

# BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

April/May 2020

Issue 55

## Building a Sustainable Workforce

page 24-25





**caretotalk**

Business Mobile  
Phone Contracts,  
and Communications

# Care to Talk, here to help

I hope you, your family and all of your staff are healthy and safe.

We're all facing extremely challenging times and it may be difficult to carry on working as normal. The mobile networks are still operating although some service delivery times are much longer than is usual.

EE have introduced 1 month contracts for large businesses, as well as small, which can be terminated at any time with 30 days notice - so may be helpful if you require short term home workers. Some mobile handsets are in short supply but I've been able to get hold of everything required so far.

If you need any advice regarding your mobile contract please don't hesitate to ask, I am here and very happy to help.

**"Moving our head office functionality to a working from home environment required quick changes to our staff communications, Alison was able to respond and provide the additional resources we needed within 36 hours".**

Mark DeOweneley, Gear4music Limited

**Alison Ellis**

Care to Talk

Landline: 01482 014 341

Mobile: 07966 294 753

Website: [www.CaretoTalk.co.uk](http://www.CaretoTalk.co.uk)

Email: [alison@CaretoTalk.co.uk](mailto:alison@CaretoTalk.co.uk)



# BUSINESS INTELLIGENCE

Hull & East Yorkshire (Head Office)  
34/38 Beverley Road, Hull HU3 1YE

Tel: 01482 324976

Northern Lincolnshire Office  
Port Offices, Cleethorpe Road, Grimsby  
North East Lincolnshire DN31 3LL

Tel: 01472 342981

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

Email - To help us deal with your message more quickly, please select the most appropriate address from below:

General: [info@hull-humber-chamber.co.uk](mailto:info@hull-humber-chamber.co.uk)

International Trade: [itc@hull-humber-chamber.co.uk](mailto:itc@hull-humber-chamber.co.uk)

Training: [info@chambertraining.com](mailto:info@chambertraining.com)

Press Releases: [press@hull-humber-chamber.co.uk](mailto:press@hull-humber-chamber.co.uk)

Website comments or suggestions:  
[webmaster@hull-humber-chamber.co.uk](mailto:webmaster@hull-humber-chamber.co.uk)

**Contributing Editor**

Helen Compson

Email: [helen.compson@distinctivegroup.co.uk](mailto:helen.compson@distinctivegroup.co.uk)



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## D|STINCTIVE

**Production & Design**

Distinctive Publishing  
Trunit House, 9-11, Carliol Square,  
Newcastle, Tyne & Wear, NE1 6UF

**Advertising**

Contact: Angie Smith  
Business Development Manager, Distinctive Group

Tel: 0191 580 5472

Email: [angie.smith@distinctivepublishing.co.uk](mailto:angie.smith@distinctivepublishing.co.uk)

[www.distinctivepublishing.co.uk](http://www.distinctivepublishing.co.uk)

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



## Activa Contracts – the Personal Touch

Activa Contracts prides itself on the personal touch when helping companies manage their company car and van fleets more efficiently.

Our strapline – Company Cars Powered by People reinforces that real people are on hand to help you through every single process of managing your company vehicle policy. People are on the phone to answer questions or manage queries to ultimately deliver an efficient fleet policy for your company.

Whether it's advising on the best funding options, answering questions about electric or hybrid cars or getting the best rates on new cars or vans, our team have it covered. We can even help you estimate your fleet's CO2 emissions and work with you to reduce your fleet's impact on the environment and reduce costs at the same time.

Of course, it helps that we are part of the Arnold Clark Group, which is the largest dealer group in Europe. Representing 24 manufacturers across 220 dealers in England and Scotland Arnold Clark gives us access to some of the best new car prices in the country.

Privately owned the group's philosophy is to deliver long term customer satisfaction whether you run five, 50 or 500 vehicles. Activa is 20 years old this year and based on this customer-centric approach it has grown into one of the top 10 contract hire and leasing businesses in the UK.

From its base in Milton Keynes it manages vehicles on behalf of some of the country's top businesses. Kay Piggott is our regional sales colleague for Hull and Humber – get in touch with Kay to find out how we can help you run a more efficient car and van fleet  
- [Kay.Piggott@activacontracts.co.uk](mailto:Kay.Piggott@activacontracts.co.uk)

# Britcom Launch Local Charity of the Year Initiative

We are delighted to announce a new initiative for 2020 at Britcom - Charity Of The Year.

Britcom regularly support and have ongoing sponsorship deals with various groups and clubs in the Market Weighton and surrounding areas and these will continue.

Chris Urwin, Joint MD for Britcom explained, "Following our recent fundraising for Market Weighton School defibrillator fund, the Britcom staff wanted to do more regular fundraising to help a very small local charity where they could make a real difference. And so Charity Of The Year was born."

Our inaugural Charity Of The Year 2020 is the Community Autism Project East Riding based in Market Weighton. Formed by a group of local parents and professionals with an interest in Autistic Spectrum Conditions, they share a common desire to help make life easier for individuals with autism and their families and support them before, during and after a diagnosis.

One of the key initiatives the Charity offers is regular drop in coffee mornings where parents and carers can go and discuss their situations

and share advice with people who have experience of Autism themselves - or just pop in for a chat! The coffee mornings run every Friday and are open to anyone who wants to learn more about CAP or support them.

Rachel Reed, Marketing Manager for Britcom commented: "The charity is run solely by volunteers; the Britcom staff feel that across the year we can really help make quite a difference to them through our fundraising activities. We've already started putting money in the pot with our first dress down day of the year held at the end of January."

Marie, President of Community Autism Project East Riding said "We were delighted to be approached by Britcom and be their first Charity Of The Year. We are a small local charity and Britcom's fundraising and their help to increase awareness of us, our support groups and coffee mornings will help us tremendously throughout the year. They are going to help us spread the word and reach out to more parents and carers who need



our support before, during and after an ASC diagnosis."

Marie added "We are also looking for more volunteers; we are a growing charity and can only continue to add quality support by having more hands-on deck. So if you feel you can help, please get in touch with me at [mwareaautismsg@gmail.com](mailto:mwareaautismsg@gmail.com)".

Visit <http://communityautismproject.org/> or follow on Facebook at Community Autism Project – Market Weighton to find out more about how the team can help.

# Airco Race Night is a Winner with the Daisy Appeal

Staff at a leading refrigeration and air conditioning firm made a cool contribution of around £3,000 for the Daisy Appeal after hosting a race night at their headquarters in Hull.

Now another major business is in training to support the charity with a 1,000-mile cycle ride from Paris to the outskirts of Alicante.

Claire Levy, Fundraiser at the Daisy Appeal, said: "We're overwhelmed with the support we're receiving from businesses in the Hull and Humber area and the effort they are putting in to support the Daisy Appeal as we work to improve accuracy and detection rates for cancer, heart disease and dementia in Hull, East Yorkshire and North Lincolnshire."

The Daisy Appeal has a target of £8.2-million to complete a radiochemistry and cyclotron unit which will produce radioactive tracers at Castle Hill Hospital and provide the opportunity for patients to receive more personalised care leading to earlier diagnosis and giving them better treatment and quality of life.

Once the facility is fully functional patients from a wider geographical area will have access to its services. The charity aims to play a leading role in clinically relevant PET-CT research over the next two decades and to show that the technology can be brought to the individual patient, quickly and effectively.



**Pictured in the Airco business lounge with Claire Levy, Fundraiser at the Daisy Appeal, are (from left) Mathew Basford, Dean Hordon, Paul Willis and Andy Stubbs.**

Airco welcomed clients and contacts to the race night which took place in the company's business lounge at its head office in Goulton Street, Hull.

Integra Buildings, based at Paull, passed the halfway mark of its £20,000 fundraising targets more than two months before the start date of their challenge, which will see Managing Director Gary Parker and five fellow cyclists pedal across

the Pyrenees with the help of a support driver.

The cyclists will begin their ride on Thursday 14 May. For more details and to make donations please visit [www.justgiving.com/fundraising/paris2benitachell2020](http://www.justgiving.com/fundraising/paris2benitachell2020)

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

# Listed Building Welcomes First Tenants After Completion of £1.2-Million Renovation

A health and wellbeing start-up and an expanding education recruitment firm became neighbours in their new premises following completion of the £1.2-million renovation of a listed building.

SAAF Education completed their move in January into Bayles House, which sits behind Danish Buildings in High Street, Hull and is one of Allenby Commercial's most ambitious projects. They were joined by RENOTS, a new business launched by Megan Stoner after she decided to branch out with her fitness and rehabilitation services.

Allenby Commercial acquired the site in autumn 2017 as it built a portfolio throughout Hull city centre of landmark properties which now include Paragon Arcade, the Hideout Hotel, Worx at the junction of Beverley Road and Spring Bank and Europa House, now undergoing transformation as Monocle.

Danish Buildings, which includes the Grade II listed Bayles House, was constructed in the late 17th century and altered in the 18th and 19th centuries. Bayles House was listed in 1952.

The Allenby plan to breathe new life into historic buildings and generate jobs by attracting creative businesses brought grant support from the Government's Local Growth Fund, with £250,000 secured by the Humber LEP as part of the Government's commitment to the Northern Powerhouse.

The result is a mixed range of studios, from 160sq ft up to 1,200 sq ft, with shared spaces including kitchens, courtyards, break-out areas and a striking summerhouse meeting room which are all free of charge to use for tenants.

Film companies, photographers, marketing agencies and architects were among the businesses which relocated from sites in and around Hull to a new home in the Old Town.

Paul Swallow, Contracts/Site Manager at Allenby Commercial, said: "This has been a particularly important project because of



**Pictured outside Danish Buildings and Bayles House are (from left) Paul Swallow of Allenby Commercial, Matt Lyndon of SAAF and Megan Stoner from Renots.**

the history and the prime Old Town location. Danish Buildings and Bayles House both needed a lot of work and we've had to be very patient but now the rewards are there for all to see."

## Hull-Based Firm, Ancora Law, Launches with the Mission to Transform Law Firm Services Using Innovative Technologies.

Ancora Law launched at the beginning of 2020, with the mission to completely revolutionize the way law firms provide services and build relationships with their customers.

Their motto, 'Making Law Easy', illuminates their mission, and shows their audience that their goal is to simplify current solicitor processes; that the core of their DNA is to always put the client first.

The firm plans to make this happen by introducing contemporary technologies into traditional practice. This means that they will use things such as video calls, online client access portals, online bill payments and an accessible case management system to blend these two worlds together and make the most of them as a contemporary and fruitful pairing.

Ancora Law feel so strongly about their brand and mission, that their services are offered in line with their unique customer service promise. They hope that this will demonstrate the importance of putting their clients first, through providing transparent and honest services that are tailored to individual needs.

In addition, their modern use of technologies allows Ancora Law's solicitors to complete tasks



with greater efficiency, reducing costs for both the firm and the client. Matthew Hudson, founder of Ancora Law and former partner at Gosschalks in Hull, said:

"Ancora Law has been designed with the sole purpose of changing the perceptions of how law firms can and should offer legal services. I'm always surprised at the attitudes of current law firms, about how they should provide services and also how they interact with their customers. Unfortunately, I don't hear many stories about customers singing the praises of their solicitor, or saying how easy the process was.

Often, law firms state that they are advanced in 'legal tech' or they are a 'modern law firm', but generally these statements simply mask the standard and outdated model of a law firm with expensive back office administration and offices.

Ancora Law is ripping up the rule book. Offering excellent knowledge and experience, backed up by modern ideologies, systems and technology. The ultimate goal is to provide you with unrivalled customer service, savings on your time and targets, combined with competitive fee structures which take into account the savings we can provide, due to said investment in technology."

It is Ancora Law's goal to 'truly do things differently' in a sphere of the market that is so commonly conventional and lacks innovation. The firm offers a range of commercial property services including those aimed at landlords, property owners, those hoping to buy property and more.

You can find Ancora Law @AncoraLaw on Twitter and Instagram .

