

# BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

December/January 2020

Issue 53



Season's Greetings  
from Hull & Humber  
Chamber of Commerce



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*The Environment Agency's Philip Winn and Lucy Marshall with Chamber President Kathy Fillingham (centre).*

## Chamber Business Leaders Hear About Huge Climate Change Risk to Humber Towns and City

AFTER what felt like endless weeks of torrential rain which led to serious flooding in Lincolnshire and Yorkshire, a timely presentation by the Environment Agency brought the flood risk in the Humber region into sharp focus.

The Hull & Humber Chamber's highest policy-making body, Chamber Council, was left in no doubt of the threat rising sea levels pose to large areas of the Humber, including Hull, Grimsby, Cleethorpes, Goole, Gainsborough, Doncaster and Selby.

The Environment Agency's Philip Winn and Lucy Marshall told the Chamber that in 2013 when the Humber was last hit by major flooding which affected large parts of Immingham docks, South Ferriby and parts of Hull, the region was only centimetres away from the most catastrophic flooding around the Humber since 1953.

Philip told Chamber leaders that, ultimately, if sea levels continue to rise as predicted, a tidal barrier similar to that in the River Thames, but four times as big, may be required to protect low lying areas bordering the river, but that could be decades away and would cost billions of pounds.

He highlighted that the Environment Agency and all 12 local authorities around the Humber Estuary were presently trying to find an approach towards an agreed 25-year plan.

The Environment Agency's current budget is circa £150-million for each six-year (2015-21) planning period for the Humber, and much work has been done since the 2013 floods to protect the most 'at risk' areas of Lincolnshire and East Yorkshire. The plans are now focused on allowing farmland to flood when water levels are high in order to protect built-up urban areas.

In 2013, 40km of river bank around the Humber and its tributaries were breached and 1,100 properties damaged. The Agency director noted that the Humber region had now declared its intention to be net carbon neutral by 2040, but said this would be a 'tough challenge' to achieve, noting the various heavy polluting companies in the area.

Chamber Chief Executive, Dr Ian Kelly, welcomed the update from the team at the Environment Agency for the Humber and commented: "The scale of the flooding challenge facing the Humber was the biggest in the UK outside London. Innovative ideas and proposals are now coming forward to defend our area in the face of high tides and flash flooding, but we suspect much more than £150-million for each six year planning period will be needed in the future. That is aside from the costs associated with decarbonising the Humber economy itself.

"We are doing great work in offshore wind development thanks to Ørsted, Siemens and ABP, but much more urgency will be required by the next Government to tackle the wider climate change crisis we now face."

## HFR Solutions CIC – Community Canal Boat Investment Supports Community Engagement Program

Humber-based Community Interest Company HFR Solutions CIC – which helps organisations improve safety through preparation for and response to emergencies, has recently invested in a brand new 12ft x 60ft Wide Beam Canal Boat Cruiser called 'Forget-Me-Not', as part of their community engagement program.

The build has recently been completed by specialist canal boat builders Collingwood and Liverpool Boats, based in Manchester and the 'Forget-Me-Not' has just arrived at her new mooring home at Thorne's Blue Water Marina. It will comfortably accommodate up to 12 passengers (excluding crew members) to travel in style and provides amenities such as:

- Comfortable seating
- Kitchen facilities to cook hot food
- Lift and wheelchair access
- Washroom facilities
- Large TV screen

The 'Forget-Me-Not' canal boat will be free to use for charitable and non-profit making community groups and will provide passengers with the unforgettable experience of sailing the inland waterways within the Humber and Yorkshire regions and a trip away from everyday life.

John Armon, Emergency Services Manager at HFR Solutions, commented "HFR Solutions is always looking at ways to engage with our local communities and provide a community return in many different ways. Having recognised we wanted to invest in a community boat, we visited the East Manchester Community Boat Project and experienced a trip out on their boat the 'Community Spirit', and realised the impact such a similar project could make in our region.

"We feel this project will help to engage communities and facilitate social interaction between generations. We are delighted that this project has finally come to fruition."

The 'Forget-Me-Not' canal boat will provide a visible, enjoyable and rewarding experience, create some wonderful memories and opportunities to chat with others in a safe and relaxed environment. All trips will be facilitated by fully trained crew members and will provide a slower and sedate method of transport.



This unique community-based project provides additional benefits such as the opportunity to learn a new skill by acting in the role of a volunteer. If you are interested in becoming a volunteer on this project, HFR Solutions would be delighted to hear from you.

It is also hoped that businesses will see the benefits of engaging with this unique project through sponsorship activities or using the boat to hold meetings, corporate away days or team building events.

Nick Granger, Managing Director, HFR Solutions, commented "Like with so many of our community interest projects, support from the business community will help to make this initiative a success. We are extremely grateful to Howden's Joinery who have kindly offered to sponsor this project, by fitting out the kitchen in the galley and designing the fixtures and fittings.

"We would be delighted for any local business to support us on this journey and make use of the boat for team meetings or corporate away days. We are delighted with how the project is progressing and plan to set sail during the spring of 2020."

This project will allow the HFR Solutions business engage further with the community in delivering projects that make a real difference to individuals, non-profit making community groups and charitable organisations.

## Grimsby Firm Scoops Export Business of the Year in Chamber Awards

Grimsby-based Ramsden International led by local businessman Sean Ramsden has won Export Business of the Year in the Yorkshire & Humber region for 2019, in the British Chambers of Commerce Awards.

The company will now go through to the national finals where the overall winners will be announced at a special Dinner. Ramsden International is a previous winner of the national accolade.

Ramsden International's Chief Financial Officer, Amanda Barr, was presented with the certificate at the start of the Chamber's North East Lincolnshire Area Council meeting which was held at the Maersk Training Centre, CATCH, Stallingborough,

The Chamber's North East Lincolnshire Area Council Chairman, Michael O'Flynn presented Amanda with the certificate and wished her well for the national event in London.



*The Chamber's North East Lincolnshire Area Council Chairman, Michael O'Flynn, presenting Amanda Barr with Ramsden International's certificate*

# Yorks Training Company Lands Contract to Create National Academy

An East Yorkshire people development company has been engaged by one of the UK's leading kitchen manufacturers to create a national training academy.

Market Weighton based B Learning & Development has won the contract from Omega plc which will enhance the skills of hundreds of staff from kitchen retailers and merchants across the country.

Omega Chairman Sir Bob Murray said the new academy would provide quality training to partners and give them the edge in winning sales.

"The National Training Academy will play a key role in our growth as well as helping our retail partners to prosper too," said Sir Bob.

"It is part of a multi-million pound investment programme which has seen a £20m expansion of our factory and £12m invested in new plant and machinery which together will help us increase annual sales to £125m over the next two years."

The new academy was officially launched by television chef and cookery author Prue Leith who also presents hit shows such as The Great British Bake Off and The Great British Menu.



**Sir Bob Murray, Chairman of Omega plc; Suzette Verrill MD B Learning & Development Ltd and TV celebrity chef Prue Leith**

B Learning & Development Managing Director, Suzette Verrill said: "The Academy will provide training for 650 people in the first year who will

benefit from a range of our bespoke courses from kitchen planning and design through to marketing, sales and customer service skills.

"Sir Bob is an enthusiastic advocate of the power of lifelong learning and we are delighted to have been appointed to help him bring his dream of creating a national academy to life."

Sir Bob, who is also Chancellor of Beckett University in Leeds, added: "Thanks to B Learning we have created a first class facility with a tailor made curriculum, designed around the UK kitchen market, specifically to support our customers and our own staff by providing specialised and effective training programmes to drive their business and ours."

Omega plc is based at Stainforth near Doncaster and has recently expanded its factory to 400,000 sq ft enabling it to increase production to 34,000 kitchens per year.

## Experienced Driver Joins the New Band of DVSA Approved Assessors

Experienced lorry driver Alan Kaye has become one of only a handful of people throughout the UK to earn a new Driver and Vehicle Standards Agency qualification for assessing professional lorry drivers.

Alongside his practical transport experience driving all kinds of lorries, Alan also has training experience gained in the telecoms industry. He has combined the two as a foundation for the new role, securing his qualification at Immingham-based JMT Training, becoming the first person to do so at JMT with instructor Ian Goldacre.

Alan is keen to help improve safety for lorries and successfully campaigned to increase the speed limit for HGVs on A roads from 40 to 50mph. He was prompted to launch that campaign after seeing many dangerous overtaking manoeuvres by car drivers feeling frustrated at being held up by slow-moving lorries. The change was introduced in 2015.

Alan said: "Until now there has been no benchmark for assessing an existing driver. With the arrival of a new recognised standard it's probably only a matter of time before all assessments will need to be carried out to the

new standard to gain credibility.

"If insurers require remedial training for a driver, that's where an approved assessor comes in. Haulage firms who have insurance issues because of a high number of claims, will be able to present reports to their insurers based on the new standard. Insurers are increasingly asking for such monitoring to be conducted."

Alan has held a Class 1 licence since 1984 and driven more than a million miles, and added: "The opportunity to have drivers accurately assessed to a recognised standard will enable hauliers to 'up their game', proactively reviewing their drivers to gain safety and cost control benefits.

"My role is not to test the driver, but to spend time with him or her and put them at ease to get them to drive to the best of their ability. The best environment for such



an assessment is one that has previously proved to be troublesome, and assess their driving. Based on that, I would then submit a written assessment to the employer with recommendations for the amount and kind of remedial training required."

# Free Finance Support for SMEs

## Helping businesses become investment ready

SMEs across the Humber can now access support and apply for specialist Finance for Growth grants through the Humber Business Growth Hub's #GrowMySME Programme. Addressing a range of barriers to accessing finance, expert advisors are on hand to provide businesses with the advice and support they need to become investment ready.

The grant is available to eligible SMEs in Hull, East Riding of Yorkshire, North East Lincolnshire and North Lincolnshire.

Since launching the scheme, several businesses have accessed the grant to procure accountant-prepared business plans and financial information. This specialist support provided them with the ability and confidence to approach potential investors and financiers.

Phil Hall, Programme Manager said:

"The support available for Humber SMEs is fantastic and we'd urge any local business to get in touch to see how we could help them to grow. So far we have assisted companies to access more than £500k of grant funding and over £4.5m of additional investment."



"Strong applications will demonstrate significant growth potential - for example an increase in jobs, turnover, profit or efficiency."

"Grants of between £1,000 and £10,000 (dependent on total eligible project spend) are available, eligibility will be identified through our business advisors and are discretionary and applications will need to be assessed. Larger projects could benefit from the Programme's other grants through the ICT for Growth and Business Growth Schemes."

Part of the #GrowMySME Programme

The #GrowMySME Programme is supported by the European Regional Development Fund 2014 - 2020.

To find out if your business is eligible, contact the #GrowMySME team on: **01482 612612** or email: **business.investment@hullcc.gov.uk**  
To apply online, visit: **www.growmysme.co.uk**

## #GrowMySME

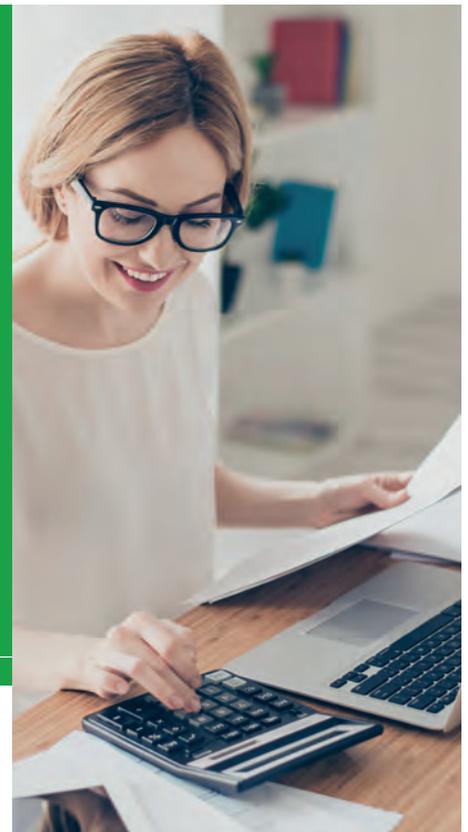
# FREE TO ACCESS FINANCE SUPPORT FOR SMEs

## Helping businesses become investment ready

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**01482 615359**

**www.growmysme.co.uk**



# What Would You Do if You Saw this on Facebook About Your Firm?



Employee disputes are costly and time consuming to say nothing of the reputational damage that may come with a hearing. The latest figures show an increase in the latter, prompted by the Supreme Court's ruling to scrap Employment Tribunal fees.

With the above in mind, Wilkin Chapman solicitors organised a series of 'mock tribunal' training sessions across the region.

