in the UK for at least the next three years.

The Court found in favour of a self-employed sales representative who had claimed holiday pay for his 13 years working for a windows and doors company. It ruled that a worker does not have to apply to take his leave to be entitled to payment for it and, where an employer refuses to pay, the worker can carry over leave from one year to the next.

The Court rejected the employer's argument that they didn't know the worker was entitled to paid holiday.

Lee Whiting, partner and employment law specialist at Bridge McFarland, said: "The Court seems to have been heavily influenced by the fact that workers are going to be deterred from taking holiday if they are not paid for it.

"This decision only applies to the four weeks' leave granted by EU law and not the additional 1.6 weeks' granted by domestic legislation, but it raises a number of issues. Although the biggest financial risk is where employers have wrongly categorised an individual as self-employed, the principles underpinning the decision may also be applied to claims for underpayment of holiday pay."

Nicola Barrass, also a partner and employment law expert at Bridge McFarland added: "Businesses should review the employment status of all 'self-employed' individuals, consider whether a change to status is appropriate and examine whether provision should be made for holiday pay. If you haven't done so already, review how holiday pay is calculated. If you are still calculating holiday pay by reference to basic pay only, urgent advice is recommended."

Lee Whiting, partner and employment law specialist at Bridge McFarland.



Need Some Easy GDPR Wins?

The preparation for GDPR is going to be time consuming and potentially costly for many businesses, but are there some easy wins for you and your company?

GDPR is the General Data Protection Regulation, a collection of stringent new data protection laws that are going to change the way companies do business fundamentally.

Helping companies prepare their data and their data processing procedures is a big money maker at the minute as there are just so many things that businesses need to consider.

It's a fact that all businesses are going to need to carry out an initial risk assessment, and, for now, I don't want to suggest that preparing for GDPR is easy, but there are some simple things that you can do as a business to give you a few easy wins:

Merging Duplicates

One of the key parts of GDPR is making sure you are holding the correct data on a given person. If you have two or more instances relating to a single person there is a much higher chance that one or more of these will be out of date.

So do what you can to combine all these duplicates into a single record for that person. It will be easier to keep everything up to date and you'll be able to fulfil your other GDPR obligations much more easily.

Checking for Outdated Data

Speaking of keeping data tidy and up-to-date, one of the other big ticket items in GDPR is not holding onto data you don't need any more.

Go through your old spreadsheets and systems, look for data that you a) don't need and b) aren't even sure it is correct anymore (that's a really big one). Provided you really really really REALLY don't need this information for your financial and/or legal requirements, get rid of it.

Once GDPR comes into effect, you really don't want to be holding onto old personal data.

Standardising your Data

This is a bit of an odd one, but is equally useful in reporting on the data you hold and making sure you are GDPR compliant.

If you use a particular field or column to categorise your data, saying whether someone is a customer or not for example, take the time to go through and make sure you are using the same wording for this information.

So using the example of a list of your customers, if you refer to them as 'customers', 'customees' (because typos happen to everyone), 'clients', 'current customer', and 'current clients', finding the information you need is quite a challenge.



I always advise people to standardise their data, not just because of GDPR, but just because it makes your life easier in the end.

Get Consent

Here's one that's been making the news whenever people talk about the changes GDPR is going to be bringing in. Going forward, you must have explicit consent for data processing, including sending out any marketing emails or other communications.

This could take a while for a lot of businesses. So my advice: get started. Now!

Contact your customers and ask them if they would like to receive marketing emails. Take notes and make a record of their agreement, disagreement, and the date.

But get started on it now because it will take time, maybe start on a short list or the simplest type of consent you require.

And then there's the big stuff...

Once you've sorted out the smaller tasks and made a start on the medium tasks, you can get into the bigger work you're going to need to do to prepare for GDPR.

You'll be able to start documenting your data processes (if you haven't already) and sort out your data retention tools. If you're holding sensitive information you can get the access and protection of this data ironed out to meet your requirements.

There are a lot of moving parts, as they say, when it comes to GDPR compliance. But there are some smaller things you can do right now to get a jump start on the whole process, it's certainly worth getting started.

To talk to a member of 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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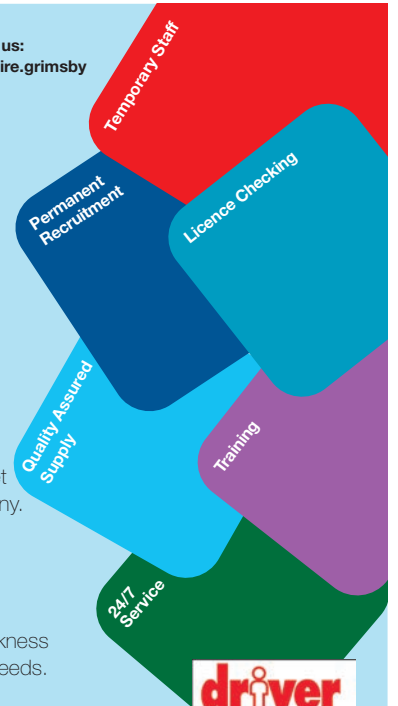
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Businesses Brace Themselves for Rates Increases and Nasty Surprises

Businesses face being hit with higher rates bills as inflation bites – and there could still be shocks from a revaluation process branded ‘a shambles’ by industry experts.

Adrian Smith, founder of AS Rating, highlights one client whose ‘Christmas card’ from the Valuation Office Agency (VOA) was a notice that their rateable value (RV) had more than doubled in less than a year

He warned that almost 200,000 appeals are still outstanding from the revaluation process in 2010 and the number of challenges to the 2017 changes increasing by the day.

Adrian said: “The delays in clearing the backlog from 2010 are not being helped by the complexity of the system set up to manage the changes of 2017 – the backdrop is one of job losses and office closures at the VOA. One industry analyst has likened it to closing a hospital because there are too many sick people to deal with.”

New rates demands will be issued during March to take effect from 1 April and will increase in line with the Consumer Price Index rather than the Retail Price Index – a move which is expected to reduce the rate of the increase by around one per cent.

Small Business Rate Relief is expected to continue but, as 2018 dawned, it was still not clear whether the government would extend the £1,000 relief for pubs with a rateable value of less than £100,000.

Of immediate concern to Adrian is the case of one client which saw its RV go up from £13,500 in 2014 to £18,500 in April 2017. Adrian and the business owner decided to wait and see before pursuing the check, challenge appeal (CCA) process – and were hit with another increase just before Christmas.

Adrian said: “The business received a notice that the new RV would be £29,000, backdated to October. We want to know how the VOA could come up with an increase from £13,500 at the beginning of 2017 to £29,000 by the end of the year.

“Why has the VOA conducted another review on a business which they have already reviewed? They should be concentrating on clearing the backlog of appeals from 2010 and the challenges from 2017.”

The problems are compounded by the fact that CCA is so cumbersome – Adrian has represented this client for several years yet still has to submit a fresh ‘check and challenge’ for the new system, which could take 12 months to reach the appeal stage.

Figures released by the VOA show that in England and Wales at the end of September 2017 there were 199,160 appeals still to be resolved from the



2010 revaluation. The number of reviews carried out following the 2017 revaluation reached 66,080 by the end of September, with 2,260 checks outstanding and around 300 challenges still to be resolved.

Adrian said: “In the coming months there will be more reviews by the VOA. That will lead to more requests for checks and to more challenges from people who think their rates valuation is unfair. Eventually it will lead to rising numbers of appeals at a time when the VOA is cutting jobs and reducing the number of offices from 52 to 28.

“The view throughout the industry is that CCA is a shambles and the VOA are not making themselves available to help. It’s clearly just about making money. Businesses are unlikely to know the impact on their rates bills until they receive a notice in

March, and the effect will be that some business owners will be paying too much for too long.”

Adrian Smith is a member of the Royal Institution of Chartered Surveyors (RICS), the Institute of Revenues Rating and Valuation and the Rating Surveyors’ Association. ASR is also regulated by the RICS. For further details about rates issues contact Adrian on **01964 625415** or **01482 623930** or visit **www.asrating.com**

ADRIAN SMITH RATING

Tansterne Biomass Power Plant to Provide Renewable Energy for 16,000 Homes



It's a very exciting time as the award-winning biomass plant in Aldbrough enters the final stage of its development, namely the full commissioning phase. Designed by HRS Energy and built by Hull-based manufacturer, CF Struthers, the plant will be powered by recycled wood and will generate 22MW of clean electricity for the grid when fully operational this year. It's hard to believe that work began on the site just 18 months ago.