# Intelligencia Training Commence Delivery of New High Profile Counter-Fraud Apprenticeship

Intelligence training specialists Intelligencia Training have recently included the Government's new Counter-Fraud Investigator Apprenticeship Standard to its portfolio of established, innovative intelligence and risk apprenticeships.

The new Counter-Fraud Investigator Apprenticeship Standard was developed by a consortium of sector specialists from within a range of high profile organisations, including Cabinet Office, HMRC, NHS Counter-Fraud and many local authorities, to recognise the skill set and experience required to operate within these challenging roles. The ability to professionalise and formalise the way in which many organisations operate delivers significant advantages.

The Fraud Investigation Standard was developed to provide a recognised and robust pathway for fraud investigators that would allow for parity across sectors and comprehensive development of all knowledge, skills and behaviours associated with being an effective and competent investigation professional.

Building on from their success in delivering cutting edge intelligence and analytical training within both public and private sectors (including Government agencies, public sector departments, law enforcement and custodial sectors, local authorities and the banking / insurance sectors) Intelligencia Training are confident their exposure and experience gained within existing counter-fraud departments will provide tangible benefits.

Intelligencia Training's Commercial Director – Nick Atkinson, commented, "We are proud to announce that we have added this long awaited Apprenticeship standard to our portfolio of cutting edge training programmes to support further our growing number of high profile public and private sector clients. Our engaging delivery models and highly skilled tutors,

that include those who have operated within senior intelligence and counter-fraud roles, will bring significant new skills, knowledge and behaviours to benefit those who, previously, may have not been offered formal counter-fraud training. We are confident that those organisations who have previously utilised our widely publicised intelligence analysis apprenticeship will now look to offer even more role specific programmes to their wider business."

You can read more about Intelligencia Training at [www.intelligenciatraining.com](http://www.intelligenciatraining.com)



## Training and Apprenticeships

*Are you looking to build a skilled, motivated workforce and wondering how apprenticeships can help boost your business?*

Apprenticeships help people gain meaningful experience in the workplace, and, in return, employers gain an enthusiastic, engaged and qualified workforce.

Apprenticeships offer a great mix of on-the-job training and academic-based learning to ensure candidates have the skills and experience that are right for your business.

**Accountancy | Administration | Customer Service | Hospitality | IT  
Manufacturing | Team Leading | Management**

YH can sit down with you to discuss your options and the necessary next steps. We'll help you decide what types of apprenticeships would work for your business and discuss potential government funding of 95-100% depending on your circumstances.

Get in touch with our team to find out more

**01482 222142**

[info@yh-group.co.uk](mailto:info@yh-group.co.uk)

[www.yh-group.co.uk](http://www.yh-group.co.uk)





# Coronavirus: How best to protect your business and employees

The speed with which the COVID-19 threat is moving presents clear challenges for both employers and employees – be they full time, freelance or casual workers.

Over the last few weeks, the specialist Employment team at Wilkin Chapman solicitors has been offering ongoing support to clients in this fluid situation. Partner and team member Richard Parnell reports on some of that key advice:

The health and wellbeing of our population must take priority at this difficult time and any decisions from the Government will be made with that as the primary focus.

Through all of this however, we cannot forget the need to follow the correct procedures – employers can use these as the backbone that strengthens the decisions they make, and a guide when examining the options available to them.

To this end, Wilkin Chapman has compiled an online advice booklet that is available for all employers to download from our website. Providing an overview of the issues that business owners are facing, its intention is to guide - with a recommendation

that we all keep abreast of the continually changing situation. The Government and ACAS is also offering updates as the situation develops.

Our advice recommends a pragmatic approach on both sides in such unprecedented times. Home working has been a key focus over the last few days and is covered in some detail in the guide.

Employers should also consider whether to place any of their employees on Furlough Leave in accordance with the government's new Coronavirus Job Retention Scheme. This scheme allows an employer to retain

employees with no work by recovering 80 per cent of their wages from the government (or up to £2,500 per month, whichever is lower) for an initial period of three months. This should be considered as an alternative to temporary lay-offs, short-time working or redundancy.

Employers should also seek, wherever possible, to find flexible solutions and work with their employees to see if they can reach agreement on changing key terms and conditions of employment such as reducing hours and pay. Employers should present this to their employees on the basis that they are

trying to keep the business running. Employees can agree to vary their terms even where there is no contractual right to do so and this can be agreed on a temporary basis for say, one month, to be reviewed at the end of that period.

Whilst it is understandably almost impossible for any of us to consider anything over and above COVID-19 at this time, employers

do also need to be mindful of employment legislation that was announced earlier in the year and is due to be implemented in April. This includes several new measures that need actioning, all of which form the Good Work Plan and require a recognition of certain changes to peoples' employment rights.

To download our guide please go to <https://www.wilkinchapman.co.uk/firmNews/coronavirus-your-basic-guide-to-employment-law>

Alternatively, please email [richard.parnell@wilkinchapman.co.uk](mailto:richard.parnell@wilkinchapman.co.uk)

**“The health and wellbeing of our population must take priority at this difficult time and any decisions from the Government will be made with that as the primary focus.”**



## Our team

Recognised in the leading legal directories, our 10 strong specialist legal team have the experience of providing employment and HR advice to a range of private & public sector organisations both large and small.

No matter the size of the business, our approach is always the same – to provide bespoke, personable employment and HR advice from a solicitor, saving you valuable time and money.

### Adapt HR – Employment & HR Advice Line

For a no obligation quote, email [adaptHR@wilkinchapman.co.uk](mailto:adaptHR@wilkinchapman.co.uk)

For more advice on this vital issue, please contact Richard on **01472 246647** or visit [wilkinchapman.co.uk](http://wilkinchapman.co.uk)

**wilkin chapman llp**  
solicitors



## New Headquarters for North East Lincolnshire Renewable Energy Firm

North East Lincolnshire renewable energy firm, myenergi, to move into new headquarters after significant growth

Renewable energy firm, myenergi, has announced plans for a 15,500 square ft flagship headquarters on a brand-new £2.6 million business park development in North East Lincolnshire.



The move will enable myenergi to develop more innovative renewable energy products and continue to manufacture the ground-breaking devices that have proved so popular among sustainability and green energy enthusiasts around the world.

The UK's increased focus on renewable energy has meant myenergi has outgrown its current base near Market Rasen. However, the new headquarters will significantly increase production, manufacturing and the size of the team, which has already grown from six to 60 people in just 3 years.

"We're so proud of how far we have come and cannot wait to move into the new premises," says Jordan Brompton, co-founder and Sales Director at myenergi.

"This could not have been achieved without our amazing team and wonderful customers, so I would like to thank everyone who has helped us get to where we are."

Founded in 2016, myenergi's mission is to create a sustainable future through eco-smart technology, and their products follow two objectives: to increase the reliance on renewable energy while reducing carbon footprints and the money spent on energy bills.

The award-winning company's most popular devices include zappi, a smart EV charger that charges vehicles using 100% green, renewable

energy, and eddi, a device that diverts excess energy from solar and wind power to heat homes.

Myenergi's continued plans for expansion include the release of new green energy products and the construction of a large warehouse on the adjoining site of their new premises on Stallingborough Business Park. The Park is part of the recent £42m South Humber Industrial Investment Programme (SHIIP), which, supported by the European Regional Development Fund (ERDF), is set to transform North East Lincolnshire's industrial fortunes through ecological mitigation, creating wetland habitat and enabling new development in the area.

"I'm delighted to have myenergi sign on the new site, further cementing our credentials as a key part of the Energy Estuary," says Cllr John Fenty, Cabinet member at North East Lincolnshire Council for regeneration and skills."

We have a long way to go to make sure that the business park fulfils its potential, but with myenergi having the confidence to choose our area, others will follow."

To offer your support please email Steve Rusling at [stever@casetraininghull.co.uk](mailto:stever@casetraininghull.co.uk) and to book for the Old Town tour and tapas please visit <https://casetraininghull.co.uk/events/old-town-walk>

# R&D Tax Credits are all grown up and their nobody's April Fool

On 1st April 2020 Research and Development Tax Relief and R&D Tax Credits will be 20 years old and we thought we should be celebrating that fact.

It was the brainchild of Gordon Brown as a way to help boost Britain's flagging investment in Research and Development. Initially aimed at Small and Medium Sized Entities who, back then, were eligible for the SME Scheme if they employed less than 250 staff and had either a turnover of less than £50m or gross assets of less than £43m.

A lot has changed over these 20 years so we thought we'd show you a timeline of how the Tax Relief has evolved and also why, even after 20 years, the best time to start claiming is now, regardless of what your business may have done in the past.

Not only did Rishi Sunak's first budget deliver on the Conservative's pledge to increase the RDEC Rate to 13% and promise a review on the inclusion of data and server costs in R&D Tax Relief claims of the future, but it also increased Government spending on R&D to £22b.

The scope of eligible projects is almost unlimited, the only requirements for a claim are:

- The claimant is a limited company subject to corporation tax
- The claimant is a going concern
- The claimant has undertaken a project which has been seeking to advance science or technology through the resolution of scientific or technological uncertainty.

We've worked with a number of companies over the last seven years across a wide variety of industries, some are obviously involved in



Research and Development: Clinical Research; Motorsport Engineering; and Software Development but some have been less obvious such as Debt Collection and Music Rooms.

If you've been working on a project and banging your head on a brick wall trying to finish it, at any time over the last three years, or, perhaps a project that has completely failed, it might be worth having a chat with us. The Debt Collection business I referenced above spent £400k on a project that failed to deliver a workable solution and then spent a further £300k on a solution, they were able to claim back close to £200k. It's

amazing what you find when you scratch under the surface of a business.

To celebrate the fact that R&D is going to be 20, we're going to offer the first 20 businesses that contact us and quote "R&D is 20" with a 20% discount from our standard fees. Give us a call to find out if there is a 20 year itch to be scratched in your business! You can find out in 15 minutes by booking a call with our director Simon Bulteel at [www.calendly.com/simon-bulteel](http://www.calendly.com/simon-bulteel) or contact us on [info@coodentaxconsulting.co.uk](mailto:info@coodentaxconsulting.co.uk)

	SME Scheme	Large Company Scheme	RDEC
<b>1st April 2000</b>			Increased to 13% of eligible spend
<b>1st April 2000</b>	Introduced with a 50% enhancement of eligible spend and repayable tax credit of 16%		
<b>1st April 2002</b>		Introduced with a 25% enhancement of eligible spend	
<b>1st August 2008</b>	75% of eligible spend and 14% repayable tax credit	30% of eligible spend	
<b>1st April 2011</b>	100% of eligible spend and 12.5% repayable tax credit		
<b>1st April 2012</b>	125% of eligible spend and 11% repayable tax credit		
<b>1st April 2013</b>			Launched as a taxable credit of 10% of the eligible spend with unused credits being repayable
<b>1st April 2014</b>	Repayable Tax credit increased to 14.5%		
<b>1st April 2015</b>	Increased to 130% of eligible spend		Increased to 11% of eligible spend
<b>1st January 2018</b>			Increased to 12% of eligible spend
<b>31st March 2018</b>		Last chance to submit amended March 2016 claim	

# Goole Businessman Phil Jones Appointed Chamber President

POPULAR Goole businessman Phil Jones became the President of the Hull & Humber Chamber of Commerce during a hand-over ceremony at the Chamber's AGM.



*Phil Jones receives the Presidential Chain of Office from outgoing President Kathy Fillingham during the Chamber's AGM and lunch.*



*Pictured (left to right) at the Chamber's AGM are new President Phil Jones, Emma Hardy and Dr Andrew Steel.*

Phil runs Link Agency, a specialist property letting agency in Goole, Hull, Beverley and the East Yorkshire region.

His Vice President for the year is Mike Whitehead, who runs Scartho Developments Ltd.

Phil was presented the Presidential Chain of Office by outgoing President Kathy Fillingham, who wished him luck in his high-profile year, adding that it was an absolute pleasure to appoint Phil as her successor.

Phil Jones gave a vote of thanks to Kathy for her year in office. "Kathy has a style of her own," he said. "She has always been a great presence with her open and honest style and is a great person to work alongside. It's been a super year." During his address to the lunch guests, Phil said: "It is a great honour to become Chamber

President and follow in the footsteps of some illustrious predecessors.