Held in association with leading recruitment firm Hays, the last in the 2019 series of free-to-attend 'Tribunals' played out in Grimsby. With Partner and Head of Employment Teresa Thomas standing as Judge, her colleagues and Partners Richard Parnell and Katie Davies represented the employee and Company respectively.

### Let's look at the highlights...

**The scenario:** Joanne Hunt, 25, was a Supervisor at 'Leafy Lane' Garden Centre. The store manager Maria Geller was shocked when her son (who was friends with Miss Hunt on Facebook) showed her the following posts.



**I am sure I work with some absolute morons – management don't know their f\*\*\*ing a\*se from their elbow and customers aren't much better.**



**WTF – seriously need to sort my life out working for these bunch of t\*\*\*\*.**



**Can't be bothered with work – I can feel a sick day coming on...lol.**

They were posted on separate occasions on Miss Hunt's Facebook page which it transpired was public, on which it was clear she worked at Leafy Lane. Her friends included work colleagues and an important company business contact.

**The actions taken:** Mrs Geller met Miss Hunt the next day and after a short conversation with no witnesses, Miss Hunt was suspended. She was invited to a disciplinary hearing three days later with a letter sent to her saying she had:

- Breached the social media policy;
- Brought the company into disrepute.

**The outcome:** Following the disciplinary Miss Hunt was dismissed due to gross misconduct. She appealed but Leafy Lane refused to accept her appeal as it was received one day out of



The Wilkin Chapman team, left of Katie Davies, Richard Parnell and Teresa Thomas held the event in association with Hays (pictured right) Ruth Hardy, Sam Reavill and Kadie Fleming

time. Miss Hunt took her employers to an Employment Tribunal, after ACAS Early Conciliation was unsuccessful, but Leafy Lane didn't engage with that process.

**The result:** The dismissal was upheld, but only for a breach of the social media policy. Some important points were overlooked by Leafy Lane and these included:

**Social media policy:** Leafy Lane had a policy, but when Miss Hunt said she hadn't seen it, the Company could only allege she had as there was no written record of her attendance at a presentation when this was discussed with employees.

**Bringing the firm into disrepute:** There was no actual evidence to confirm the posts had brought the firm into disrepute;

**Wellbeing concern:** Miss Hunt's solicitor argued that Leafy Lane management had paid no concern as to why a supervisor had posted such comments. She had said she was stressed.

**The process:** Was the process rushed? Was Mrs Geller too emotionally involved and did that influence her actions? Miss Hunt's appeal was just one day late, and should the Company have allowed it? The Company, however, hadn't breached ACAS timescales.

In summing up to the audience, 'Judge Thomas' said: "There are lessons that should be learned from this, particularly with regard to procedures and written evidence."



For details of Wilkin Chapman's Employment Advice Line or for an informal chat on any of the issues raised, please contact Richard Parnell: [richard.parnell@wilkinchapman.co.uk](mailto:richard.parnell@wilkinchapman.co.uk) or visit [wilkinchapman.co.uk](http://wilkinchapman.co.uk)

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solicitors

## Britcom Promotions – New Associate Director Roles

Britcom would like to announce the promotion of two long standing members of staff to Associate Director positions.

Britcom is a very successful company with an excellent reputation for supplying good quality commercial vehicles in both export and UK markets, as well as operating a vehicle engineering and bodyshop business. Throughout the significant growth over the years, it has retained the core values and principles of a family owned business. It is also a company that is prepared to invest in the development of its employees and recognises and rewards hard work and commitment, as evidenced by these latest two promotions.

Brent Carmichael (pictured left) is promoted to Associate Director (Engineering).

Brent started with Britcom in 1992 as Workshop Manager when Britcom acquired the chassis engineering company he was working for at the time. As Britcom grew and moved to new premises in Market Weighton in 2006, he became Engineering Manager

Brent said "My latest promotion to the position of Associate Director (Engineering) will allow me to concentrate on developing the Engineering side of the business, working with old and new customers alike, forging relationships with

key stakeholders and ensure Britcom is set to cope with the legislative demands in a rapidly evolving industry. Our late Chairman's saying was 'it's hard work at Britcom, but it's got to be fun'; I could not agree more and look forward to the challenges ahead."

Adam Day (pictured right) is promoted to Associate Director (Sales).

Adam joined Britcom in 2005 as Business Development Executive, predominantly focused on procurement. Much of his time was spent on the road, building relationships with suppliers of used trucks and trailers, including franchise dealers, finance and leasing companies and large fleet operators.

Subsequently, the decision was made to expand the used vehicle sales operation in the UK and Adam's experience naturally led to him heading up the department as UK Sales Manager, including the establishment of a second depot in Manchester.

Adam commented "I enjoy the day to day challenges that working in this industry brings and the interesting (and eccentric !) characters that I deal with day to day, it's safe to say that



*Pictured Left to Right are Brent Carmichael and Adam Day*

no day is every the same. The promotion to Associate Director (Sales) will allow me to contribute to the strategic direction of the business which is a challenge that I am very much looking forward to."

Chris Urwin, Joint Managing Director said "These promotions are well-deserved for two loyal and committed employees who have already contributed a great deal to Britcom's success over recent years. They have earned the right to take the next step and assist the existing directors in charting a course for the company in the next decade and beyond."

## Double Boost for CASE as Mail Supports Milestone Year

A charity which supports people from the city and areas of the East Riding who have learning disabilities is celebrating a double boost after holding a successful annual dinner and sealing a major support deal with the Hull Daily Mail.

CASE Training Services raised more than £14,500 from its annual dinner featuring The Brotherhood of Man and Ultimate Elton. The event, held at the DoubleTree by Hilton Hotel in Hull, attracted almost 250 people and, in addition to bringing in much-needed funds, helped to raise the profile of the charity as it prepares for its 35th anniversary next year.

The partnership with the Mail and its Hull Live online service will be at the heart of an action-packed programme of anniversary events, with the Mail adopting CASE as its charity of the year for 2020 and members of its team playing a full part.

Debbie Hall, feature writer for The Journal, reaches a similar milestone next year as she celebrates 35 years of working at the Mail. To mark the occasion, Debbie plans to commit one day a month during 2020 to work with the CASE

staff, volunteers and trainees, experience what they do, and share their stories through her writing. Dan Kemp, the Mail's official CASE 2020 reporter, plans to run for CASE in next year's Hull 10k.

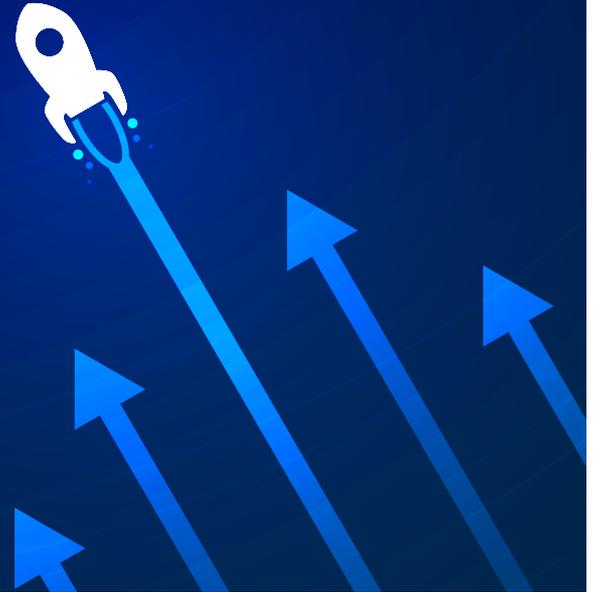
Steve Rusling, Marketing Manager at CASE Training Services, said: "We're grateful to everyone who helped make the annual dinner such a success, and as we focus now on the 35th anniversary programme, we're thrilled that the Mail has chosen us as charity of the year." Neil Hodgkinson, Editor of the Mail, said: "We're proud to support CASE as they celebrate their achievements and we look forward to partnering with other supporters to ensure 2020 is a huge success and provides a solid foundation for the charity's work."

To find out more about CASE and its big anniversary please visit [casetraininghull.co.uk](http://casetraininghull.co.uk)



*Pictured at the CASE Training Services annual dinner are the Brotherhood of Man and Ultimate Elton.*

# Office of National Statistics Publishes Latest Data for R&D Tax Credits



Everyone involved in Research & Development Tax Credits will tell you it's been a busy year for HMRC, with delays in the processing of claims over the summer hitting an unprecedented nearly four months between submission and repayment. Whether those delays have also led to the one-month delay in the publishing of the ONS's annual review of the Research and Development Tax Relief scheme we'll let you decide!

It's fair to say though that HMRC broke the back of the problem in September and credit should be given to them for getting on top of things and getting back on schedule with their 28-day turnaround times.

What does the data say? You can get the full report at [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/837282/Research\\_and\\_Development\\_Tax\\_Credits\\_Statistics\\_October\\_2019.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/837282/Research_and_Development_Tax_Credits_Statistics_October_2019.pdf)

## SME Claims continue to grow

Well it confirms the fact that HMRC have been busy. There were over 45,000 claims under the SME Scheme for the 2016-17 tax year that's an increase of nearly 22% and already there have been over 42,000 claims under the SME Scheme for the 2017-18 tax year, that's with still nine months to pass before the deadline for the submission of amended claims.

It also shows that over 12,000 business applied for the SME Scheme for the first time! That's 12,000 companies like yours realising that they might be able to claim and getting in touch with someone to help them.

## So does the amount they are claiming!

In 2016-17 the total support given to small businesses via the SME Scheme rose to over £2.2bn. Add to that a further £205m under RDEC and that's over £2.4bn of tax savings. But if you look at the claims for this current year, they have already nearly hit £2.5bn, so the big question is,

will the SME Scheme top £3bn in tax savings in 2017/18?

The average claim under the SME Scheme grew to £49,173, but, if you consider that there were 120 claims over £1m of which 35 were over £2m, perhaps the median claim value is the best source of comparison. That median claim value is around £19,000, even that is still a very nice amount of extra cash to have in your bank account! What do you think you would do with the extra money?

## Why do some SMEs claim under the RDEC Scheme?

The RDEC scheme exists predominantly for Large Companies, those with more than 500 employees, so to qualify as an SME you can actually be quite big! Despite the size of their business, some SMEs have to claim under RDEC, that's normally because they have received a grant to fund some elements of their project. This is often an area that is overlooked by businesses, because it is possible to claim both a grant and R&D Tax Relief.

The other area overlooked by businesses, and this is particularly the case with software development companies, is that if you are being subcontracted to by a large or international company to deliver a project for them, and the project is R&D for you, then you can claim under the RDEC scheme, as well as being paid by your customer. What is often even more overlooked is that if you bear the financial risk of that project, which generally means if you fail to deliver it on

time or on budget and you bear the additional costs, then you can actually claim under the SME Scheme for that project and get paid for it by your customer.

## Are you part of the Statistics or part of the 75% still missing out?

A survey conducted over the summer, 'The State of Small Business Britain' highlighted that 75% of eligible businesses in the UK are still missing out on R&D Tax Relief claims. That's a massive number, but the anecdotal evidence for that is plain to see within the market. Our own marketing efforts keep turning up more business like yours who weren't aware of their potential to claim for interesting projects that they have been performing which have an element of scientific or technological development to them.

If you want to be part of the 25% of the statistics next year, instead of staying with the 75% still missing out, all you have to do is give us a call or drop us an e-mail and we'll have a no obligation 15-minute chat with you about your interesting project to see whether you can claim. That chat could be worth £19,000, and we reckon we need less than two days of your time to prepare the claim! Go on pick up the phone! Contact Simon on **01424 225345** or at [info@coodentaxconsulting.co.uk](mailto:info@coodentaxconsulting.co.uk) and reference B153.





## All Aboard for Chamber's Exclusive Preview of East Yorkshire's New Fleet of 'Talking Buses'

Members of the Chamber's Shipping & Transport Committee enjoyed an exclusive preview of a bus which is one of 11 new double-deckers being introduced and representing a £2-million investment.

The new fleet, with a striking red and cream interior, on-board wifi, and USB outlets built into every seat, are part of Hull-based bus company East Yorkshire, whose founder, Peter Shipp, was a former Chamber President.

Now part of the Go-Ahead Group, the company has ordered its new fleet from a Scarborough manufacturer which employs 1,200 people at its factory, thereby helping to boost the economy and secure jobs locally.

The buses, which cost a quarter of a million pounds each, all have a luxury interior to make travelling by bus a pleasure – an interior which will become standard on all new buses bought by the company. As well as free Wi-Fi and USB sockets, the buses have more comfortable seats, wood-effect flooring and phone holders. They are also more accessible, with a larger dedicated space for wheelchairs and buggies to use.

