

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

February/March 2019

Issue 48



The Benefits
of Government
Apprenticeship
Reforms to
Employers

Page 24-25

WOULD YOU ASK DRACULA TO CHECK YOUR BLOOD?

Businesses may still be battling to resolve issues from the rates revaluations of 2017 and even 2010 – and now there's another one on the way. The next revaluation will take place in 2021 and will be based on rents from April 2019.

Meanwhile business rates demands will be sent out by billing authorities in March this year for the period from 1 April 2019 to 31 March 2020.

At Adrian Smith Rating, we know from experience that business owners risk paying out more than they need to, and we can help you through the check, challenge appeal process.

Adrian Smith Rating specialise in advising the private sector on all aspects of business rates liability.

Don't let anybody

BLEED you dry!



Ask yourself:

 Is the Rateable Value, set by the Valuation Office Agency, being used to calculate your charges correct?

 Would you know how to check to establish if it is correct?

 Have any discounts/reliefs been applied correctly to the demand? Would you know?

 If you have concerns, The Valuation Office Agency can “check” the Rateable Value for you. But is it reasonable to accept that they “check” their own valuation?

 Would you ask HMRC to calculate your tax liability? And then to “check” it for you if are concerned that it may be excessive? Would you ask Dracula to “check” your blood?

 We rely on genuine professional expertise – we let chartered accountants deal with tax issues, we trust doctors on health matters and we stick to what we're good at, which is ensuring that the business rates you pay are fair and reasonable.

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. He is also regulated by the RICS.

For further details about rates issues call Adrian on **01964 625415** or **01482 623930** email ade@asrating.com or visit www.asrating.com

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As a not-for-profit organisation, the Chamber, is very grateful to our Patrons, who support us in our aim to help our Members develop their businesses.

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Lord Mayor Cllr Peter Allen & Lady Mayoress Mrs Anita Allen



Patrons & Staff in the Lord Mayor's Parlour

Chamber Patrons' Lunch

Patrons of the Chamber were invited to a lunch at the Lord Mayor's Parlour, in Hull's Guildhall, on Friday 14th December. The wood-panelled suite is steeped in history, with paintings, artefacts etc displayed around the three separate ornate rooms.

Eighteen guests attended this prestigious event from Patron companies, plus Chamber staff, and the Lord Mayor Pete Allen and Lady Mayoress. Speeches were made by Lord Mayor Cllr Pete Allen and Chamber 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 Hotel Chocolat Gin Collection. The lunch and the gift 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

Helen Gibson, Managing Director of Agencia.



Agencia Plans for the Future with Advisory Board

Leading figures with vast experience of health, crime and other social and community issues have stepped up to help a business from East Yorkshire plan the next stage of its national and international development.

Agencia, based at Hessle, works to transform lives by improving essential services and has won awards and recognition for projects which have tackled drug use in the UK and supported anti-corruption strategies overseas.

Now the company, which was formed more than 20 years ago, has recruited a team of experts for an advisory board which is charged with supporting and challenging Agencia as it shapes its future direction.

Members from the Humber area include Kath Lavery – Chair of the Yorkshire Ambulance Service NHS Trust and of Humber Business Week – and Keith Hunter, the Police and Crime Commissioner for Humberside.

Agencia's health projects include developing programmes to reduce drug use and painkiller addiction in North Lincolnshire. Among the successes for the company's justice experts is an initiative to address corruption,

financial crime and money-laundering in Bosnia Herzegovina and a scheme to help the authorities in Kenya combat corruption and associated criminality. In 2017 Agencia was named Best Small Business in the UK at the National Family Business Awards.

Helen Gibson, Managing Director of Agencia, said: "We want to grow, extend our reach and strengthen our social footprint and we believe that a key step towards this is establishing an advisory board that will constructively challenge and contribute to our strategic direction and enhance our public profile."

Ms Lavery said: "All the people on the new board have vital experience in Agencia's areas of operation and I'm absolutely thrilled to be a part of it. Helen has put together a fascinating group of people each with an incredibly diverse background and we will all get a lot out of it ourselves by working together with such a great company."

Business Rates Changes Bring Mixed Fortunes for Companies

A business rates expert is urging firms to ready themselves for a rush of significant dates and changes as the turmoil in the sector continues.

Adrian Smith, founder of Hull-based AS Rating, said the moves will bring further frustration for some but could deliver good news for business owners who push their claims.

One of the business rates headlines of 2018 was the decision to reverse the 'staircase tax', which means businesses will no longer be hit with separate assessments if they operate over several floors separated by communal space in the same premises.

The ruling allows for companies to claim business rates rebates dating back as far as 2010 and the government says appeals will be prioritised, but Adrian warned the onus is on business owners to pursue their claims.

However, the announcement of a second boost for business – the increase in business rates relief for 'high street businesses' from April 2019 – has had a mixed reception.

Adrian said: "There are concerns that the measure does nothing to help larger stores, which in many areas are key to attracting footfall, and the fact that the definition of high street location is down to local interpretation may produce some grey areas. But at least businesses won't have to go through CCA to resolve any issues."

The ongoing issues with CCA – the check, challenge, appeal system introduced as part of the 2017 rates revaluation – have set alarm bells ringing, particularly with confirmation that the next revaluation will take place in 2021 and will be based on rents from April 2019.

Adrian said: "The move to revaluations being held every three years has been welcomed by many but there are worries about how the Valuation Office Agency will cope. They are still processing some appeals from 2010, never mind the growing backlog from 2017, they are under-resourced and the delays are hitting businesses in the pocket."



Barclays Supports Expansion Plans for North Lincolnshire Firm Caspian Access & Plant Hire Limited

Scunthorpe based business Caspian Access and Plant Hire Limited has successfully negotiated new funding facilities with Barclays to support their continuing expansion plans with the creation of a new site.

Established in 1992, Caspian Access and Plant Hire is located at Midland Road, Scunthorpe. The company is a leading supplier of scaffolding and access equipment and also provide a range of courses on how to use the equipment safely. Trading globally, their equipment is being used in major overseas developments as well as across the UK. The funding from Barclays Northern Powerhouse Fund has enabled the company to buy additional adjacent land to build another facility for this rapidly expanding business.

The £500m Northern Powerhouse Growth Fund was established to inject investment into businesses across the north of England. It is intended for SMEs across the Northern Powerhouse region, including: established businesses with ambitious growth plans, start-ups with high growth potential, companies with early-stage equity funding and businesses focusing on innovation, R&D and technology.

Neil Garrison, Managing Director, Caspian Access and Plant Hire Limited said: "We've been growing organically since we started out in 1992 and we have



L-R: Chris Rushworth, Barclays and Neil Garrison, Caspian

worked alongside Barclays for many years and they recently funded an acquisition. This new funding deal has enabled us to secure more land so that we can build an additional facility for our rapid expansion plans. We're thrilled that Barclays has been able to support us with very tailored funding solutions for our continued growth plans and to take the business to the next level of our trading ambitions."

Caspian Access and Plant Hire employs 50 people locally and turnover for the current year is expected to exceed £16million.

Chris Rushworth, Barclays Relationship Director, who put together the funding package for the deal said: "Caspian Access and Plant Hire is a great example of a thriving business that is expanding for the future and contributing to the local economy. The new funding from our Northern Powerhouse fund will enable the company to increase stock and reach new markets and we're delighted to be able to support Neil and his team with their growth ambitions."

Business Centre Boss Leads Tributes to Retiring Industry Stalwart

The head of one of the region's foremost business centres shared centre stage with a leading industry figure after being nominated to pay tribute to mark the end of a distinguished career.

Freya Cross, Business and Corporate Manager at The Deep, made the presentation to Jennifer Brooke, who had served as Executive Director of the Business Centre Association (BCA) since its foundation almost 20 years ago.

As Jennifer stepped down at the BCA's gala dinner in London, Freya highlighted her influence and guidance on The Deep Business Centre in Hull and on other business centres in the region, including in supporting Hull's embryonic Digital Cities initiative.

Freya, who is now in her second term on the national BCA board having served for six years in total, joined David Kinnaid, President of Essensys USA, in making the presentation.

She said: "As Executive Director, Jennifer led the transformation of the perception of



(from left) Freya Cross, BCA Chair Andrew Butterworth, Jennifer Brooke and David Kinnaid.

business centres. I was invited to make the presentation because I have known Jennifer since 1996, during which time we have developed from being a little-known industry into a major contributor to the economy.

"Jennifer has always been a valuable source of information – what she didn't know you didn't need to know – and she has done so much for the industry, lobbying Government and other organisations and leading technological development.

"When The Deep Business Centre opened in 2001 it was the first high-tech centre in the city and I was on the steering group of Hull City Council's Digital Cities initiative. That was the first step to the city's digital prowess which we see today, and the support from Jennifer was vital in enabling us to set the standards.

"We have demonstrated best practice with the help of the BCA and we share knowledge with other less experienced business centre managers and operators in our region, including BCA members and non-members."



East Riding College Help Integra Build Their Apprenticeship Scheme

Integra Buildings in East Yorkshire have made a massive investment in their apprenticeship scheme in the past six months. The business has recently moved to their expanded Paull site and recruited nine apprentices, including joiners, welders and designers through East Riding College.

Managing Director Gary Parker explained, "The last few years have seen massive growth, both within the modular buildings industry and in terms of investment in our own business. Apprentices have always formed part of our growth plans. When we first moved to our former site at Burstwick we expanded and recruited a few apprentices, most of whom are still with us and are now in their thirties. Now we're at our new site we've taken on another nine new apprentices, all in the past six months. All of them are doing really well, they're really keen."

"I was lucky enough to get an apprenticeship at 16 and train as an electrician. I had that opportunity and I'm hoping these lads get the same break."

One of those new apprentices is Karl Johnson, aged 20 from Hornsea. He is a design and draughtsperson apprentice, working in the technical team at Integra. He said, "I went to Hornsea Sixth Form and did my A-Levels but didn't want to go to university, so looked for

an apprenticeship. Uni just wasn't for me so this was a good option. I've enjoyed working alongside studying - it gets you where you want to be. It gives you a bit more of an advantage in some cases because it's hard to get a job right out of Uni at the moment and you come out with a ridiculous amount of debt. If you've got the technical experience then it gives you an advantage over your peers and you get to make money whilst you're getting your qualifications."

Integra was started in 1997 at Tokenspire Business Park in Beverley and later moved to Burstwick before consolidating the company's offices and production facilities in Paull, near Hull, last year. Integra currently employ 100 people - plus sub-contractors within the supply chain - in the local area.

They mainly supply educational buildings to local councils but are also supplying to organisations like Sport England and the NHS. Another part of the business supplies bespoke

marketing suites to major housing developers across the UK.

Developing the apprenticeship scheme has proved worthwhile for the growing business. Gary said, "We sometimes struggle to recruit time-served people of the right calibre and I think it's good to give young people the same opportunity that was afforded to me. I'm looking for our apprentices still to be with us in 10 or 20 years' time - that's the way forward."

"Recruiting these apprentices has been a really positive experience so far. On our new site, we've got everything in place to accommodate growth in our apprenticeship scheme, including an on-site training room and our new welfare facilities, where assessors can meet with our apprentices."

All the new apprentices the company has recruited have been through East Riding College.

"We've been really happy working with the College - it's been very straightforward, absolutely perfect really."

Challenge brings great opportunity as offshore wind sector evolves



Pictured at The Port of Grimsby East are (left to right) Scott Yates the co-founder and Director of Myton Law, Wilkin Chapman's Regulatory Partner Jonathan Goolden, and Adam Ottley, a Senior Solicitor within Wilkin Chapman's Corporate and Commercial team.

Photo courtesy of the Grimsby Telegraph.

A strategic collaboration between the region's largest law firm and the Humber's legal experts on shipping and logistics will provide a comprehensive service to the region's growing offshore wind sector.

Wilkin Chapman, which sits in the UK's top 200 law firms, has entered into an arrangement with Hull-based Myton Law as 2019 sees it offer a comprehensive range of services to the renewables industry.