"The Chamber is a very diverse organisation and is one which can have a direct dialogue with Government. I've seen first-hand how by working with Emma Hardy MP the Chamber held discussions with Sir Keir Starmer before the General Election. It was a fascinating insight into how the Chamber can interact at Government level.

"We also had Lord Lamont of Lerwick to speak at a dinner last year which gave us the opportunity to speak with him about his career in politics. It's great to come into contact with such esteemed people.

"The Chamber Acorn Fund is another success story for the Chamber and is doing really well with Craig Simpson heading that up.

"Then there's the International Trade Centre headed by Pauline Wade which offers exporters business support. A group from Botswana visited recently and it was quite amazing to sit in on that meeting and see the interaction between the public and private sectors.

Phil added he was looking forward to an exciting and fulfilling year ahead of him and thanked the Chamber for his opportunity to step into the role of President.

He then introduced Emma Hardy MP who spoke of her support for the One Hull Of A Forest scheme before introducing Dr Andrew Steel who appealed for businesses to support the scheme and the wider Plant a Tree Today Foundation which is working to help the Humber meet its long-term Zero Carbon agenda.



## Exciting New Business Opportunities at Hull Libraries

Hull Central Library provides a fantastic hub of business resources

The library houses the Business and IP Centre which is part of a national network led by the British Library to help businesses to grow and innovate; a Makerspace workshop operates from the third floor providing a working space where businesses can create and develop products. A programme of business workshops and clinics are on offer along with support from the ESIF to deliver the fully funded Community Led Local Development (CLLD) project for those eligible.

Call the Business & IP Centre Hull at 01482 223344. Email: Ref.library@hcandl.co.uk

To complete this new business provision, the library has recently opened an exciting new co-working Business Lounge aimed at helping small companies and entrepreneurs to thrive.

The Business Lounge provides an affordable, vibrant working space full of shared experience, knowledge and support. Members can take advantage of free Wi-Fi and refreshments, access to high-quality UK and global market intelligence and company data, one-to-one support, and networking events. Membership for the Business Lounge is £25 per month.

The Business Lounge, Hull Central Library, Albion Street, Hull HU1 3TF. Call 01482 615454. Email: businessloungehull@hcandl.co.uk

**Twitter:** @BLoungeHull

**Facebook:** @bloungehull

**Instagram:** bloungehull

Businesses can also support this year's Big Malarkey Festival. The festival, now in its fourth year, aims to develop the literacy, creativity and self-confidence of Hull's youngest citizens, with a three-day programme for schools and a packed family weekend. The programme for 2020 features everything from cooking to AI to fast fashion, and lots of workshops around climate change and protecting the environment. Sponsorship packages start at £500 and advertising packages at £150.

For more information contact **Ellen.Bianchini@hcandl.co.uk** or call **01482 613385**

## Customer First Digital Launches, Supporting Local Businesses on Their Digital Growth Journey

After more than 15 years at Hull based digital agency Summit, Dave Trolle has left his Managing Director position to launch digital consultancy start-up Customer First Digital, supporting both established and fellow start-ups to discover their digital opportunity, develop and transform their plan and grow their leads and sales.

Customer First Digital provide consulting and implementation support across all areas which impact a brands digital performance. This includes all online marketing channels (Paid Search, Search Engine Optimisation, Social Media (paid and organic), Email Marketing) in addition to web site customer experience optimisation. Every client who works with Customer First Digital will receive clear and practical action plans and training, to enable the clients marketing teams to deliver on their digital plan.

And some good news for Customer First Digital, they have already won their first project, collaborating with local based technology start-up Operance in taking their mobile first smart building application to market. Dave says "it is great to land your first project so soon after launching. What's extra special about this project is that there is a real gap in the market for digitising the management of building information across sectors including Education and Healthcare. Working with the team is also a breadth of fresh air, always keen to learn and develop their digital knowledge".

Scott Pilgrim, COO of Operance says "With Customer First Digital helping us, it's no longer the blind-leading-the-blind in terms of our digital marketing efforts! Dave has really opened our eyes up to what is possible in respect of targeting and reaching our audience. We have developed a huge amount of creative content alongside new processes and platforms in which to distribute and track our marketing. We whole-heartedly recommend Customer First Digital to help businesses of any size develop professional and effective marketing practices".

Brands across any sector will be able to access Dave's expertise in a flexible way, whether this be on a project by project basis or retained basis, making his experience of working with blue chip clients accessible to



Dave Trolle

any size of client. There will no long-term contracts or expensive monthly retainers. You only pay for the support, when you need it.

As a new member of the Hull and Humber Chamber of Commerce, Dave is looking forward to sharing his knowledge with fellow members via the magazine, site and social channels and the potential of working with other local based business' like Operance in the future.

Further information on Customer First Digital including their range of services and views on the world of digital can be found on their website: <https://www.customerfirstdigital.com>. Alternatively, you can follow Customer First Digital on Facebook.

**ICT FOR GROWTH**



**“We’re helping SMEs get their ICT systems set up at home so they can work safely during Covid-19.”**

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# Flexibility and Funding Adds to Training Benefits

A trail of awards for its tuition and its trainees is testament to the skills of Hull-based Golding Computer Services.

Di Garbera, a director of the business, is the holder of the 2019 International Association of Bookkeepers (IAB) Tutor of the Year award. Two years earlier Di trained young entrepreneur Aaron Conroy to the runner-up spot for the student award and this year Sarah Fenwick, co-founder with her partner Gareth Pennington of The Tree Fellas Hull Ltd, is hoping to go one better and take the top prize.

The roll of honour also includes IAB gold and silver awards and a double success with Sage Circle of Excellence recognition, but the company places greater importance on assisting clients rather than collecting accolades.

Di said: “It’s always nice to do well in awards schemes because it adds up to official recognition that we are doing a good job. But what matters most is that our clients and their staff see the benefits by completing the courses and gaining the experience to help their businesses.”

The company has built a strong track record for helping candidates to achieve Level 1 and Level



**Picture shows Vic Golding and Di Garbera of Golding Computer Services.**

2 qualifications in the International Association of Bookkeepers Computerised Accounting for Business courses.

Trainees and employers are attracted by the availability of distance learning, which enables them to fit studies around work duties, and by the fact that many courses can be fully-funded. The package also includes a free NUS discount card for 12 months, giving trainees the chance of big savings.

Di said: “The flexibility is a great benefit, and feedback from people who have passed indicates they made the most of it. Even those who are not particularly tech-savvy are comfortable with the system – if you can handle online shopping you can do this.

“The people who completed the course included finance and admin staff, sole traders, self-employed bookkeepers, contractors, managers interested in how Sage works, accountants and even directors.

“They are all small businesses which want cover for their finances in the event of staff absence and where the directors want to know more themselves about the procedures.”

Golding Computer Services:  
**www.gcs-limited.com**



**golding computer services**

# Cutting through the confusion of business rates reliefs, review and revaluation

Adrian Smith of AS Rating reviews the current and planned changes to business rates



**Adrian Smith of AS Rating.**

The business rates “holiday” announced in the budget for tens of thousands of England’s retail, leisure and hospitality firms is without doubt good news, but also certain is the fact that for many the move is too little, too late.

Increasing relief to 100 per cent for shops, cinemas, restaurants and hotels with a rateable value of less than £51,000 was part of the package introduced to help businesses tackle the fall-out from the coronavirus.

But what people must not forget is that businesses were hurting even before the first cough of coronavirus and calls for action were becoming louder and more frequent. The government appears to be standing by its promise to address those concerns by at last conducting “a fundamental review of business rates”, but according to the Chancellor that will not report until the autumn.

It’s hard to see how that review can influence business rates in the foreseeable future given that the revaluation process is already under way. The new figures are due to take effect in April 2021 and to apply for three years.

But the call for evidence at least presents an opportunity for companies to tell how they are affected by the current regime and what changes they would like to see.

We’re collating responses now and we expect to examine issues such as transitional relief – as well as other reliefs – fairness and relevance of linking rates to market rental values and whether there are viable alternatives to business rates.

We’d like to hear from business which can help us build a package of evidence to send to the government, and particularly from those who

have experienced issues with business rates – whether with unfair increases, attempts to use check, challenge, appeal, or unscrupulous consultants trying to cash in on the confusion generated by the existing system.

We’d also repeat our warning to business owners to make sure, as revaluation looms, that the property details held by the Valuation Office Agency are accurate.

To find out more about how we can help you please visit [www.asrating.com](http://www.asrating.com)



**ADRIAN SMITH RATING**

## Bollard System Launched to Protect Bridges from Risk of Vehicle Attacks

Heald Ltd, the UK's leading designer and manufacturer of hostile vehicle mitigation security products has announced the launch of a Bridge Bollard System in response to recent vehicle attacks on several iconic bridges.

A vital transport route, bridges are notoriously difficult to secure from the evolving threat of vehicle attacks via existing security products due to the need to either be installed by digging into foundations or by bolting to the ground which can affect the structural integrity of the bridge.

Addressing the installation challenges faced on bridges, in particular, Heald set out to develop a product which took into account the level of security required while ensuring the structural integrity of the location to be secured.

A game-changer for both UK and international security, Heald's Bridge Bollard System is the only product of its type to be crash tested to IWA-14 standards against an 18 tonner N3C Vehicle travelling at 30mph at a 30-degree impact angle. Its unique interlocking design provides shared distribution of the load, while patent applied technology offers additional protection by anchoring the bollards into the ground upon impact, preventing the vehicle from penetrating the area the bollards are protecting.

The product was crash tested with an array of nine interconnected bollards, with the design allowing for additional bollards to be added to expand the area being protected.

While the product has been launched to address the challenges specifically faced in protecting bridges, it is also ideal for any locations where excavation or even bolting to the ground is not possible. Instead, the product is laid flush with the ground before paving stones or tarmac cover over the base plates. It requires no excavation and can be installed in just 45 minutes, excluding civil works.

Commenting on the launch, Managing Director, Debbie Heald MBE said: "We are absolutely thrilled to have achieved this rating for a completely surface mounted non-fixed solution. The potential for this product is huge for a wide range of uses and we look forward to further developments. Heald is again proud to be innovating to help protect our world".

The firm, which invests significantly in research and development, has brought to market several



innovative, patent-protected security products including the Matador, the world's only sliding bollard system which can be found protecting sites such as; Beale Street, Memphis, the French Quarter, New Orleans, Oslo Airport, Norway and many government buildings throughout the UK and Australia.

A crash test can be viewed by visiting YouTube <https://youtu.be/m8eK361ZbzQ>

## President Applauds CASE As it Showcases Services at Chamber Flagship Event

A leading charity appealed to businesses to champion its work to help people who have learning disabilities when it presented at one of the Chamber's flagship events.

CASE Training Services was the main sponsor at the Chamber's AGM lunch at the KCOM Stadium and Steve Rusling, the charity's Marketing Manager, took the opportunity to set out its organisation's goals for securing business backing.

Introducing Steve to the audience, new Chamber President Phil Jones said: "CASE really is an outstanding organisation which makes a fantastic contribution to this local area. It's worth taking a look at what goes on there because it's phenomenal and immediately you get a good idea of how lives are being improved by what they do."

Guests witnessed the premiere of a new CASE video produced by Chamber member JayJay Media and Steve told how NatWest had also provided support by advising trainees and staff about online security and highlighting

the Friends Against Scams initiative as part of Safer Internet Day.

The Hull Daily Mail has pledged its support by adopting CASE as its charity of the year for 2020 and another Chamber member, 1884 Wine & Tapas Bar, has joined forces with Hull's acclaimed tour guide, Paul Schofield, to present an Old Town walk with quiz supper on Thursday 21 May.

Steve said: "We're asking businesses to maybe give us an hour every six to eight weeks as part of our Business Support Group to help local people who need extra support to live independently. The BSG helps CASE with organising fundraising efforts and with various aspects of business expertise, and feedback from members suggests the involvement is a great way of developing the people within their organisations."