The recently appointed Plant Manager, Matthew Hill, has overseen the final stages of preparation prior to full commissioning. These included the 'hot commissioning' phase, completed before Christmas – this process involved a series of 'steam blows' where steam was vented through a silencer to the atmosphere. The procedure ensures the pipes taking the steam to the turbine are scrupulously clean. Then came the testing of the boiler and associated technology by burning some of the feedstock.

The next stage will be to generate power using one of the boilers, and finally, firing up both boilers.

The energy generated at capacity will be enough to power over 16,000 homes per year, but generating 162,000 fewer tonnes of CO2 per year compared to a similar-sized coal plant.

In recruiting the highly skilled team, the plant owners, Solar 21, have worked hard to ensure that the plant will offer employment to local residents. The plant managers are keen to enable school work placements, when the plant is fully operational, so that local young people will understand the benefits of clean energy and the opportunities the plant will provide, in terms of quality, skilled employment.

In November, we were delighted to show Hull and Humber Chamber's Membership and Business Manager Bruce Massie around the plant. We hope it was the first of many visits from Chamber staff and stakeholders to Tansterne Biomass.

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2018 will bring new challenges in recruiting for your business, we are ready to work together.

Please call **01482 219777** for more information on how we are ready to help your business achieve 'excellence'.

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Doing 'Business as Usual' Earns Unique Surprise Honour for HBP Systems Director



A Humber region IT specialist has been singled out for a unique and unexpected honour by security software supplier Sophos.

Tony Pearson, Operations Director at HBP Systems, has been given the UK's only Individual Contribution Award for his work in promoting computer security – but it's an award that came right out of the blue.

"It was totally unexpected, because we hadn't done anything that wasn't 'business as usual'," said Tony, who is based at HBP Systems Scunthorpe office.

"IT security is very important to everyone, and is only going to get more so when the General Data Protection Regulations become law in May 2018. We have a duty of care to our clients to make sure they understand the regulations, and what they need to do to work within them. That's why we've been working hard on that; we've had two security days in the business; the first was to highlight our own security framework, and the second was a product day specific to Sophos."

Tony said he believed there would be a significant growth in the demand for IT security products through 2018. "It's going to get more important all the time," he said. "Not only will GDPR make a difference, but people generally are more aware of the risks of not protecting their data properly, and the consequences that can have."

HBP Systems' MD Joanne Dixon said she hadn't expected the award, but wasn't surprised by it. "Tony is very enthusiastic about IT security, and has been ever since he joined the company 20

years ago this year. It's a richly deserved honour, and I'm pleased that his peers in the industry have recognised his contribution and honoured it."

But for Tony, 'business as usual' goes on. He said: "We won't be easing up in spreading the gospel about the need for security. We already have some GDPR webinars planned, and the numbers booking in for those are the highest we've ever seen from this kind of initiative. It's reassuring that people are being proactive in protecting themselves and their livelihoods, and we'll continue to help them to do that."

About HBP Systems

HBP Systems is an award-winning provider of business IT and software solutions, offering a range of systems and products which help organisations reach their potential. This service can include everything from connectivity, IT hardware, business software and a complete consultation, implementation and support service – and cyber security too. The company employs about 60 people based at offices in Scunthorpe and Hull.

For further information:

Tim Pritchard

HBP Systems Marketing Manager

T: **01724 400315**

E: tpritchard@hbp-group.co.uk

Chamber Energy Solutions

Recent UK energy supply disruptions have coincided with the coldest temperatures of the winter and prompted a substantial spike in gas prices.

The combination of cold temperatures, increasing heat demand, and unplanned supply outages have placed the UK energy system under severe stress in recent weeks. Gas prices in particular have taken a hit and are forecast to rise a further 1.9% by the end of February 2018.

This comes after six months of significant energy price increases – since July 2017 gas prices have increased by 61% and electricity by 49%, so it's important you take action now to avoid any future rises.

The North Sea Forties pipeline has been shut down for a few weeks due to maintenance work. This recently cut available oil and gas production in the UK, triggering another price spike given that we'll be even more dependent on foreign imports.

System breakdowns are more common during harsh weather conditions, but recent events have raised concerns over the viability of the UK gas infrastructure.

So, what does this mean for your business?

Firstly, don't panic. We can help. Our dedicated team is on hand to answer any questions. They'll advise you on safeguarding against any future rises in price or issues related to cold snaps and increased demand.

Contact us as soon as possible and we'll look to switch you to the right energy tariff for your business.

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Jordan Means Business as Special Stars Ambassador

A young man with severe physical disabilities who describes himself as the 'poster boy' for an East Yorkshire charity has now been appointed as its first official ambassador.

Jordan Moore, a full-time wheelchair-user as a result of quadriplegic cerebral palsy, is helping Chamber Member Special Stars Foundation recruit other disabled people to create a team of ambassadors.

Since taking up the role late in 2017, Jordan has attended cheque presentations at The Marvell College in Hull and at global medical technology business Smith & Nephew.

Natalie Barnes, Founder and Chair of Special Stars, said: "We are thrilled to welcome Jordan as our first Ambassador! It is crucial to involve our members as much as possible. The public can then see the real people we support and learn about how vital our services are.

"We created this role in September 2017 and, after seeing Jordan's enjoyment, realised it's something we can extend to other people, creating a team of ambassadors to bring together a voice for the disabled community in Hull and

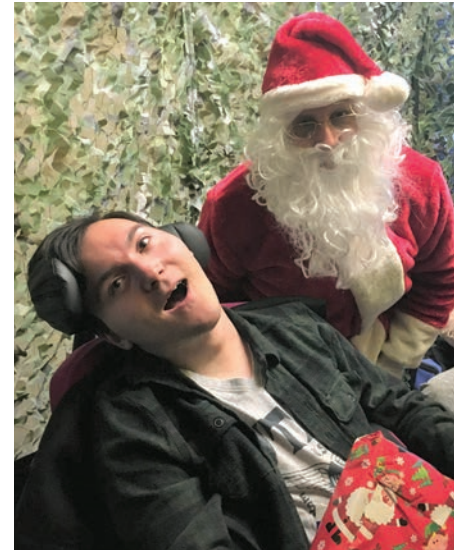
East Yorkshire."

"Our ambassadors can help us spread the word about our work, attend fundraising and awareness activities and help us to engage with businesses. The Smith & Nephew donation resulted from their staff adopting us as their charity of the year. Marks & Spencer in Whitefriargate have now done that for a second year and we would love more to come forward."

Candidates should be residents of Hull or the East Riding aged 18-plus and should have a disability. They should be willing to attend meetings and events and be passionate about promoting inclusion and the rights of disabled people.

Easy-read application forms are available from Special Stars Foundation by calling 01482 227657 or sending an email to info@heyspecialstars.co.uk Parent carers can apply on behalf of the person with a disability.

More information can be found about the charity



New Consultancy Service to Help Companies Minimise Noise and Vibration Claims Risk

Instruments, a world recognised manufacturer and supplier of noise measurement equipment for Noise at Work, is pleased to announce its new noise and vibration consultancy services in the UK. Working in partnership with qualified specialists, Chamber Member Pulsar Instruments is now able to offer various levels of consultancy services from initial assessment services through to comprehensive reporting, including noise mapping.

"In the current claims culture we live in, Noise Induced Hearing Loss (NIHL) and Hand Arm Vibration Syndrome (HAVS), continue to be extremely important workplace issues with regard to the health, safety and wellbeing of employees" says Sarah Brack, Managing Director for Pulsar Instruments.

According to the UK's Health and Safety Executive (HSE), there were over 90 new claims for work-related deafness in the UK in 2016 and 695 new claims for disability conditions related to Hand Arm Vibration Syndrome. "In addition to these disabling physical symptoms, we are also starting to see that chronic exposure to excessive noise at work also affects people's mental health. It can cause



depression, anxiety, and feelings of workplace isolation; this can all lead to increased sickness and loss of productivity," Sarah continues.

Our consultants carry out noise assessments for companies to help them identify and resolve any issues with workplace noise. Graham Ellicott, one of our highly experienced consultants explains "Our reports provide a programme of action that details precisely what constitutes 'best practice' to meet all the requirements of the Control of Noise at Work Regulations 2005. We provide practical and cost-effective advice, designed to help business managers and health and safety professionals carry out noise remediation and manage risks

to their employees."