As 'talking buses', they have audio-visual announcements which let you know which

stop is coming up next. This helps you to get off at the right time if you're not familiar with the route, and also makes travel a lot easier for people who are visually impaired.

The buses have the latest Euro VI environmental rating, meaning they produce lower exhaust emissions than many cars, helping to improve the region's air quality.

The buses will be running mostly on circular Services 104/154, which run from Hull City Centre via The Avenues, University and Cottingham to Castle Hill Hospital, and then back via Willerby and Anlaby Road, via Hull Royal Infirmary, to Hull. This means workers at some of the region's biggest employers, such as the hospitals and the University of Hull, will benefit from using the new buses.

Chair of the Shipping & Transport Committee, Albert Weatherill, said: "The new buses look very smart inside, and all the new features will be welcomed by passengers travelling around Hull & East Yorkshire. It's great to see a company that is well known to the Chamber

investing in local people and infrastructure."

East Yorkshire's Area Director Ben Gilligan says the buses are sure to be a big hit with passengers in the area. "We're really excited to be putting these fantastic new buses into Hull," he said. "Everyone who's seen them so far has said how comfortable they are, and we know passengers are going to love the new features such as USB chargers."

"The congested roads in Hull mean that buses are a great way to travel as they can zip past the queues in the bus lanes. Plus, instead of spending your time just sitting behind the wheel in a car, bus passengers can take advantage of the free Wi-Fi and chargers to browse the internet, update their social media or catch up on some work."

Members of the public looked around the new vehicles at a special event in Queen Victoria Square in Hull City Centre on Saturday, November 9.

# CSP Supports Updates to Cyber Essentials Scheme

Cyber Security Partnership, the specialists in providing pragmatic and practical information security consultancy services, have welcomed the announcement that there will be changes to the Government's Cyber Essentials (CE) scheme.

"While the original CE scheme helped provide guidance on basic cyber hygiene and a first step for many large and small organisations, it didn't implement the security culture which is core to any improvement in a company's cyber security, nor did it give an easy roadmap to implement higher level security if required" states Kevin Else, CSP's Consulting Director.

CSP are monitoring the changes, which are to be announced in April 2020 and will keep all existing CE clients updated. All current CE certifications are still valid until their renewal dates.

CSP agree with the National Cyber Security Centre, that basic cyber hygiene is the key to dealing with the majority of opportunistic cyber-attacks and that independent validation of an organisation's security controls which protect it and information it holds is a differentiator that should be recognised.

CSP have helped many organisations achieve CE, including Advansys Solutions who are a high-tech defence consultancy company. They required Cyber Essentials certification to meet their customers' requirements, so CSP assisted



them in achieving it. Their company director had this to say "Advansys would recommend CSP as a cost effective, highly competent, cyber security consultancy organization".

CSP's other services include assistance security architecture, information risk management and data protection services. CSP's certification service, of which CE certification is one,

also includes ISO27001 and Data Protection Act:2018/General Data Protection Regulation (GDPR).

More information on the CE scheme is available on the government website.

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

# Walkabout Raises Funds and Awareness for Daisy Appeal

The Daisy Appeal went walkabout with award-winning tour guide Paul Schofield to raise money and awareness of the charity and of some of the region's hidden history.

Some of the group of more than 40 people were tourists in their own town as Paul took them on a trip through the streets and alleyways of Beverley en-route to lunch at Cerutti 2.

He said: "I never stop looking and learning and I have spotted things today that I will research for use on future tours and talks. You find out a lot just from talking to people who come on the tours.

"Often the people who don't know much about an area are those who live there – the visitors have usually done a bit of research."

Participants paid £27.50 to join the tour, which included a donation to the Daisy Appeal as it continues its work to establish the Hull and Humber area as a UK-leading region for the detection of cancer, heart disease and dementia. The current focus is on completing the £8.2m radiochemistry and cyclotron unit,

enabling the production of radioactive tracers at Castle Hill Hospital next year.

Claire Levy, Fundraiser for the Daisy Appeal, said the charity is planning to organise further walks as part of a varied programme of events aimed at enabling a cross section of people to support the campaign.

Claire said: "The Daisy Appeal has already raised millions of pounds to fund cutting-edge research and state-of-the-art equipment and facilities which will serve people throughout the Humber region and we are always looking for new ideas and opportunities to raise money.

"The walks with Paul give people a chance to learn about their surroundings and about the Appeal and they're proving very popular so I'm sure we'll add more of them to our programme."

To find out more about the Daisy Appeal please visit [www.daisyappeal.org](http://www.daisyappeal.org)



Paul Schofield pictured with the Daisy Appeal group at the Monks Walk pub and at Beverley Minster.



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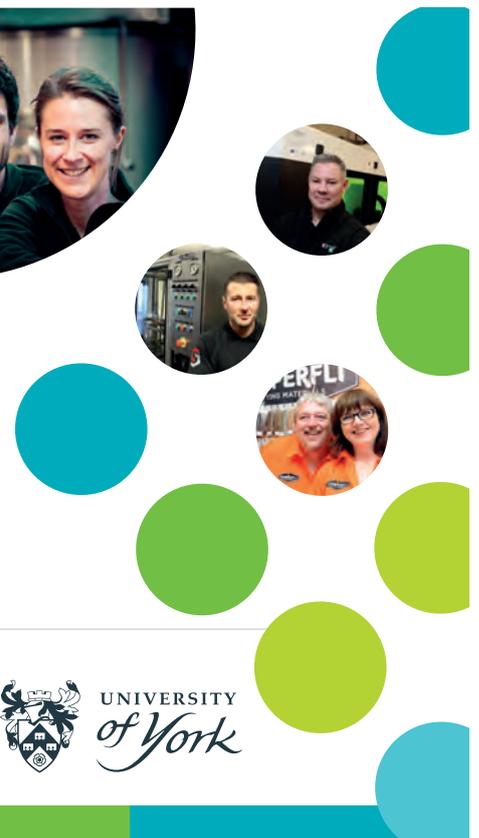
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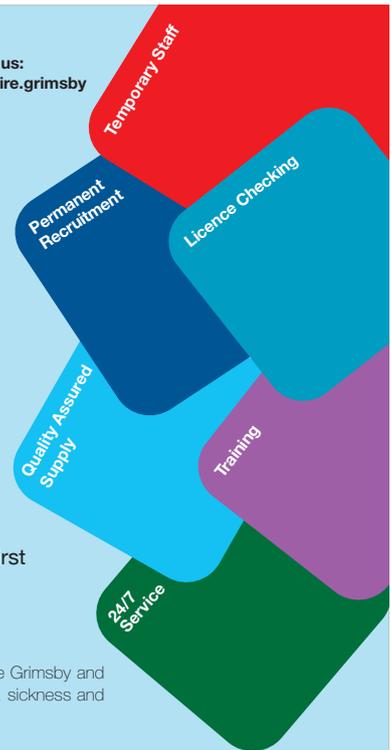
### We go the extra mile

- ▶ Driver Hire launched the **Driver of the Year** in May 2017 and made its first Award in May 2018. This is a fantastic Prize for the winner. There is a cash prize of £500, plus Dinner Bed and Breakfast for Two at a local 4Stair Hotel and personalized Plaque to mark the award.

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Left to right: Will Stowe, Daniel Bareham, Ashleigh Clifford, Georgina Capes, Katelyn Norris, Will Bailey, Practice Chairman - David Everatt and Head of HR - Chantelle Rogers.

## Exceptional Range of Talent Join One of the Leading Accountancy Firms in Lincolnshire and the Humber

Forrester Boyd, one of the leading independent accountancy firms in the Lincolnshire and Humber region, is excited to welcome the class of 2019. This year's intake of six trainee accountants have a very broad range of skills and interests that they bring with them.

Joining the Grimsby office is self-confessed 'elite sportsman' Will Stowe. Will has a passion for Rugby Union, having played at a high level. He chose Forrester Boyd for its "good reputation for excellent training and support of new staff." This accompanied with a friendly working environment made the firm the most appealing option in the area for Will.

Another trainee joining the Grimsby office is Daniel Bareham. The University of Lincoln graduate chose Forrester Boyd for his career in accounting because "it is a very reputable and professional company. The firm also offers a great training and support package for aspiring accountants, so I am very fortunate to be given this opportunity." Daniel also has an in-depth knowledge of Agriculture business having worked for an agricultural merchants over the last three years.

Georgina Capes rounds up the Grimsby incumbents. She is looking forward to being part of a growing accountancy firm and

"reaching my full potential whilst gaining both experience and qualifications." She wanted to join Forrester Boyd because of "its glowing reputation and its inclusion of a lot of young trainee accountants."

The firm's Louth office welcomes Will Bailey. After studying A-levels Will went on to complete an extended project qualification investigating potential racial discrepancies within the American Justice System. "The opportunity to study for my AAT and ACCA qualifications whilst gaining full-time work experience at such a reputable firm is one I am excited to have been offered and hope I can excel within the role," said Will.

Meanwhile, in Scunthorpe the firm welcomes the arrival of Katelyn Norris who has joined following completion of her A-levels at John Leggott College. "I've always wanted to work in an accounting firm but I didn't want to move away from my family and friends," said Katelyn. "I had heard a lot of good things

about Forrester Boyd, how they treat their staff, their client service and more. There's lots of opportunities for training too which drew me in as I want to become a qualified accountant," she continued.

Heading over the water onto the North Bank of the Humber, Ashleigh Clifford joins the team in Beverley. Ashleigh wanted to join Forrester Boyd because of the 'support network' that she felt stood out, along with the ability to develop personally with the firm.

Kevin Hopper, Managing Partner said "It is really encouraging to see the talent applying for roles within the firm. It is not just the talent but also the attitude of our trainees to want to succeed and progress their careers at such a young age. They are very ambitious and we are thrilled to be able to support them on their journey. Who knows, they could all be the partners of the future."

# From Hot Yoga to Hand Grenades, Expanding Businesses are Putting Finance First

Businesses facing issues from start-up expansion to succession planning are finding help with a new series of courses delivered by Goldings and supported by HCUK Training.

Michelle Shenton and David Cartwright of Hot Yoga in Hull have signed up to sharpen their finance skills as they build revenues and recruitment at the business they launched last year.

Also, siblings at Braun & Co Ltd in Barton on Humber are studying the computerised accounting for business course as they take on more responsibility in the family company.

Golding Computer Services has again been appointed by HCUK. The courses are available fully funded to eligible SMEs through the Humber LEP's investment of money from the European Social Fund and the Education and Skills Funding Agency.

Hot Yoga has increased from between 150 and 180 individual bookings every week to more than 300, with additional revenue coming in from a clothing range, the company's own juices and new services including sound therapy

workshops.

Braun was founded in London in 1848 and moved to Barton in the 1930s after it was bought by Reginald Shepherd.

The company had made miniature working models of steam trains and during the Second World War it made grenades. Reg was succeeded by his son Barry in 1974 and expanded into medical products and security equipment.

Still a family firm, the company employs 16 people and offers more than 2,000 products to customers including the NHS, private sector hospitals and UNICEF.

Lucy Lyon, a director of Braun, said: "I did the Level 2 training and my sister is doing it now. Because it's a family business it will be me and my siblings taking it forward and we want to make sure we are trained in every aspect."



Staff and members at Hot Yoga.

Di Garbera, a director of Goldings, said: "The courses are invaluable to businesses because distance-learning enables people to fit the training around their day job and there is funding until December 2020."

## Informed Financial Planning Appoint New Senior Leadership Team

Chartered Financial Planners, Informed Financial Planning, announce the appointment of a new Senior Leadership Team in preparation for the Senior Management & Certification Regime (SM&CR).

2020 looks set to be a successful year for Hull based firm, Informed Financial Planning, who have internally appointed a Senior Leadership Team to meet the demands of the ever-growing business and SM&CR requirements.

The Senior Leadership Team consists of Anjeanette Kemp (Head of Compliance & Operations), Sarah Williams (Head of Finance & Paraplanning) & Jessica Crawford (Head of Business Development) who collectively have over 30 years' experience within the financial services industry. They have combined their skills and expertise in different areas of management and now have overall responsibility for the business and its future success.

The SM&CR replaced the Approved Persons Regime (APR) for banks, building societies, credit unions and dual-regulated investment firms in March 2016. On 4th July 2018, the FCA announced the SM&CR would extend

to all authorised firms on 9 December 2019. Many advice firms, of all shapes and sizes, need to be well-versed on the FCA's lengthy list of expectations. However Informed Financial Planning prepared well in advance ahead of December's rule changes.