With its headquarters in Grimsby and offices in Beverley and across greater Lincolnshire,

Wilkin Chapman is a full service law firm. Its specialists include those in corporate and commercial, employment, HR, regulatory and compliance, commercial and domestic property law.

It also has a depth of knowledge within the renewables sector, which dates to when the industry was in its infancy. It began assisting farmers with the erection of single turbines onshore and the operation of anaerobic digestion systems, before providing an integral role in the legal services required for the development of the O&M operations at the Port of Grimsby East.

However, with a gap in the firm's knowledge of shipping law and the

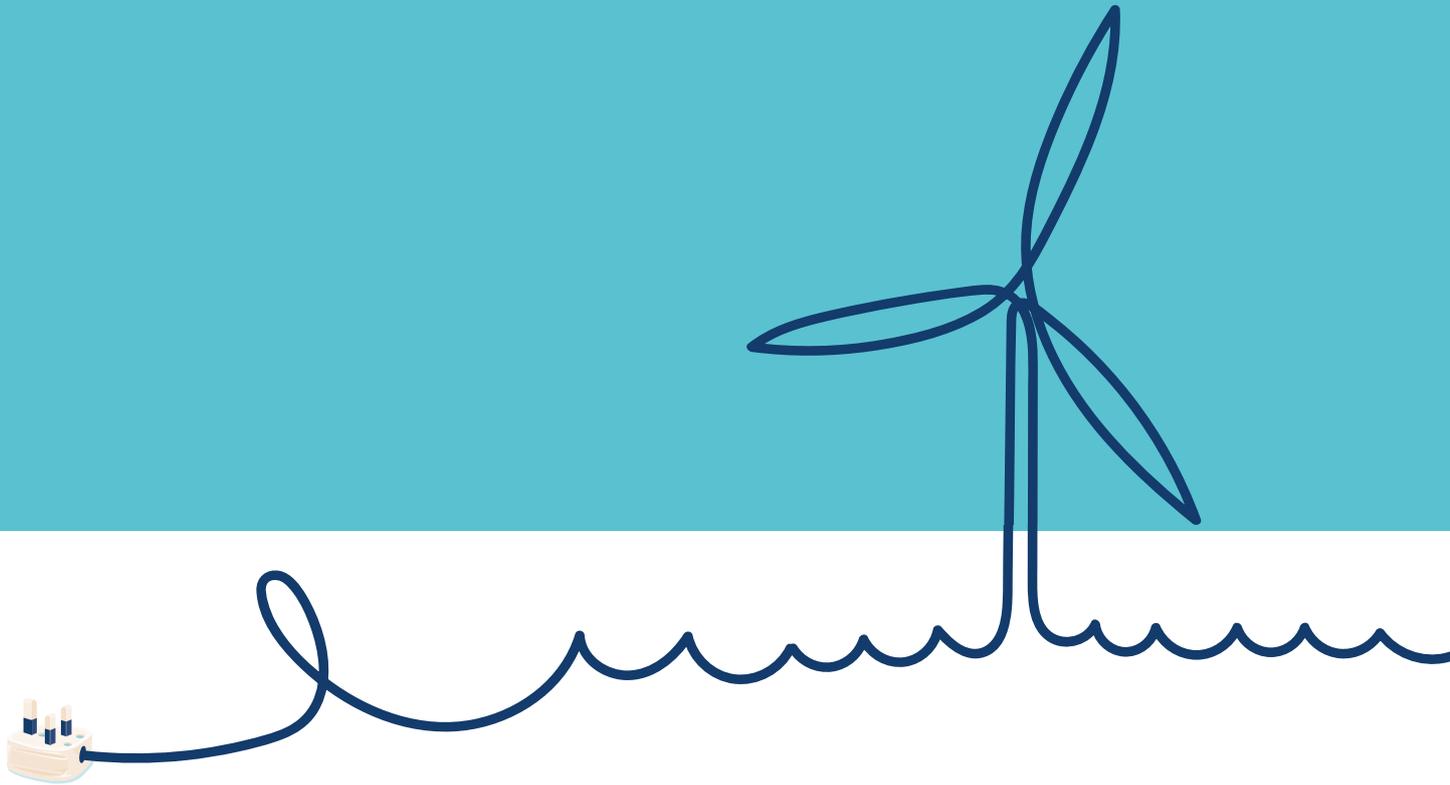
more niche aspects of law surrounding rail and haulage, it was happy to look at collaboration with Myton, the region's specialists in shipping, rail and logistics.

"We were happy to look at collaboration, thereby offering a seamless range of highly competitive services to the offshore sector," explained Wilkin Chapman Regulatory Partner Jonathan Goolden.

For Scott Yates, Myton Law's co-founder and Director, the collaboration offers huge opportunity for both firms.

"The collaboration between our firms in the offshore renewables sector makes perfect sense.

wilkin chapman llp
solicitors



We are both well known for our core services and we both act for clients involved in the industry. This alliance now enables us both to offer a truly comprehensive range of specialist legal services to those existing clients but also to other players in the sector which will undoubtedly be appealing," said Scott.

Meanwhile Jonathan's predictions for the offshore wind sector during 2019 include a concentration on cost efficiency. He explains how operators, who are now using more advanced and proven technology, are attracting more private investors as they look to a subsidy-free future.

They are also having to continue to engage in the 'reverse auction'

Contract for Difference process - winning permissions to operate on the Crown-owned seabed by bidding ever lower subsidy requirements. The Government's aim is, of course, to reduce subsidies to nil.

However, this is likely to put pressure on those in the supply chain, or those looking to win such work - with a constant need to be as efficient as possible with no compromise on reliability or quality.

As a result, SMEs looking to retain or win contracts will need to ensure they have the correct structures in place to maximise their opportunities. And as the sector evolves speed of change is paramount, he adds.

"There will be further consolidation within the supply chain as the operators look at ways of reducing costs and this provides regional opportunities as they look for professional support locally with expertise offered at provincial rates.

"However, the question for the Humber is, can it become a centre of excellence for this technology quickly enough to meet that need," adds Jonathan.

wilkinchapman.co.uk



To find out more about Wilkin Chapman's work within the renewables sector please call **Jonathan Goolden** on **01472 262626**, email **jonathan.goolden@wilkinchapman.co.uk** or visit **wilkinchapman.co.uk**



John Doris, centre, with College staff

College Bids Farewell to Dedicated Vice Principal

East Riding College bid a fond farewell to its long-serving Vice-Principal on Friday. Exactly a year after former principal Derek Branton retired, the governors, staff and invited guests said their goodbyes to Vice Principal John Doris, signifying the end of an era.

After 24 years involvement with the College – both as a governor and a member of the senior leadership team – Mr. Doris leaves a distinct legacy, not least in terms of the development of two new campuses and the funding that the College has attracted to support the development of skills within the region.

Mr. Doris joined the College as a governor whilst working at Hodgson Chemicals, which occupied the Flemingate site on which the College's Beverley campus now sits. In fact, his current office is only yards from where his original Hodgson's office was when he first came to work at the Beverley factory in 1992.

Mr. Simon Wright, Chair of Governors at East Riding College said, "I truly believe that John's experience as a governor was his strength. His career in FE has benefitted literally tens of thousands of learners, all local people, young and old. Colleges need effective leaders, and John is certainly one of those."

Mr. Mike Welsh, who joined as Principal and Chief Executive of the College in January 2018 said, "It's a reflection of the high esteem in which John is held that so many staff, governors, fellows, ex-chairs of governors,

former principals and business leaders from across the East Riding were in attendance at his retirement celebration. This says something quite profound about the culture of the College and that is just part of John's significant legacy. He is renowned for his kindness and generosity of spirit. His team describe him as an inspirational boss, a mentor and a real team player. He is ambitious for the College, its staff and our students, and above all, the wider business community and the people of the East Riding and the Humber region. It's very much in that spirit that John has been the face of East Riding College and our regional ambassador with business leaders."

Former Principal and Fellow of the College, Mr. Derek Branton was also in attendance and said, "Of all the people I worked with over the years I never worked with anyone as dedicated as John. He was absolutely committed to doing a fantastic job for the College. What we achieved during my time as Principal would have been greatly diminished without him."

Mr. Doris said, "It's with mixed emotions that I leave the College. I will miss the buzz and the camaraderie of the colleagues that I work

New Sustainability Report from Bakkafrost

Bakkafrost has underlined the growing importance to the UK market of its expanding salmon farming operation, the largest in the Faroe Islands, with the publication of a two year plan which addresses important sustainability issues.

Against a background of very high (96%) customer satisfaction, the employment of more than 1,100 people on the islands and the successful roll out of cleaner fish from its salmon farms, Bakkafrost has opened one of the most modern processing plants in the world.

The company has now announced plans for a new biogas plant, using waste products from fish and dairy farming, to produce energy and fertiliser, thus further enabling the implementation of a sustainable feed policy.

Bakkafrost produced almost 700,000 salmon meals, fillets and portions a day for the UK and other global markets in 2017 and is currently growing its market share worldwide.

"Operating in a small country like the Faroe Islands restricts growth so it is important for us to be as efficient and sustainable as possible and to innovate continually," said Torkil Davidsen, head of UK operations.

He added that through 2018 the company would be looking for additional customers for its unique breed of salmon, which are high in Omega-3, whilst starting production of exciting new salmon fresh fillets and portions.

The full report is available on the internet at: www.bakkafrost.com/sustainability



with. Hopefully I can support the College in the future, it is a tremendous college and the culture is second to none. I have absolutely no doubt that despite all the changes that we have gone through and that the FE sector will go through in the future, that this college and its staff are really well placed to take advantage of it."

Going Green for 2019 - What Were Your New Year's Resolutions?

Happy New Year, I hope you all had a wonderful and restful Christmas and returned to the office full of vigour for what is probably going to prove to be a very interesting year for businesses across the Hull and Humber region and the rest of the country.

Hopefully your New Years resolutions started looking like this

No.1 To be more 'Green'

No.2 File an R&D Tax Credits Claim

Imagine if you could actually do both as business?

The last 12 months have seen an interesting shift in the environmental awareness of pretty much everyone in the UK and probably the world. First there was the really concerning Blue Planet documentary that opened our eyes to the problems of plastics, whether they be large bottles and containers or micro-beads in our oceans, followed towards the end of the year by the UN Committee on Global Warming's damning indictment of the world's efforts to slow down the process.

Both should have got us all thinking about our New Year's Resolutions and hopefully got us placing being more 'Green' somewhere near the top. Whether that means you are going to reduce the amount of waste you send to landfill by recycling more, or you are going to use the car less and walk more or rely more on public transport (which wasn't particularly reliable in 2018), we've all hopefully got an idea of something that might help us help the planet.

In the world of Research and Development Tax Credits, I find it is essential to get out and visit my clients, particularly those that are involved in manufacturing, engineering or processing as businesses. Being in the place where the R&D happens is an essential part of making sure that we understand the business and can highlight potential additional areas for a claim. However, even if it's App or Software Development or a new piece of Tech, being in the business remains a key part of how we work. I know there is plenty of technology to help us work remotely and we do make use of it for our initial scoping meeting and for subsequent claims, but in my mind nothing beats a face to face meeting with a client.

As a result of this, it's hard to rely on public transport to get me to where I need to be, so I am afraid I can't give up my car. I am however finally going to buy a bike and cycle to work sometimes! So what else will I be doing to be more 'Green'? Well, after a lot of thought towards the end of last year, I decided there were a few things I



could do, perhaps the best could be to support 'Green' Innovators more.

What's our definition of 'Green'?

Any product that reduces the use of plastics, waste, water, emissions and energy consumption, increases efficiency and encourages renewable energy generation and storage. Any business that has received a grant from GreenPortHull, Hull City Council, The University of Hull or a similar incubator across the UK.

Is your Innovation 'Green'?

If you are running a 'Green' business and you are keen to prepare a Research and Development Tax Credits claim, we'll do it for you at a significantly reduced rate of 12.5% of the tax saving if you sign up with us at any time, which is a 50% discount on our normal rates. Likewise if you have a Patent for your 'Green' technology, we'll help you access the 'Patent Box'.