In addition to noise at work assessments, our consultants work with companies providing best-practice guidance so that they can meet their responsibilities in protecting their employees under the Control of Vibration at Work Regulations 2005. The effects of vibration can impact the human body in several ways: Hand Arm Vibration (HAV) and Whole Body Vibration can occur when workers are overexposed to vibration from power tools, machinery and vehicles. It can cause painful and permanent damage such as vibration white finger and carpal tunnel syndrome. "The aim of our pragmatic approach to HAV risk management is to help reduce the costs and resources associated with meeting the regulatory and moral responsibilities by advising on exactly what is and isn't required" says Gill Cussons, acoustics and vibration expert.

To find out more information about how Pulsar Instruments can help you, phone us on **01723 518 011**, email us on sales@pulsarinstruments.com or visit us online at pulsarinstruments.com

Managing Your Risk

Alan Boswell Insurance Advisers' Account Executive John Ramsden explains why directors and officers liability insurance is a must-have for managers everywhere



Picture this: you're the health and safety manager for a business and a member of staff has an accident and decides on further action.

You might assume the business will be the target for this and it has the appropriate insurance cover to protect itself, but there's a chance that the injured party – or even the Health & Safety Executive – might pursue you personally for negligence or providing incorrect advice. You'll potentially be open to being sued or imprisoned.

While this scenario is extreme, it could happen to anyone with a high level of responsibility within a business. Directors, partners and even managers (or 'officers', as the cover is known as) can personally be at risk for a variety of reasons – not just health and safety.

"I recommend all senior managers consider taking out directors and officers [D&O] liability insurance to make sure they are covered," says Account Executive John Ramsden. "Essentially it covers individuals within a business, whether you're a director, partner or someone with authority to represent the company – as opposed to the business itself. It helps to protect both you and your assets."

Covering all bases

D&O covers liability for actions or omissions (in legal terms known as 'Wrongful Acts') made while acting on behalf of the company. Claims can be brought for a diverse range of reasons, including breach of trust, negligence, defamation, wrongful trading and pollution – even if they were made with the best of intentions. D&O insurance will also protect against some employment claims and if a company pension scheme goes into administration.

John adds that an extension to the policy, known as entity cover, is available too. This add-on product will cover the organisation itself and can be useful if a claim is being made against both the company and an individual director.

"We'll usually go and talk to our clients about D&O as part of a wider conversation about business insurance. We'll ask if the individuals want to protect themselves. Your employer will take it out on your behalf – or the directors will buy it through the company – to protect the senior team.

"You always assume that nothing's going to happen, and if it does, the company is accountable. That's not always the case."

Expert advice

John explains that it's worth speaking to an expert, because there are lots of intricacies. "I would always recommend speaking to an experienced

insurance broker, like Alan Boswell Insurance Advisers, to get some advice on getting the right cover," he says. "Find out what they recommend, the cover you need and the cost. They should also be able to give you supporting information and literature, so you're sure you have the right cover.

"Our aim is to help you understand, manage and control the risks in your business. Insurance is just a part of that process and is used to protect you against the risks that you're unable to eliminate."

Peace of mind

If you would like to find out about D&O or any other type of commercial insurance, contact John on **01472 872872** or visit www.alanboswell.com



5 reasons to take out D&O insurance

1 Your personal assets may be at risk

If you're accused of an error or a breach at work, you're personally liable to defend yourself. Without appropriate cover, your assets may be at risk.

2 Defence is expensive

If you don't have D&O cover you could end up funding your own defence if you end up in court. These bills quickly add up and could cost you thousands of pounds.

3 Compensation cover

If your defence is unsuccessful, D&O can help you cover the cost of any compensation due to the other party.

4 It's affordable

For a small business, a policy may only cost a few hundred pounds, even though the claims it protects against can run into the hundreds of thousands. It's a low price for peace of mind.

5 It's unique

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Mill Lane, Beverley, HU17 9DH

01482 873344 | enquiries@educarenursery.karoo.co.uk | www.educarenursery.co.uk



Educare Nursery – Providing Excellence in Childcare for 20 Years

They grow up so quickly! In May 1998, Educare Nursery opened its doors for the first time. Now it is looking forward to its 20th birthday, and a year-long party.

There'll be a time capsule, teddy bears' picnic, graduation garden party and activities to mark some of the big events of 2018 – a royal wedding, the World Cup and more.

The children will also go back in time to remember 1998 – the year of the issue of the Princess Diana of Wales commemorative stamps and the first £2 coin. It was another World Cup year, hosted and won by France. Google was founded, Who Wants to Be a Millionaire hit our

TV screens and fuel cost 71 pence per litre.

In addition to celebrating the occasion, the team at Educare will also mark 20 years of providing the highest quality childcare and bringing peace of mind to parents in and around Beverley.

Government changes made 2017 a challenging year for the sector as some operators struggled with the introduction of 30 hours of free childcare every week for three and four-year-olds. Careful planning enabled Educare Nursery to embrace

the new policy and continue to develop services, improve facilities and expand provision with working parents in mind.

David Whincup, owner of the family business, said: "We decided early that we would offer the 30 hours and we prepared well in advance by increasing staff levels and creating space to accommodate more children before, during and after the school day, because that's when parents need support."

Educare opens every day except weekends and Bank Holidays. Some children arrive from 7.15am, and the last ones go home at 6.30pm. They play, learn and relax in an environment which is secure, bright and welcoming, and investment in recent years has added new dimensions to the facilities.

The replacement of grass with artificial turf enables the children to play in the garden in all weathers, and the construction of an 'imaginarium' has provided space for performances and presentations. An out of school club was opened in 2011 and has since been expanded, with funding assistance from East Riding of Yorkshire Council, to offer 40 places, for use before and after school and during holidays, by children aged between five and 12. Facilities include toys, games and books and, increasingly, technology. Some children even use the iPads and laptops to make a start on their homework, and the fun throughout the nursery is showcased beautifully in a delightful video on the website.

Turnover increased from £470,000 in 2014 to £597,000 in 2017, and during 2017 Educare spent £100,000 on accommodation and equipment, including £2,000 to build a dedicated sensory facility for use by all children and particularly by those with special educational needs.

During the past 20 years, staffing levels have more than doubled to just over 30. They include the Nursery Director, an early years professional academically qualified to degree level and with wide practical experience. Under her lead, the quality of teaching and learning – some of which is rated 'outstanding' by Ofsted – is monitored closely.

Catering needs are met by the nursery's own chef who prepares fresh, healthy and nutritional meals which embrace all dietary requirements.



Favourite recipes are posted on Educare's website for children – and parents – to try at home, and this year will see publication of an anniversary cookbook.

Having started with 24 children, the modern Educare has a full-time capacity of 90, enabling it to accommodate 140 pre-school children on a part-time basis. Ongoing, rising demand has justified the decision to invest and expand at a time when some nurseries have scaled back.

David said: "Comparing the first full week of January 2018 with two years before, we are 30 per cent up in numbers of children. That demonstrates our success in balancing the different types of childcare that we offer, fulfilling the needs of as many children, parents and carers as possible and providing a comprehensive service."

The aims as Educare embarks on the next 20 years are to build on the customer satisfaction reflected in the huge volumes of thank-you cards and a five-star rating on Facebook.

The nursery is a key part of the Beverley community, supporting local traders, sponsoring a race at Beverley Racecourse and now planning the headline sponsorship of a dinner to raise funds for multiple sclerosis research. The hope is that those community links will also help the Educare team

reach some of their friends from the last 20 years.

David said: "We hope to bring back our first manager from 20 years ago to join our celebrations and we will also try to track down other members of our team from over the years.

"Most of all though we would love to hear from parents and carers who have worked with us over the years and of course from some of the children. Many will be young men and women now, leading their own lives, studying and working in the local area and maybe with children of their own. It would be wonderful if they could help us celebrate our milestone by sharing their memories."

Educare Nursery Ltd,
Mill Lane, Beverley, HU17 9DH

Tel **01482 873344**

Email enquiries@educarenursery.karoo.co.uk

Website www.educarenursery.co.uk



Focus on DNA Puts Grimsby Institute Ahead of the Field

The Grimsby Institute, is leading the way in the development and delivery of Apprenticeships, taking a proactive and innovative approach to their provision.

The Grimsby Institute Group is one of the largest providers of Further and Higher Education in England, meaning their Workforce Skills Apprenticeship department benefits from state of the art facilities and a plethora of experts to deliver training.

Apprenticeships have come a long way in recent years, and it's no longer the case that one scheme fits all, they are employer led, with the content and delivery tailored to suit the business. In fact, apprenticeships can now be organised around a day release model, block release or wholly workplace based.

It's this inherent flexibility, and the recent changes, which make the expertise of the Grimsby Institute so valuable to businesses. When called in to help, the team begin by examining the DNA of each business, gaining an understanding of their fundamental and distinctive characteristics. An experienced Business Development Consultant will then provide a full needs analysis, matching those requirements to the right training scheme.