Commenting on the appointments, MD Kevin Ferriby, said "This is a great step towards securing the future of the company. The implementation of our Senior Leadership Team (SLT) ensures our Financial Planners can continue to focus on our client service, whilst the SLT can concentrate on driving the business forward and adhering to the FCA's requirements".

The SLT collectively manage six teams within the organisation which they are looking to strengthen. If you would like to join the Finance or Compliance department, visit their website; [www.informedfinancialplanning.co.uk/join-the-team](http://www.informedfinancialplanning.co.uk/join-the-team).



Jessica Crawford



Sarah Williams



Anjeanette Kemp

*Napoleons*

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*Every Saturday from 9:30pm*

To celebrate the festive period in the lead up to Christmas we'll be bringing you some fantastic live entertainment!

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## NORTH Lincs TYRES



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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.

### Heavy Goods Vehicles

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

### Fleet Audit

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.

### Roadside Assistance

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



### Earthmover

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

### Forklift

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

**25** YEARS  
 IN BUSINESS



## Green Therapy at Mires Beck Nursery

Mires Beck is a 14 acre horticultural nursery in North Cave, where, every week, over ninety adults with learning difficulties or disabilities learn valuable skills in a wide variety of disciplines. These include plant work, conservation, woodland management, crafts, kitchen skills and food preparation.

The nursery was established by John and Irene Tinklin to grow Yorkshire provenance wildflowers, and this year celebrates 25 years as a registered charity that supports nine teams. One such team is the Anniversary Garden - a happy and safe environment for seven service users with more profound and challenging needs. They make a big contribution to the nursery in terms of plant work, as well as learning about social skills, friendships, life skills, and teamwork. We are currently raising money to build a bigger Anniversary Garden to accommodate more service users in the future.

The nursery supplies herbaceous perennials, shrubs, herbs and wildflowers to garden centres and farm shops throughout Yorkshire and Lincolnshire. One area of rapid expansion is the tree nursery, with over 25 species of native British trees. We're also a leading grower of Phragmites (common reeds) for wetlands and other conservation projects. Customers include The National Trust, North Yorks Moors National Parks, and the Yorkshire Wildlife Trust.

We are open to the public for plant sales throughout the year, and our regular courses and events are notified on Facebook.

Ways to support Mires Beck

- Meet Corporate Social Responsibility objectives
- Sponsorship
- Charity of the Year
- Volunteering
- Fundraising

To find out more about Mires Beck Nursery and the work we do, call **01430 421543**, or e-mail **info@miresbeck.co.uk**



## When You Wish Upon A Star has a simple mission, to grant the magical wishes of children living with life threatening illnesses.

With our 30th Anniversary just around the corner, your company can support us, ensuring we are on the horizon for yet another 30 years.

When a child is diagnosed with a life threatening illness, life turns upside down and becomes a series of hospital stays interspersed with schooling. We give Wish children something magical to look forward to, whilst creating precious memories with loved ones.

In 2020, we celebrate 30 years of granting wishes with plans including an Anniversary Ball in the region and a special flight to Disneyland Paris!

We receive no government funding, meaning we rely heavily on donations and support from organisations such as yours. Please help us to grant more magical wishes for children by;

- Selecting us as your Charity of the Year
- Payroll Giving
- Volunteering time
- Holding a fundraiser
- Sponsorship/support of our 30th Anniversary events

### What's in it for you:

- Positive PR
- Increased staff engagement
- Meet CSR objectives

To find out how your company can make a difference, please contact:

**helen.rook@whenyowish.org.uk**

**07918 850931**



## A Stronger Community for All

Hessle Road Network is a small charity based in West Hull. Every year we provide services such as youth sessions, school holiday activities, sports activities, confidence building, intensive 1-2-1 support, learning opportunities and team building activities to approximately 500 young people aged 9-25. Through this work we are able to support some of the most vulnerable young people in our community to move forward positively in their lives.

Alongside our youth provision we are actively developing our community work. We currently deliver a range of weekly activities to around 300 residents each year including:

- weekly drop in sessions
- walking/healthy lifestyles group
- young parents group
- employability programmes
- adult education courses
- charity shop
- free community gym

We are able to demonstrate that for every £1 invested, Hessle Road Network produces £8.73 in added social value.

There are various ways in which you can help us such as:

- make us your Charity of the year or a long term partner
- fund an activity or session
- volunteer
- donate raffle prizes
- donate food or household goods

By supporting us you will:

- help to improve the lives of vulnerable people living in West Hull
- engage your staff with the local community
- meet any Corporate Social Responsibility objectives
- raise your company's profile in the local area
- support a local cause making a difference in this area

For more information please email:

**info@hesslerdnetwork.karoo.co.uk** or call

**01482 606077** to see how you and your colleagues can benefit.



## City Law Firm Proud to Support Dove House Hospice Fundraiser

Supporting the local community is one of the building blocks of the James Legal philosophy.

In the past few years, the leading law firm has provided free legal surgeries, participated in cultural events such as Hull Pride, and donated its time, services and sponsorship to a variety of worthy causes in Hull and East Yorkshire (not to mention organising an annual Inspiring Business competition and seminars to support local businesses).

One charity that holds a special place in the James Legal team's hearts is Dove House Hospice, based in Hull's Chamberlain Road, which provides outstanding care for people living with life-limiting illnesses.

This is partly as a result of the team's own contact with the charity, but also because of the many great things their clients and their relatives have told them about the exceptional palliative care given by the charity, including the way it strives to ensure people in its care have as good a quality of life as possible in sometimes very difficult circumstances.

Dove House relies on funds raised locally, and when it first approached James Legal to take place in its 'Make a Will Fortnight' fundraiser back in 2013, the lawyers were more than happy to do so and have continued to support the initiative every September since.

The way the scheme works is that clients can ask James Legal to prepare a basic Will for them and, instead of charging them a fee, the company gives its Will-making service for free and asks the client to make a donation to Dove

House instead, in line with what the fees would have been.

Senior Solicitor Chris Hutchinson – who specialises in legal matters such as Wills and estate planning – took the lead for the James Legal effort this year. He said: "It's been another resounding success. We've raised a significant amount over the years for the charity, while simultaneously giving our clients the peace of mind that their Will has been securely drawn up by an experienced lawyer."

"Dove House is such an incredible charity, it touches so many people's lives in the local community. It's an honour for us to be involved in its Make a Will Fortnight, and we feel very proud to be able to support Dove House in any way we can."

Some members of the James Legal team have visited the hospice to present their donations and also witness their amazing work with patients and their families.

Dove House Hospice Regional Fundraiser Jethro Shearing said: "We are incredibly grateful for the support of all at James Legal. Chris and the team have been passionate supporters of the hospice for a number of years and consistently go the extra mile on behalf of our patients. It was a pleasure to show Chris and his colleagues around the hospice earlier this year, as they saw first-hand the difference their support has made."



**Chris Hutchinson**

To date, James Legal has written a substantial number of 'free' Wills in collaboration with numerous charities, helping them to benefit from thousands of pounds in donations as well as significant amounts left in legacies.

James Legal Founder and CEO Nick Miller said: "Our mantra is centred on taking a fresh approach to law. One of the most important elements of that is actively participating in the life of the city in which we're based.

"Our team are passionate about giving something back and regularly engage in or create opportunities to support local organisations to help enhance the lives of people in Hull and East Yorkshire."

Anyone interested in making a Will can contact James Legal for a no-obligation initial chat via [info@jameslegal.co.uk](mailto:info@jameslegal.co.uk) or **(01482) 225566**.

For more information about Dove House Hospice, visit [www.dovehouse.org.uk](http://www.dovehouse.org.uk)

## HullBID to Launch New Scheme to Help Businesses Promote Exciting Offers

HullBID is helping city centre businesses kick off 2020 by launching a new service which will promote some cracking offers – with The Nut Job at the front of the queue.

Tracey Jordan, who opened her shop in South Street, Hull, during the summer after six years working in a neighbouring outlet, said the opportunity to put offers online via HullBID's website and Facebook presence can make a big difference for small, independent traders.

She said: "We're quite a tight knit community down here and we get some orders from food and drink businesses in the area. That's likely to increase once the new service raises awareness of what people are selling in the city centre."

HullBID's plan is to set up a dedicated Facebook page and website section for members businesses to present details of their offers. In Tracey's case this includes the hampers and packages which will be available year-round and are particularly popular at Christmas, and the



**Tracey Jordan at The Nut Job in South Street, Hull.**

five per cent discount for customers who bring their own bags and containers.

Catherine Goble, HullBID Marketing & Events Co-ordinator, said: "We want the service to be

easy to use and to understand, so everybody will be clear about what sort of offers they can promote. Some might be offers to the general public and others might be B2B offers.

"We plan to launch it in January and we are spreading the word now to give businesses time to think how it can benefit them and what sort of offers work with their products and services.

"Tracey at The Nut Job is just one example of a business which has responded positively to the idea. Some are looking to promote their existing offers and others are coming up with new ideas to launch as part of the new service. It will be available to all BID member businesses and it should be particularly helpful for the many small, independent businesses by helping them to reach a wider audience."

# The Future of Professional Development... is Revolutionising

MaST is challenging the 'chalk and talk' norm of employee education and organisational learning & development through their innovative experiential learning solutions.



Fundamentally, experiential learning is all about trial and error... harnessing the power of hindsight to ensure highly-immersive, engaging and memorable learning.

MaST, the longest established learning and development consultancy, highlight that learning from experience is one of the most impactful methods of learning. It follows the widely accepted training maxim that positive learning, acquired at a moment of emotional engagement, will be significantly more durable and much more efficiently retrieved – known technically as the dual-coding theory.

The widely-successful theory follows a four step learning cycle.

**Experience** – Through live scripted encounters and dramatised scenarios, learners are

immersed and engaged in business interactions fleshed out into working situations with which they recognise and identify.

**Reflection** – Following a role-play based scenario, learners are given time for 'reflective observation', led by MaST's team of highly experienced subject matter experts, who identify the key learnings woven into the scenario the learners have just witnessed.

**Conceptualisation** – The conceptualisation phase involves learners working with the SMEs to devise future strategies and brainstorm how to optimise similar situations in the future.

**Experimentation** – Once learners have defined their plan of action, the experimentation phase of experiential learning provides an opportunity to put theory into practice with the

team of specifically trained role-players. This gives learners a safe, consistent and accurate learning environment in which to trial the newly acquired skills – rather than risking trying it out for the first time in a real-life situation.

Putting classroom learning into action across areas such as difficult conversations, conflict resolution, influencing, team-building and leadership development, MaST has witnessed first-hand the significant value that experiential learning has on both organisations and their teams.

You can find out more about experiential learning and the L&D solutions that MaST deliver at [www.mast.co.uk/experiential](http://www.mast.co.uk/experiential)

# Hammonds of Hull Listen to the Locals

The iconic Hull landmark will be lit up in time for Christmas.

As the building holds a place in Hull's heart, Hammonds of Hull have been encouraging residents to share their HoH memories across social media. Proving popular with Twitter users, many have been sharing nostalgic moments of visits to Pickadish, the old school interiors, visits to the record store and, most of all, festive memories of trips to see Santa and the famous window displays.

After an influx of positive messages and lots of comments from the general public, Hammonds of Hull have decided to reinstate the Christmas display just in time for the festive period. Linking up with the rest of the city, the lights were installed for the big switch on, on Thursday 14th November.

A spokesman on behalf of the Landlord said:

"It's great to see the people of Hull so passionate about the regeneration and redevelopment of the city and we're absolutely thrilled to be a part of this. We've had incredible insight from our Twitter campaign and it's great to see just how many fond memories people have of the building.



"As we move forward in the development process, we're keen to hear people's ideas and we want to know what people loved about the building."

The Landlord is committed to restoring the building to its rightful place at the heart of Hull City Centre and is investing a lot of time and effort to ensure this happens. With the Artisan Food Hall due to open in 2020, the future is looking very exciting for Hammonds of Hull. Local contractors, Steve Campbell Electrics,

have been working tirelessly to ensure that the lights are fitted out in time for the big switch this evening.

He added

"We hope that the city is enjoying the Christmas lights and on behalf of the owners and all the individuals working on the projects, we'd like to wish everyone a Merry Christmas and a Happy New Year."

Kathryn Shillito, Executive Director, HullBID said:

"The city centre comes alive at this time of year with the Christmas lights playing centrepiece. Hull City Council, HullBID and city businesses have all played their part in contributing to what will be a superb spectacle, drawing the crowds and increasing dwell time and spend."