Not a 'Green' Business, but still trying to work out whether you can claim?

Why not take advantage of our New Year's Sale! We are always keen to work with new businesses to help them maximise their opportunities to claim, so if you reference this article when you talk to us at any point before the end of March 2019, we'll prepare your claim for a reduced rate of 20% of the tax saving.

If you are already claiming but are looking around for a specialist to support your future claims, then why not get in touch with us and see what we can do to help you.

Just a quick reminder on the definition of Research and Development for R&D Tax Credits?

You have to have been undertaking a project that creates an advance in science or technology, where the advance could only be created through the resolution of scientific or technological uncertainty. That means you have to be developing something new or making a significant improvement to something that already exists. The solution can't have been obvious and normally you would have been working through your challenges on a 'trial and error' basis. Your project doesn't have to have succeeded to be eligible, in fact a little bit of failure is great for R&D Tax Relief.

Let us help you with your R&D Tax Credits Claim, call Simon on **01424 225345** or visit www.coodentaxconsulting.co.uk





Making Tax Digital – What You Need to Know!

Making Tax Digital (MTD) is part of the government's plan to make it easier for businesses to stay on top of their day-to-day accounts.

When does MTD start and does it affect you?

From April 2019, VAT registered businesses above the compulsory VAT threshold of £85,000, will be required to set up a digital tax account and file quarterly returns online using some form of software. If you are voluntarily VAT registered, MTD is optional for now.

If you currently use the gateway to file your returns, you will no longer be able to do this, you will need to have software that files your return directly.

Don't worry, for most businesses, it will make the process of filing your VAT return as easy as clicking a button.

What do I need to do now?

You have until April 2019 to get MTD-ready. You need to find out if your current software is MTD compliant. If it is then that is it, there is nothing else to do.

If it's not, you just need to start to make plans about how you will either upgrade your current systems or have a look what

other accounts software is out there.

MTD may seem like a pain but there has never been a better time to digitise your business. You may find yourself paying less for your software, spending less time doing your VAT, with better, more powerful, information to help you run your business.

Shorts Projects Team are offering a free MTD Ready Health Check. We will look at your current systems and tell you if they are MTD compliant and, if not, what options you have to ensure you are fully compliant for MTD. To get an MTD Health Check email MTD@shorts.uk.com

How Do You Get the Latest Features of Microsoft Office 365?

Microsoft Office 365 is continuously being updated and enhanced with new functionality. As new Office 365 features become available, they are rolled out to all valid subscribers by default. However, the timing of when you receive new features may depend on your organisation's tenant settings. Eventually, all subscribers will receive the new Office 365 features if they are part of their tariff.

Are you on the right tariff to access all the features beneficial to your business?

With so many options it is sometimes difficult to recognise if you're using the best tariff available.

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£3 Million, 124 Tonne, Crane Lifts DFDS Immingham Investment Ahead of 2019

The arrival of a new 124 tonne Liebherr Mobile harbour crane in the last working days of 2018 is another piece of the investment jigsaw at the port for DFDS, hot on the heels of the announcement of enhanced DFDS liner services between Immingham / Norway / Belgium at the start of 2019.

The new harbour crane's high-capacity twin-lift container spreader enhances the Terminal's lift on / lift off container operations, project cargo and break-bulk cargo handling.

The crane will start cargo handling in the New Year. DFDS Terminal Director Alan Finch said, "The new Liebherr LMH 420 crane will operate in conjunction with our existing Gottwald crane to maximise the lifespan of the older equipment; working in consecutive dual activities to enhance customer co-operation and flexibility and eliminating the need for additional crane hire."

"With overall capacity of 124 tonnes under the hook and with a 48-metre boom, the new DFDS crane increases capacity on DFDS's Dockside Terminal whilst maintaining cycle times. It also hoists lifting capability across the entire Immingham Dock Estate to a new level."

The specification and choice of manufacturer were carefully considered, taking account of DFDS needs to maintain current crane cycle times - given its greater lift capacity - as well as optimal running cost, operational longevity and optional external low-voltage electric power source. These factors will ensure operational efficiency, reliability, availability and all Health and Safety legislation requirements are met.



L-R: Andrew Byrne and Alan Finch of DFDS

Although classed as a mobile crane, the Liebherr LMH 420 will spend most of its working life serving vessels at DFDS's Dockside, the Immingham inner harbour operated by DFDS, which, at the beginning of December, handled the lifting of the Trafalgar Square Christmas Tree on its way from Norway to London.

Alan added, "Immingham is well-located at the heart of the UK East coast, with excellent connections to the UK's major conurbations just a few hours from the Port. DFDS's Dockside is a well-established facility for large project cargo and heavy lift imports and exports to all corners of the earth, either

through specific 'Project Type' conventional vessels or the DFDS Liner Service Network."

"With this significant investment we can lift even heavier cargoes for third party shippers with the flexibility of shorter lead times. Alongside heavy lift cargo, DFDS Dockside is also a hive of activity for a wide range of other lift-on / lift off commodities and units such as Steel, Containers and general Break Bulk cargo."

Andrew Byrne, Managing Director of DFDS Seaways PLC added, "The new £3 million crane is part of an exciting investment and expansion programme at Immingham. Despite the present global uncertainty we are growing our range of services and improving the experience for our customers. This crane is the embodiment of that programme and I know a number of our staff are really excited about the prospect of operating such a large and technologically advanced machine. The crane's arrival went to plan and whilst bad weather at sea delayed the crossing to Immingham, we are still on course to enhance our cargo handling from the beginning of 2019. Our plans include expanding our workforce and we have also acquired a bigger footprint on the dock to handle increased volumes of cargo."

New Jobs and Facilities at Educare After Major Investment

A children's nursery marked the start of a New Year with the opening of a new facility following a £150,000 investment programme which has created six jobs.

Educare in Mill Lane, Beverley, funded the construction of a first-floor extension itself in response to growing demand from families to take up the offer of 30 hours of free childcare every week for three and four-year-olds.

The project has made room for a new library and sensory area, with existing services being reshuffled to create more space in the nursery's out-of-school and holiday club. As a result, the overall capacity of Educare has increased by 20 to 110 child places plus 40 in the out-of-school club.

David Whincup, owner of the family business, said: "The take-up of free provision has increased notably since September and there



Team Leader Becky Dawson, centre, and nursery nurse Abbie Wilson, with some of the children in the new extension

is a lot more demand for the out-of-school club during the school week and during holidays. We open from 7.15am until 6.30pm every week day except Bank Holidays so it's very useful for working parents.

"People are now more aware of what's on offer but we still hear from some parents who don't know about the free childcare. They're welcome to visit any time to view the facilities."

Educare is in its 20th year having opened in 1998 with around 12 staff – a figure which has now increased to 35 with recruitment supported by the latest investment.

Becky Dawson, who has been at Educare for nine years and is now team leader for the new facility, said: "The quality of space and the facilities has improved so much over the years and the children and their families absolutely love it. The new extension includes a sensory area and library. It's for use by all the children and they find it a very relaxing area where they can play quietly."



The 2018 Awards in full swing

The Women@1 Networking Group

The Women@1 Networking Group, organised by the Chamber, met at Members San Pietro for their Christmas event. From left front Jo Moorhouse of Beetenson & Gibbon, Anne Tate of the Chamber, Mel Sharpe of Oakridge Hotels, Samantha Saville of HSBC, Wendy Hensley, honorary member, Claire Phillips of CK Jefferson and Lindsay Rubie of HSBC. If you own a business and would like to come along as a guest to a lunch in 2019 please contact the Chamber.



Northern Lincolnshire Business Awards – Open for Entries!

Organised by the Hull & Humber Chamber of Commerce in partnership with Phillips 66, the Northern Lincolnshire Business Awards, now in their 18th year, is open to all businesses throughout Northern Lincolnshire from 15 January.

There are 14 Awards and 12 categories which can be entered for. Entries can be made online at www.nlincsba.co.uk Deadline: Tuesday 5 March. Companies can apply for up to three Awards, assuming they meet the Awards criteria.

The Awards Dinner and Presentation evening, which will have a 'Greatest Showman' theme,

and After Dinner Show will be held at The Baths Hall, Scunthorpe, on Friday May 17. As well as professional entertainment from the West End, local performing arts students from both Grimsby Institute and North Lindsey College will be involved. Tickets for the Dinner can be booked through the Awards website, first come first served. Helen Fospero will host the Awards

whilst Richard Askam will be our 'Greatest Showman' compere for the evening.

For further information on any aspect of the Awards please look at the dedicated website, www.nlincsba.co.uk, email info@nlba.co.uk, follow and retweet at our dedicated Twitter account [@NlincsBA](https://twitter.com/NlincsBA) #NLBA19 or telephone Anne Tate on **01472 342981**

Yorkshire Entrepreneur Recieves #Wow Award from Jacqueline Gold CBE

On, Wednesday the 19th of December, Kirsty Skeates from Yorkshire, was recognised by British businesswoman, Jacqueline Gold CBE, for her success as a female entrepreneur, and awarded with a prestigious #WOW badge.

Kirsty Skeates was one of three winners selected by Jacqueline after she entered 'Women on Wednesday' – a competition launched by Jacqueline in 2011 to celebrate the growing number of UK female entrepreneurs and businesswomen.

Women on Wednesday (#WOW) takes place every week and is run through Jacqueline's Twitter page. When selecting the winners, Jacqueline looks for businesses that are interesting, that have strong brand values and that she thinks have potential to grow and succeed in their industry. She looks for quality products and services, well designed websites and entrepreneurs who demonstrate good business acumen and who have spotted a gap in the market that meets the consumer's needs.



Kirsty Skeates

Kirsty Said, "My Husband and I built the Fit4dogsuk Canine Hydrotherapy Centre in Beverley with dogs in mind, providing Rehabilitation, Fun and Fitness, with our Hydrotherapy Pool and Underwater Treadmill for dogs in the Yorkshire area."

"I was blown away when I found out I was a winner, this is a fantastic boost for us and I am so proud of what we have achieved so far."

Jacqueline Gold says: "Fit 4 Dogs provides a professional and passionate service and facilities to support dogs in their rehabilitation journey. Kirsty's commitment to helping animals and her hydrotherapy experience puts her in good stead to provide man's best friend with the best love and care. I wish her every success in the future."

"For me, #WOW is all about inspiring and celebrating female entrepreneurs. My vision is for women in the UK to come together, celebrate their strengths, skills and fantastic businesses, and do all that they can to inspire other women to realise their potential."

"The WOW community is a fantastic network which offers female entrepreneurs the opportunity to share advice, support each other, trade and most importantly celebrate their successes!"

BCCC's Hon Patron Lord Howard Meets Trinidad's President and Appoints New Chair and Country Manager

The British-Caribbean Chamber of Commerce (BCCC) in Trinidad has a new team at the helm following a visit by Lord Howard of Lympne and British Caribbean Chamber officers Dr Ian Kelly (Chief Executive) and Pauline Wade (Deputy Chief Executive) at meetings held this week. Also included was a visit to see the President of Trinidad Paula-Mae Weekes.

Businessman Ravi Rampersad, a partner at Deloitte in Trinidad, has become the new Chair of the Trinidad Chapter of the BCCC, while Nicole Simon-Thompson has been confirmed as the new Country Manager.

Leading the delegation to Port of Spain was the BCCC's Honorary Patron, former British Home Secretary Lord Michael Howard of Lympne, who met with the Trinidadian President to discuss Brexit, trade and the crime agenda, which is of particular interest to both the President and Lord Howard.

The Chamber will also be exploring, going forward with the President's office, new opportunities to help the young people's agenda in Trinidad.

Lord Howard was accompanied by the BCCC's Chief Executive from the UK,



Dr Ian Kelly and the Deputy British High Commissioner for Trinidad, Caroline Alcocke. Lord Howard QC, who shares a legal background with President Weekes, reflected on a shared passion for tackling crime in their respective countries.