Apprenticeships have gone through substantial funding reforms too, with a new framework in place from May 2017. Companies with a payroll of more than £3 million pay an apprenticeship levy through PAYE. SMEs with more than 50 employees, and a payroll of less than £3 million, pay a 10% contribution to the chosen provider, and Micro SMEs with 49 employees or fewer typically have access to full funding.

Negotiating the new apprenticeship landscape can be a complex affair, and the Grimsby Institute's Workforce Skills team can provide a complete support service, identifying the right training, assisting with funding applications and all aspects of the administration, recruitment, management and delivery of apprenticeships.

Moreover, the Grimsby Institute's areas of expertise embrace a wide variety of vocational sectors including engineering and construction, professional services and business management, health and society, and manufacturing and industry, amongst others.

The robustness and professionalism of their services is demonstrated by the fact that they work with over 50 levy-paying employers and hundreds of small to medium-sized enterprises that are non-levy paying – making them a leading provider of Apprenticeships in the region and increasingly



Photograph credited to Worldskills UK

offering national provision too. So, whatever the size of your business, they can advise on the best way forward to fund and fulfil your training needs, whether you want to support your existing staff in developing their careers or to recruit and train new recruits.

It's no surprise then that the Grimsby Institute is Beacon Award-winning and recognised as an outstanding provider by Ofsted. There can be no better illustration of the quality of the training provided than in the Grimsby Institute's Executive Director of the Workforce Skills division, Lucy Ottewell-Key, born and bred in Grimsby and an alumna of the Institute.

Since graduating, Lucy has worked in business development and contract management within the sector, with a focus on apprenticeships and employability training. Having travelled the length and breadth of the country for her career, Lucy is

pleased to be back in her home town, using her experience for the benefit of her local community.

Passionate about the benefits to businesses of apprenticeships Lucy comments: "Apprenticeships are a powerful tool for bringing about business and personal development; so do get in touch, we want to help you navigate the reforms and match your business needs to the right training."

To contact the Grimsby Institute's Workforce Skills division about apprenticeships and other bespoke training packages, call **0800 012 6656** or email **workforceskills@grimsby.ac.uk**





Lucy Ottewell-Key

Grimsby Institute's Executive Director of the Workforce Skills division

THE GRIMSBY INSTITUTE **WORKING TO DEVELOP YOUR WORKFORCE**

**Do you need help understanding the
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We work with businesses of all sizes to design and implement Apprenticeship programmes to support business growth and sustainability.

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November 20th - 22nd

National General Certificate

February 19th - 23rd
May 14th - 25th
August 13th - 24th
November 19th - 30th

NEWS BULLETIN:
Reynolds Training Services launching apprenticeship programme, September 2018, for Bulk Liquid Operators within the high hazard sector.

T: 01469 552 846 | E: admin@reynoldstraining.com | W: reynoldstraining.com
CATCH Facility, Redwood Park Estate, Stallingborough, North East Lincolnshire, DN41 8TH

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Open 51 weeks a year with a rolling timetable of courses held at its Malmo Road and Albert Dock sites in Hull.

Please visit the HOTA website www.hota.org for course dates and availability or call **01482 820567**

CLLD Community-Led Local Development

A NEW GRANT SCHEME IN HULL FROM SUMMER 2018

CLLD Grants will help people in Hull access and create local economic opportunities through 5 priority activities:

- ◆ Targeted training in key work-related skills
- ◆ Making it easier to find and access work
- ◆ Growing integrated community hubs
- ◆ Supporting local and community businesses
- ◆ Joining up support to increase household incomes

CLLD Grants will be available on a matched funding basis to businesses, voluntary and community sector groups, and other organisations to deliver projects in 4 "hub areas" of Hull

- ◆ North Hull & Orchard Park
- ◆ East Hull
- ◆ Bransholme
- ◆ West Hull & Central

Want to know more? A **FREE CLLD Grants** information session for businesses will be held at the Guildhall in Hull, on Wednesday 7th February 2018. To book your place please follow the link - <http://www.hlc-vol.org/clld>

European Union
European Structural and Investment Funds

HLC
Humber Learning Consortium
Passionate about Learning

Computerised Accounting Courses Designed To Save Your Business Time And Money

Employers and individuals are being offered the opportunity to give their businesses a solid financial foundation by completing cost-effective accountancy training.

Golding Computer Services is delivering the courses which are new for 2018 and is using its contacts and its expertise as a distance learning specialist to reduce the cost and the demands on time.

Vic Golding, Managing Director of Goldings, said: "This training would normally only be available at significant cost but we expect to be able to offer big discounts by working with partner organisations.

"We can also reduce the amount of time spent training. It is delivered by distance learning with support by phone and email. All tests are online and in multiple choice format."

The courses cover Level 1 and Level 2 in International Association of Bookkeepers (IAB) Computerised Accounting for Business. Participants receive two certificates from the IAB for each level – one for the qualification and the other for Sage competence.



They also receive the Sage 50 program for the duration of the course plus two books to keep – a knowledge book with the theory side and a skills book for Sage accounting.

As students of the IAB for 12 months, trainees are eligible for various benefits and discounts by purchasing

the NUS Extra card for £12, leading to average savings of £400 per annum on everyday products and services.

Di Garbera, General Manager at Goldings, said: "Level 1 could be suitable for someone who doesn't know Sage or who wants to refresh their skills and knowledge, anybody who is thinking of starting their own business or wants to be an entrepreneur and has no knowledge of accounts.

"Level 2 has all of those benefits with more detail. The courses are being delivered because of the need to ensure that businesses, and particularly small firms and start-ups, have a solid financial foundation."

To find out more about the courses and funding eligibility contact Di at Golding Computer Services on Hull **(01482) 328706**, email **di@gcs.ltd**



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- Level 2 in Computerised Accounting for Business
- Level 2 in Team Leading

FOR MORE INFORMATION ON THESE COURSES AND OTHERS AVAILABLE, PLEASE CONTACT US ON:

0300 330 15 20
SSW@HCUKTraining.co.uk

*Training is funded by the European Social Fund and co-financed by the Education & Skills Funding Agency. Eligibility criteria must be met.



More Than 90% of Cyber Attacks Are 'Preventable', Says Security Specialist

Cyber Security and intelligence specialist Intelligencia Training has warned that too many organisations are still failing to take the threat from hackers seriously and that 2018 will have to see a big change.



Recently published statistics have shown that more than 90% of cyber-attacks are directly linked to user error or lack of awareness and are, therefore, preventable.

Nick Atkinson, Intelligencia Training's Commercial Director, said: "Our work has shown that awareness of cyber security is lacking in far too many organisations, despite all the publicity about security breaches.

"To have research showing that more than 90% of security breaches are preventable is truly shocking and the situation is unlikely to change in 2018 unless companies start taking cyber security more seriously."

Nick predicts that the Cyber Stars initiative will become increasingly popular in 2018 as a cost-effective solution to tackle the threat and develop a cultural change towards how organisations perceive the cyber threat.

Intelligencia deliver sessions utilising the Cyber Stars initiative, which has been designed and

developed by cyber security experts and is an on-site one-day course which gives people an improved understanding of cyber security.

It is the only programme of its kind backed by a nationally-recognised qualification and access to ongoing learning materials via the Cyber Stars e-learning platform.

Nick also predicts that 2018 will see businesses making better use of data and analytics, something in which Intelligencia Training specialises, including offering the Level 4 Diploma in Intelligence Operations training to organisations across a range of sectors.

He said: "Many organisations within public and private sectors have now identified how the effective use of intelligence-led data and analysis can add significant value in relation to the decision-making processes.

"Government agencies, local authorities, banks, insurance providers, utilities providers and large retailers are now utilising the innovative Level 4

Diploma in Intelligence Operations. This was developed in conjunction with military intelligence operations as a method to raise the intelligence and analytical skills of key personnel across a range of departments.

"Being able to standardise training, and professionalise the way in which intelligence is used, offers significant benefits to many sectors and organisations. Many more are planning to make effective use of this cutting-edge qualification and training programme in 2018."

You can read more about Intelligencia Training and their specialist training programmes at www.intelligenciatraining.com



Outsourced Business Solutions Provider Bell4Business Joins Hull & Humber Chamber of Commerce

Cottingham, East Yorkshire, England – December 19, 2017 - Bell4Business Limited announces its new Membership of the Hull & Humber Chamber of Commerce. This Membership allows for Bell4Business to be part of the community and share ideas and solutions with other Members.