To find out more about the building's redevelopment or to enquire about leasing opportunities please visit:

**[www.hammondsof Hull.co.uk](http://www.hammondsof Hull.co.uk)**

**Twitter: @HammondsOfHull**

**LinkedIn: Hammonds of Hull**

# How One Hull Business is Defying the Doom-Mongers and Expanding into Europe

The Leather Repair Company, headquartered in Hull, is expanding its operations into Europe. A new office in Belgium opened earlier in 2019.

And there are plans for offices in Germany and Holland, followed by Poland and Russia.

But with Brexit on the horizon, shouldn't businesses be cautious about European expansion?

Not so, according to Richard Hutchins, The Leather Repair Company's charismatic managing director, who's fed up with the doom and gloom surrounding the UK's imminent departure from the EU.

"Come out. Stay in. We're expanding come what may," says Hutchins. "Too many businesses are focusing on what may or may not happen. They should be focusing on their business instead. My advice to businesses? Make the best of the situation and carry on."

The Leather Repair Company has offices throughout the UK and offers a leather repair

service for everything from leather jackets and trousers to leather sofas and car interiors. Home visits are carried out by leather repair technicians who are franchisees working for themselves.

Hutchins plans to repeat this business model throughout Europe.

"We're really careful about who we award franchises to. Franchisees must be full of character, trustworthy, have a sense of humour and be able to get on with people. They're going into people's homes, so they need to be personable."

Franchisees follow a rigorous training programme before becoming qualified as technicians. There are currently 19 people going through the programme in Belgium, with attendees from across Europe.

"We want to provide training for local people and create jobs in the area," says Hutchins.

Have there been any challenges so far? "Not at all," says Hutchins. "Language hasn't been an issue. I speak French and a smattering of German. And the staff in our Brussels office speak English. Our only challenge is keeping up with all the work. These days people are keen to repair and restore rather than throw away. And that's good for business."

So are there plans to go further afield?

"Absolutely. We're booked into a number of US trade shows in 2020 and we have plans to open an office in Orlando, Florida."

For this successful East Yorkshire firm, it's a "b\*gger Brexit" approach according to Hutchins, and full steam ahead with expansion plans.

# New in Hull Centre – Broadway Business Hub Ltd

Not long left until new business centre will open its doors.

A NEW business centre offering modern office, conference spaces and business lounge is set to open in the heart of Hull.

Broadway House in Ferensway, will provide 36 serviced offices, meeting room, training room and business lounge for businesses to meet up and relax.

Hull's newest business centre is expected to open on the 1st December, providing a new opportunity for companies looking to relocate or move into the city centre.

Rita Petkauskiene, who is launching Broadway Business Hub Ltd alongside business partner Brian Freestone said: "I used to work with the similar companies, so all my experience is in this sector.

Broadway House seemed like a great opportunity for me. It is not too big, and it's my first project, I didn't want to go to large too quickly.

"We are currently nearing the finish line in converting the 4-story building into the office space, most likely when you're reading this article – we've opened."

Located above Propoganda bar in Ferensway, the building has been empty for many years.

Rita and Brian are now bringing Broadway House back to life and hope it will provide the perfect space for businesses to move into.

"The location of Broadway House is perfect", Rita said.

"It is right in the city centre, you have got banks, post office, restaurants and bars close by and it is a two-minute walk from the train and bus station.

"There is plenty of parking either at Prospect Centre or St Stephen's Shopping centre, and I am confident this business will be a success".

Rita said a shortage of modern business and office space still exists in the city centre.

Broadway House will offer 24/7 access for companies and feature kitchen spaces on each floor, but the biggest challenge was to think how to create a business lounge that would suit the needs of business people.

Broadway Business Hub Ltd provides serviced offices that include furniture, ultrafast broadband, all utilities, latest technology access security system, cleaning, shared use of printer, full IT support and many more.

Although the official opening is few weeks away but new business centre has a lot of bookings.

Rita says: "I am absolutely sure it's because of location and along with all services we provide for really affordable prices".

For enquiries and more details, you can contact Rita on **07564027377**

**"We are currently nearing the finish line in converting the 4-story building into the office space, most likely when you're reading this article – we've opened."**





**Dedicated reception service**

Our professional and service orientated team are on-hand to give a warm welcome to your visitors.

**Café Chill out area**

Eat, drink and entertain guests on-site.

**Lift access**

Accessibility is made quick and easy thanks to our lifts.

**Parking available**

Available at Prospect Centre.

**24/7 access**

Early morning or late access required, no problem. With round-the-clock access, you choose your working hours.

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Connect to the city's most advanced smart broadband and wireless systems provided by CONNEXIN

**Printing facilities**

Each working space has access via net-working facility to first-class equipment for all your print needs.

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Keep refreshed throughout the day with fruit-infused water and a selection of teas and coffee.

**Business lounge**

Host clients in dedicated meeting spaces, equipped with screens and our high tech facilities.

**Break-out space**

Need a break, no issue pop down to the 2nd floor for a well-earned break.

**Cleaning service**

The cleaning team is on hand to do all the necessary hygiene and management of your office.

**Kitchen facilities**

Each floor has a dedicated kitchen for your use.

**Events**

From breakfast networking events, to workshops, Broadway is an ideal place to host.

# The Battle of the Business Software Acronym: SFA vs CRM

## What are they and which is right for your company?

Let me start with a quick 'official' definition of both Sales Force Automation (SFA) and Customer Relationship Management (CRM).

SFA is, at its most basic, a collection of tools in a piece of software that allow a business to manage and streamline their sales process (and team).

CRM, on the other hand, is a collection of tools in a piece of software that help businesses manage their relationships with their customers, at all stages of the customer journey.

### Sound similar? Yeah, I think so too.

And that's because they are. A lot of CRM systems out there have a selection of sales force automation tools within them. There are also quite a few SFAs have limited customer relationship management tools to help the sales team keep on track.

In short, not all CRMs have great SFA tools and not all SFAs have good CRM elements.

### So which is right for your business?

As someone who runs a company who develops and sells a CRM system with some great SFA tools within in, I'm going to do my best to maintain some impartiality...but you know, I want to be upfront about where I'm coming from.

The question really comes down to how you run your business and where the focus of this new software is going to be.

So I'd like to explore both options: SFA system with CRM elements and then CRM solutions with SFA tools.

### SFAs with CRM Elements

In my experience, there are three key benefits businesses are looking for from SFA systems:

First, tools and features that help keep your sale team focused on the right information at the right time. This way they can make the follow up call, nudge a negotiation that's gone on too long, and chase up the odd overdue invoice. Having the CRM elements that tell them when the last call with the service team was, can feel less important.

The second point businesses are looking to address is more about making sure salespeople get all that 'boring', admin work done. It's about automating those jobs that are easily overlooked in the rush to close a sale. (Hey, I'm casting no stones, I'm a salesman myself.) But this automation of the creation of reminders, updating linked information, and sending drip



emails...it's something that SFA tools can really help to address.

The final thing I think businesses are looking for with a SFA system is all centred around reporting. Managers want to be able to get access easily to pipeline information, task completion figures, and even build their own comparative reports. These kinds of insights aren't about being big brother...they're about keeping tabs on how your business is performing.

### CRMs with SFA tools

Although SFA systems can be really powerful for the sales team, I firmly believe that a manager should never completely silo the data from one side of the business from another.

The information about recent customer service requests, upcoming invoices, and ongoing sales negotiations—that's all information that has a huge impact on the relationship you're building with your customer. Breaking it into separate chunks, in my opinion, hobbles your team.

Having a system, on the other hand, that has all of those great relationship management tools working in tandem with powerful sales enablement features...well, that just makes sense to me. Your sales team can work with everyone else in your business to build and contribute to those strong relationships, while also focusing on bringing in revenue.

With everything all in one place, everyone in your business can see how your relationship with each individual customer is playing out. Customer service can see what originally brought them on board and sales can see when

something isn't going to plan BEFORE they call to chase an invoice.

I'll ask again: Which is right for your business?

Annoyingly I'm not going to tell you the answer (for all that the salesperson side of me is screaming out to do so). Every business is different and needs to decide for themselves what kind of system will most benefit them and their users.

I will leave you with one last piece of advice, however:

Try them out before you decide.

Go out and get a personal demonstration with a couple of systems that look like they might fit the bill. Sign up for a free (or even a paid trial) to test that system out for yourself. Spend time on the phone with your potential providers to find out if they are the kinds of people you want to do business with...after all, this is a system you will be using to run your business. You want to make sure you actually LIKE the people who you'll be working with to make it fit you and your team.

To talk to a member of the OpenCRM team about your CRM software can benefit your business, call **01748 473000** or visit us at **[www.opencrm.co.uk](http://www.opencrm.co.uk)**.



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

opencrm



# HR: Why it Plays a Vital Role in Cyber Security Resilience

With an estimated 90% of successful cyber breaches facilitated by human error, human resources directors play an important role when it comes to minimising cyber risk.

When we think of cybercrime and the threat it presents, we often visualise the stereotypical cliché of a hooded hacker inserting matrix-style code to breach firewalls and other means of infrastructure. For this reason, responsibility for cyber security is most commonly left solely to IT and network security departments.

Intqual-pro, an intelligence and security training provider who developed the global leading Cyber Stars Initiative, explain that while robust infrastructure is important, it is responsible for fewer than 10% of successful cyber breaches. The majority of cyber-attacks are rarely technical and exploit human vulnerability and quite often, are targeted at specific individuals who are amongst high-risk user groups in an organisation.

It is therefore critical that human resources help their employees to take ownership of cyber security and to allow them to minimise the risk they pose.

HR can do this through:

## **Identifying employees, departments and business specific vulnerabilities**

Building an efficient cyber security awareness culture can be difficult, even more so when you aren't aware who or where is most vulnerable

and of high-risk. It is important for human resources to take the time to profile their organisation's staff through risk assessments correctly, including spear phishing tests and digital footprint profiles, to allow for structured, focused and relevant training.

## **Educating key employees and spreading cyber awareness across the wider workforce**

Studies show that employees are far more receptive to information when it is transferred at a peer to peer level, rather than enforced through a hierarchical structure. As well as training staff to basic cyber security standards and enabling them to engage with cyber risk, it is also essential for HR to identify key employees as cyber 'ambassadors'. These individuals are then responsible for spreading new awareness across the wider workforce; encouraging a culture of cyber security resilience.

## **Sustaining cyber security resilience through continuous learning & development**

A common issue in many organisations is they retrain all staff each year in exactly the same way, consequently reducing levels of

engagement. To increase knowledge retention efficiently, HR should regularly assess staff across a broad range of cyber security topics and in those who answer incorrectly, individual pieces of specific education should be provided before assessing them on the same topic at a later date.

HR professionals don't need to be experts in cyber security. At its core, cyber security is a human issue and starting a cross-departmental conversation with IT is the first step towards resilience.

## **About Intqual-pro:**

In 2014, Intqual-pro developed the Cyber Stars Initiative to reduce the cyber threat facilitated by a lack of employee awareness and confidence. The qualification programme, backed by high-profile organisations, has since been delivered in over 30 countries and is currently the only cyber security awareness programme with an official UK Government regulated qualification attached.

For further information on the role of HR in cyber security or the Cyber Stars Initiative, contact [cyber@intqual-pro.com](mailto:cyber@intqual-pro.com) or visit [www.intqual-pro.com/cyber-stars](http://www.intqual-pro.com/cyber-stars).

# Calling All New Business Start-Ups

## ICT grants available

Start up businesses across the Humber can now apply for a new ICT grant of £1,000 through the Humber Business Growth Hub's #GrowMySME Programme. If you've been in business for less than 12 months and need funding to help with the cost of connection to superfast broadband, IT equipment or software, the ICT for Growth Business Start-Up Grant could be the perfect solution.

The grant is available to all eligible SMEs in Hull, East Riding of Yorkshire, North East Lincolnshire and North Lincolnshire who have been trading for less than 12 months.

Phil Hall, Programme Manager said:

"Our new grant will help start-up businesses with the cost of ICT set-up costs, such as getting connected to superfast broadband (30mbps+) and initial 12 months contract costs, back-up systems, software or the purchase of one PC, laptop, or printer.

"The grant can also be used towards the cost of a new website and digital marketing to help give new businesses a boost when it comes to promoting themselves."



Start-Up Grants of £1,000 are available for projects totalling £2,000 - £2,500, but larger projects could benefit from the scheme's other ICT for Growth Grants.

Part of the #GrowMySME Programme

The #GrowMySME Programme is supported by the European Regional Development Fund 2014 - 2020 to enable small and medium

sized enterprises (SMEs) to grow by offering specialist one-to-one advice, workshops and grant schemes.