During the visit Lord Howard also met with the Trinidad Advisory Board of the Chamber and members to discuss Britain's exit from

the European Union (Brexit).

At the same time, the BCCC's new website was also launched for any Trinidadian businesses looking to join the Chamber, or to export to the UK.

For further information please contact **n.simon-thompson@britishcaribbean.com**

The British-Caribbean's new website can be found at **www.britishcaribbean.com**

Do You Think Business Events are a Waste of Resources? You're Doing it Wrongly



A decade ago, the financial crisis and ensuing recession changed everything – and those working in the events industry were hit hard. Gone were the days of lavish budgets and using events as a spending exercise, it was time to get creative.

While nobody would have wanted that cataclysmic global event to happen, the change it forced on the industry hasn't been all bad. In fact, it could be said that it's revitalised the work that is done by events professionals, compelled them to work more closely with in-house marketing teams and the benefit to clients is significant. That's why when you do them right, events can deliver a great return on your investment.

So, how do you avoid the pitfalls of staging an event?

Speak to a professional

There's a good reason why an events specialist should be your first investment and that's because of the amount of time and money they can save you. Don't expect your in-house team to have the knowledge and expertise to deliver a great event because the chances are that they won't. There are several key decisions an events

professional will help you make – including whether your idea can be achieved for the budget you have, the right suppliers to use to help you deliver a great experience and any risks you need to take into account.

Decide on your business goals

It's so easy to hit upon an idea you love and get carried away with excitement. You need to keep your business goals in focus. Ask yourself, how does this event fit into the bigger picture of our marketing activities? What value will it create for my target audience? How does the customer experience map out at the event and beyond? Any events professional you use should be guiding you through these questions, and helping you to define what a return on investment means for your company and how to achieve it.

Be realistic

A great deal of businesses have amazing ideas

for events but don't have the budgets to make them happen. This doesn't have to be the end of the conversation, because any events professional worth their salt will help you find innovative ways to solve gaps in funding. They'll also be able to give you advice on the timeline of event preparation. Fantastic events involve a time investment and can't be turned around in two weeks, so be prepared to take your time.

Mitigate risk

Every decision you take in your events planning will have consequences, so think them through. An events manager will help you avoid making costly mistakes, or taking a decision that could backfire on another part of the planning. Minimising risk and fighting fires are badges of honour for seasoned events pros. Let them help you to deliver an amazing experience on budget and on time.

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Here's to an 'Epic' Year and a Decade of Amazing Events...

2019 marks a special year for the Lincolnshire Showground as the Epic Centre celebrates its 10 year milestone of hosting many of the County's most loved events - and what a fantastic decade it has been! The award-winning venue, which sits at the heart of the 270 acre Showground, will take centre stage for a line-up of outstanding events and exhibitions to showcase its anniversary.

The Epic Centre - one of the UK's largest green purpose built conference centres - officially opened its doors in 2009 following a £7m investment, helping to secure the future of the charity and opening a new world of opportunities for the Showground and the County.

Built to the highest environmental standards, the sustainable timber-built building demonstrated the latest developments in energy efficiency, complete with a biomass boiler and a sedum roof for rain water harvesting.

Over the past 10 years the venue has played host to wedding shows, award ceremonies, music concerts, clothing sales, plus the much loved Lincolnshire Food and Gift Fair and many more. It really has been a decade of amazing events that have been enjoyed by thousands of visitors each and every year.

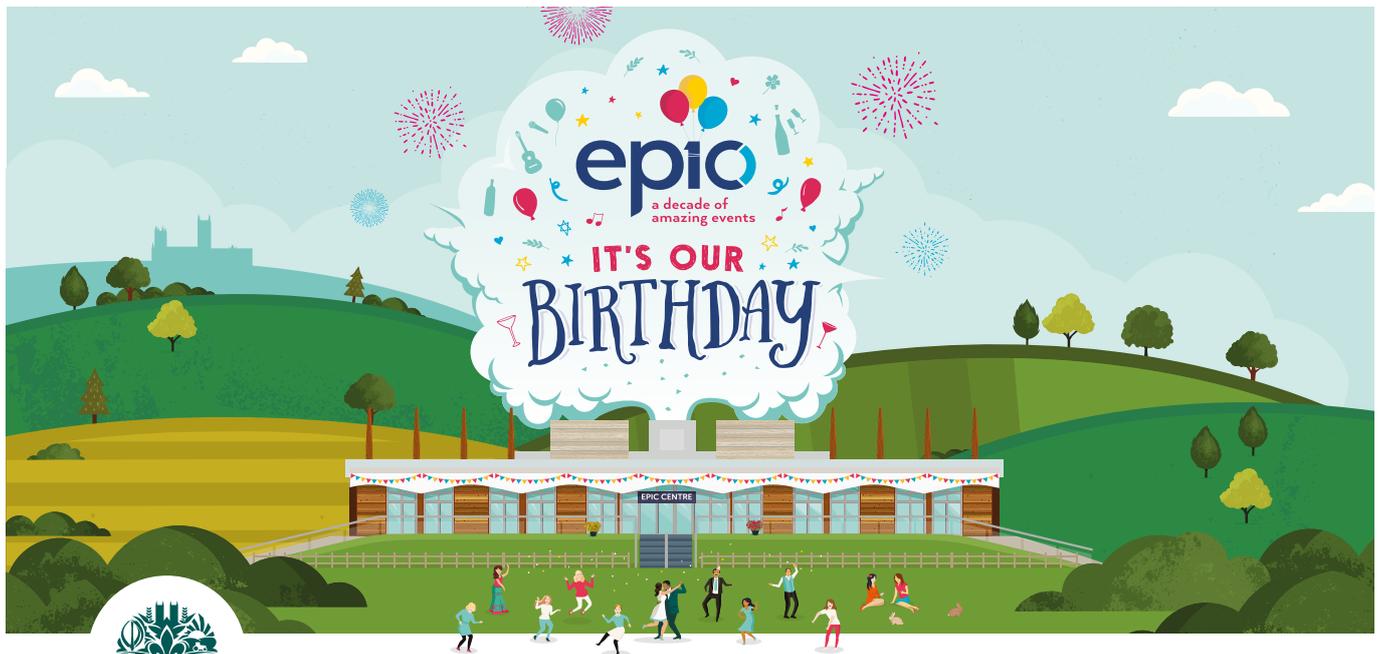


The unique Epic centre has transformed the way in which the Showground is used, with a growing programme of events and increased educational activity to support the charitable objectives of the Lincolnshire Agricultural Society. It's used week-in, week-out for a variety of events ranging from balls, proms and parties, through to weddings of 800+ guests, exhibitions and corporate events.

To commemorate the special anniversary there will be a range of exclusive offers and

an exciting calendar of brand new events, as 2019 marks a momentous year of celebrations. Happy birthday Epic Centre – and a decade of amazing events!

To find out more about the Epic Centre's 10th birthday and their anniversary offers for the year, please visit lincolnshireshowground.co.uk, contact the events team on **01522 522900** or **events@lincolnshireshowground.co.uk**, or follow **#EPIC10**.



WE'RE CELEBRATING WITH EXCLUSIVE OFFERS AVAILABLE WHEN YOU BOOK AN EVENT WITH US IN 2019.

For more information, and to see our events calendar, visit www.lincolnshireshowground.co.uk

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The Venue With The View

The highly acclaimed 4-Star Hallmark Hotel Hull

Winner of the 2017 REYTAs (Remarkable East Yorkshire Tourism Award) Hotel of the year and finalist for 2018 & 2019 for Hotel & Conference Venue, the Hallmark Hotel is synonymous in the area for delivering a professional and memorable guest experience.

Situated within 17 acres of land and offering panoramic views of the Humber Bridge, the Hallmark Hotel has become known as 'The Venue with the View'.

Offering direct access from the A63, whilst being a mere 20 minutes to the ports of Hull and Humberside Airport, it's the perfect accommodation and venue choice for businesses and visitors to the area.

It offers 95 high quality, contemporary designed guest rooms and five meeting/function rooms, with air conditioning and natural daylight.

'The Merlot Suite', provides the most enviable and panoramic views of the Humber Bridge, with an adjoining large patio area – ideal for networking events, BBQs and fireworks.

The hotel's 17 acres of land regularly lends itself to company team building days along with company family fun days; from beach themed parties, clay pigeon shooting, archery etc and even zombie themed team away days.

The Venue with the View

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Degree Apprenticeships – Preparing Your Organisation for Tomorrow’s Challenges

In this issue of Business Intelligence, we speak to Adam Greenwood, Head of Skills Partnerships at the University of Hull, whose role is to work with businesses in the region to develop the institution’s innovative programme of degree apprenticeships.

In the most basic terms, an apprenticeship is still a combined package of work and study, but apprenticeships have come a long way since the days when school leavers were the only ones reaping the benefits of on-the-job training. You may be surprised to hear that a wide range of employees up to Director and CEO level are now seizing the opportunity to upskill and bring the benefits of university level education back to their organisations. And with National Apprenticeship Week running from 4-8 March 2019, there’s never been a better time to look into the benefits of a degree apprenticeship for your business.

We asked Adam Greenwood what has changed and why a university is involved in delivering apprenticeships.

“Well, firstly there have been huge changes in the way that apprenticeships work over the last few years. Apprenticeships at all levels are now much more work relevant as they’re designed by employers for employers to meet their organisation’s particular skills needs. Consequently, degree apprenticeships are a great way for employers to recruit new

employees and upskill their workforce, reducing skills gaps. Apprenticeships at all levels are now based around occupational competence so there’s a very clear link to the job that an apprentice has.

“As for why the University of Hull is involved, employers want to develop the skills that are going to help drive their business forward and to help future-proof their workforce. As a result, higher level professional and technical skills, which have long been in demand, have been built into this new suite of ‘Apprenticeship Standards’ and we now have higher and degree apprenticeships – so it’s a really exciting time for both employers and their staff.

“Our degree apprenticeships are intensive programmes that include full Bachelors, and even Masters Degrees, in areas relevant to the organisations we’re working with. Through our work with the local regional community, we know that many organisations want to strengthen their managerial and leadership skills; so we have a suite of programmes that do just that with the Chartered Manager Degree

Apprenticeship and the Senior Leader (EMBA) Apprenticeship. The aim is that apprentices make a real impact on their organisations through the work-based nature of the programmes.

“Typically our apprentices are already employed and their employer recognises their potential to progress – sometimes these are very senior including CEOs and Directors. These are high prestige programmes that enable those with the greatest potential to succeed in developing their knowledge, skills and behaviours and add value to their organisations. We have people on the programmes that already have previous degrees as well as those with no previous experience of higher education.”

One of the biggest changes to apprenticeships has been the way that they are funded, with the introduction of the apprenticeship levy from April 2017. The levy applies to large organisations; they contribute 0.5% of their payroll bill, creating a £3 billion funding pot which is exclusively used for apprenticeships. As Adam explains: “The good news is that

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Supply Chain Leader

In the age of agile business, adept supply chain management is more of a competitive advantage than ever. The University is among the first in the country to offer a degree apprenticeship for professionals in logistics and in supply chain management, covering complex, multi-stakeholder supply chains and networks, building effective processes to maximise efficiency and minimise costs.

Also available: Nurse, Nurse Associate, Assistant Practitioner (Health)

the apprenticeship levy can be used for all our programmes meaning that, for larger organisations, all training and assessment costs can typically be covered. For smaller organisations, Hull is one of a select number of universities that can currently draw down 90% funding for programmes, so they're incredibly affordable for large businesses and SMEs alike.

"There are, of course, other commitments that are required as a degree apprenticeship is a true partnership between the university, the apprentice and the employer. For employers this typically means committing to support the apprentice to meet the outcomes of the apprenticeship; contributing to regular progress reviews and helping to make the apprenticeship relevant.

"One particular challenge is the 20% off the job training requirement that applies to all apprenticeships. For degree level apprenticeships, this is a significant time commitment, however, it doesn't mean that an apprentice will be out one day a week. There are lots of workplace activities that count towards this target and the University helps organisations to plan programmes.