*Pictured from left are Chamber Chief Executive Dr Ian Kelly, Mark Cooke of CASE, Chamber President Phil Jones and Steve Rusling of CASE.*

To offer your support please email Steve Rusling at [stever@casetraininghull.co.uk](mailto:stever@casetraininghull.co.uk) and to book for the Old Town tour and tapas please visit <https://casetraininghull.co.uk/events/old-town-walk>

# Businesses offered help to reduce energy costs

YORSwitch, Cheaper Business Energy, is an initiative run by East Riding of Yorkshire Council, to make it easier for local small and medium enterprises get a better value deal on their energy and reduce unnecessary costs.

YORSwitch uses a trusted energy broker to help local businesses, charities and representatives from community buildings see if they could save money on their energy bills.

Businesses are encouraged to visit [www.eastriding.gov.uk/yorswitchbusiness](http://www.eastriding.gov.uk/yorswitchbusiness) where they can submit their contact details and one of the energy experts will get in touch to discuss business energy needs. The team search the whole market for the best energy deals available, compare prices from different suppliers and help choose the right tariff and set up contracts. There is no obligation to accept any offer.

There is no fee as the energy broker is paid a referral fee by the energy suppliers each time a business switches. For more information visit [www.eastriding.gov.uk/yorswitchbusiness](http://www.eastriding.gov.uk/yorswitchbusiness)



[www.eastriding.gov.uk](http://www.eastriding.gov.uk)



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To see if you could save, visit [eastriding.gov.uk/yorswitchbusiness](http://eastriding.gov.uk/yorswitchbusiness)



# City Businesses Shine at HullBID Awards

Hull city centre businesses celebrated in style as HullBID unveiled the winners in the seventh edition of its annual awards.



Winning smiles at the HullBID Awards which took place at the Bonus Arena. Picture courtesy of Hull Daily Mail.

Around 300 people attended the gala dinner at the Bonus Arena as the prizes were presented to eleven businesses which shone in some closely contested categories.

Kathryn Shillito, HullBID Executive Director, applauded all the businesses which entered the awards and assured them of the determination of the HullBID team to look after their interests.

She said: "HullBID strives for a positively thriving city but, importantly, we understand what you as businesses want from us. Everything we do is considered."

Kathryn highlighted the Hull Street Food Nights, the Yum! Festival of Food and Drink and the ongoing commitment to safety and security – including the highly successful DISC crime reporting system – as initiatives which are making big contributions to the pulling power of the city centre.

She added that HullBID's success in securing sponsorship for its events adds value for city centre businesses and supports the

introduction of new projects, such as the Dine Wednesdays scheme to promote city centre restaurants.

Kathryn said: "In 2019 we achieved over £120,000 worth of support and we firmly believe we do a great job improving the city centre environment, keeping people connected, providing opportunities and continuing to be a bedrock in the business community.

"Collectively we all have to take responsibility for raising perceptions of our city centre, sharing positive news, using powerful images and words which may well reach out of town investors."

## HullBID Awards 2020 roll of honour:

Safe City sponsored by Radphone – Atik.

Dressed to Impress sponsored by Hull Trains – Hull City Council Parks and Gardens team.

Outstanding Employee or Team sponsored by East Yorkshire – Charles Weeks, Iguana Developments.

Innovative Marketing 360 Chartered Accountants – Bad Wolf Gaming.

Customer Service Excellence sponsored by Kingston Recruitment – Hull Truck Theatre.

Contribution to the Community sponsored by Princes Quay – Temple Gym.

Best Business Progression sponsored by St Stephens – Nibble.

Commitment to Training and Development sponsored by Prospect Shopping Centre – CBA Sadofskys.

The Best in Food and Drink sponsored by Hammonds of Hull – Lion & Key.

Special Judges' Recognition Award – Allenby Commercial.

Outstanding Contribution sponsored by K2 – Hull Minster.

**FINANCE FOR GROWTH**



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# Exciting times for Educare as new Nursery Director looks to the future

A nursery which has been looking after the children of the Beverley area for more than 20 years has announced a change at the top and hinted at exciting plans for further investment.

Educare, which is in Mill Lane, has appointed a new Nursery Director in Vicki Morris, who is in her 14th year at the setting.

David Whincup, Director of the family-owned business, said Educare will also embark on further improvements to the structure and services only a year after completion of a £150,000 first-floor extension.

He said: “We are delighted with the appointment of Vicki and we’re looking forward to supporting her as we continue our development of the property and the services we provide to children and their parents.

“Vicki is Beverley-born and bred, she knows Educare inside out and she has gained a lot of experience since she joined us, rising through the ranks and taking on more responsibility for colleagues and children. We’ve got some interesting projects coming up and these are exciting times.”

Vicki has achieved childcare Levels 1, 2 and 3 with additional specialist qualifications as a Special Educational Needs Coordinator and in safeguarding, First Aid, health and safety, early years foundation stage training, behaviour management and other areas.

She now leads a team of 31 staff, comprising full-time and part-time posts, and has responsibility for more than 140 children in the nursery, the out of school club and the holiday club.

She said: “There have been so many changes since I arrived with increasing numbers of children and the development of the facility. The garden has been adapted for all-weather outdoor play, the first floor extension is the newest addition and we have exciting plans for the sensory area and more areas for reading and literacy.

“I have a brilliant team and it’s such a nice place. People come to work here because they enjoy



Picture shows Vicki Morris and David Whincup at Educare Nursery.

it and they want to be here. We see the children develop from being so quiet and shy to more self-confident. When they leave and they are beaming with confidence that’s what we are here for.”

To find out more about Educare please visit [www.educarenursery.co.uk](http://www.educarenursery.co.uk)

# Funding for new product or service development

## Grant funding for small to medium businesses

The Product and Process Innovation (PAPI) project helps small businesses in York, North Yorkshire and East Riding to develop innovative new products by providing grants for equipment.

A grant of 40% is available on a project spend of between £20k and £50k (which could be for multiple items), which equates to a grant of between £8k and £20k. The application process is straightforward and our Innovation Advisers will guide and support you through the process.

One business who were successful in receiving a grant are innovative company Vetfleece, who manufacture veterinary grade vet fleece which is bedding designed for sick and recuperating animals. The grant allowed the company to purchase three new machines which enabled them to develop new products which are distinctive from anything else on the market place. The equipment has also meant an increase in product production and therefore product sales. The new machinery also reduces the volume of the Vetfleece product



by 60% which has financial and environmental impact in terms of packing efficiencies saving plastic, cost of storage, materials and postage. Vetfleece said "we would definitely recommend PAPI, they've been absolutely fantastic from start to finish and completely guided us through the process."

The PAPI Project is delivered by the University of York and part funded by the European Regional Development Fund and runs until 2022.

The project is open for applications now. Businesses can quickly check their eligibility and apply on the website at [papi.org.uk](http://papi.org.uk) or by calling **01904 328076**.



## Funding for new product or service development in York, North Yorkshire and East Riding

- 40% grant for equipment and capital purchases to enable innovation
- Between £8k and £20k funding available for projects costing £20k+
- Expert support from our Innovation Advisers
- Guidance and advice available at every step of the process from an experienced team

Companies must be SMEs and engaged with one of the following sectors:

- Advanced manufacturing
- Bioscience & low carbon
- Digital & creative
- Electronics
- Food & drink
- Health & life sciences



For more information call **01904 328076** or visit:

➤ [www.papi.org.uk](http://www.papi.org.uk)

➤ @PAPI\_project

➤ PAPI - Product and Process Innovation





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# Myton Law Set to Provide Clarity Over Business Insurance in Wake of Virus

Hull-based law firm Myton Law, which offers specialist insurance law advice, is set to help provide SMEs with clarity over their business insurance cover in the face of the coronavirus.

"Interpreting business insurance tends to be challenging," says Myton Law's John Habergham. "In this current crisis business owners can benefit from obtaining independent advice to know where they stand when dealing with their insurers."

The Government had originally recommended that business owners look to their insurance, but insurers suggest that policyholders are unlikely to be covered.

The Association of British Insurers has said that many businesses only have cover for interruption due to physical damage to business premises. Some policies may have an extension to cover other causes of business interruption on a non-damage basis – policy holders should check.



Where a policy has been written on this basis it has also been suggested that policies may have a general exclusion of cover for pandemics; or there may be cover

for pandemics on a general basis, but accompanied by a list of specific excepted diseases.

"Some policies do include disruption due to infectious diseases, but the types of diseases may be listed in the wording and with Covid-19 only just being identified it is unlikely to be amongst specified exclusions. It really is going to be down to the detail," said John Habergham.

"We hope that many businesses will find the support they need from their brokers, but this is a new and complex situation for the insurance industry. We can assess policies to provide some clarity for business owners."

[www.mytonlaw.co.uk](http://www.mytonlaw.co.uk)

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We have access to a variety of funding streams for training, including the ESF funded Skills Support for the Workforce programme in conjunction with HCUK Training and can *'support your business to train existing staff or help you to recruit the managers of tomorrow'*.



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"Chamber Training is committed to the equal opportunities, welfare and safeguarding of all its learners and expects all staff and partners to share this commitment"  
(a wholly owned subsidiary of Hull and Humber Chamber of Commerce)

# We are Hull and East Yorkshire Mind your local mental health charity.



We're here to make sure that anyone experiencing a mental health problem has somewhere to turn for advice, support and respect.

We know that the current situation around the world can cause worry amongst people and have a huge impact on their mental health. The latest government advice means new ways of working for many, but it's important that we continue to look after our mental health and wellbeing during these unprecedented times.

Hull and East Yorkshire Mind recommend using the 5 Ways to Wellbeing. These are 5 steps you can take to improve your mental health and wellbeing. Trying these things could help you feel more positive and able to get the most out of life.

**CONNECT** - Talk to someone on the phone, give an old friend a call, create a group chat.

**BE ACTIVE** - Go for walk, run or cycle. Why not try an online fitness class?

**TAKE NOTICE** - Do some gardening, have a 'clear the clutter' day, be more aware of the sights, smells and sounds around you.

**KEEP LEARNING** - Watch a new film or series, research something new, learn a new language, take up an old hobby again.

**GIVE** - Give your friend or family member a compliment, register to volunteer at a community group supporting vulnerable people in these difficult times.



For more information on the Five Ways to Wellbeing visit [www.heyhound.org.uk/coronavirus](http://www.heyhound.org.uk/coronavirus) or call 01482 240200. Alternatively you can email us on [info@heyhound.org.uk](mailto:info@heyhound.org.uk) or on social media.

## Mindworks Training

MindWorks Training deliver exceptional mental health training and consultancy services and bring over 40 years of experience from Hull and East Yorkshire Mind.

We know that the current situation surrounding COVID-19 means home working for lots of organisations - but during these times we must continue to look after our own mental health, and the mental health of our colleagues.

Mindworks Training are currently developing some short virtual wellbeing sessions on subjects like an introduction to meditation, a sleep workshop and maintaining a work/life balance when working from home.

If you would like more information or to discuss the support Mindworks can give your organisation, please visit [www.mindworkstraining.org.uk](http://www.mindworkstraining.org.uk) or call 01482 240134. You can also email [mindworks@heyhound.org.uk](mailto:mindworks@heyhound.org.uk) or find us on social media @MWTraining.



# Building a Sustainable Workforce

In an era of great change, there is only one thing to do and that is to take the lead and directly influence the changes. HELEN COMPSON learns about a company doing just that.

When it comes to building a diverse workforce fit for purpose, Kingstown Works Ltd (KWL) is determined to move with the times.

Established in 2006 and now one of Hull and East Riding's leading building, repair and maintenance contractors, KWL has 470 employees ... and the number is rising.

It is looking to recruit another 30 or so employees, but getting the right people is proving a little tricky in what has been, at least before Covid-19, a very buoyant and therefore very competitive sector.

But the company is clear about what it needs to do as it continues to maintain the 23,500 homes that fall under the care of Hull City Council, along with many properties managed by other housing providers, both social and private sector, across the region.