To find out if your business is eligible, contact the #GrowMySME team on: **01482 612612** or email: [business.investment@hullcc.gov.uk](mailto:business.investment@hullcc.gov.uk)  
To apply online, visit: [www.growmysme.co.uk](http://www.growmysme.co.uk)

## #GrowMySME

## NEW BUSINESS? ICT START UP GRANTS

Are you a new business? Grants are available to help with ICT related costs such as upgraded WIFI connectivity, software, IT equipment, first-time website costs and/or digital marketing. New business start-up grants are now available for all ERDF eligible SMEs (less than 12 months old) through the ICT for Growth scheme.

**01482 612612**

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





# Raising Standards Across Insurance and Financial Services

From inter-departmental collaboration to informed decision-making, there is a growing need for accurate intelligence and improved analytical skills across insurance and financial services.

Intelligencia Training, a specialist training provider who deliver the highest levels of vocational training available in intelligence, urges organisations to recognise the significant value that enhanced intelligence has throughout various operational roles.

With effective intelligence-led decision-making, developing the knowledge and competence of analytical skills and techniques in key personnel can support a variety of departments, including counter fraud, risk management, regulatory compliance, customer insight, audit and market analysts.

Intelligencia Training have been commissioned by numerous insurance and financial service organisations to deliver their leading intelligence programmes.

## **Tesco Underwriting**

Ian Stockley, Learning & Development Officer - "The ability to have colleagues from a range of departments participate in the same programme standardising and formalising the way in which we use intelligence is a huge advantage for us."

## **Skipton Building Society**

Rebecca Allsop, Head of Customer Strategy & Planning - "Our organisation utilises intelligence-led data and analytics in many ways from identifying patterns and trends in customer activity to assisting our specialist teams to combat fraud and financial crime. Having access to the latest skills and techniques in intelligence analysis will prove hugely beneficial us."

## **insurethebox**

Stephen Johnson-Ramsey, Group Talent & Leadership Development Partner - "insurethebox has made a strategic decision to work with Intelligencia Training's technical training programme which gives us access to the UK's highest level of vocational training for our personnel in counter fraud, intelligence, underwriting and various operational roles."

The new Level 4 Intelligence Analyst Standard delivered by Intelligencia Training has been developed by a consortium of public and private sector organisations, with expert input from across the intelligence community.

**"The ability to have colleagues from a range of departments participate in the same programme standardising and formalising the way in which we use intelligence is a huge advantage for us."**

The innovative programmes delivered by the specialist training provider offer analysts the opportunity to achieve a nationally recognised qualification specific to their niche role and ensure parity with those working at the highest levels of military intelligence.

You can learn more about these programmes at [www.intelligenciatraining.com/intelligence-analysis](http://www.intelligenciatraining.com/intelligence-analysis)

# North East Lincolnshire Council Highlights Critical Need for Carers

In North East Lincolnshire it is estimated that an additional 30 carers over the next 12 months would provide a secure pool of support for local children who need it the most. It is likely that less than one third of that number will apply.

Glynis Tinsley, Fostering Service Manager said: "With the right care children flourish.

"An additional application from the right person can mean moving a child out of Residential Care and into a home, keeping a sibling group together, or giving a young person a chance to reach their full potential now and in adult life.

"Every single day matters to these kids so we urge you to enquire as soon as possible."

There is also a regional shortage of carers for young refugees. The Welcome Project, run by Migration Yorkshire in partnership with East Riding of Yorkshire, Hull City Council, North East Lincolnshire and North Lincolnshire Fostering Services, aims to find homes across the Humber Region.

Sally fosters Hossein, a Kurdish refugee who is now a performing arts student. She said: "It was one of the best things we have ever done.

"Hossein brought sunshine, enthusiasm and fun into our lives.

"He filled a space that we didn't even know existed.

"My daughter had always hated being an only child; suddenly she had a little brother, and her dad had a son."

90% of young refugees are boys in their mid to late teens. If you can open your heart and home to them visit [welcomingyoungrefugees.org.uk](http://welcomingyoungrefugees.org.uk).

To enquire with North East Lincolnshire Council, find out more about fostering or meet the team, visit them at their drop-in events on the



first Tuesday of every month at Tesco Extra, Cleethorpes, Hewitts Circus.

For more information visit [nelincs.gov.uk/fostering](http://nelincs.gov.uk/fostering) or call **01472 325545**.

# Winterton Rangers FC are Looking to Continue to Expand After a Fantastic First 12 Months

The club is under new ownership and management of the business.

The Board of Directors, which consists of Wayne Turtle (Co-Chairman and Director) who has been at the club for many years now, Barry Huteson (Director) who's done a sterling job at developing the Youth teams, Richard Smales (Director and CEO) who came in just over a year ago to begin this exciting journey and, most recently, Nick Hammond, who joins us as Co-Chairman and Director.

As a management committee we have all put a vision and a plan together to take the club forward one step at a time.

The foundations are already in place for a bright future. The facilities in which we play are excellent and the superb army of volunteers around the club confirms we have the platform already in place. It's therefore time to take the club to the next level and beyond. We are now in a strong position as we look to grow and continuously aspire to be bigger, better and stronger.

What has happened before is history, it's time for us to rewrite our own history over the



coming years with success and ambition to achieve the highest level of football the club can sustain.

Over the past 12 months the club has grown considerably since this new direction was implemented. We have seen attendances grow week by week, season ticket sales increased for this season, we achieved a top four finish and FA Cup football for the first time in many years.

General marketing and awareness of the football club has improved and we are now in a position, thanks to this platform, to push forward and achieve much more in the coming years.

Growth is evident to see and now we must look to achieve even more. Between the Board or Directors and Football Management Team we have put forward a plan to achieve this success over the coming years. The journey well and truly begins now. The platform has been set, however we know we need to be much bigger, better and stronger both on and off the pitch.

I would be delighted to discuss all options of sponsorship, help/assistance, advice, support and engagement as we are all on board to deliver success both on and off the pitch here at Winterton Rangers.

For more information on how you can get involved please do reach out to us at

[richard@wintertonrangers.co.uk](mailto:richard@wintertonrangers.co.uk)



L to R: Trevor Loten, President of the Old Pocklingtonian Association; Toby Seth, Headmaster; Beth Todd, F&B International and James Wilkinson, Omwani Coffee Co.

## Creative Entrepreneurs Return to Pocklington School for Careers & Business Network Event

The Pocklington School Foundation (PSF) Careers and Business Network held its latest event in the Schools' new Art & Design Technology Centre recently, with the focus for the evening on creative and small businesses.

The guest speakers for the evening were former pupils Beth Todd, who left the School in 2014, and James Wilkinson who left in 2010.

After trying a few different career paths, Beth decided a career in business was what she wanted to pursue. Whilst working in the family business, LMA Services in Pocklington, she undertook a work-funded degree in Marketing and Business, followed by a PG Diploma in Business and Finance, both completed online with the University of Essex.

Part of Beth's studies included developing a proposal to establish a new business, which she then decided to launch in her spare time. Her company, F&B International, creates and sells country homewares, clothing and gifts online and is growing rapidly with customers both in the UK and overseas.

James Wilkinson graduated in Business, Management and Marketing from Leeds Beckett University and worked in marketing and business development before moving to Uganda in 2014 with another former pupil, Jonny Rowland, to help start Agri Evolve. Agri

Evolve works with Ugandan farmers to help improve agricultural output and focuses on coffee processing. James has now set up Omwani Coffee Co. to develop the UK side of the project, importing speciality arabica beans directly from Agri Evolve's processing plant in Western Uganda.

Beth and James shared with guests their experiences of setting up their own businesses, what motivated them to do so and the challenges they have faced along the way. They also spoke about the power of social media and how it has helped them to grow their businesses and communicate with their customers.

Toby Seth, Headmaster co-hosted the event with three Pocklington School business studies students, who helped create the highly informative question and answer session.

Mr Seth commented: "This is my third Careers and Business Network event. We have heard from Old Pocklingtonians who are lawyers, business people and now entrepreneurs who have started their own businesses. What former

pupils get up to when they leave Pocklington is astonishingly varied and so I think it is even more important that we prepare them for life after school with more than just excellent grades. That is why I think our Values and Virtues are fundamental."

"Beth and James demonstrated these in so many different ways and I am so grateful to them for coming back to Pocklington. I was also delighted to see so many of our current students in the audience. This is really energising to see – they can learn so much from people like Beth and James. We were also so pleased to welcome a great mix of current parents and returning Old Pocklingtonians."

The PSF Careers and Business Network is open to everyone in the wider Pocklington School community, including current and former parents, Old Pocklingtonians, current and former staff and supporters. Its aims are to help each other thrive in a highly competitive world and, by working together, to help inspire our students, and each other, for life.



*Kirk Akdemir with the map and clocks at AA Global.*

## Wall Display is a Time Zone Talking Point for AA Global Visitors

A leading language services company can piece together the activities of its translators and interpreters around the world after putting the finishing touches to its new office.

AA Global has adorned the walls of its headquarters in Hull with a wooden, jigsaw-style map showing all the countries in which the company and its army of around 14,000 linguists operate.

Above the map, which was hand-made in Ukraine by one of the company's contacts, is a set of clocks showing some of the main time zones which the company is serving day-to-day.

The display starts with New York in the west, Hull five hours ahead and then Moscow now three hours on. Next is New Delhi, currently

five-and-a-half hours ahead of Hull on India Standard Time, and then Tokyo, nine hours ahead of the UK.

Kirk Akdemir, CEO of AA Global, said: "The clocks give an idea of the places where we are working, and the scale of our network. They are also a handy reminder of what time it is on the other side of the world so we don't go waking people up in the middle of the night!

"We know from the map and obviously from experience that the clocks don't give us the full story but it's not really practical to have a clock

for every time zone from Honolulu to Kiritimati. Five is enough for us – especially when the clocks change in so many countries, often on different dates, but not at all in some other countries.

"It combines to make a great talking point for our visitors. Maybe the next step will be for us to stick flags in the map for every country we visit and every place where we have a linguist. We cover every country on the map except Greenland for some reason, and we're working on that!"

# Viola Campaign to Benefit from Calendar of Famous Ships

Trustees behind a campaign to bring the world's oldest remaining steam trawler back to its home in Hull will be crossing off the days after taking delivery of a commemorative calendar and revealing the ship could be back next summer.

The Viola Trust unveiled the 'Homeward Bound' calendar to sponsors at a special launch event held at 1884 Wine & Tapas Bar.

The calendar was initiated by Welwick-based artist Larry Malkin with printing sponsored by local businesses including Andrew Jackson Solicitors, Arco, RSM UK, SMS Towage and 1884 Wine & Tapas Bar. The Viola campaign will receive all the proceeds from sales, topped up by half of the revenue from an auction of the original paintings early in 2020.

The Viola features on the cover of the calendar and for the month of April. Other featured vessels are the Kirkella, Humber Barges, Norland, HMS Bounty, Lincoln Castle, HMS Britannia with HMS Yarmouth, Manxman, Sea Challenger, Arctic Corsair, Rialto and Diana.

Norman Court, Project manager for the Viola Trust, said the initial target is to raise £1.5-million to bring the Viola back to Hull and

then bring in another £1.5-million to restore the ship ready to take her place in the Hull: Yorkshire's Maritime City project.

He said discussions are under way with the operators of vessels which could carry the Viola the 7,745 miles back from South Georgia and with potential suppliers of funding, with a significant amount already pledged for when the vessel is back in the UK.

Copies of the calendar can be purchased from 1884 Wine & Tapas Bar, Wellington Street West, Hull, and at Hotham's Distillery in Hepworth's Arcade, Hull. The retail price is £9.95, with postage and packaging payable on email orders.

To place an order for the calendar please contact the Trust by email at [info@violatrawler.net](mailto:info@violatrawler.net)

To find out more about the Viola campaign please visit [www.violatrawler.net](http://www.violatrawler.net)



Larry Malkin (left) and maritime historian Dr Robb Robinson at the launch of the Homeward Bound calendar at 1884 Wine & Tapas Bar.

## Sutcliffe Consulting Engineers are Thrilled to Announce Their Involvement with the Very Exciting Project The Glasshouse, Queens Gardens in Hull

The project, which features 94 apartments, showcases the finest accommodation the city centre has to offer. The site is also equipped with 105 car parking spaces making this ideal city centre accommodation.

Based centrally in the ever popular area of Queens Gardens, occupants can expect high spec finishes, a cinema room, lightning broadband, a fully equipped gym, a co-working space and much more. All whilst being a stone's throw away from the popular nightlife at Humber Street, Old Town and the like.

Sutcliffe Consulting Engineers began working on the project in 2018, after successful involvement with the developer's other city based projects: Essex House and Liberty House. This time, Iguana developments had even bigger ambitions to renovate this five storey Police Headquarters and bring back to life with state of the art facilities and features.