As a provider of outsourced, proactive business support, Bell4Business understands the importance of joining and being active in a local Chamber. The services of Bell4Business are ideal for assisting local businesses. From marketing to bookkeeping to administrative work, the company can help businesses find success, regardless of the industry.

Joining the Hull & Humber Chamber has many advantages and benefits. It enables local businesses to have a voice in the community. The Chamber is a representation of its Members and lobbies for those Members. Being part of the

Chamber raises the profile of companies, giving them a platform to learn, grow and succeed. With over 1400 Member companies, the Hull & Humber Chamber is the area's largest business organisation and is recognised as the voice of business.

As part of the Membership benefits of the Chamber, businesses can offer fellow Members an exclusive deal. Bell4Business special offer, which is available to other Members, is the production of an animated video with a pre-recorded voiceover. Simply record the voiceover (45 seconds max) and submit it to Bell4Business. The video is then created. Member companies can enjoy this offering for only £149.

Bell4Business founder Louise Bell said, "We are thrilled to be a part of the Hull & Humber Chamber. I'm very familiar with the Chamber and have a long history of involvement. I'm excited that my newest venture, Bell4Business, will now be

included in this community organisation. There are many great benefits to being involved on a local level, and we intend to make the best of them."

About Bell4Business

The Bell4Business mission is to 'Make Ideas Happen'. This commitment to action is how they help businesses throughout the region. Allowing for a better work/life balance, Bell4Business offers on-going business support including marketing, social media, video production, bookkeeping and other administrative tasks. Working with businesses in a wide range of services and industries, they can adapt to suit any business needs. Bell4Business delivers a cost-effective, affordable service, allowing business owners to concentrate on the most important aspects of their business. Learn more at Bell4Business.co.uk.



Suzanne Wadsworth (centre) with LEBC Academy trainees (from left) Rebecca Reed, Ryan Petty, Rebecca Wooff and Paidamoyo Japando.

Old Friends Launch Exciting New Ventures at The Deep

LEBC Group, a tenant at The Deep Business Centre in Hull for more than 10 years, has taken additional space to house the new LEBC Academy, which serves the company's offices nationwide.

LEBC Chief Executive Jack McVitie told an event held at the aquarium to mark the 10th anniversary last year that there were plans for continuing growth. As part of that process the LEBC Academy has moved into a dedicated suite, taking a further 500 square feet next to its existing office of 1,250 square feet.

The Business Centre has also welcomed one

of its first suppliers following the launch of a new business. As Ben Green & Associates, the company provided cleaning services when the building opened in 2001. But Janet Green subsequently sold the business after husband Ben died and son Julian suffered a stroke. Now, with Julian having recovered, the pair have chosen The Deep for the home of their new venture, Cleansure.

Freya Cross, Business and Corporate Manager at The Deep, said: "We are committed to our business relationships, and these moves by LEBC Group and Cleansure demonstrate the

trust they have placed in us.

"The opening of the LEBC Academy builds on the company's commitment to Hull and is providing excellent opportunities for young people from the local area to pursue careers in a growing industry and for people from outside the area to live and work in Hull."

"It was heart-breaking to see Janet go through the loss of her husband, Julian's illness and then the sale of the company. We have a strong track record for supporting start-ups and we will be doing all we can to help Cleansure succeed."



L-R: Mark Teal of Gosschalks, Jonathan Hardy of Alan Wood & Partners, Dale Gooderham of Garness Jones, Nick Procter of Procters, Dave Garness of Garness Jones.

Landlords Warned to Prepare for Energy Efficiency Changes

Commercial property landlords should act now to prepare for changes in energy efficiency legislation, according to industry experts.

Regulations to be introduced in April will make it illegal for landlords to lease buildings with an Energy Performance Certificate (EPC) rating of F or G.

Speakers warned landlords to review their properties when they met at a breakfast briefing organised by Garness Jones in association with Gosschalks solicitors and Procters, commercial property consultants.

Dale Gooderham, Senior Agency Surveyor at Garness Jones, outlined the possible impact of minimum energy efficiency standards (MEES), and the penalties for non-compliance.

He said: "From April it will become unlawful to let commercial properties that have an EPC rating of F or G. That could affect 18 per cent of commercial property stock.

"Landlords will be the parties most affected. The most obvious threat is the cost of upgrading buildings, but there is also the cost of not being

able to collect rent.

"Penalties are 10 per cent of rateable value with a minimum £5,000 and a maximum £50,000, increasing after three months of non-compliance to 20 per cent, with a minimum £10,000 and maximum £150,000."

Nick Procter, Principal of Procters, said landlords should be able to cope with the changes if they prepare properly.

Mark Teal, Head of Property and Real Estate at Gosschalks, explored exemptions and exceptions and discussed the relationship between landlords and tenants.

Dave Garness, Managing Director of Garness Jones, told guests: "The changes which are due to take effect in April are not going to go away. MEES originated in the UK and are part of a worldwide environmental issue.

"We'll be keeping on top of this subject as it develops and we'll also invite people to join us in discussing other issues which have an impact on property and the people in our sector."

For details visit www.garnessjones.co.uk

Rail Fares Increase Should Fund Improvements for All

An accessibility expert from East Yorkshire is highlighting the need to consider disabled travellers in the debate about rail services.

Ian Streets, Managing Director of About Access, said promises that increased fares will lead to improved services and facilities must extend to disabled passengers, and particularly to wheelchair-users.

He added that fellow passengers should be alert to the needs of people who have mobility or sensory impairments, especially as some rail operators pursue policies of driver-only trains.

About Access provides consultancy services to help businesses and other organisations make their products and services accessible to disabled people, broadening their customer base and avoiding the likelihood of claims and costs from discrimination. Ian sits on various accessibility groups and is a founder member of BEAP – Network Rail's Built Environment Access Panel.

He said: "The promise that an increase in fares will help to pay for improvements to services and facilities is welcome because there is much work to be done to make rail travel more convenient and comfortable for disabled leisure travellers and commuters.

"The accessible spaces are not for non-disabled people to dump their luggage. They should be made available if a disabled person needs the space. A disabled person should also be able to get to the accessible loo if required. Legislation says that accessible spaces on trains have to be provided. It's not as vague as with buses, it's a legal requirement.

"But it would be nice to see disabled people have the same opportunity as non-disabled travellers – able to turn up and travel rather than have to book 24 hours in advance for assistance that might not be there. The introduction of driver-only trains will make things worse, particularly as so many stations are not staffed. If there's no guard, who will get the ramp to help a disabled person get on and off a train?"



Aaron Conroy receiving his certificate from Simon Wicks, CEO of awards sponsor Butler Rose.



From Homelessness to House of Commons for Young Entrepreneur

A young entrepreneur from Hull is planning to act on tips from the very top after rubbing shoulders at a House of Commons reception with politicians and international business people.

Aaron Conroy, who overcame the obstacles of joblessness and homelessness to launch his own business, said he drew confidence and inspiration from the visit and from being named runner-up in the International Association of Bookkeepers (IAB) Student of the Year award.

Aaron was nominated for the global award by Hull-based Golding Computer Services, where he completed the IAB Level 1 Certificate in Computerised Accounting for Business as part of the Making Changes for Careers (MC4C) initiative. Aaron is now progressing with Goldings to Level 2, having seized the opportunity to turn his life around.

MC4C is part of the Humber Learning Consortium's Youth Employment Initiative under Hull City Council's regeneration services. The programme is supported

by the European Social Fund and offers a lifeline for young people from underprivileged backgrounds who want to develop business ideas.

Aaron had struggled through college courses and mundane jobs, even sleeping rough and sofa-surfing at times, but with the help of MC4C he launched Fenburg, selling watches, jewellery and other fashion accessories online.

Di Garbera, General Manager at Goldings, said: "The awards are open to students worldwide, some of whom spend all their time working on accounts, so it is a great achievement to finish as runner-up. Aaron was inspired by the whole occasion and now has some exciting new ideas."

Aaron said: "Being in the presence of MPs and international business people boosted my confidence and made me think a bit more about how I can develop my business. I'm thinking about introducing new products under my own brand and I'm also going to do more networking."

New Addition to Lloyd Dowson Team

Lloyd Dowson, Chartered Accountants, Tax and Business Advisors, with offices in Bridlington and Scarborough, have made another addition to their team with the appointment of Chartered Accountant David Roberts. This takes the Lloyd Dowson team to 60 plus.

David Roberts has welcomed the opportunity to work at Lloyd Dowson so he can use his experience to work with a variety of clients to provide Accountancy and Business support and to be part of a successful team.