The approach is two-fold, said Chief Operations Officer Roger Grannon.

Firstly, they are working hard – and have been

for quite some time now – to bring many more women into the workforce.

However, it is still often a matter of overcoming preconceptions, he said. “The vast majority of work we do is in construction and maintenance and it is a very male dominated industry, but there is no reason whatsoever why women can't fill the roles we have in the trades – they are equally as capable as men of being plumbers, joiners and electricians.”

“We are really trying to get that message across, because there is a huge potential workforce out there that we can tap into.

While KWL has 80 female members of staff, only seven of them are actually hands-on in construction and maintenance roles. Jade Tindall, KWL Deputy Operations Manager, is leading on the campaign to attract more women into construction roles which includes working with a local all-girls school to



highlight career opportunities in construction and promote work experience placements with KWL.

The company has four construction ambassadors who go out into its local communities, with other staff attending school jobs fairs and awareness-raising events organised by the likes of Women into Manufacturing and Engineering.

They often hold up the example of one of their colleagues, Karen Hill, who has been with them from when they were still a part of Hull City Council. She had completed her apprenticeship as a joiner and was a supervisor at the point she took time out to have her family.

**“We have introduced ‘assistant’ and semi-skilled roles to bridge the gap, which mean we can bring in people with potential and help them to take their next career step.”**



"Karen returned to work as a supervisor and has since been promoted to senior supervisor responsible for a large portion of our responsive repairs service," said Roger.

The second prong of the 'attack' has come in the form of a realistic restructuring of the job ladder.

Faced with having to compete with the big money available to contractors willing to travel round the country, KWL offers an alternative package that is very attractive in its own right.

To assist with attracting the right people, they have introduced some semi-skilled roles that now act as career steppingstones to other opportunities.

Roger said: "In the past, we always looked for fully qualified trades people who had completed their apprenticeship qualifications, but we have changed our approach.

"We have introduced 'assistant' and semi-skilled roles to bridge the gap, which mean we can bring in people with potential and help them to take their next career step.

"We recently employed a young lady who had successfully completed some qualifications but had very limited experience, as a semi-skilled plumber with the intention of developing her to be a plumber. We also often meet employee's half-way by saying, okay, we'll go 50:50 to put you through the rest of your training."

This willingness to provide steppingstones is reciprocated with a commitment from those employees to work hard for the business. This is all helping to increase a skilled and motivated direct (rather than a sub-contracted) workforce.

"We are proud of what our workforce deliver and in return we offer security of employment, said Roger. Directly employed people understand the company ethos and are key to promoting KWL as a strong brand in the region.

# CRM Outside the Vacuum

Customer Relationship Management (CRM) systems are supposed to help businesses manage the whole of the customer journey. So why do so many stop after the initial sale is signed off?

CRM solutions have become a byword for SALES management tools...and they are so much more than that. Or at least they should be.

Your customers' experience with your business is defined by every single one of their contact points with your team. Those contact points may be your website, a marketing email they receive, speaking to you at an expo, calling to ask a question about a project you are collaborating on, dealing with your accounts team, and so on.

If the people working at all of the stages of this journey aren't all on the same page, that experience will be disjointed.

I'll illustrate this with an example customer journey...one with a "joined up" CRM solution and one that just focuses on sales.

## Sales Only CRM

A new prospect lands on your website and fills in a contact form. Your sales team sees this new lead in your CRM system and gives them a call.

They exchange emails, phone calls, maybe the odd meeting. All of this dialogue is held against a central opportunity record, along with the details of the deal as it evolves. Any time your customer calls, no matter who picks it up, your team can answer the question. All with the information related to the ongoing negotiations is held in a central, easy to access location.

Quotes are sent out and the sale is signed off. Your customer receives their product or services. And now their record on your CRM solution goes...well, a bit quiet.

When your accounts team see the invoice come through on their side, that's all they know. Any information relating to who the best person is to call about payment is on the CRM...not in the accounts system.

If your customer has a question about the implementation of your services or maybe the product has a small fault, they call another team that may be hearing about them for the first time. Those queries are all handled in other systems, with the details about the original negotiation silo'd away. Details that may or may not have a bearing on their installation or support.

Suddenly your customer is having to explain who they are, what they purchased from you, and is probably starting to feel like they're repeating themselves a lot. The journey they are on with your business is beginning to feel like a rail journey disrupted with unexpected



transfers, breakdowns, and sometimes just sitting on the track between stops waiting for who knows what!

## End to End Solution

The same journey with a CRM solution that covers your whole business will start the same. Your prospect lands into your CRM system and is taken care of all the way through to closed won.

Then the accounts team picks up the invoice. Instead of calling the main switchboard and hoping for the best, your team can easily see exactly the right person to contact regarding payment. Because the sales person has highlighted it in a central location.

And the great thing is that it cuts both ways, your sales team will easily be able to see when an invoice has been paid...without having to sign into another system.

Any questions your customer has for your implementation or support team can also be seen by the sales team. And those people handling the aftersales care can easily see the promises made during the initial sale, making sure that the customer receives exactly what they were promised.

Now your customer feels like they are being taken care of, that the company they've just given money to actually cares about them as a person. The journey they are on with you feels joined up...without unplanned layovers, delays, or random stopovers in fields.

## The Key is in the Name

I guess what I'm saying is that the future of the CRM industry, as far as I see it, is giving

businesses the tools they need to actually support the whole of the customer journey. Not just helping them win the sale.

Limiting CRM to just the sales cycle is a mistake and integrations with other services will only get you so far. Your customers don't stop their relationship with your business after they sign on the dotted line. That's just the beginning of it.

The relationship—the thing you want to manage—goes on and on. Ideally, that relationship will last as long as you can keep providing them with the goods and services they need. So why on earth would the system you are using to manage it stop when things are just getting exciting.

My opinion: CRM systems that don't embrace the whole customer journey and don't allow for joining of the dots are not going to survive in the future.

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).

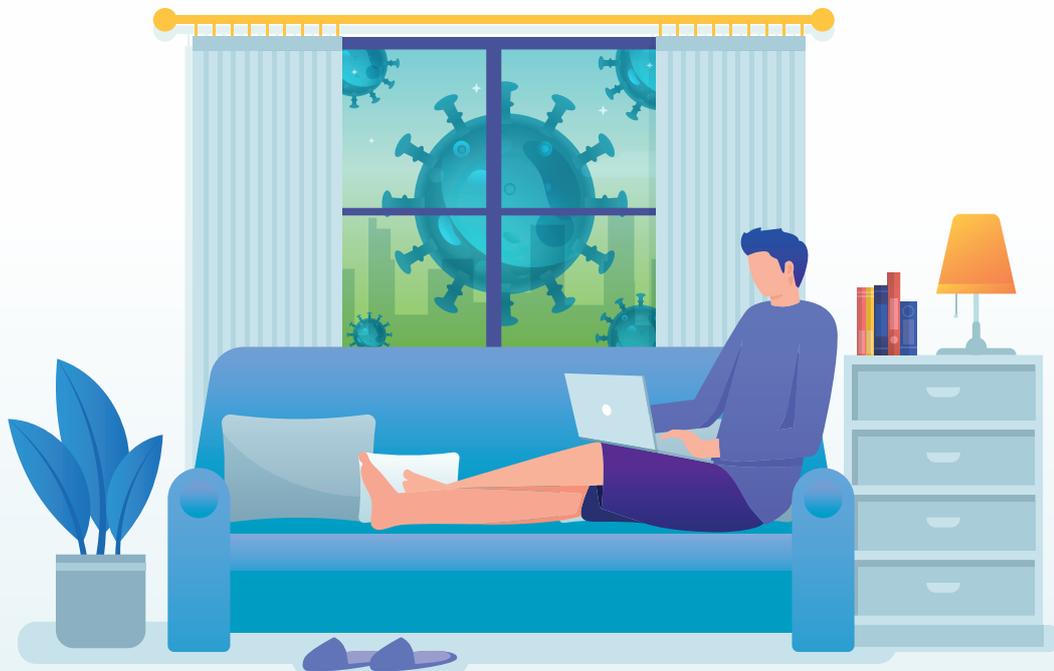


**Graham Anderson, is the CEO and founder of OpenCRM, one of the UK's leading customer relationship management systems.**

openCRM

# Does the Coronavirus (COVID-19) have you working from home or self-isolating?

Make the best use of your time



Make the best use of time for you or your staff by taking an accredited online health and safety training course. NEBOSH, IOSH and CPD Short Courses to help you use your time wisely. You can study from home and at your own pace.

- ✓ IOSH Managing Safely Online Course
- ✓ NEBOSH National General Certificate Online Course
- ✓ ROSPA, IIRSM, CPD accredited Short Online Courses

***Contact us today and we'll help you save time and money!***

*Corporate discounts are available.*

## Leading Law Firm's Flying Start to the Year as it Shares Its 2020 Vision

Leading law firm Rollits LLP got the year off to a flying start with their '2020 Vision' campaign which will see the recruitment of some new team members, heavy investment into internal systems and embracing new technologies in a new, refreshing outlook on what can be seen as a rather traditional industry.

With offices in both Hull and York, their two launch events at The Deep, Hull and The Grand, York were extremely well received by clients, partners and other stakeholders as they highlighted their fresh focus and plans for the next decade.

Client Relations & Marketing Director, Pat Coyle said: "As the world rapidly changes around us, focus, vision, and an ever-growing need to evolve has become paramount in everything we do as a law firm. As we come into a new decade, at Rollits it's our mission to embody this through the launch of our '2020 Vision' campaign. It provides a real sense of direction and consistency for our team and our clients"

The 180 year old firm currently has 99 staff members made up of 21 Partners, 40 lawyers and 38 admin staff, and their 2020 Vision has been said to be 'Pivotal' internally to Rollits just as much as it is externally to their clients, in order to become a benchmark in all they do, and truly raise the bar in quality of service and client experience, providing a non-jargon approach,



and offering honest, valuable insight through a partnership approach with clients.

Managing Partner, Ralph Gilbert said: "We are currently in a real growth phase - growing and nurturing our own "talent" from the ground up is

massively important to us, as well as recruiting at a more senior level when the opportunity arises.

"Our York office is a good example of this, in particular it has seen an increase in many new recruits over the last 18 months.

"It's our mission to carry on evolving and refining our services and brand, to ensure we continue to strive for new horizons, excellent client service, and our 2020 Vision is a great way of showcasing this."

As part of their 2020 Vision, Rollits want to embody clarity, trust, focus and insight both internally to their ever-growing team and externally to their client partnerships. As the world of law grows and changes, it's important the firm evolves through embracing new technologies, recruiting and retaining the best talent, and truly bringing to life this forward thinking approach that sets them apart from the rest. To find out more about Rollits 2020 Vision, visit: <https://vimeo.com/389002986>

## When We Think of 'People with Criminal Convictions' or 'Ex-Prisoners' What Image Comes to Mind?

If you are thinking of Shawshank Redemption, Porridge or Orange is the New Black... you might be in for a surprise.

### Did you know:

Only 8% of people are sentenced to prison every year, 92% of 'offenders' receive fines, bans and community sentences

There are over 11 million people with convictions in the UK

This equates to 1 in 3 adult males between the ages of 18 and 52 years old

Over 50% of criminal convictions are for driving-related offences

Here in Hull more and more employers are recognising the value of actively recruiting people with criminal convictions who have proven to be honest, reliable and loyal to someone willing to give them a second chance.

In fact, to date, Offploy has supported over 100 people with criminal convictions in Hull to get their foot back on the career ladder and

once more contribute to society. This not only helps fill up Hull's vacant positions and sees more taxes being paid, but it also reduces crime and makes our streets safer.

Offploy was formed by ex-prisoners purely to help businesses hire more people with criminal convictions. We are experts in supporting employers to understand criminal convictions when it comes to employment law, GDPR, risk/reputation management, stakeholder onboarding and candidate recruitment.