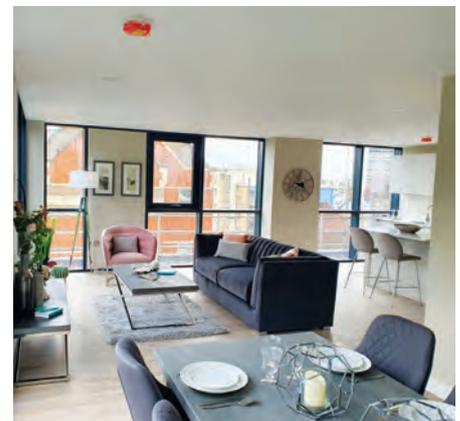
The building services scope has included a full refurbishment of Mechanical and Electrical services. Each apartment is equipped with LED Lighting, modern power sockets (USB

compliant), modern programmable heating systems, and much more. The site also features Photovoltaic cells located on the roof of the new duplex apartments.

The basement features advanced mechanical ventilation systems, heating and cooling for the state of the art gym, cinema room and resident's dining room.

Sutcliffe Consulting Engineers will also be undertaking the energy performance calculations for each apartment to comply with building regulations.

Sutcliffe Consulting Engineers are delighted to have been selected to design the Mechanical and Electrical services and continue to build on our relationship with Iguana Developments. We look forward to assisting them on this project and any future projects.



The apartments are on sale now and you can take a virtual tour via Iguana Developments website.



Left to Right Paul Tutin Chairman, Streets Law and Adam Aisthorpe, Managing Director and Commercial Lawyer – Streets Law

## A Move into Legal Services is the Next Step for Progressive Top 40 UK Accountancy Practice

Streets Law has been set up as the dedicated legal services practice of Streets Chartered Accountants, a top 40 UK accountancy firm.

The move is one that is certainly pioneering for a mid-tier multi regional firm like Streets. Whilst the 'Big 4' accountancy firms have taken the lead in establishing a legal services provision in one form or another, most accountancy practices have not followed their lead. Following changes in government legislation, accountancy practices can now own and operate firms that are independently authorised by the Solicitors Regulation Authority.

When asked why Streets has set up its own legal services firm, Streets' Chairman and Managing Partner, Paul Tutin, said:

"The pace of business has never been so fast and our clients' affairs seem increasingly

complicated. As such the demand for a much more holistic and commercially minded approach is one we continue to experience, especially from our corporate and business clients.

"The ability to offer a multi disciplinary approach, including financial, tax, business and legal advice is becoming ever more essential. In looking to establish a law service offering we have been extremely fortunate in being able to work with Adam Aisthorpe, co founder of Streets Law.

Commenting on his new role as Managing Director and commercial lawyer with Streets Law Ltd, Adam Aisthorpe said:

"I am really excited at being able to build a new law firm practice from the ground up, one that reflects the changing needs and expectations of clients. The ability to work with colleagues from other disciplines, including accountancy, corporate finance and tax is something I am particularly looking forward to. Providing legal advice in the round will be both rewarding personally, but also extremely beneficial to our clients. The benefits of which include joined up thinking, a linked service and that of a collective commercial mindset.

# AEG Facilities and SMG Complete Transaction to Create ASM Global

Los Angeles, CA, West Conshohocken, PA, – Oct 1, 2019 – AEG Facilities, LLC (‘AEG Facilities’), the venue management affiliate of Anschutz Entertainment Group, Inc. (‘AEG’), and SMG (Patrons and Members of the Chamber) a portfolio company of Onex (TSX: ONEX) and its affiliated funds, today announced they completed their business combination to create a new, standalone global facility management and venue services company, ASM Global (‘ASM’).

ASM is headquartered in Los Angeles, CA, with key operations based in West Conshohocken, PA, a suburb of Philadelphia. The company also has corporate offices in London, England; Manchester, England; Brisbane, Australia; and Sao Paulo, Brazil. ASM operates a diversified portfolio of arenas, stadiums, convention and exhibition centres, performing arts centres, theatres and other venues, with more than 300 facilities across five continents.

Bob Newman, former President of AEG Facilities, has been named President and CEO of ASM, effective immediately. Prior to joining AEG Facilities, Mr. Newman spent more than 20 years at SMG, last serving as a regional Vice President for the company. Wes Westley, former CEO and President of SMG, will focus his efforts on key strategic growth initiatives and ensuring a seamless integration.

Bob Newman, President and CEO of ASM, said, “This marks the beginning of an exciting new chapter in our industry and one that will establish a new standard of excellence in managing live experiences. Bringing together the combined global expertise of each company with the best content and cutting-edge technologies, we will be able to realise the full potential of the world’s greatest spaces, places and events, create amazing experiences for guests, offer exciting new opportunities to employees and deliver the highest value for all stakeholders. Equally importantly, our deep bench of talent and shared resources will enable ASM to accelerate innovation and capitalise on the growing market opportunities.”

Wes Westley added, “I am very proud to have had the opportunity to lead such an incredible organisation as SMG. We have a long history of working closely with our public

and private partners and are confident in our ability to continue to meet and exceed their expectations. ASM’s focus moving forward will be on providing added value and best-in-class services to its customers. We are well-prepared for a seamless integration process.”

Onex, AEG and their respective affiliates are contributing their entire equity investments in SMG and AEG Facilities, respectively, into the combined business and are now equal co-owners of ASM.



## Hull Law Firm One of Best for Transport Work

Hull-based Myton Law has been ranked as one of the best in the region for 'Transport' law by 'The Legal 500 UK Solicitors' 2020 guide.

Legal 500 highlights Myton Law's contentious, commercial and regulatory work in the shipping, transport, rail and logistics sectors advising insurers, ports and freight operators.

According to a client quoted in the guide "The practice excels in contractual, property damage and personal injury cases. It has a pragmatic approach and can be relied on to achieve the best possible result for the client".

"Myton Law is a law firm which is very commercial, flexible and not afraid of new challenges," says another.

"Although a modest-sized firm, Myton Law has succeeded in a competitive environment by fielding experts in their respective fields, who make up the thoroughly decent, energetic and committed team," adds a third.

Commenting, Myton Law's Scott Yates said, "It's great to have this acknowledgement from Legal 500 of our transport law expertise and capability and it is especially good to read the recommendations our clients have given to Legal 500's independent researchers – a real tribute to our excellent, hard working team".

Legal 500 also highlighted recent Myton Law work including: advising a Protection and Indemnity Insurance, (P&I) club and ship owner on a grounding incident in the North Sea; assisting a ports operator with dry docking tender terms and conditions; acting for a P&I club and ship owner in an investigation of a fatal accident; acting for a multimodal logistics provider to obtain a ground breaking precedent relating to air freight; and advising on a new Humber ports terminal facility agreement.

Myton Law provides specialist shipping, rail and logistics legal services from its Hull offices overlooking the Humber. The firm's expertise also includes insurance, commercial property, renewables and international trade.



## Respected Clinical Hypnotherapist Sheila Granger Tops Off 'Best Year Yet' With Successful Australian Tour

World-renowned clinical hypnotherapist Sheila Granger has just returned to the UK from a whirlwind tour 'Down Under' which saw her presenting to and training hundreds of fellow hypnotherapists – and appearing on primetime national Australian television.

Her month-long visit to Australia and New Zealand saw Sheila stop off in Sydney, Brisbane, Melbourne and Auckland. She trained dozens of practitioners in her pioneering 'Virtual Gastric Band' hypnotherapy programme and spoke to delegates at the Australian Hypnotherapy Conference about the impact of stress on teenagers. And, during the conference, was invited to appear on 'Oz's 'Today' show – equivalent to 'Lorraine' in the UK.

This follows globetrotting appearances in Las Vegas, St Louis, Florida and Switzerland earlier in a year which also saw her being judged 'Business Exporter of the Year' in Yorkshire & the Humber by the Federation of Small Businesses, and winning the global 'Hypnotherapist of the Year' award from the International Association of Counsellors and Therapists, for her 'outstanding support and dedication to the hypnosis community'.

Sheila was handed the latter accolade – the greatest of her successful 10-year career – during the Hypno Expo international conference in Daytona Beach, Florida, in the spring.

2019 has also seen Sheila achieving 'Amazon Bestseller' status with her first book, 'No more Diets! Discover a healthier better you', which was published in April. This is aimed at helping people who've been victim to unsuccessful life-long yo-yo diets to lose weight, feel better and live life to the full, using her virtual gastric band techniques. All of these activities have seen her grow her, already-successful, business by a third.

Sheila, who is based in Anlaby, said: "This year has provided me with exceptional opportunities to raise the mainstream profile of my profession, and has been full of very special moments."

# DoubleTree By Hilton Hull Host Tour Operator Familiarisation Visit

The DoubleTree By Hilton Hull Hotel recently hosted a group of tour operators in partnership with Visit Hull and Steve Reed Tourism.

The familiarisation visit included over 30 national, tour operators and saw them enjoy an overnight stay in the four star city centre hotel as well as a two course lunch in Marco Pierre White's restaurant.

The action packed itinerary included visits to the maritime museum and the Deep as well as the chance to experience the city's Ale Trail. Delegates also got the chance to enjoy lunch and an exclusive roof top tour at Hull Minster.

The group was made up of many high profile names from the group travel industry including Albatross Group, Norman Allen Travel Group and Crusader Holidays.

Elizabeth Harwood, Director of Sales and Marketing at DoubleTree By Hilton Hull said "It was a great pleasure to welcome representatives from the group travel industry and a great opportunity for us to showcase the hotel. We hope they enjoyed their brief stay with us and trust we have inspired them to return on future visits with their customers."

Steve Reed of Steve Reed Tourism Ltd added "We very much enjoyed working with the DoubleTree Hilton Hull for the Visit Hull Group Buyer Showcase. The event, arranged by Visit



Hull, and particularly Tourism Officer Tina Mott, was indeed superb and the choice of host hotel was ideal for groups."

The Double Tree By Hilton Hull boasts 165 modern bedrooms as well as a Marco Pierre White Steakhouse Bar & Grill and The Lexington Rooftop Bar & Terrace, providing panoramic skyline views of the city. For business events

the hotel has several meeting rooms as well as a large, flexible, pillar free ballroom which can accommodate 1,000 delegates theatre style or can be divided into four different rooms for smaller events. It is the largest, dedicated hotel events space in the city covering 1,500 square metres, making it ideal for large, high profile events.

## MKM Building Supplies Acquires Brooke Ceramics

MKM Building Supplies, the UK's largest independent builder's merchant, enhanced its retail portfolio with the acquisition of Hull based Brooke Ceramics, the UK's largest independent tile and bathroom store.

The transaction was completed on 31st October and it will be business as usual for staff and customers at the East Yorkshire store.

Established by Ernest Brooke in 1925, Brooke Ceramics is a family run business and has become renowned locally for its stunning tile showroom, featuring over 100 tiled bathrooms

and an array of floor, wall and kitchen tiles at affordable prices, all wrapped up with good, old-fashioned customer service.

The acquisition of the specialist tile retailer by MKM is a natural extension for the brand, and will enhance the company's product and service offering to both trade and retail customers.

The location of the Brooke Ceramics showroom, just a stone's throw from MKM's flagship branch in Hull, makes this a fantastic opportunity both to develop the business locally, as well as incorporate the extensive tile choice into MKM's nationwide network.

David Kilburn, Executive Chairman, MKM Building Supplies commented:

"We have found a like-minded company in Brooke Ceramics which places the customer at the heart of its business. The team at

Brooke Ceramics is highly skilled, has superb product knowledge and a great distribution network. We are confident this will be a great asset and look forward to the opportunities ahead."

Geoff Brooke of Brooke Ceramics commented:

"MKM has an impressive reputation in the industry and is well-known for its commitment to the local building trade. Our team is excited at the prospect of becoming part of MKM's dynamic growth, while continuing to maintain the UK's most extensive range of wall and floor tiles for our customers."





Graham Carter, Head of Lending

## Beverley Building Society Extends Helping Hand to Mortgage Prisoners

Beverley Building Society is to offer a lifeline to borrowers trapped in high-interest mortgage deals elsewhere.

The Society is responding to the Financial Conduct Authority's (FCA's) decision, earlier this year, to look at transitional arrangements in order to flex its affordability rules - introduced in 2014 - to help borrowers reduce their mortgage repayments.

Beverley Building Society will consider offering mortgages from 2.99 per cent to people looking to borrow no more than 80 per cent of their home's value, who can demonstrate a positive payment track record.

The Society's Head of Lending, Graham Carter, said: "We see no reason why we wouldn't want to extend a helping hand to so-called mortgage prisoners.