"The University recognises that combining study with full time work can be challenging and that apprentices may need more support than traditional undergraduates, so we assign our degree apprentices a named support tutor to provide progress and portfolio support as well as workplace and end of year progression reviews. We recommend that this is mirrored in the workplace by the allocation of a named employer mentor to provide guidance and support for the duration of the course."

The University has been running degree apprenticeships since 2017, when the first cohort included future managers for the NHS, Hull City Council and ABP, amongst others. We asked Adam how degree apprenticeships worked for those organisations:

"The University worked with Hull City Council to develop an employer-led management degree to help ensure the council has effective management and leadership in the changing and challenging local government environment. Similarly, Hull and East Yorkshire NHS Hospitals Trust wanted to foster talent and support aspiring managers to increase their skills in the knowledge that they would go on to deliver the best possible care for local people.



Adam Greenwood

"With the funding available for SMEs, the benefits of degree apprenticeships are also accessible to organisations who previously may have found this level of staff development prohibitively expensive. Danielle Prentice, the Co-Director of Peejay Pets, told us that her Chartered Manager Degree Apprenticeship helped her to look at the business as a whole, and strategise and move forward more rapidly. The networking aspect of the CMDA brought opportunities to gain insights from other apprentices from private and public organisations and apply that learning to her business.

"Our partnership approach ensures that each organisation gets the most out of their commitment to the apprentice, while the apprentice improves their knowledge, skills and career prospects."

Funding for smaller organisations is on a first-come, first-served basis, so Adam's advice is to get in touch now while it is available. To find out more about how higher or degree apprenticeships can support your organisation, please contact Adam or one of the University of Hull's Apprenticeship Team at: **01482 466373** or email apprenticeships@hull.ac.uk

"Apprenticeships at all levels are now much more work relevant as they're designed by employers for employers to meet their organisation's particular skills needs. Consequently, degree apprenticeships are a great way for employers to recruit new employees and upskill their workforce, reducing skills gaps."

The Benefits of Government Apprenticeship Reforms to Employers

Apprenticeships offer employers large and small a fantastic opportunity to get the skilled workforce they need to grow their business.

There are hundreds of thousands of employers up and down the country that are already seeing the positive impact and energy that apprentices are bringing to their workplace. From large multinational companies like Royal Mail and Coca Cola to public sector organisations like the NHS and the Armed forces and much smaller local firms, all types of employer are offering people of all ages and backgrounds the chance to secure a great job and get ahead in their career.

To help with this we've taken a number of steps to ensure that apprentices are gaining the skills that employers are rightly demanding. Most importantly, we have put quality at the heart of apprenticeships.

We have completely overhauled the system, working closely with employers and industry to design high quality, more flexible apprenticeships known as 'standards'. In addition, we require apprentices to spend at least 20% of their time in off the job training, and making sure through the introduction of the end point assessment in standards – delivered by an organisation specialising in these end of apprenticeship tests – apprentices are 'job ready'. There are already over 350 new standards available in sectors from banking to hairdressing, aerospace engineering to architecture. And there are many more being developed by employers across the country in all sectors and occupations where they want to create an apprenticeship route.

To ensure that quality remains consistent, we're phasing out the old style apprenticeships known as 'Frameworks' so that from the start of the 2020/21 academic year, all new apprenticeship starts will be on our new standards. These changes are making sure that today's apprenticeships reflect what businesses want and need.

We also want employers to be confident that the training their apprentices are receiving is high quality. To support

this we have taken decisive action to strengthen the high bar that training providers must already meet before they can register with us. Only training providers that meet the tougher registration requirements can deliver apprenticeship training and access government funding.

In April 2017 we introduced the apprenticeship levy to create long-term, sustainable investment in apprenticeship training. All large firms with a pay bill of over £3 million pay the Levy and then they use it to pay for apprenticeship training of their choice. By 2019-20 we will be investing £2.45 billion in the programme annually which means more money is available than ever before for firms to invest in the next generation of workers' training and skills, with every penny spent on apprenticeships training. Businesses can now also transfer up to 10% – increasing to 25% from April 2019 – of their levy funds to any other employer so they can benefit too.

And to support smaller employers who don't pay the Levy, but may be thinking of taking on an apprentice, we recently announced up to £240 million of additional funds to halve their apprenticeship training costs, by reducing the amount of money that they have to pay from 10% to 5%.

There's so many great reasons to hire an apprentice. They are a great way to reenergise your workplace, and bring in the skills your business needs to thrive. Everyone benefits from the economic gain of having a more skilled workforce, which is why we want to continue to encourage all employers – large and small – to take advantage of the changes we have made and consider taking on apprentices. So if you are thinking of taking the plunge and need some help the National Apprenticeships Services is on hand to offer advice and support. I can assure you won't regret it.



National Apprenticeship Week 4th March - 8th March 2019

The 12th annual National Apprenticeship Week - is set to take place in March 2019.

This annual week-long celebration of apprenticeships will bring the whole apprenticeship community together to celebrate the impact of apprenticeships on individuals, employers and the economy.

Following the most successful National Apprenticeship Week ever that took place earlier this year, National Apprenticeship Week 2019 – which also coincides with National Careers Week - will look to involve more individuals, employers, partners and providers in activities that highlight the benefits apprenticeships bring to employers and the opportunities apprenticeships present to individuals.

National Apprenticeship Week 2018 was record-breaking: with 780 events taking place across England. The ambition of delivering a 10,000 talks movement - #10kTalks – to inspire the next generation of apprentices in schools across the country was exceeded, reaching over 33,500 people. Over 300 schools joined the 10,000 talks movement and a further 130 schools also hosted teacher-to-teacher talks - reaching an additional 2,300 individuals. The Big Assembly reached 20,000 people with a live video stream - showcasing apprentices and employers sharing their apprenticeships stories. Events also took place to celebrate International Women's Day, apprenticeships diversity and a launch event with the BBC and Sutton Trust included the announcement of a new ground-breaking apprenticeship programme.

Keith Smith, Apprenticeships Director, Education and Skills Funding Agency said:

"National Apprenticeship Week is an important date in the academic calendar and I am delighted to announce the date for National Apprenticeship Week 2019.

"The success of previous National Apprenticeship Weeks', especially during 2018, tells us that one week dedicated to celebrating, promoting and realising the importance of apprenticeships and their impact enables an apprenticeship movement across our sector. This movement sees employers, providers, partners and apprentices themselves grasp the opportunity and get involved in our celebration, creating fascinating events and opportunities to share the many benefits apprenticeship bring.

"More detail, including the theme, will be confirmed over coming months. I am hopeful, that by sharing the date six months in advance of the week, partners will start to plan some new and exciting activity that they will run during National Apprenticeship Week 2019."

More information on National Apprenticeship Week 2019 will be announced on GOV.UK and on social media channels. Follow @Apprenticeships on Twitter and National Apprenticeship Service on LinkedIn to keep up to date

Largest Skills Event in Hull to Raise the Aspirations of More than 2000 Young People Across Humber

Skills Humber is a free event held at the Bonus Arena in Hull on Tuesday 5th March from 5pm-7pm and Wednesday 6th March from 9.30am-3pm.

The show is designed to bring young people across the region face-to-face with over 40 employers, training providers, colleges, universities and professional bodies.

Exhibitors currently booked are: EY, Royal Air Force, Medical Mavericks, Teeside University, University of Hull, plus many more.

Schools and colleges are invited to attend the two-day event with the offer of a travel bursary and free school resources.

Aligned with the new government careers strategy, the show allows schools to provide students with access to a wider range of career and education pathways.

The event also allows potential employers and training providers to meet their future workforce,



promote their careers, apprenticeship programmes and recruit.

Skills Humber is part of the Skills England series, organised by Prospects Events. Each year, Skills England attracts over 68,000 visitors across their 11 UK events. These bring in school/college leavers, teachers/career leaders,

as well as parents, carers and families.

To get involved in Skills Humber as an exhibitor, contact Suzanne Quarton on **01823 362800** or **Suzanne.Quarton@prospects.co.uk**

Visit **www.skillsengland.co.uk** to learn more about Skills Humber.

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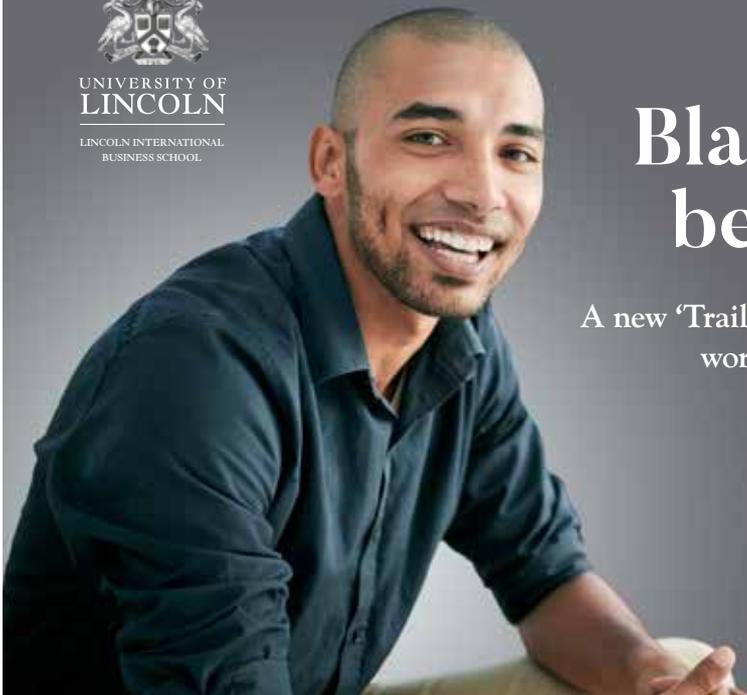
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HullBID Highlights Optimism as Kathryn Clocks up 10 years



Kathryn Shillito (third from left) with representatives of Hull City Council and the city centre business community at the Revo Gold Awards.

HullBID headed into 2019 buoyed by rising optimism and economic indicators – and by the experience of Kathryn Shillito in the 10 years since she joined the organisation.

Kathryn joined HullBID as Operations Manager in January 2009 and now, as Executive Director, says the city centre can look back with pride and forward with confidence.

She also highlighted the achievement of Hull City Council and key stakeholders – including HullBID – in winning the Re:generate category at the Revo Gold Awards, a nationwide

scheme which recognises excellence in the retail property and placemaking sector

Kathryn said: “We welcomed Leeds and Sunderland BIDs who saw how a large, successful BID operates. The city has become more of a visitor destination and it’s not just about shopping. We have so much to be proud of that we can shout about and we are not fearful of doing that.”

Figures compiled during 2018 in line with criteria used by the Association of Town and City Management indicate that Hull city centre experienced a reduction in the number of empty retail units and an increase in footfall.

Kathryn credits the turnaround to a commitment to building strong partnerships with the city centre businesses and with Hull City Council.

She said: “There are times when we have to challenge and lobby the Council but we also share their vision for the city centre. The residential developments will generate growth and will attract more professional people to live in the city centre.

“During my 10 years I’ve seen a renewed sense of optimism, and businesses recognise the potential. They see what has been done with the public realm work and the Bonus Arena, and increasing numbers are visiting with the hotels getting busier. People are optimistic about what’s happening in our city.”

Accolades from Clients Help Di Secure International Award

The Hull-based winner of an international award has thanked the clients who backed up their nominations with glowing testimonials.

Di Garbera, a director of Golding Computer Services, was put forward by companies in the region, including Chamber Member S&J Synergy, for the quality and flexibility of training courses which, all said, made a real difference to their businesses.

The result was that Di scooped the title of Tutor of the Year at the International Association of Bookkeepers’ (IAB) Awards held at Westminster Palace.

Janet Jack, Chief Executive at the IAB said: “Competition was fierce and the judges and I were amazed by the quality in all categories. It was tough to choose the winners, but Di Garbera is a well deserving winner of Tutor of the Year.”