We'd like to extend an invite to all members of Hull & Humber Chamber of Commerce to join us on a local prison visit which involves a half-day tour of your community behind bars and a free workshop to understand how you can safely and fairly hire people with criminal convictions. To book your place, please email [joe@offploy.org](mailto:joe@offploy.org)

You can read more about our service at: [www.Offploy.org](http://www.Offploy.org)





# Yorkshire Finance Star is Head and Shoulders Above Says Judge

A young woman who made 'phenomenal progress' at an independent firm of financial advisors has been publicly recognised for her achievements.

Twenty-eight-year-old Jessica Crawford, head of business development at Informed Financial Planning which has offices in Hessle, Barnsley and Leeds, has won the accolade of Rising Star of the Year at the Yorkshire Financial Awards after impressing judges with her rapid progression to a strategic role and 'going way beyond her job description'.

She joined IFP as an apprentice in 2010 with no experience and is credited with transforming the company's marketing and implementing successful business growth initiatives.

The annual awards, which are open to insurers, banks, building societies, investment and wealth services companies, are intended to celebrate excellence in the financial services sector.

IFP's managing director Kevin Ferriby said: "When Jess started with us, she didn't have any experience but I often commented that she had 'fire in her belly' as she always used her initiative and looked for ways to enhance our services and approaches to client acquisition.

"Following two previous promotions, she is now employed in our senior leadership team, managing the marketing and financial planning departments and helping to run the business and drive growth on a day-to-day basis. Through hard work and dedication, Jess has made phenomenal progress."

IFP was established in 2004 and offers a full range of financial planning services. It became the first firm in Yorkshire to achieve corporate chartered status, and in 2018 was named as Money Marketing's UK Advisor Firm of the Year. It has also been recognised for three consecutive years by Professional Advisor as the UK Best IFA to Work For.

Jessica Crawford said: "It's great that my award adds to IFP's trophy cabinet and I feel honoured to have received it, especially as the shortlist included people working for national firms.

"I have enjoyed every minute of my time at IFP and feel very lucky that I was their first apprentice along with them putting their faith in me and offering career progression opportunities.

"The team spirit and mutual support amongst colleagues and clients has been key to IFP's success and I'm sure I would not have received my award without this."

Hilary McVitty, head of external affairs at the Building Societies Association and a judge at the awards, praised her for demonstrating 'a real hunger for development' and implementing new strategies resulting in improved financial results and good customer service.

"This year we had many entries from some very impressive young people. However, the winner in the end was head and shoulders above," she said.

Jessica received her award from BBC journalist and presenter Chris Hollins at a ceremony held at New Dock Hall in Leeds on February 27. The Rising Star of the Year was open to individuals under the age of 35 working in financial services in Yorkshire.

# AA Global Puts Clients First With Major IT Investment



Picture shows Kirk Akdemir (centre), CEO of AA Global, with his senior management team.

An expanding language services company has completed the latest phase of a major investment programme as it delivers improved services for clients in the public and private sectors.

AA Global, a key supporter of the Chamber's International Trade Centre, recruited HBP Systems to upgrade its entire IT system and switch to a cloud-based operation which will support the company's round-the-clock operations.

Kirk Akdemir, CEO of AA Global, said: "It is a major investment by the business – in recent years we have invested significantly in people, property and now IT and they are all linked.

"The improvements to property and IT are helping us create a better and more productive working environment for our growing numbers of staff. That in turn enables us to improve services for our client base which extends across the world."

AA Global was founded in Worcester 27 years ago and has grown considerably since opening its Hull office with a staff of two in 2011. In addition to the 30 people who work across the two offices – with more than 20 in Hull – AA Global employs around 14,000 translators and

interpreters worldwide who cover 500 different languages and dialects.

Kirk said: "The business is bigger and much more sophisticated and we needed an IT upgrade which could deal with that, supporting our 24/7 operation and ensuring security, which is particularly important for our public sector clients.

"The new system will also support our private sector clients as they look for new markets overseas. It brings greater capacity and protection, and the outcome is that we are ready and waiting for those companies who want to reach out further afield.

"We can help to introduce businesses to the new markets in the languages that open the doors to potential customers and we can also provide essential advice about cultural matters and the different ways of doing business, because it is important for people to understand that communication is about more than conversation."

Mike Peck, IT Sales Consultant at HBP Systems, said: "AA Global have embraced a very modern way of working, utilising cloud technology which enables their staff to work quickly and efficiently. Ultimately, the team at AA Global

were focused on optimising their own service so, we worked together to ensure speed, reliability and security were all top priorities when designing and implementing their new IT solution."

**Foreign Exchange Audit by**  
**moneycorp**

"Through our partnership with exchange experts moneycorp, we're looking to help promote transparency in the FX market and decrease the cost of foreign exchange for businesses. If your business has any international payment requirements, we can carry out a free foreign exchange audit which will provide you with an in depth report and suggestions around where your business can save money."

- 1 **Collaboration**  
moneycorp working in conjunction with FX division
- 2 **Historical FX transaction data**  
(3, 6 or 12 months)  
Time and date provided  
Exchange rate provided  
Type of product (Spot/Forward)  
Currency bought
- 3 **Transaction analysis**  
conducted inline with historical FX data
- 4 **Foreign Exchange audit report**
  - Overview
  - Breakdown of exposure
  - Transaction costs
  - Key report findings

To take advantage of this complimentary service, please contact  
Lorraine Holt, l.holt@hull-humber-chamber.co.uk

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## COVID-19 Coronavirus Emergency Cleaning

Has your business shut down for the duration, or are you operating with a reduced team during the Coronavirus / COVID-19 pandemic?

Before you reopen or whilst you have people using your premises, vehicles or equipment during this high-risk period, it may be prudent to consider a Coronavirus specific deep clean of your buildings or vehicles.

Hotels, restaurants and cafes should consider (kitchen) deep cleans and other essential facility maintenance during this enforced shut-down.

Green Commercial Cleaning are providing emergency deep cleaning services to businesses, organisations and (local) authorities in the East Riding of Yorkshire and North Lincolnshire areas.

Should you require a one-off Emergency Coronavirus Deep Clean or a periodic deep clean service to minimise infection risks such as COVID SARS, Norovirus, or bacterial infections, one of our Green Commercial Cleaning teams can be with you at short notice.

We have the expertise in infection prevention cleaning and are fully prepared to provide COVID-19 Emergency Deep Cleaning for all types of workplaces, public, medical and educational facilities. The Hull based Green Commercial Cleaning teams cover East Riding of Yorkshire and North Lincolnshire.

As a company, employer, occupier, or local authority you have a duty of care for staff and visitors, especially during this Coronavirus pandemic.

"An occupier, the person who is in occupation, or has control of the premises owes a duty of care to all their visitors. The duty is covered by both criminal law, the Health and Safety at Work, etc Act 1974 (HSWA) and its related Regulations, or claims for compensation under civil law." Croner-i

Your normal cleaning procedures or staff may not be thorough enough to deal with this COVID-19 / Coronavirus viral outbreak, so we offer our clients and those who don't currently use any of our services, an opportunity to pre-book a one-off or regular visit by one of our Emergency Cleaning Teams.

To book your Emergency Clean: phone: Hull **01482 589787** or Email: [enquiry@greencommercialcleaning.co.uk](mailto:enquiry@greencommercialcleaning.co.uk) [www.greencommercialcleaning.co.uk](http://www.greencommercialcleaning.co.uk)

# Remote Working for Business Continuity

Having business continuity plans in place means your organisation is ready to respond to an incident if one was to occur.



Remote working environments are not the same as being in the office which means there won't be the same safeguards as being in the office. When employees are working remotely, they won't have the same preventative controls for Digital Security and Physical security.

Companies all over are at risk of cyber-attacks, some companies have had multiple cyber-attacks while other companies are at risk of an attack, this has made remote working a requirement for organisations which are looking to either employ new staff or looking to create or improve the business continuity plans which they have in place.

### Digital Security for Remote Working

Using public wi-fi networks will instantly put you at risk and these should be avoided if possible. If you are working remotely and don't need internet or access to emails then it may be a good idea to ensure all documents are downloaded to the device you are working from, this removes the need to connect to a public wi-fi network.

If you require an internet connection for a short time it is safer to use personal hotspot from your mobile device, this will keep you protected from getting hacked by a user using the same hotspot network.

A good tip for remote working is to use a VPN, using a VPN will ensure your traffic is protected and you will have a flexible connection to connect to the different services which you will be using. Before purchasing a VPN users should list what they are wanting from the VPN then look at the available VPN networks. Some VPN networks will only protect data to and from the VPN provider and not the destination.

Users should always encrypt sensitive data in emails and on the device, if the data in emails and on the devices is encrypted it will prevent any unintended recipient from viewing the information on the email. Encrypting data on the device will keep the information safe in case the device is lost or stolen.

### Physical Security

People who bring work devices home should always try and get into good security habits such as locking doors, the home is like an office when working remotely, in an office we have security at reception checking ID's, we require ID badges to get access into certain parts of buildings, we can't do all of these when working from home but we can take some steps such as locking doors.

Any employees who travel to and from work in a car should always take the devices inside their home with them, they should always try avoid leaving them in the car. If the car gets broken into then the devices will be stolen, if the device isn't well secured then this will become an even bigger problem.

We see more and more people using public charging stations but don't fully understand the risks with using these to charge our devices. We should always take measures when using these charging stations such as using a data blocker, this will ensure you are protected against data exchange and malware. Using protection such as data blocker will mean not all of the data pins in the device are exposed, only the power leads, meaning the data ones are protected.

You can find other interesting articles giving guidance and advice on our website

[www.csp.partners](http://www.csp.partners)

# A Huge Welcome to Carl Naylor Who Has Joined the SPS Security Team as Technical Sales Manager.

Carl joined the Technical Team in November and has already settled into his new role and enjoying building the business alongside SPS Technical Director Lee Holgate.

Carl brings to the business 26 years' experience in the security industry and an established customer base of contacts. He worked with Lee for many years in a previous role, and together they are already enjoying growing the technical side of the SPS business.

Carl, 44, from Sheffield, went into the security industry after leaving school, and has subsequently built up a strong background within security and engineering across Yorkshire and specialises in fire and security systems.

His career has seen him progress from an installation engineer to management at large security firms across the region. Having spent the last 10 years working with Lee, together they have a strong working relationship and an extensive contact list as they look to grow the technical side of the business.

Carl commented: "I am delighted to join the SPS team and it's great to be working in a family-run business with great people. I like a challenge and look forward to having the opportunity to assist in growing the technical business from its solid foundations."

Carl's role is to bring in new business, provide quotations to existing and new customers and to carry out technical audits.

On his move to SPS Technical, Lee Holgate, Director, commented: "We are delighted to have Carl join our team. Our long-standing working relationship ensured that we knew we were employing just the right person for the role. He has a strong and proven track record in the industry and the skills and knowledge that he is already bringing to the role will be a great addition to our business."

Welcome to the team Carl!



**Carl Naylor, Technical Sales Manager**

## Family Lawyer Gains Mediation Accreditation

Regional law firm Andrew Jackson Solicitors LLP is delighted to announce that Oliver Hall, a partner in the firm's family team, has recently been awarded accreditation from the Family Mediation Council (FMC), having successfully passed the mediation foundation training and subsequent accreditation process.

Oliver is one of four accredited family lawyers in Andrew Jackson's specialist mediation team, Family Solutions, which is one of the region's largest and most experienced teams of its kind.

Adele Wilkinson, partner and head of Family Solutions at Andrew Jackson said: - "Gaining accreditation as a family mediator is a fantastic achievement for Oliver, involving a great deal of time and effort in meeting the very high bar set by the FMC. Oliver is now able to mediate independently for private and legally aided clients.

"Rather than see families torn apart by bitter court battles - with children often caught in the middle of high conflict situations - we



**Oliver Hall**

encourage clients to consider mediation, which has helped many separating couples build a constructive future for their family, without a court imposing decisions on them."

Adele, who has over 20 years' family mediation experience and is also a mediation supervisor, said research shows that mediation is often the best way for families to resolve conflicts: - "With four accredited mediators in our team, we can help even more separating couples to choose mediation, which is proven to be quicker, less expensive and, importantly, far less hostile than going to court - an important consideration, particularly where children are involved," she added.