David Roberts said "Coming back into public practice from an industry role, it was important to me that I joined a forward thinking, proactive practice and to work as part of a client-focussed team. Lloyd Dowson has that focus, together with a strong sense of community and I am relishing the opportunity to work with David and his team to support our clients and to help in the development and growth of the practice."

David Dowson, Chairman of Lloyd Dowson said "We are pleased to welcome David to Lloyd Dowson as we know he will be a great asset to the team. He is extremely professional and has a strong commitment to client care."

David is looking forward to a great future with Lloyd Dowson and having the sense of a job well done, he commented "I want to work closely with our clients at all stages of their business journey to help them to achieve their commercial and personal ambitions."



David Roberts (left) with David Dowson



AA Global in Communications Role for City of Culture

From a speech by a former Secretary General of the United Nations to a quirky car stunt highlighting marine plastics pollution, leading language and translation company AA Global played a key part in communicating some of the highlights of Hull's City of Culture year.

The company, a major supporter of the Chamber's International Trade Centre, now hopes to work on future projects as the new-look Culture Company delivers the legacy programme. Kirk Akdemir, CEO of AA Global, said 2018 will also be a year of progress for the business which he launched more than 25 years ago and which expanded to an office at Hull Marina in 2011.

AA Global provided sign language interpreters for The Wilberforce Lecture by Kofi Annan at Hull City Hall in September and for other events including the Gold Nose of Green Ginger urban

myth display at North Point Shopping Centre, Bransholme, and Washed Up Car-go. This event saw three cars filled with debris from beaches and parked at The Deep. Other projects included translating event information and publications into Polish.

Kirk said: "City of Culture were looking for services to enable access to visitors to the city and to the local, multicultural community and we worked on about 12 assignments for them during what was a fantastic year. We wanted to be involved because it's such a big thing for Hull and

we wanted to help it be as good as it could be.

"It has been a good, prestigious project, as demonstrated by our work at the Kofi Annan lecture, and we look forward to being involved with the new programme as things move forward. We are also pressing ahead with our own expansion and development plans and we look forward to making some exciting announcements during 2018."



Hull Venue Announces Biggest Christmas Parties in City in 2018

The brand new Hull Venue will be hosting the biggest Christmas parties in the city next year.

The arena will play host to seven Christmas Party Nights in December 2018 with 600 people at a time set to enjoy a three course meal, live band and DJ. Tickets, priced £39.95, are on sale now.

Events will take place on Thursday 6 December, Friday 7 December, Saturday 8 December, Thursday 13 December, Friday 14 December, Friday 21 December and Saturday 22 December. Guests will be entertained by a 10-piece party band and DJ, after enjoying a three course meal and then coffee. Those who make it to the end of the night will have a special 'survivors' bacon roll. Hull Venue is a state-of-the-art, music and

events complex with a capacity of up to 3,500 people. It will allow Hull to attract large corporate conferences, exhibitions and trade tours, as well as major touring concerts, stand-up comedy, family shows and sporting events. The plans include the building of the new arena, alongside the rebuilding of Osborne Street carpark and additional public spaces in a currently derelict area on Myton Street behind Princes Quay shopping centre. The building is owned by Hull City Council and is managed by SMG Europe.

Dan Harris, General Manager at Hull Venue, said: "We have already received calls and messages

asking about our events in 2018. Hull Venue will be one of the biggest spaces in the city, so why not celebrate the festive season in style at one of the largest parties to be thrown in Hull? The parties will be part of our opening season of events and we're looking forward to welcoming the people of the city once we open later this year."

Hull Venue is expected to open in summer 2018. Some of the first acts to perform at the arena will be announced soon.

To book a Christmas party, or to find out further details, email hull@smg-europe.com or call **01724 290641**.



Kennett Insurance & Risk Management Become Chamber Patrons

Kennett became Patrons in November 2017.

Patronage is a positive PR exercise in that it highlights the Patron's support of the Chamber and the 1400 Member organisations.

It also brings numerous more direct Marketing benefits.

The Chamber is indebted to Kennett's for their support.

Here, Director of Kennett, Luigi Maggio, (left) is presented with the Patron's plaque at the Chamber Members' Network Lunch at the Country Park Inn, at Hessle, with Emma Hardy, MP, and Chamber President Phil Ascough.



On Loan Recruitment Ltd

It's nearly twenty years since On Loan Recruitment was established by David Riggall and Jeff Laird and twenty years later David is still driving the business forward.

In a world of change On Loan Recruitment continues to adapt and strive but the strength of the business is its core values and ability to deliver.

David has worked in the recruitment Industry for more than three decades and is well known for his honesty in delivering and his expertise in finding working solutions. David is well known throughout the Humber region by most companies and his contacts and relationships are UK wide.

David has worked as Operations Director and Business Owner and has been Managing Director

of On Loan Recruitment for the last twenty years. On Loan Recruitment Ltd is simply a name you can trust.

Our main areas are Engineering, Manufacturing, Industrial and Commercial Support. We provide personnel for permanent placements and temporary assignments. We support companies in different sectors and work throughout the UK.

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Experts Impressed by City Centre Transformation

A leading authority on retail-led regeneration gave Hull its seal of approval for working to maximise the benefits of investment triggered by City of Culture.

Representatives of Revo – the retail evolution partnership – highlighted the city centre streets and the shopping and leisure offers as areas showing major improvements since the group held a conference in Hull in 2016.

Bernard Ferris, Head of Retail Property at FI Real Estate Management and chair of Revo's northern board, said: "We came here for our conference in anticipation of City of Culture and the effect that it might have.

"The reason we came back is because so much has happened since our previous visit and we wanted to look at the effects of that and see if there's a physical manifestation of the change.

"There has been a lot of change in terms of the public realm and the commercial space. The public realm has been improved dramatically and Princes Quay has been developed as a hybrid shopping centre. City of Culture has been a huge success for the people, not just for the businesses."

They toured the city centre and visited Princes Quay and St Stephen's, hearing first-hand from speakers including the managers of both centres, Martin Green, Chief Executive of the City of Culture Company, and Kathryn



Kathryn Shillito with (from left) Ray Cliff of Princes Quay, Jim Harris of St Stephen's and Bernard Ferris of Revo.

Shillito, HullBID City Centre Manager.

Kathryn said: "The fact that the Revo delegates were so keen to return to Hull underlines the progress achieved by the city and its businesses. The contacts we have developed in the retail and property sectors will help us build on that success.

"Hull has become a book-it list place to visit and a desirable place to reside. It's in tune, everybody wants to be part of it, everybody wants to come here and we are seeing a growing number of conversions of commercial buildings into residential units for people who want to live in the city centre."

Myton Law Advises on Hull Container Terminal Agreement

Myton Law has advised Samskip Multimodal BV on a new agreement with Associated British Ports (ABP) relating to container services at the 30-acre Hull Container Terminal, Queen Elizabeth Dock.

This new agreement confirms Samskip's appointment of ABP to provide terminal services for Samskip's Rotterdam to Hull sailings, which operate five days a week, and follows ABP's takeover of the Hull Container Terminal from a previous port operator last year. Myton Law's team included shipping lawyer John Habergham and commercial and real estate lawyer Chris Thomes.

"Myton Law's shipping, logistics, commercial and real estate law capabilities combine well to provide clients with comprehensive legal advice relating to ports and terminals," said John Habergham. "We are very pleased to have worked with Samskip again to assist in finalising this agreement, which is of significant value."

Hull is a key element of Samskip's provision of pan-European combined transport services via shortsea, road, rail and inland waterway routes.

Frank de Lint, Manager Claims & Legal, Samskip Multimodal, commented, "Samskip has worked to our satisfaction with Myton Law in various cases in the last years. We were therefore happy that Myton was able to assist us with this important agreement. The service

of Myton Law and Chris in particular in respect of this terminal agreement was very useful for Samskip. With a hands-on attitude and practical advice Chris assisted us in determining our position under English law. Myton Law's advice was used in the negotiations with ABP, resulting in an agreement that is in the interest of both ABP and Samskip and will define the relationship in the coming years. We enjoyed working together and will certainly use the services of Myton Law again."

Using their own equipment, ranging from vessels to containers, Rotterdam-headquartered Samskip offers door-to-door, quay-to-quay and feeder services through dedicated customer service teams and a network of local offices and agents throughout Europe. Cargoes shipped include high profile brands embracing food and beverage, chemicals, paper, construction materials, electronics and other consumer goods.