Goldings, based in George Street, has won gold and silver awards for the quality of its training provided to clients studying for IAB qualifications. Di has trained hundreds of people aged from 14 to 66 mainly from small businesses with fewer than 50 staff, and they benefit from Goldings’ success in securing funding and from Di’s expertise and dedication with distance learning.

Jill Gibson of S & J Synergy said: “When the book-keeper left Di came in on a Saturday morning to help me. The flexibility of being able to go in at a weekend at no charge really suited us as a business. Di is absolutely wonderful. She’s always at the end of the phone if we ever need anything.”

Di said: “I’m absolutely thrilled to win the award, and so grateful to the clients who nominated me. I can honestly say that the most important part of it is



Di Garbera receiving her award from Fabian Hamilton MP, President of the IAB.

taking the opportunity to get some recognition for our business and to raise awareness of the training courses, because it can be difficult to persuade employers to make time for training.”



Andrew Denford (left) with the drill which he made 40 years ago. Also Elliott Greenfield (centre) and Iain Elliott at the awards ceremony in Hull.

HETA Alumni Give Apprentices a Glimpse of the Future

Humberside Engineering Training Association (HETA) welcomed back former learners who are now making their mark in industry as they celebrated the achievements of their latest crop of apprentices.

Among them was Andrew Denford, founder and Chairman of F1 in Schools and an apprentice at HETA 40 years ago.

Also returning to share their stories at the annual awards nights were former apprentices Chris Sadler, who addressed an audience from HETA's south bank sites, and Elliott Greenfield and Ben Cody, who told apprentices in Hull how they took the Higher National Certificate (HNC) and Higher National Diploma (HND) route to degrees in engineering.

Iain Elliott, Chief Executive of HETA, highlighted the career progress of all four alumni and challenged the cohort who left the company in 2018 to become role models themselves. Iain also outlined HETA's progress, with the business now settled in a new £4.5 million training centre in Hull and welcoming record numbers of female apprentices.

He said: "You are HETA's best advocates and ambassadors to spread the word about what we do and to try and attract more people into engineering because Humberside needs them and the country needs them."

Andrew, the main speaker at the Hull event, displayed a drill which he made during his year at HETA in 1978 and said engineering was an alien concept at his school but he was introduced to it by his father.

He told how he soon learned that HETA was not like school – it was real work and helped to develop the key life and employability skills including tenacity, resilience and punctuality which a leading figure in industry later told him he struggled to find in new recruits.

He said: "If you want to move on you will need those skills. If you can get those skills and build it into your job you have cracked it."

JCS Fish Celebrates a Successful 'Coming of Age' Year

Having reached its 18th year in 2018, salmon specialist JCS Fish will celebrate the year as one of its most successful ever, having grown sales volume by 43% and its customer base by 24%.

The Grimsby-based family company also launched a new range of fish cakes under its own BigFish™ brand; secured three new listings for BigFish products in Ocado; won five Food Management Today Awards and a Great Taste Star for its BigFish Smoked Salmon.

Founding director, Louise Coulbeck, says, "I think we can look back on 2018 with a degree of pride. Having weathered the salmon pricing storm of 2016, last year we set ourselves new goals, many of which have come to fruition during 2018. We cemented customer relationships; achieved wider distribution for BigFish and set out new environmental objectives, such as with our new Packaging and Recycling policy."

This December, JCS Fish once again achieved Silver in the Investors in the Environment (IiE) environmental certification programme and re-certified its GlobalG.A.P Chain of Custody status for sustainably produced salmon.

Louise says, "Of course, just as for everyone else, 2018 was a year with its challenges as well as achievements, but despite the continuing wider economic uncertainty and ongoing discussions about Brexit, for us it was a pretty good year and we're all looking forward to the next one!"

Founding directors of JCS Fish, Andrew and Louise Coulbeck, with son, Jack who joined the business last year.





Hull Accountant 'STEPs' Up with Specialist Trusts and Estates Qualification

A Hull-based accountant, who specialises in matters relating to agriculture and landed estates, has gained a specialist trusts and estates qualification.

Victoria Shannon, Director for Agriculture and Landed Estates at Smailes Goldie Group, is now a member of the Society of Trust and Estates Practitioners (STEP), having gained the prestigious qualification with Distinction.

STEP is the leading worldwide professional association for practitioners advising families across generations and particularly in the fields of trusts, estates and inheritance tax planning.

Full members of STEP are the most experienced and senior practitioners in the field. The majority of STEP members are solicitors, meaning that relatively few accountants hold the qualification.

Victoria said: "People around the world recognise STEP's reputation for excellence. I am proud to be a member of an association that promotes technical excellence, provides continuous development opportunities and actively lobbies on behalf of its members.

"The knowledge I gained during my studies means that I can provide specialist advice to our clients across a wide range of matters particularly relating to trusts and estates."

Ian Lamb, Managing Partner at Smailes Goldie Group, added: "We would like to congratulate Victoria on achieving her STEP membership. This is not only a personal achievement but also a real benefit to the practice and our clients. It also underscores that both Victoria and the practice are committed to providing the best advice available to our clients."

Victoria joins Ben Thiim, Director of Capital Taxes at the firm, in holding the STEP qualification.



Victoria Shannon

Viola Gin Goes Global as Trustees Target Maritime Contacts

The campaign behind the launch of a special gin to commemorate the Viola trawler is going global with orders arriving from maritime contacts around the world.

Hotham's Distillery in Hull is selling the new gin from its premises in Hepworth's Arcade and from its website at www.hothams.co.uk

The firm is also fulfilling orders internationally after Hull-based businesses moved quickly to snap up the first batch of Viola gin, with plans to build on that with a New Year sales campaign.

Paul Escree, Chairman of Chamber Members SMS Towage Ltd and Chair of the Viola Trustees, said: "Hotham's did a fantastic job because it was nearly November before we got them on board, tasted the gins they put forward and made our selection.

"It is very much an artisan business with handcrafted gin and labels and the personal attention of the owners every step of the way. The trustees have been sending Viola gin to their contacts in the UK and overseas, with every bottle raising money to bring the Viola back to Hull, and raising awareness of our campaign as well."

Emma Kinton used the new still at Hotham's Distillery – named Viola – to make the gin and her partner, Simon Pownall, designed a label which carries the Viola lifebelt logo as well as the map co-ordinates for the distillery and the Viola's current location. Every bottle also has its own batch and bottle number.

Emma said: "The Viola gin is on general sale now, although batch 1, bottle 1, is being kept



safe and is likely to be used for a special fund-raising opportunity. We'll also set aside another bottle with a view to breaking it over the bow of the Viola to launch the next phase of her career when she returns to Hull!"

To find out more about the Viola campaign and to make a donation please visit www.violatrawler.net



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North Lincs Tyres Limited was established in Grimsby in 1994 and has grown to be one of the area's leading tyre companies. We have earned a reputation for providing a high quality and personal service to meet requirements of a wide range of customer.

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

The Company prides itself on being an innovator, using the latest technology to enhance the customer service from Retail to commercial customers.

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North Lincs Tyres operate a modern fleet of Mercedes service vehicles all equipped with the latest fitting technology, 2 way radios and tracking systems.

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Fleet Audits are carried out using the latest handheld computer system. This allows us to manage tyre wear and replacement planning in conjunction with our customers.

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We offer a full 24 hour roadside assistance service both locally and throughout the UK, using the Independent Tyre Distribution Network for national coverage.



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IN BUSINESS

Simon Smith MD of Seachill Speaks at Lunch

Chamber was pleased to host and hear from Simon Smith MD of Seachill, Grimsby's largest private sector employer, at the January Members' Network Lunch.

Simon gave an amazing and detailed presentation into the world of innovation and consumer demand. The importance of knowing your market, acting on developing trends and never being complacent were certainly highlighted points all businesses could take away.

L-R: Mark Warburton, Chair of Chamber N E Lincs, Simon Smith, MD of Seachill, Sally Booker, Chamber President and Head of North Sea Ports for P&O and Simon Dwyer of the Grimsby Fish Merchants Association



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RSM Further Strengthens Hull Team with New Partner

Leading audit, tax and consulting firm RSM has appointed Gwyneth Barber as a new corporate tax partner in the Hull office.

Gwyneth is a prominent corporate tax adviser with over 20 years' experience acting for regional, national and international businesses on a range of corporate tax planning, including international tax, property tax, shareholder issues, transactions, R&D, employee share schemes, Brexit related planning and supply chain management.

Gwyneth has relocated from Grant Thornton in Leeds to work alongside the existing team at RSM in Hull to support a growing number of corporate clients.

Andy Capes, office managing partner at RSM in Hull said: 'It's great to have Gwyneth on board. The appointment reaffirms our commitment to investing in talent and the local market, as we continue to expand our team and office space to ensure we are the go-to firm for mid-tier businesses in the Humber region.'

Andrew Mould, corporate tax partner at RSM, said: "In a turbulent business landscape, practical, pragmatic and expert advice is what businesses need to help navigate any challenges and maximise the opportunities. Gwyneth's experience and approach delivers



Gwyneth Barber

just that – a rational viewpoint in a complex economic landscape."

Gwyneth Barber, added: "RSM is a perfect fit for me. It offers the opportunity to help shape

a growing practice in a dynamic office, and a vibrant business community. I look forward to working with Andrew and the team to contribute to the future growth of the firm."

Hull Truck Theatre Win Best Performing Arts Venue in Hull and East Yorkshire Award

We are proud to announce that Hull Truck Theatre received the Best Performing Arts Venue Award in Hull and East Yorkshire at the SME News Yorkshire and the Humber Enterprise Awards 2018.

The Yorkshire and the Humber Enterprise Awards aim to recognise the small to medium companies that have a positive impact on their customers in one of England's most instrumental economic regions.

The Yorkshire & the Humber Enterprise Awards operates under a merit-based



judging system which ensures all shortlisted organisations, regardless of their size and/or longevity, are assessed fairly and thoroughly.

Katherine Benton, Award Coordinator, said:

"Home to one of Britain's most diverse economies, and containing cities established as leading centres of trade, Yorkshire and the Humber boasts a collection of traditional and modern businesses who are dedicated to promoting excellence within their industry. I am proud of all my winners and wish them

the very best of luck for the future."

Ruth Puckering, Interim Executive Director at Hull Truck Theatre, said:

"We're constantly striving to fulfil our vision of being a pioneering and inspiring theatre with a unique northern voice. Making high quality work which resonates with our audiences is central to what we do, therefore being acknowledged as the Best Performing Arts Venue in the region is a real achievement."

Good Travel Management – A Year in Review and Future Plans for 2019

For Good Travel Management, 2018 was a really strong year. Business wise, it was one of our best yet, with new business wins totalling nearly £5m in sales, alongside the strengthening of our partnerships with a number of our long-term clients. We've also invested in both people and technology as well as keeping abreast with industry and wider business challenges galore, from GDPR, Payment Services Directive, changes to airline distribution methods and by no means least, the uncertainty of Brexit.

It is therefore really pleasing to see that so many of our clients within the SME sector are 'cracking on' with it and ensuring it's business as usual, with many looking for new opportunities globally and embarking on market visits and trade missions.

Here, we take a look at our highlights and give you an insight into our plans for 2019.

People

Back in April, Good Travel Management were delighted to welcome three industry experts to our operations team in Hull, Chris Veal, Phil Jackson and Samantha Frankish joined the business to strengthen our already experienced pool of travel consultants, bringing with them many years of industry knowledge and know-how, along with an excellent reputation within the region.

Later in the year, we welcomed Morten Aarts to our Sales team. Morten will be focussed on developing new relationships with SMEs and Family Businesses across the UK, and brings a number of years' experience in the corporate travel industry.

Elsewhere, our focus on developing the next generation of travel consultants continues, with our second apprenticeship scheme coming to an end in March 2019, with Good Travel Management offering opportunities for eight apprentices to develop a career in business travel our in-house apprentice training programme.