# James Legal Brings its 'Fresh Approach to Law' to Beverley

'Friendly, caring, approachable and human' legal practice James Legal will 'officially' open a new office in Beverley, later this month.

The new base, in the town's Annie Reed Court, will be officially opened by Beverley Town Mayor Duncan Jack on Wednesday 26 February, at 4.30pm.

Established 10 years ago, James Legal has built an enviable reputation for 'doing things differently', with a staunch commitment to being down to earth and transparent over fees, as well as offering outstanding legal advice and support. Specialising in business law, the firm also offers expert help with the full range of legal matters, from Wills and inheritance planning, to divorce and separation, employment issues, family disputes and private and commercial conveyancing.

Complementing its sister office on Hull's Hedon Road, James Legal's new Annie Reed Court base has also kickstarted a rapid expansion, with eight new team members joining since September – many of them well known and respected lawyers in the region, including family law and private client gurus Leon Lurie and Dominic Hudson, and conveyancing expert Nicky Mounsor.



James Legal Founder and CEO, Nick Miller, said: "I'm extremely proud of how James Legal has grown and developed since we started out in 2009. Our team has expanded tenfold, and we have ambitious plans to build on that as we enter our second decade.

"We already serve numerous clients in Beverley and the surrounding area and we hope this will provide them and others with added choice

and convenience, in terms of where they visit us."

He added: "We're passionate about our reputation for delivering legal advice with integrity, and 'walking the walk' with the clients we help, and the Beverley office is the next step on our journey towards doing that for more people."

The opening event will also feature light refreshments and a chance to meet members of the James Legal team. Anyone who would like to come along should contact Becca Bunting on (01482) 225566.

Notes for Editors: Journalists and photographers are very welcome to join us and report on the opening event, and interviews and photographs can also be arranged beforehand. Please contact Tracy Fletcher with any requests, via either 07983 633385 or [tracy@bytracyfletcher.com](mailto:tracy@bytracyfletcher.com)



## Deep Business Centre Spreads the Word About Mental Health in the Workplace

A mental health commitment by the team at The Deep is now being rolled out to the corporate community after a successful showcase at the attraction's Business Centre.

Technology company 43 Clicks North is working with its own clients including The Skills Network to share lessons learned from a Time to Talk event which brought together Business Centre tenants.

Sami Hindmarsh, Admin and Meetings Co-ordinator at the Business Centre, said: "As part of the pledge made by The Deep we set up a session where people could have a chat over coffee and cake, learn more about mental health and start the discussion."

The Deep signed the Time to Change Employer Pledge in July 2019 and appointed workplace champions amongst the diverse group of volunteers from a range of departments.

The champions held their first event to mark World Mental Health Day in October 2019. A second event held in the Business Centre brought together around 20 people from front-line staff to director level.

Mike Ellis, Managing Director of 43 Clicks North, said: "Time to Change is all about getting employers on board and we're going to sign up as a result of the event here.

"It fits nicely with our ethos and it's directly relevant to the work we're doing with The Skills Network, providing digital marketing support for courses which include mental health awareness and understanding mental health."

Louise Kirby, Director of Operations and People at The Deep, said: "We became aware of how Time to Change provides a structure to raise awareness of mental health issues, decrease stigma and promote positive mental health.

"We had a fantastic response from our staff so Sami took on the role at the Business Centre because we consider the clients there to be a key part of our community and we wanted to roll some of the information and activities out to that part of the organisation."



Mike Ellis (centre) of 43 Clicks North with (from left) Lauren Simpkins, Kelly Worsnop and Benjamin Atkinson of The Skills Network and Sami Hindmarsh of The Deep Business Centre.

## Acclaimed UK Hypnotherapist Launches Business Handbook

Hypnotherapists around the world are set to benefit from a new handbook bursting with tips, tales, and exercises on how to achieve a successful business from one of the profession's leading practitioners and trainers, Sheila Granger.

The UK-based hypnotherapy expert, who has won accolades including the 'Hypnotherapist of the Year' award from the International Association of Counsellors and Therapists, has again boosted the profile of the profession by launching her second book, 'How to build a hypnotherapy business: An insider's guide to growing your practice', to support the growing worldwide network of hypnotherapists and hypnotists.

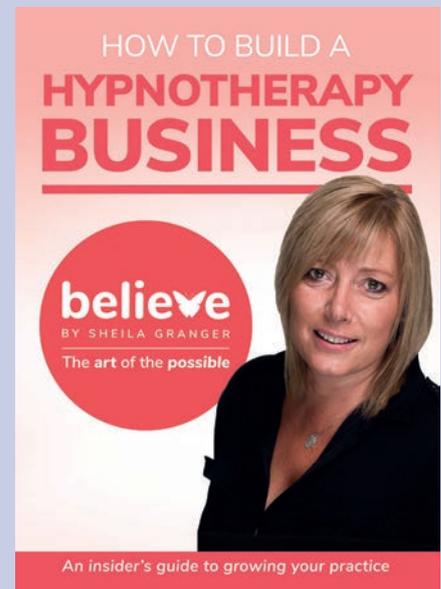
Sheila, who lives in Anlaby, near Hull, East Yorkshire, has trained more than 2,500 practitioners in her groundbreaking methods, with her best-known invention being her Virtual Gastric Band (VGB), which was the subject of her first book 'No more diets! Believe in a healthier, better you'. She has spent the past decade equipping hypnotherapy practitioners with the tools they need to reach out and this book gathers together all of that inspiration, learning and experience, from treating clients and training practitioners, in one place.

Sheila said: "Last year I published my first book, all about my pioneering Virtual Gastric Band weight-management programme. Its success prompted me to consider publishing a second book, and I thought this time I'd like to focus on my fellow hypnotherapists and support them to achieve their business goals by sharing the many lessons I've learned on my own journey to success.

"It contains lots of practical exercises to challenge and develop the therapist's mindset and business strategy, and should prove an essential handbook for anyone starting out in hypnotherapy, as well as more established practitioners looking to grow their practice."

In the book, Sheila shares her own metamorphosis from civil servant to hypnotherapist, detailing the watershed moments in her own career; her belief in creating the right mindset for success and 'feeling the fear and doing it anyway'; and her practical approach to creating a solid business strategy. She also talks candidly about her battle with a degenerative illness and urges all readers to take care of their minds and bodies.

She added: "The credibility of hypnotherapy as a highly successful form of treatment and as a career option for people who love helping



Sheila Granger; images of Sheila's book 'How to Build a Hypnotherapy Business: An Insider's Guide to Growing Your Practice'

others is growing all the time, and I hope that my books will assist with that growth."

Robert Otto, President and CEO of the International Medical and Dental Hypnotherapy Association and the International Association of Counsellors and Therapists, has written the foreword for the book. He said: "I know this book will hold great appeal for any practitioner out there who is ready to take their practice to the next level. It's guaranteed to engage the reader, and they are sure to find themselves rethinking their own success model. Sheila is a perfectly suited author, because she has changed careers and built a hugely successful full-time practice from scratch.

"She demonstrates unwavering dedication to her profession, and has an almost uncanny ability to teach even the most complex ideas and have learning those ideas seem easy. An achiever who is open to explore new approaches, she is always willing to share that learning with students and colleagues alike."

To order Sheila's new book, 'How to build a hypnotherapy business: An insider's guide to growing your practice' visit Amazon.

# The Time to Talk is Now!

Times are tough, yes, but with the right advice and financial planning, businesses can survive this storm. HELEN COMPSON talks to a firm hugely experienced in rescuing the beleaguered.

As fear and financial strife wash through the business community, CRG Insolvency & Financial Recovery has a very simple message – the time to talk is now.

Sadly, some businesses are going to sink in these uncharted waters, but even for those that do manage to maintain their course, it can be the unexpected backwash that overtakes them in the months afterwards.

The uniqueness of these times notwithstanding, it is unfortunately a familiar scenario for this Grimsby based firm.

Daughter of the founder Arabella Ranby-Gorwood said: "Although we are hopeful most local businesses will make it through these coming weeks, some might fall even after more normal trading levels have resumed.

"The effects of slow payments or previously unforeseeable bad debts might lead to an unavoidable and hard hitting cash flow dilemma, which is both financially and emotionally devastating."

Previously reliable and well managed businesses are now trading below their usual levels and are at risk of developing cash flow problems, which would affect their suppliers too.

The old adage about a stitch in time was apt. Founder Charles Ranby-Gorwood said: "We specialise in business turnaround and actively seek to avoid formal proceedings wherever possible.

"Our greatest successes are most often achieved when advice has been sought sooner rather than later, and many have been brought back from the brink, so it is never too late to contact us.

"Getting individuals or directors to openly discuss their financial position is one of the hardest parts of what we do, and it can be equally difficult for them to accept the need to seek advice."

**"Getting individuals or directors to openly discuss their financial position is one of the hardest parts of what we do, and it can be equally difficult for them to accept the need to seek advice."**



When it comes to recovering money owed to clients, CRG's ability to understand the position of the debtor can lead to repayment solutions that might not otherwise be obvious.

There are two main categories of insolvency - corporate and personal.

Charles said: "In worst case scenarios, businesses close their doors, employees are made redundant, and individuals lose both their assets and ability to earn income in the immediate future.

"This is why we offer the initial consultation free of charge, to encourage discussion and to investigate whether the situation can be avoided."

Charles came up through the ranks of a leading national company and gained his Insolvency Licence, in 1998, before launching CRG in 2003.

He and co-director Mark Fletcher have a proven track record of providing support across the country to a broad range of industries that includes haulage, engineering, construction, agriculture, food processing and professional services businesses.

There is plenty of free information out there on the Web, says Charles, and it can be a good starting point, but he does urge caution as the devil is so often in the detail. "Websites will probably give you 70 per cent of the information you need, but it's the other 30 per cent that will make the real difference

"That's usually the part that reflects your own particular circumstances, for example what dividends have been paid and what have your tax arrangements been in previous years?"

"That's the type of advice you won't find on a website and that's where people start to get into difficulties after an insolvency."

The team at CRG can't stress enough that the earlier people take advice the better, particularly during these challenging times.

Debts can be re-structured to prevent a business closing, but only if the right steps are taken in time.

Charles said: "If people have concerns, the time to talk is now!"

# Business Support When You Need it Most

Covid-19 advice and support to ensure your SME can maintain continuity

SMEs from across the Humber can access support, advice and grants to help them during the Covid-19 pandemic through the Humber Growth Hub's #GrowMySME programme.

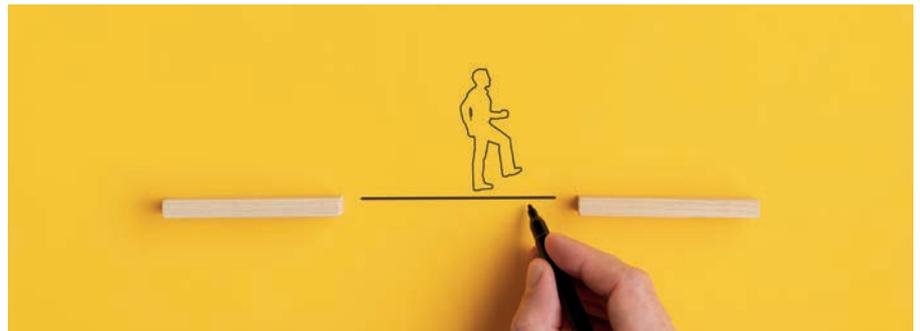
Grants to cover 40% of the cost of implementing home working solutions, accessing the support of a financial business advisor, and working with a specialist advisor to help mitigate the impact of Covid-19 on your business are available, for projects totalling up to £24,999.

Online live webinars are also available, covering relevant topics such as business resilience & continuity, cashflow management, and home-working best practice, amongst many others. All upcoming webinars can be viewed and booked via [GrowMySME.co.uk/events](http://GrowMySME.co.uk/events)

Jon Brunton, Growth Hub Manager, said:

"We're living and working in unprecedented times and we understand that the impact of Covid-19 will be far-reaching for many SMEs, which is why we want to do everything possible to help.