Myton Law provides commercial legal services from offices on Hull's Humber waterfront. In addition to shipping, logistics and commercial property, Myton Law's expertise includes international trade, insurance law and offshore renewables.

www.samskip.com

www.mytonlaw.co.uk

Y Pellets Becomes a Driving Force in the UK's Wood Pellet Market

National UK wood pellet supplier, Y Pellets, is gearing up for its busiest time of the year and establishing a market-leading company by making a significant investment in specially-equipped delivery vehicles.

At a time when many suppliers subcontract deliveries on vehicles which don't meet EN Plus trading standards, Google-based Y Pellets has made a major investment in new six and eight wheel delivery trucks featuring state-of-the-art electronic weighing systems and advanced onboard technology.

The company expects to deliver thousands of tonnes of sustainably-sourced, bulk-blown, EN Plus A1 wood pellets to homeowners and businesses over the forthcoming months. This investment will see Y Pellets extend its distribution capability to the south of England and Scotland.

MD, Neil Holland, explains, "We are entering our busiest time and our vehicles will be on the road constantly to supply customers nationwide with biomass fuel. We are establishing a leading wood pellets company that is in a very good position to expand its operations and become one of the best within the sector.

"Our lorries are 100% our own, not subcontracted, and this makes a huge difference to the quality of the pellets meaning potential fuel cost savings of thousands of pounds in real terms.

"Other companies subcontract deliveries to third parties but unless the vehicles are legal for trade, there may be discrepancies in the amount ordered compared to the amount delivered. This could be from 2-10% or thousands financially, so investment in our own vehicles can eliminate shortfalls and may have a direct impact on clients' bottom line."

Y Pellets delivers premium quality, EN Plus, biomass wood pellets to homes and businesses including SMEs, B2B/B2C companies and public sector organisations throughout the UK. For details, contact **01405 840095** or go to www.ypellets.com

Hull Law Firm Wins National Award for Staff Development

A Hull law firm has been voted the best in the UK for enhancing the skills and abilities of its staff.

SJP Law won the Best Employee Engagement Initiative at the prestigious LawNet Awards beating off competition from law firms across the country.

Chris Marston, Chief Executive of LawNet, in presenting the award, said: "SJP Law has demonstrated a longstanding commitment to its people. Its 'one firm culture' is focused on ensuring all staff, at every level, are given the opportunity to realise their full potential.

"Its latest initiative has taken a whole department through a cultural shift, using targeted personal development to enhance the reputation of the division, and each of the individuals within it, to bring about a new approach to work generation."

Judges were impressed by initiatives to broaden employee skills, particularly in business development, and increasing confidence and wellbeing of all staff.

SJP Law introduced a development programme which encouraged employees to reach out into the community to work as volunteers with local charities to build on their networking skills while helping their favourite causes.

SJP Law Chairman Simon Gittings said: "We are extremely proud that the hard work, dedication and enthusiasm of our staff to learn new skills and techniques has resulted in national acclaim for our firm.



"We launched our new employee engagement initiative only last year and the results have been clear to see, with colleagues displaying greater confidence and new found skills to engage effectively with existing and prospective clients.

"This has not only resulted in an increase in the support we provide to local charities but we have also been able to increase commercial opportunities as a result."

SJP Law was one of the first law firms in Britain to be accredited as an Investor in People.

Mr Gittings added: "The firm has been serving the people of Hull and East Yorkshire for more than 160 years and this award is further recognition of the innovative management thinking that has kept us at the forefront of legal services throughout that time."

Further information can be found at www.sjplaw.co.uk

Inspirational Design and Performance by Systematic

The Creative Studio at Systematic in Caistor have starting 2018 on the front foot, inspired by the growth in demand for their creative services and their latest #InspiredByDesign Calendar 2018.

The team have seen an 84% increase in the projects they are handling since the same time last year. But the pressure was still on, to deliver one of the team's unique and famous calendars, a tradition that goes back to the early years of this family business, now in its 42nd trading year.

The new calendar showcases original design, imaginative print specifications and powerful words, all creative tools that Systematic use to help their clients win business, and do business, through their print, design and marketing projects.

Inspirational quotes are hugely popular, through #MondayMotivation, Pinterest and even song lyrics. Systematic have given this trend a creative outlet through 12 unique illustrations and a range of print finishes, to bring ideas and positivity to their business clients.



Managing Director Chris Robey commented, "We're immensely proud of our team of graphic designers. Technology is driving more and more information into our lives and we are all quick to digest or dismiss it. Our Studio have proved that their skills and imagination can bring communications to life and generate increased return on investment for our clients' communications, that's why they're seeing such success and we're growing the team."

Strong Growth at Informed Financial Planning

- New staff join the award-winning firm of financial planners
- A larger office in Hessle is new headquarters
- Many people in the region are seeking advice following pension reforms in 2015

A firm of chartered financial planners, Informed Financial Planning, has enjoyed exceptional growth in the last year and has just moved to bigger offices at Waterside Business Park in Hessle, Hull. The firm now employs 28 people, of whom 13 are financial advisers or managers. Eight staff members have joined in the last year and three existing employees have been promoted to management roles. It now has a very strong team and does not anticipate the need for further recruitment in 2018/19. Furthermore, turnover has increased by 75% since October 2016.

Informed Financial Planning advises business and individuals on a wide range of financial planning, pensions and wealth management matters. In the last year many individuals have sought advice on pensions following the liberalisation of pension rules in 2015. "We have had many enquiries from people seeking advice on transferring a defined benefit pension to a defined contribution scheme to take advantage of the new freedoms," said Managing Director Kevin Ferriby.

"Funds still need to be accessed responsibly as they potentially have to fund lifestyles for much longer than before. Financial advice is crucial so that the right choice is made for each person's individual circumstances," he added.

For 2018, Informed Financial Planning are adopting a 'better not bigger' strategy. The organisation has expanded massively over recent years and will focus on exceeding clients' expectations with the quality of its service and advice. Furthermore, the firm has subsidiary offices in Leeds and Bamsley and will be developing its business in these locations.

"We see pensions continuing to be a hot topic in the future. Changes are being made to the state retirement age all the time. Although not currently law, changes are now being considered that will affect people born between 1970 and 1978; they may not be able to draw their state pension until age 68. Given that everyone is now living longer, we will spend a larger proportion of our adult life in retirement, so retirement planning is now more crucial than ever," said Mr Ferriby.

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Boat Camp: Selling Overseas

20 February, P & O Ferry, Hull - Register here: <http://bit.ly/ExportBoatCamp>

Discover the key aspects of exporting and e-commerce and meet with experts 1-2-1.

Exporting for Growth Breakfast Event

22 February, Grimsby - Register here: <http://bit.ly/EFGHumber>

Find out how you can access funding of up to £5,000.

Digital Support 1-2-1 Clinic: Hull

6 March, Hull - Register here: <http://bit.ly/DigitalSupportHull>

Receive advice from our International e-Commerce adviser and develop your online strategy.

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Contact us on 0300 365 1000 or email yorkshire@mobile.trade.gov.uk

Eddie Green



DFDS Acquires Specialist Dutch Logistics Company Alphatrans

Shipping and logistics group DFDS will acquire all the shares in logistics company Alphatrans Group BV as a result of an agreement signed with Martin Bos, owner of Alphatrans.

The Alphatrans deal is subject to approval by competition authorities in Germany and will add new countries to the DFDS network, expertise in special transports and create synergies within the Group.

Alphatrans is a Netherlands-based company specialising in the transport of long, wide, high and heavy loads. With 197 employees and a fleet of 720 trailers and 125 trucks, it is one of the largest flatbed trailer operators serving mainland Europe, the UK and Ireland. The company has offices in the UK (including at Killingholme on the Humber) Netherlands, Belgium, Germany and Ireland, as well as in Hungary, Romania and Portugal, where DFDS has not previously been represented.

"Alphatrans is a very well operated company with a good customer base and a strong and good reputation and is a perfect match for DFDS. The deal reinforces DFDS's specialist transport

business and enables us to offer customers transport to and from new countries, which is in line with DFDS strategy of extending our network through growth and acquisitions," says Eddie Green, Executive Vice President and Head of DFDS' Logistics Division.

"In addition, it will provide us with further exciting opportunities for growing our customer services and offering through-market synergies in the UK, Ireland and mainland Europe. With Alphatrans' transport operations to and from the UK, we will be able to develop further our network in the UK-Continent trade to benefit customers," says Eddie Green.

"I am very pleased Martin Bos has agreed to continue managing the business. I look forward to getting to know and welcoming our many new colleagues to DFDS and to developing Alphatrans' and DFDS' offers and services into an even more customer-focused efficient network, covering almost all of Europe. I am confident that we will get the most out of the combined skills and experiences which the two companies can offer for the benefit of DFDS and our customers," added Green.