Quality Survey 2018

Customer services remains at the heart of our business and for the third year running, we are incredibly proud to report that our overall customer quality survey results were again exceptional. We again achieved an exceptional net promoter score of 99%, with 97% of our clients rating our services as Very Good or Excellent. This was a testament to the hard work of all of our teams and demonstrated the value our clients place on the support our teams provide, and the importance we place upon consistently delivering great customer service.



Technology

Technology innovation remains critical to all businesses and 2018 was a year of investment within our technology platforms and capabilities. These have included deepening our product range in areas such as Traveller Safety, Expense Management and Travel Booking Platforms. Although our USP is the expertise and support our teams of consultants and account managers provide, they are backed by industry-led solutions for both our clients and our own internal use. The year culminated in November when we invested in a new Mid and Back Office accounting platform, which has helped us to create both process efficiencies and improved finance and data solutions to our clients.

Future Plans

As part of the John Good Group's strategic planning and to ensure the continued long-term success of the business, in December we were delighted to announce that Kevin Harrison (MD Good Travel Management) had been appointed to the parent board of the John Good Group as of January 2019. Kevin has been a key member of the JGG senior management team for over 10 years, and in line with the company's wider strategic vision, our travel business has been

identified as one of the primary growth engines of the group, with Kevin's appointment helping to embed this further. The John Good Group is a long established family-owned business with specialisms in the logistics and travel sector, with operations around the UK, the EU and globally. However, despite our great track record for growth the company remains a strong family business with clear values and a commitment to the communities it operates in via the Matthew Good Foundation.

Our plans for the business in 2019 will include further investments - both in products and the team itself, as well as the ongoing development of our people as we broaden our range of consultancy services in travel and expense management. We have an ambitious plan for further growth, particularly focused around our areas of specialism in the international travel requirements for the SME and family business sector, with plans to build upon the achievements of 2018 to further success in 2019.

We'd like to thank everyone for their continued support, feedback and custom and we look forward to working with you in 2019 and beyond!

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International Trade Centre

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1st January 2019



Certification Fees	EC Certificate of Origin	EC Invoice	EUR/ATR	Other Document
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Non-HHCC Member	£42.00	£42.00	£37.00	£61.00
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HHCC Member	£40.00	N/A	£40.00	£85.00
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HHCC Member	£7.00	£7.00	£7.00	£7.00
Non-HHCC Member	£14.00	£14.00	£14.00	£14.00
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Extra Copies Original Document				
HHCC Member	£9.50	N/A	N/A	N/A
Non-HHCC Member	£19.00	N/A	N/A	N/A
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HHCC Member	£6.50	N/A	N/A	N/A
Non-HHCC Member	£13.00	N/A	N/A	N/A

Other Fees			
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Kirk Akdemir (centre) with AA Global's General Manager Andrei Sparling (right) and the company's Special Development Projects Manager Ignas Mikoliunas outside Stonefield House.



Fluency in the Language of Business Drives AA Global Expansion

An expanding language services company is helping businesses across the region spread their wings as awareness grows of new opportunities around the world.

Kirk Akdemir, CEO, of AA Global Language and Translation Services, said the last two years has seen an increase in private sector enquiries particularly from clients working in the BRIC countries – including the former Russian republics.

That trend has strengthened in the last six months with more businesses looking further afield than Europe, and the activity is supporting AA Global's own plans for expansion.

Kirk said: "We operate nationally and the increase in enquiries we are receiving is across the board – the local area and further afield.

"Whatever people think of the Brexit process there were businesses which were not going out of their way to look at other markets, and there are now signs that awareness of other opportunities is increasing."

AA Global, a key supporter of the Chamber's International Trade Centre, expanded to Hull from its first office in Worcester in 2011, and completed the relocation of the Hull office to Stonefield House, King Edward Street, late in 2018.

Kirk said: "The new enquiries are helping us to build our private sector business across a wide

range of sectors and one of the attractions for clients is that we offer sector specific expertise. Our 14,000 interpreters and translators cover 500 languages and dialects but above all else they are fluent in the language of business.

"We have completed our move to spacious, more modern offices at a very convenient location in the centre of Hull, our business generally continues to grow gradually and we are continuing our recruitment. We are looking for at least three more people in Hull and one in Worcester and that will take us up to 30 by the end of 2019."



2018 – A Year of Extremes for Business

David Everatt, Chairman and partner at Forrester Boyd talks about what 2019 has in store for us.

2018 proved to be another interesting but somewhat turbulent year for UK businesses. Brexit, the Beast from the East, GDPR, gender pay reporting, single use plastics, the blistering heat of the summer...businesses across all sectors have felt some impact. So where does that leave us with regard to 2019?

It goes without saying that we hope March 29 will see a finalisation with regards to Brexit, but what that will be remains to be seen.

Most business leaders, particularly owner managed, seem to have adopted the 'best get on with it' attitude, leading to a high level of M&A and buyout activity throughout 2018, due to low interest rates and plenty of capital. ONS data showed this starting to slow in Q3.

What we do know...

The digitisation of VAT submissions is going to happen in April. So, those of you who are VAT registered (businesses with a taxable annual turnover above £85k), must have a solution in place for April 1. Making Tax Digital is happening - if you are not ready, you will be unable to file VAT returns, it's as simple as that, so ensure you talk to an accounting professional straight away.

Innovate or...

It will be interesting to see what happens on our high streets in 2019. Last year was a tough one for traditional retailers, but what did emerge was examples of great innovation, bringing a sense of hope for the future. If people continue to offer something different or team up with online competitors, the tide can turn.

In fact, innovative and responsive business-thinking has led to some interesting opportunities across many sectors. For

example, those in warehousing will tell you that space is at a premium as Brexit uncertainty sees businesses stockpiling supplies. This shows our 'best get on with it' attitude prevailing, with businesses making sharp decisions in preparation for a 'no deal' scenario.

Intelligent finances or financial intelligence?

Artificial Intelligence or AI is another one of those phrases that has been banded around, but should it not be more about automation than AI?

The automation of services and tasks, the flexibility of work patterns and working from home - these could all potentially save businesses money and increase profits, while improving morale and increasing cashflow.

Cashflow management will also be a key consideration in 2019. We have been offering clients a 'cashflow consultancy' service as they prepare for MTD - as accountants, we are more client facing than ever before and this will continue as our service evolves to work as business advisors and partners with our clients. So, we believe it is the financial intelligence that will lead to intelligence with your finances.

As we are now in what is an historical year for the UK, the key words for 2019 are: Innovation, Automation and Digitisation.

Get innovative: watch out for opportunities and don't assume you can just stick with tradition.

Automate: streamline your services, get a business advisor/consultant to help with a fresh set of eyes.

Digitisation: don't put your fingers in your ears and sing 'la la la', get ready now for Making Tax Digital.

Hull Choral Union 90th Season

As part of its 90th season Hull Choral Union is delighted to be joining forces again with Lincoln Choral Society. The choirs will perform Mendelssohn's ELIJAH* in the splendid setting of Lincoln Cathedral.

Mendelssohn composed ELIJAH in the style of Bach's and Handel's oratorios which he greatly liked. It recounts incidents in Elijah's life based on sections of Kings 1 & 2 in the Bible's Old Testament. *(The New Novello Choral Edition).

7.30pm Saturday 11 May 2019

Conductor: Mark Wilde

Soloists: Margaret Ravalde – Soprano,
Emily Gray – Mezzo-soprano,
Magnus Walker – Tenor, Njabulo Thabiso Madlala – Baritone

Accompanied by Lincolnshire Chamber Orchestra & Lincoln Cathedral Organ

An evening not to be missed.

TICKETS: All Adults: £20, £16, £12, £8

FROM:

www.visitlincoln.com/whats-on/mendelssohns-elijah

and Lincoln Cathedral Shop

lincolncathedral.com/shop/ 01522 561644

OR Pay on the Door.

www.hullchoralunion.org & Registered Charity 1071325. www.facebook.com/LincolnChoralSociety/ & Registered Charity 505023.

Hull & Humber Chamber of Commerce Members are invited to support this concert by advertising in the programme. Please contact Gaynel Munn, HCU Publicity Officer feedback@hullchoralunion.org for further details.



image © Ian Brown



Hull University Quarter Housing Project

The University Quarter Housing project, a unique partnership between national accommodation provider Kexgill and the University of Hull, has won 'Collaboration of the Year' at Property Week's Student Accommodation Awards, the UK's biggest awards in the sector.

Over 700 delegates gathered at the Intercontinental London, The O2, in London for the one-day conference, which brought together the best of the UK industry, for panel discussions with keynote speakers and an exhibition hall featuring leading suppliers. The awards took place during the evening and celebrated the greatest achievements in the sector's marketplace throughout 2018.

As well as their victory in the Collaboration of the Year category alongside the University of Hull, Kexgill was also shortlisted as a finalist in the Developer of the Year category. Richard Stott, Managing Director of Kexgill Group, also featured on a panel of speakers at the conference where he discussed the future of the student accommodation industry and trends for 2019.

Richard Stott said: "The success of this project has been the culmination of years of hard work and collaboration between directors at the University and Kexgill. Property Week is the leading magazine in the commercial and residential property sector and to be named as a winner at such a prestigious national awards ceremony is

a phenomenal achievement for not just the UQ team, but the Humber region as a whole.

"Trust, respect and friendship are at the heart of any successful working relationship, so we would like to thank the University of Hull for their hard work and continued support with this project."

Kexgill's £60m investment into the University Quarter provides students with the highest standards of student accommodation within a five-minute walk from the University campus. Judges praised the high quality of the accommodation; the levels of support University Quarter staff were able to provide and the UQ's focus on safety and security, with significant investment into CCTV, security patrols and a dedicated repairs app.

Trudi Vout, Director of Campus and Accommodation Services said: "The safety and success of our students is the main priority at the University and we're delighted to collaborate with an accommodation provider who shares our passion for this. This has resulted in the creation of a safe and secure environment allowing students to thrive in both their

academic and social lives.

"Forward lettings for 2019 are extremely positive and we believe this is thanks to providing students with optimum levels of support and the highest levels of quality accommodation less than five-minutes away from the University campus. We can't wait to welcome our first wave of tenants into the UQ in September 2019 and we already have many exciting things planned for next year.

All of the University Quarter Housing comes fully furnished and fitted with the latest technology including American fridge freezers. Rates are all-inclusive and include a cleaning service and unlimited ultra-fast Wi-Fi. UQ tenants also have access to their own dedicated repairs app, to log and track any repairs quickly, with 24/7 support from maintenance staff.

Students looking to learn more about the University Quarter, including letting opportunities for 2019, can visit the official University Quarter website at <http://universityquarter.co.uk> or visit the UQ pod located on Salmon Grove to speak to members of the UQ team.

The ICS Cleaning Team Take to the Mall

ICS Cleaning has been awarded the cleaning and servicing contract at Grimsby's Freshney Place Shopping Centre.

The business has invested more than £100,000.00 on new state-of-the-art cleaning machinery to ensure the contract is carried out to the highest possible standards required for the client and its shoppers.

Tracey Wood, Operations Director for ICS Cleaning, is leading the contract. She commented: "We are delighted to have been awarded this contract. We have worked hard with the shopping centre management to ensure we deliver to their exact requirements and of course, with it being a place that members of the public are in, we ensure the highest standards are met."

Hull-based Independent Cleaning Services (ICS), part of the SPS Group, has been providing cleaning services for over 25 years and has an enviable reputation for delivering on excellence.

Chris Turner, Managing Director of ICS Cleaning, added: "We work hard to maintain our good reputation and this has led to some large contract wins across the region. We are



pleased to be working with the Freshney Place team and developing a strong relationship built on delivering great results."

The SPS Group employs more than 1,000 staff and offers a single provider solution for cleaning, security and technical.





Steve Eastwood

Lee Holgate

A huge welcome to the team to Lee Holgate who has joined us as our new Technical Director for SPS Security.

We are delighted to announce that Lee is heading up our technical division, coming from a strong background in engineering and security in this region.

Lee went into the security industry in 1992 after leaving the Royal Navy where he was a Weapons Engineering Mechanic. His career has seen him progress from an installation engineer to an Engineering Manager within 10 years and then onto Regional Operations Manager and then General Manager at large security firms in the region.