"Many of these borrowers have never missed a beat when it comes to paying their mortgage, yet they are laying out far

more than they should be, which is having a devastating impact on many of their lives."

Graham explained that this step is the latest example of the Society's commitment to 'common sense lending'.

"We're passionate about remaining true to our mutual roots, by enabling affordable homeownership for as many people as possible, and in particular those with more complex circumstances.

"We take the time to get to know our potential borrowers' circumstances, making individual lending decisions and underwriting each case manually, rather than relying on the automated, tickbox decision-making which is so common in today's industry.

"This is how we can seek to provide solutions for mortgage prisoners wherever possible,

as well as doing our best to help the self-employed, people wanting to borrow in later life, those wanting to build their own homes, and really anyone who requires a little more time, effort and consideration."

- Freedom mortgage - product details at a glance
- Discounted rates from 2.99%
- £995 product fee (can be added to the loan)
- £200 valuation fee
- Free legals
- Lending subject to applicants providing evidence of income, outgoings and payment track record
- No additional borrowing allowed
- Maximum 80 per cent loan-to-value.

# National Role for Head of Deep Business Centre

The Flexible Space Association (FlexSA), the UK's flexible workspace trade body, has announced the appointment of Freya Cross, Head of Business & Corporate at The Deep, to the role of Chairman.

Freya has spent the last 20 years of her career at The Deep where, as Head of Business & Corporate, she is responsible for The Deep Business Centre and for the smooth running of a wide variety of events hosted by the tourist attraction.

Freya returned to the Association's Board in 2015 having previously served from 2004 to 2006. She has been a standard-bearer for the independent business centres in the flexible workspace sector and has a 30-year track record of helping to develop regional business in Hull and East Yorkshire.

Since 2001, The Deep Business Centre has supported over 140 fledgling businesses and the facilities at The Deep have hosted many corporate and social events, as well as major public occasions, including the Olympic Torch Relay and the live draw of the Third Round of the FA Cup.

In the wider Hull and East Yorkshire business community, Freya took the lead in setting up a group of business centres as a means of communicating best practice in the industry and encouraging people to work together.



Freya Cross, Head of Business & Corporate at The Deep and new Chair of the Flexible Space Association.

Freya, who succeeds Andrew Butterworth, said: "I am looking forward to getting to work and ensuring FlexSA remains the leading voice for the flexible workspace sector in the UK.

"The shape of the industry is changing, the property market is changing and the office environment itself is changing. Moving forward,

FlexSA will focus on the continuing growth of its membership and giving voice to the issues the membership is most concerned with."

Jane Sartin, Executive Director of FlexSA, said: "Freya is an extremely experienced flexible workspace provider, bringing her wealth of knowledge to the important role of Chairman."

## NAPA, the Northern Academy of Performing Arts in Hull

We're a registered charity offering dance, drama and musical theatre classes to young people in the city.

We've been in existence for over 20 years and currently have over 600 children on our books and, through our outreach work in 15 local primary schools, we reach another 2,500 children every week.

Our classes help to improve confidence, teach valuable teamworking skills and are great fun!

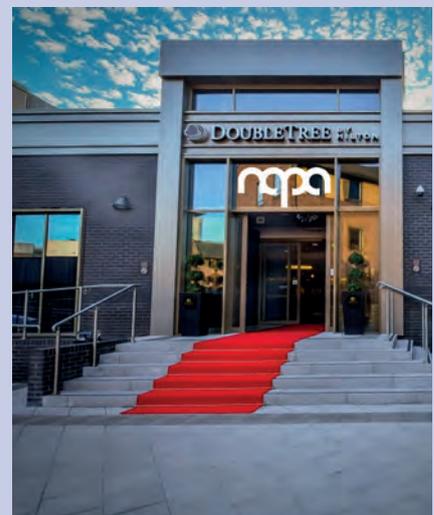
Every year we bring those young people together for a huge show at the City Hall over four days. To fund the show we're holding a glittering gala evening at the DoubleTree By Hilton Hotel in Hull on February 1st. There'll be a meal and entertainment plus an auction of goods to raise money.

We wondered whether your business would consider supporting us for the evening – by one of the following means:

- **Donate an auction prize: your choice**
- **Book an individual place at the gala: £36**
- **Sponsor a table, to be named after your business: £50**
- **Book a table of ten for you and your colleagues: £360**

I do hope you'll consider supporting us, as every penny raised will help the young people of the city to realise their potential in the performing arts.

Please contact Carl Wheatley  
Tel **01482 310690 - option 6** or at  
**carl.wheatley@northernacademy.org.uk**



# Security Manufacturer Granted US Patent for Hostile Vehicle Mitigation Bollard

Yorkshire security manufacturer, Heald Ltd has been granted a US Patent for its rising bollard, known as the Evo.

The US patent for the Evo is the latest patent granted for the innovative Hornsea-based firm which was in 2018 named in the Sunday Times Maserati Top 100 as one of the Greatest British Innovators.

With installations across the globe, the Evo is unique. Compared to other rising bollards on the market, there is no central cylinder within the bollard contributing to its strength and durability, which has been evidenced through crash testing the product to international standard, IWA. During the crash test, it halted a 7.2-tonne truck travelling at 64 kph (40 mph) and continued to function following the impact.

The US patent follows Heald previously securing GB and International Patents on the product in line with their business strategy of designing and manufacturing innovative hostile vehicle mitigation products to support their

growth ambitions. Heald's patents have led to their products being specified into several international projects. They have appeared in the Metis Partners IP100 listing for the past four years, ranking within the Top 10 across all categories.

The Evo, which also has GB and International Patents, can be operated by a variety of methods including manual, battery drill, electro-mechanical or hydraulically, providing the customer with an install method to meet their needs. Requiring an install depth of 1100mm it provides an effective and efficient perimeter security solution.

Commenting on the patent grant, Managing Director Debbie Heald MBE said: "We are extremely proud of Heald's track record in bringing innovative products to the market. Being granted a patent for the Evo in the US



further adds to the credibility of our products in protecting high profile locations and pedestrians from the risk of hostile vehicle attacks. Following the success of our Matador and Raptor products in the US, we look forward to expanding our footprint in the region with installs of the Evo".

## Grimsby MP's Passion Shines Through on Brexit at Lunch with Chamber

GREAT Grimsby MP Melanie Onn spoke passionately about the burden of responsibility she felt over Brexit and helping to secure the best outcome not only for her constituents, but also for her country, the day after the Prime Minister struck his Brexit deal with EU leaders.

Speaking to Chamber Members at a lunch at the Ashbourne Hotel in North Killingholme, sponsored by Rapid Travel Group, the MP for Grimsby thanked the Chamber for the work it does for the Humber area and the support it provides to Grimsby businesses.

Having campaigned for Remain, Melanie said the Referendum result locally was not a surprise, with 70% of the people in her constituency voting to leave, so in her view it was the right thing to do to now implement the people's Brexit decision.

She said one of the biggest messages she kept hearing from local businesses in Grimsby and the Humber was that we can't keep having these extensions to Article 50 and that they need clarity on the future direction of policy so they can plan accordingly.

With the main parties spending huge amounts of time trying to corral MPs to a



**Dr Kelly with Melanie Onn and Chamber President Kathy Fillingham.**

decision, Melanie said others were trying to string things out longer and longer until the Referendum result becomes less relevant, but the result was that Parliament was left looking very chaotic and in disrepute.

On a more positive note, Melanie praised the Great Grimsby Town Deal. This will see tens

of millions of pounds invested in the area bringing regeneration and jobs in a landmark deal which is being held up as an example of excellence by other local authorities around the country.

She praised North East Lincolnshire Council for putting together a set of plans which were signed off by the Government and will bring new life to the town in the form of regeneration, better roads, new housing and jobs.

Chamber Chief Executive Dr Ian Kelly thanked Melanie for her passionate, honest and very open insight into the challenges facing Humber MPs in Westminster and in their constituencies and wished her luck in her deliberations on Brexit, noting that the Humber business community were now anxious to see an end to the uncertainty which has hung over the UK for the last three years.

# New Members

**Brian Pettifer Notary Public**

Brian Warren Bowers Pettifer  
Barton on Humber  
01652 632248  
*Notarial Services*

**Broadway Business Hub Limited**

Rita Petkauskienė  
Hull  
01482 459888  
*Provider of Quality & Modern  
Serviced Offices & Meeting Rooms*

**Calumite Limited**

Nicola Johnson  
Scunthorpe  
01724 852582  
*Glass Raw Materials*

**DoubleTree by Hilton Hull**

Lizzie Harwood  
Hull  
01482 755500  
*Hotel*

**Elite Plumbing & Bathrooms**

Paul Mogford  
Hull  
07734 112236  
*Plumbing*

**Foxhills Refinishers**

Andy Johnson/Ellen Roberts  
Scunthorpe  
01724 897949  
*Vehicle Body Shop*

**Gateway Procurement**

Joe Oughtred  
Hessle  
01482 645844  
*Procurement Consultancy*

**HWA Worldwide Logistics**

Mark Florence  
Beverley  
07833 743754  
*Reseller of Courier Services-Freight/Imports/  
Export & Domestic Services*

**Nexus Customs Ltd**

Paul Robertson  
Scunthorpe  
0800 009 6401  
*Customs Brokers/Customs Consultants*

**Platinum Pro Ltd**

Paul Silvester  
Stockport  
01482 908141  
*Commercial & Domestic Cleaning*

**Pro-Development**

Michelle Mook  
York  
01904 628838  
*Training and Development*

**Streamline Business Ltd**

Hayley Parry  
Hull  
07887 870617  
*Business Support Services*

**Titanic Projects Ltd**

Dr David Oates  
Scarborough  
07873 813301  
*Project Development*



**Name:**

Amelia Caruso

**Company:**

Customer Relations Director

**Job Title:**

ACA Associates

**1st job and pay:**

I got a Saturday job in a local café in Doncaster town centre for £10 a day when I was 13! I got assigned the worst tasks that none of the regular staff wanted to do but the best part was being able to pick and choose the leftover cream cakes and bring them home!

**What do I carry to work:**

I work from a home office so have everything I need on hand which is great! However if I do go out, I take my phone and notebook, which then usually get lost in my handbag amongst keys, glasses, tissues, makeup bag, hair combs, you name it.

**Biggest challenge:**

As we specialise in architecture and interior design for the health and social care sector, we have experienced peaks and troughs every year, which makes it difficult to plan ahead. The challenge has been that these fluctuating levels of workload have not been the same in any one year and therefore cannot be predicted. We are addressing this now by differentiating and working also in the commercial, education and residential sectors locally.

**If I were PM:**

I would offer more financial support / tax relief to help well thought out businesses get off the ground. In our case, if we hadn't have used our lifetime savings to set up, we wouldn't have a business. There was no financial support at all from the banks or the government.

**What I can see from office window:**

I can see our back garden and purpose built architectural studio. I can see the design team at work. I tend to work from the home office and isolate myself so that I'm not distracted!

**If I could do another job:**

I love travel, languages and have found an interest in human biology. I would like to be a Physiotherapist that could operate from anywhere I chose.

**3 main qualities:**

I am conscientious, driven and a people person.

**Biggest mistake:**

Like many business owners, I put in a lot more time and effort than what I am paid for! However, without the passion, where is the business?

**Advice:**

I would say believe in yourself, because it can be tough. Join business support / networking groups where you can learn from each other, share successes and failures and support each other.

**Who do I admire?**

I appreciate people like Michelle Mone (founder of Ultimo) who have come from nothing, had it really tough and made something of themselves through sheer determination. I appreciate how such people can balance family responsibilities with having a successful business.

## Chamber Events Diary 2019/2020

**Members' Speed Networking and Lunch**

Friday 24 January 2020

Venue: Stallingborough Grange Hotel, near Grimsby

Sponsored by LinkedIn

**Chamber Goole & Howdenshire Business Excellence Awards**

Friday 21 February 2020

Goole High School Conference Centre

**AGM / Members' Speed Networking and Lunch**

Friday 28 February 2020

KCOM Stadium, Hull

Sponsored by CASE

**Members' Speed Networking and Lunch**

Friday 27 March 2020

Venue: Oaklands Hall Hotel, Laceby, near Grimsby

Sponsored by Seafood Grimsby &amp; Humber

**Members' Speed Networking and Lunch**

Friday 24 April 2020

Venue: DoubleTree by Hilton Hull

**Chamber Northern Lincolnshire Business Awards**

Friday 15 May 2020

Grimsby Auditorium

**Chamber Expo 2020**

Wednesday 3 &amp; Thursday 4 June 2020

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



Having a big audience is one thing, knowing how to engage them is another.

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