Humber Business is Vibrant, Says SMS Towage

Hessle-based SMS Towage is buoyant about the year ahead after adding the £5.8m Superman to its tugboat fleet and winning a contract with Portsmouth International Port.

The Superman went into service in the autumn to meet growing demand in the tanker and bulk carrier sector on the south bank of the Humber estuary.

Director Gareth Escreet said the acquisition was in line with the company's invest and renew programme, enabling it to maintain a modern fleet, as well as reflecting the strength of the Humber economy.

"The current outlook is very positive," he said. "Business is vibrant and we see this as an upward trajectory.

"Since starting out in in 2003 we have aimed to be responsive and cost-effective. Our fleet can take on virtually any challenge whether in port or offshore."

SMS chairman Paul Escreet said: "As well as being the most powerful, Superman is the finest and most sophisticated tug on the river."

Built by Turkish company Sanmar, she has twin Caterpillar engines that produce 4,200Kw of power, generating 72 tonnes bollard pull, and an ASD (azimuth stern drive) engine from Rolls-Royce for manoeuvrability.

She has replaced a previous boat called Superman, which is now operating under the same name at Murmansk.

Moving into Portsmouth marks further expansion for SMS after becoming established in the Bristol Channel and at Belfast Harbour over the last few years,

Rupert Taylor, Portsmouth International Port's harbour master, said: "We're very pleased that our customers will now have a dedicated towage service when using the port.

"SMS Towage will be permanently based here so customers can be assured of a reliable and quick operation".

Gareth Escreet added: "This is an exciting time for our business and we will be looking to recruit additional dedicated crew to help provide the new service."



Left to right: Robert Fuller and Michelle Brumfield from Quickline

Superfast Net-Thixendale

It's a wonderful life living and working in the Wolds. But there is one short-fall, poor internet coverage, making it very difficult for small businesses to compete in markets that require the use of ecommerce websites and social media.

A step has been taken to reduce this digital divide in the Wolds, following on from investment by Lord Halifax at The Garrowby Estate, where a suitable internet connection has been provided to people living in the area.

The Estate team worked with Quickline Communications, a Hesse based wireless internet provider, specialising in the supply of superfast internet to rural areas that traditional telecoms leave behind.

One small business in particular has noticed a huge boost following the installation of the wireless infrastructure at Garrowby. Robert E Fuller Gallery in Thixendale is the workshop of one of Britain's foremost wildlife artists, whose life-long passion for the natural world was shaped by his upbringing on a farm in the Yorkshire Wolds.

Robert's paintings sell all over the world and his trademark, highly-detailed images have been adopted at home by the RSPB and the National Trust and the gallery draws on average 7,000 people to visit each year.

The business had been victim to the digital divide, paying £500 per month for satellite internet until the mast at Garrowby Estate enabled Quickline to install a repeater site to reach Thixendale.

Victoria Fuller, manager of the gallery says:

"Initially, Quickline's installation team couldn't get a clear line of site to the gallery from the Garrowby Estate, due to our surroundings. So

they built a repeater mast at a farmhouse a short distance away and once the site was live, the engineers set us up in just a couple of hours."

"The connection is very reliable and has made a huge difference to the way we run our business. We are now able to upload large video files to send to TV companies and journalists, as well as being able to manage several different social media sites including YouTube. We also communicate much more effectively with sharing files to printers and suppliers. Overall, now that we have faster broadband we can streamline our business."

Hayley Silvester from Quickline says:

"There are many rural businesses like Robert E Fuller Gallery struggling to get online, but as a business we work with communities in Yorkshire and Lincolnshire to bring wireless internet to their premises. In this particular case, we worked with Halifax Estates to supply residents and businesses at Garrowby Estate near Pocklington. The mast covers the whole of the Estate giving coverage to even the most remote parts and now, we have extended this with additional repeater sites so the possibilities are endless."

"We are delighted that the Gallery has already noticed a huge difference in the way it operates and obviously they have been able to reduce their outgoings by hundreds of pounds each month."

"In addition, through the Better Broadband Delivery Scheme, Quickline is helping on average one hundred residential and business customers per month to get free installation using a voucher. Anyone who currently has broadband speeds of 2Mbps or less, could be eligible."

First Performance of Handel's MESSIAH in Hull Minster

At 3.00pm on Saturday 9th December 2017 Hull Choral Union, accompanied by Hull Choral Union Orchestra, presented Handel's 'Messiah' in Hull Minster - a fitting conclusion to HCU's contribution to Hull UK City of Culture 2017.

It was an 'all Yorkshire' affair. Paul Dewhurst, HCU's Choir Master and Conductor, is Organist and Director of Music at Leeds Minster. The well-known international soloists, Cressida Sharp, Joanna Gamble, Austin Gunn and Quentin Brown all have strong Yorkshire connections.

The audience, which included The Lord Mayor of Kingston Upon Hull, Councillor John Hewitt and Diana Johnson MP, was very appreciative and applauded most enthusiastically.

Comments: "great performance" "thoroughly enjoyed it", "lovely afternoon concert" were overheard many times as performers and listeners mingled afterwards. Remarks "Best ever" and "Good idea to have performance on a Saturday at 3.00" were on evaluation forms handed in on leaving.

Love Singing? Hull Choral Union has vacancies in all parts especially for male voices. Come and join Hull Choral Union to relax, make new friends and sing AMAZING CHORAL MUSIC.

Rehearsals are on Wednesday evenings @ 7.30pm - 9.30pm in St. Mary's College, Cranbrook Avenue, Hull HU6 7TN You will be very welcome. First rehearsal FREE Ability to sight-read not essential. Contact Chorus Secretary for more details chorusecretary@hullchoralunion.org or 01482 446319.

Next Concert

Saturday 24th March 2018 7.30pm Hull Minster, HU1 1RR CHORAL CLASSICS including Faurés Requiem. Tickets from Hull Box Office and Gough & Davy Ltd

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Name:

Simon Delaney

Company:

Delaney Marling Partnership Ltd

Job Title:

Chartered Building Surveyor

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

Leaving out the paper round my first pay-packet was when I worked for a grocer on the fruit market in my home town, Warrington. They used to put wages in the brown paper bags they put the fruit in and it would have been around the £2.15 an hour that was the minimum wage in those days.

What do you always carry with you to work?

Mobile, wallet, cloth hanky and some business cards.

What is the biggest challenge facing your business?

Keeping the work life balance right is the biggest challenge.

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

I'd improve the careers advice given in schools, everything starts at this point and at the moment it isn't good enough. Schools and other groups try hard, but more time and money needs putting into this to improve it.

What can you see from your office window?

We are lucky, we have a lake with ducks, fish and kingfishers.

If you could do another job what would it be?

Always wanted to be an Archaeologist.

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

Treat people the way you would want to be treated, always start with a smile and be open and honest.

What was your biggest mistake in business?

We fell for a few marketing scams during our first 10 years and wasted time and money on initiatives that just didn't work.

What advice would you give to aspiring entrepreneurs?

Think your ideas through properly, plan and get some advice before you dive in and start spending money.

Who do you admire most in business?

I don't want to say any of those usual people such as Lord Sugar etc as there are so many people in smaller businesses that have achieved a lot. For example, there are a few of our fellow consultants we work with I admire for what they have, and are achieving such as Local Transport Project (LTP) in Beverley.

Chamber Events Diary 2018

Chamber Goole & Howdenshire Business Excellence Awards

Friday 16 February 2018
Goole High School Conference Centre

St Leger Ladies Day with the Chamber

Thursday 13 September 2018
Doncaster Racecourse

AGM/Members' Speed Networking and Lunch

Thursday 8 March 2018
KCOM Stadium, Hull

Members' Speed Networking and Lunch

Thursday 27 September 2018
Lazaat Hotel, Cottingham, Hull

Members' Speed Networking and Lunch

Thursday 22 March 2018
San Pietro Restaurant, Scunthorpe

Members' Speed Networking and Lunch

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

Members' Speed Networking and Lunch

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

Chamber Bridlington & Yorkshire Coast Business Awards 2018

Friday 19 October 2017
Bridlington Spa, Bridlington

Chamber Northern Lincolnshire Business Awards

Friday 18 May 2018
Grimsby Auditorium, Grimsby

Members' Speed Networking and Lunch

Thursday 29 November 2018
Beverley Racecourse, Beverley

Chamber Expo 2018

Wednesday 6 & Thursday 7 June 2018
Costello Stadium Sports Hall, Hull

Members' Speed Networking and Lunch

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

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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