Lee commented: "I am delighted to join the SPS team and it's great to be working in a family-run business with great people."

Lee's role is to manage the technical department, grow sales both in installation and recurring revenue and introduce procedures that will achieve further company accreditation.

On his move Lee commented: "I like a challenge and look forward to having the opportunity to see what needs to be done to grow the technical business from its solid foundations. I can see the future will be very busy and exciting. I do have a plan... but obviously I don't wish to divulge my strategy!"

John Beharrell, Managing Director of SPS Security, added "We are delighted to have Lee join our team. He has a strong and proven track record in the industry and the skills and knowledge that he will bring to the role will be a great addition to our business."

Welcome to the team Lee!



Lee Holgate

Alan Boswell Insurance Brokers

Alan Boswell Insurance Brokers has become the latest business to back Hull and Humber Chamber of Commerce by becoming Patrons.

Although a relatively new name to the local business community, the commercial insurance specialist has been rooted in the Grimsby area since 1977 under the name Sutcliffe Insurance Brokers.

In early 2017, the Alan Boswell Group (ABG) acquired the Lincolnshire broker, retaining its 25 staff and offices at Laceby, near Grimsby, and Boston.

Executive chairman Alan Boswell started ABG as a sole trader in Norfolk in 1982, and has overseen its expansion to become one of the largest independent insurance brokers in the UK, with gross premium income recently topping £100million for the first time.

The broker looks after a diverse range of clients from sole traders to Championship football clubs through to large industrial companies, and provides:

- Expert insurance advice
- Expert risk management advice
- An in-house claims team

- An in-house loss adjuster
- Financial service advice and solutions

Steve Eastwood, an account executive based at the Grimsby office, said being part of a larger group has allowed the broker to enhance the range of services offered to existing clients - including risk management.

"But importantly, we've retained the type of personal service that has made the business such a success over the years," he added.

"And by becoming Patrons of Hull and Humber Chamber of Commerce we're demonstrating our commitment to the region, its businesses, and our own continued growth.

"We firmly believe the future is very bright for the area, and we're looking forward to playing our part in its success."

If you don't have them to hand it's **01472 872872**, email **grimsby@alanboswell.com**

The Future of CRM - Genuine Intelligence from an Artificial Source

If you jump onto any tech blog or happen to come across some marketing material for IT giants, Artificial Intelligence (AI) is the hot topic shaping the marketplace. But the term does seem to get overused and maybe undervalued at times AI is used to describe any type of automation, something which many often get away with due to a lack of detailed general knowledge.

To help clarify what this means in my industry, I'd like to look at some of the key AI advances I expect to see in the CRM market over the next 12 months which may shape the way tasks are performed intelligently on the behalf of you, our user.

Lead Forensics

Most CRM systems are based, at their heart, around improving the efficiency of the sales process for a business. For generating new business, this typically starts at the Lead/Prospect stage and for many Sales Directors, the key way to boost efficiency is to prioritise the needs of the highest value prospects.

This is done through something known as lead scoring.

Lead scoring isn't something that's new to the market, but it is something which I believe is often wrongly classed as 'AI' for purely marketing reasons. Currently, most CRMs score leads on fairly straight forward conditions, i.e if the prospective company size is 30+ or the expected spend is higher than average, give them a high score.

The CRM hasn't really applied intelligence, it has just followed the rules set out by the administrator.

True intelligence would sit outside these rules, with the CRM using trends of the past to inform decisions of the future. Soon, we may see systems recommending next steps based on previous results of leads with a similar profile.

An example being leads from a certain industry over the last six months are taking longer to close on a deal. So instead of just giving them a medium score, your CRM extends the expected close date and adds a warning to that effect. It may even automatically schedule a few extra calls in advance to maximise the chances of success.

When it comes to prospects, AI won't just enable us to build up a score but, instead, map out the ideal process which is tailored to their needs to get them over the line intelligently.

Pipeline Forecasting

Almost an extension to the above, pipeline forecasting is used to give a manager information about how many sales are likely to



come through in the future and what the revenue of those might be. This allows them to make plans related to hiring and other outgoings.

Soon enough I think we'll see systems taking historic sales data, mapping it against data of the present, to give us intelligent insight into the future. Giving a secondary forecasting that maybe goes even further into the future.

Let's simulate a second situation - from historic data, your CRM knows that Construction companies of employee size 10-20 close 50% at an average order value of £3,000. The CRM can then look at the current pool of prospects and, for those that meet the criteria, apply a baseline average expected revenue to give me a forecast of my prospects.

It would then update that on a rolling, daily basis using the newest data available, something a set of simple rules couldn't do.

Contextual Recommendations

As the name suggest, we need our CRM systems to help us better understand, manage and maximise the relationships with our customers. Whilst it's undoubtedly true that they already play a major part in making this happen, with the data at hand and powerful computing, we need our systems to calculate the trends and highlight the issues we just can't!

We'll begin to see our CRM systems give us recommendations on next actions based upon the existing relationship with our customers.

Here's a great example - a normally very satisfied customer suddenly starts raising a larger than average number of tickets with your support team in a short period of time. Your CRM system knows that, for this customer, that's not normal

and automatically schedules a call activity for their Account Manager to check in.

On the flipside, a customer who is regularly engaging with support (and raising lots of tickets) to expand their functionality goes quiet for a few weeks - again, the CRM system let's their Account Manager know something might be amiss by scheduling an activity or raising a warning!

The intelligent thing here is the context. An automated system rule just wouldn't cut it as every customer, their needs and their behaviours are entirely different. Soon CRM systems will be able to track hundreds of individual 'norms' and let you know when it's time to step in!

Whether we like it or not, AI is on the horizon and won't be disappearing any time soon!

For software organisations, it opens a whole new realm of possibilities and will allow customers the opportunity to transform the way they run their businesses and keep their customers happy!

To talk to a member of the OpenCRM team about how CRM software can benefit your brand, 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.

open CRM



New State of the Art Terminal Extension Set for Take-Off

Plans for a major extension to the main airport terminal building at Leeds Bradford Airport (LBA) have been approved by Leeds City Council.

The decision means that construction of the two/three storey extension to the main airport terminal building to provide an improved arrival experience, including significantly larger immigration and baggage reclaim areas, improved departure gate facilities, additional retail and food and beverage outlets and additional free seating, will look to commence in spring 2019.

Part of the airport's 'Route to 2030 Strategic Development Plan' - which will see annual passenger numbers increase from four million to seven million by 2030 - it is the biggest investment to date in the site by AMP Capital since it purchased the airport in October 2017. The planning application was made on behalf of Leeds Bradford Airport by Deloitte Real Estate. David Laws, Chief Executive of Leeds Bradford Airport, said: "This is fantastic news for the region's passengers and the wider economy. With work scheduled to be complete in winter 2019/2020 we are increasing peak-time capacity to deliver a first class passenger experience and create an airport Yorkshire can be proud of."



"This will allow us to attract a greater range of airlines and support route development, which in turn will deliver additional international destinations that our business and leisure passengers' desire."

Nolan Tucker, director at Deloitte Real Estate, planning consultant on the project, added: "This is a significant step in the successful development of Leeds Bradford Airport. It is hugely important that this gateway to our region reflects its scale and importance to the wider UK."

"This is the first in a series of future infrastructure projects which will improve access to the airport, helping to increase its capacity, deliver tangible return on investment and fuel future economic growth. The role of Leeds Bradford Airport in the City Region's development strategy cannot be overstated."

LBA contributes £336m to the local economy every year and delivers over 2,350 direct jobs, and the development comes as part of the wider strategy to improve the region's connectivity nationally and internationally.

Once the new building is complete, works will then commence on re-modelling the existing terminal building to provide a new security central search area, enhanced check-in facilities, and a simplification of the customer journey through the existing departure lounge. This will also include new retail and food and beverage offers.

The final phase will include the construction of a new pier, replacing the current passenger walkway with a two-storey structure, housing arrivals at ground level, and departures being processed at additional new boarding gates on the first floor.



L-R: Matthew Lax, Relax Broadband MD; Alan Cheshire, Installations Director and Adrian Bolster MD, both purebroadband

Purebroadband Extends Network into Beverley

Hull-based internet service provider, purebroadband, has announced it has extended its network into Beverley following the acquisition of local business, Relax Broadband.

The acquisition will allow the company to offer Beverley residents faster internet speeds and improved reliability with the roll-out of an extensive upgrade programme.

purebroadband will also offer its new Beverley customers a better quality of customer service than they've received previously, with longer manned support hours and a variety of new packages available. The transition will be smooth and took effect on the 1st November 2018.

This investment is the first step in purebroadband's growth strategy to deliver ultrafast broadband to everyone in the East Riding, as Adrian Bolster, Managing Director of purebroadband, explains:

"2018 was a fantastic year for purebroadband.

Turnover exceeded £1M for the first eight months of trade as more and more Hull customers discovered the benefits of our alternative wireless internet options in the city. Now, Beverley residents will be able to benefit from our expertise and enjoy our high quality of service at affordable prices.

"For the past 12 months we've been focusing on improving the speed and stability of our network for current customers, and are now in a position to take the company to the next level. When the opportunity to acquire Relax Broadband was presented to us, we just couldn't say no, and are delighted to be expanding our network into the area.

"We have big plans to expand our network across the East Riding in the near future, and are on the lookout for more acquisitions to

Lincolnshire's Influential Melanie Tillet

A search for the nation's best business women brought together a host of inspirational women at an illustrious awards ceremony at Wembley Stadium for the finals of the National Business Women's Awards 2018.

The awards, which cover every aspect of business, from the sole trader to the corporate elite, celebrated the female innovators, trailblazers, disruptors and entrepreneurs setting the precedence for women in business.

Amongst stiff competition, Melanie Tillet of Tillet's was crowned Influential Business Woman of The Year as well as Runner Up in the Small Business Woman of The Year category.

"This award is of huge value to us and the main thing is that we have been recognised for providing clothes for women and influencing the way people are feeling about themselves through the fashion we provide."



facilitate this - watch this space!"

purebroadband was established in 2009 to deliver an alternative broadband internet service in Hull. They offer a variety of services to households including fibre products and wireless broadband for those without a telephone line.

The company also provide gigabit speed internet solutions to businesses of all sizes based on their individual requirements including lit and dark fibre.

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Name:
Philip Chilvers

Company:
SmarterPay

Job Title:
Head of Sales

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

My first full time job was a trainee news manager's assistant at WH Smith Wholesale. In those days (1988) it was weekly pay and if I recall the was £101 gross per week.

What do you always carry with you to work?

I am old school when it comes to these things. I usually carry everything in a bag. I am lost without a watch and always like to have a pen to hand.

What is the biggest challenge facing your business?

We are still growing so recruitment is one of the main challenges for us.

What can you see from your office window?

I work in several offices, home and on the road, so I have a different window scene each day. In Hull I am on the second floor so I can just see the tops of the trees.

If you could do another job what would it be?

I always wanted to work with animals either as a vet, in a zoo or having my own pet shop. I have left it a bit late now but I often wonder "what if?"

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

Openness, honesty and integrity.

What advice would you give to aspiring entrepreneurs?

Don't ever leave yourself wondering "what if?"

Who do you admire most in business?

My Grandfather.

Chamber Events Diary 2019

**Chamber Goole & Howdenshire Business
Excellence Awards**

Friday 22 February 2019
Goole High School Conference Centre

AGM / Members' Speed Networking and Lunch

Friday 1 March 2019
Healing Manor Hotel , Grimsby

Members' Speed Networking and Lunch

Friday 29 March 2019
Bonus Arena, Hull
Sponsored by: SoluTech Systems Ltd

Members' Speed Networking and Lunch

Friday 26 April 2019
Willerby Manor, Hull

**Chamber Northern Lincolnshire Business
Awards**

Friday 17 May 2019
Baths Hall, Scunthorpe

Chamber Expo 2019

Wednesday 5 June and Thursday 6 June 2019
Bonus Arena, Hull

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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