"Our business advisors are all set up to work remotely and continue to offer information,



advice and guidance for businesses who need ICT, finance or general business advice."

Advisors can support across a range of Covid-19 business needs and areas, including:

- How to access government support & funding
- How to work on business continuity plans
- How to work on business survival planning
- How to manage workforce & staffing issues
- How to implement new government guidance

- How to manage cashflow & liquidity
- How to select and access the most suitable finance available
- How to create a financial survival plan
- How to make best use of digital technology to enable business continuity

**Businesses can check their eligibility and apply via [GrowMySME.co.uk](http://GrowMySME.co.uk) or email [business.investment@hullcc.gov.uk](mailto:business.investment@hullcc.gov.uk) for assistance.**

## BUSINESS GROWTH SCHEME



## COVID-19 BUSINESS SUPPORT & GRANTS

**SMEs - We're offering advice, guidance and grants to help maintain business continuity**

- One-to-one telephone/video advisor support and guidance
- Access grants to cover **40% of the cost** of working with a specialist consultant to help mitigate the Covid-19 impact on your business - covering projects costing **£2,500 to £12,500**
- Access to online workshops & webinars delivered by experts covering topics such as business resilience, HR & staffing issues and managing your business operations and supply chain

For more info or to find if you're eligible, apply now:  
[GrowMySME.co.uk](http://GrowMySME.co.uk)



**#GrowMySME**

# Professional Planning to support you through C-19

BPS Ltd is a planning consultancy led by Mark & Lee Beckett based in Grimsby with links throughout the Humber, Yorkshire and Lincolnshire regions.

The team has over 45 years combined experience in local, UK and worldwide industries such as Food, Health, Petrochemical, Oil and Gas, Retail and Entertainment.

We embrace industry-leading software (Primavera P6 Professional) which allows us to manage multiple plans and complex projects with ease.

Each planning solution receives a unique and individual approach offering a tailored solution to meet your needs. Plans can be updated and amended to reflect the challenges your project or business faces.

Try our free initial consultation to evaluate your needs, offering flexible, full or part-time solutions from as little as 2hrs/week, or a one-off plan for smaller projects.

We Can Help!

### Covid-19

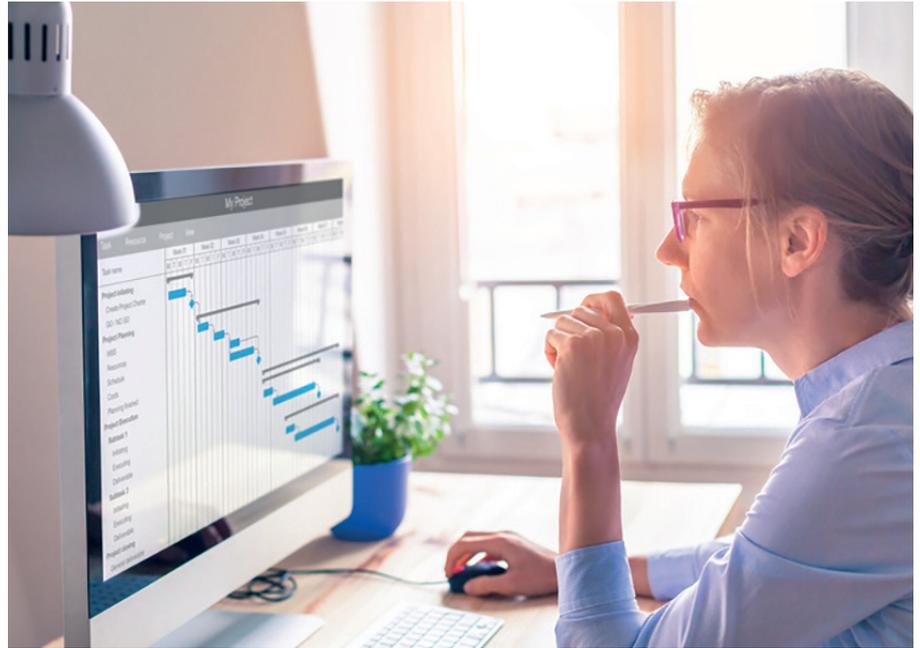
Planning is preparation. No-one saw the Covid-19 situation coming, not businesses or Governments, so no-one had a plan. Maybe we still don't; it's evolving day by day, and because of these changes businesses will also have to change and adapt. We can help you to start planning and deciding what to do now, planning for continuity and to be in readiness for when this challenging time eventually comes to an end.

### Continuity Planning

Continuity/Crisis Management planning is reactive. How can you continue your life, your business, what action do you need to take, and when? BPS Ltd can help you map out where you are now and give you the information to make informed decisions as the situation unfolds. Knowing what changes to make and what support you need ahead of time, helping you save time, effort and money.

### Contingency Planning

Contingency planning, a proactive strategy, allows businesses to respond effectively to future events or situations. Your Plan B – what does it look like, do you a Plan C, D or E? BPS Ltd can compile and run several plans in



parallel. If necessary, we can develop one plan with several decision points to evolve the plan as things change. Best case scenario through to worst-case scenario. Unfortunately, we all are having to make decisions, which can be very stressful and daunting. Having each scenario mapped out with as much detail as required will help you make the best decisions for you and your business. BPS Ltd will ask the tough questions, help you devise these scenarios but also offer helpful advice, knowledge and contacts to assist you with these hard decisions.

### Recovery Planning

Recovery planning, also a proactive approach, sets out how you're going to recover? What actions do you need to take, what is a priority, what can wait, who is going to do it, how much time will it take, how much will it cost? BPS Ltd can create you a recovery plan, so when the

current Covid-19 situation starts to subside, you can start operating normally and you are ready to go, immediately.

### Supporting you & your Business

We don't just produce plans we also offer business support and advice, brainstorming ideas, connecting you to people who can help you achieve your goals, looking for opportunities to save you Time, Effort & Money.

We plan for your business but also consider your work life balance; time spent with family & friends is as important as the time spent on and in your business.

We are always happy to arrange an initial, informal, online meeting, without charge or obligation. Let us discuss your requirements and expectations. Let BPS Ltd give you peace of mind and a path forward.

**"we plan for you to succeed"**

01472 429400 / 07943 562682  
[www.bps-projectplanning.co.uk](http://www.bps-projectplanning.co.uk)  
[info@bps-projectplanning.co.uk](mailto:info@bps-projectplanning.co.uk)

 [beckett-planning-solutions-bps-ltd](https://www.linkedin.com/company/beckett-planning-solutions-bps-ltd)  
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Beckett Planning Solutions Ltd  
 9a Eastfield  
 Humberston  
 Grimsby  
 North East Lincolnshire  
 DN36 4TP



# Neighbours, Everybody Needs Good... Party Wall Advice

An East Yorkshire based building surveyor has been appointed as a member of the Faculty of Party Wall Surveyors.

Alex Lowsley, from Delaney Marling Partnership Ltd (DMP) joins a professional group of just 1300 members, UK wide.

The Faculty of Party Wall Surveyors addresses the need for education and support for building surveyors, who provide advice and guidance to the general public on issues relating to party walls, in both residential and commercial properties.

Alex says:

"I am really pleased to have been accepted as a member after undertaking The Faculty's professional assessment process."

"The rules on party walls are fairly straight-forward, however, the circumstance rarely are. Mainly because property owners are not always aware of the rules of The Party Wall etc. Act 1996 prior to carrying out work affecting the party wall. Arguments and disputes can occur, making life difficult between neighbours. If the guidance available is followed correctly, disputes can be avoided."

"To fulfil my membership application, I attended an assessment interview at the Faculty's office in London. The panel of 3 Party Wall Professionals tested my knowledge and understanding of everything relating to the Party Wall etc. Act 1996. They also posed questions about different scenarios and how as a Party Wall Surveyor, I would deal with each one."

"Works falling within the scope of The Act include; work on an existing wall, ceiling or floor structure shared with another property, building on the boundary and/or excavating near a neighbouring building or structure."

Kevin Marling is a Director of DMP. He says:

"This is a great accolade and we are very proud of Alex for his achievement in being accepted as a member of The Faculty of Party Wall Surveyors. We receive a lot of party wall enquiries and this adds to our professional competence backing up our strengths in this area. All too often, property owners are just not aware of the consequences of their actions when it comes to



the effect their development has on a neighbour's rights, under The Act. Therefore, it is our aim to raise awareness in order to save time, money and heart-ache between neighbours."

For further information about DMP visit [www.delaneymarlingpartnership.co.uk](http://www.delaneymarlingpartnership.co.uk) and [www.dmp-lincs.co.uk](http://www.dmp-lincs.co.uk)

For further information about the Faculty of Party Wall Surveyors visit <https://fpws.org.uk>

## Yorkshire RFU Brings Women's Rugby Tournament to Pocklington School

Pocklington School hosted a day of rugby for over 90 under 18 players recently, organised by the Yorkshire Rugby Football Union, when the original venue for the day had to be changed due to flooding.

Matches were played against Lancashire and Cheshire in a highly competitive tournament, which saw a quarter of players represent their respective counties for the first time.

Sylvia King, Chair of U18 Yorkshire Girls said: "A huge thank you to the team at Pocklington School for stepping in to help us out at extremely short notice for what turned out to be a fantastic day of girls rugby. The players, coaches and spectators all agreed that the facilities were excellent and the help the staff gave us to set everything up in time for the event was tremendous."

Jonny Wheeler, Master i/c Rugby at Pocklington School commented: "It was an absolute pleasure to be able to host the event for Yorkshire RFU. Having previously been involved in the North of England girls' rugby I appreciate just how important these days are to the development of the women and girls' game.

It is also a superb advert to our own girls at Pocklington School of what is possible within



rugby as we will look to promote the sport within the school and hopefully be able to enter a girls' team at Rosslyn Park next year."

Janet Knott, Deputy Bursar, Pocklington School said: "It was a pleasure to welcome Yorkshire RFU to the School and our Premises Team did a fantastic job of accommodating their requirements at such short notice. The weather held out and we're delighted that

everyone had such a positive experience and enjoyed the event."

For enquiries about hiring facilities for events, conferences and performances at Pocklington School visit [www.pocklingtonschool.com/Facilities-Hire](http://www.pocklingtonschool.com/Facilities-Hire), email [facilities@pocklingtonschool.com](mailto:facilities@pocklingtonschool.com) or call 01759 321200.

For information about Yorkshire RFU visit <http://yorkshirerfu.pitchero.com>

# Ten Years of the Goole & Howdenshire Business Awards

This year's Awards, in Association with the Chamber, was the tenth annual event, and was a celebration of a decade of hard work and achievement, not just by local businesses, but by the organising committee too!



The evening ceremony, on Friday 21st February, was attended by over 250 business people. The guests enjoyed a superb evening at Goole Academy Conference Centre. The black-tie event featured a champagne reception, before guests were seated for a splendid three course meal. The food and service were first class, as always.

Committee Chairman Garrey Haase was given a special award to recognise his huge input in leading the organising of the Awards. Garrey opened proceedings with a 'welcome' speech in which he thanked the Awards Sponsors, entrants, committee members and the guests, all for their part in the popular event. Comedian and magician Billy Flywheel entertained the audience with a very funny and unusual performance, in his own inimitable fashion!

Around 75 entries were submitted by 70 different companies, another indication of the continuing growth of the Awards. There were 11 categories Awarded on the night, plus the Overall Winner and Lifetime of Achievement. The Winners were:

**Innovative Business of the Year**  
Yorkshire Born and Fed  
*Sponsor: PA Media*

**Employer of the Year**  
Red International Marketing and Communications Agency  
*Sponsor: Townends Chartered Accountants*

**Employee of the Year**  
Wayne Gardiner – PA Media  
*Sponsor: Goole College*

**New Business of the Year**  
Goole Landscaping  
*Sponsor: Danbrit Holdings Ltd*

**Small Business of the Year**  
Spin & Dry  
*Sponsor: MNA Group*

**Large Business of the Year**  
Ebuyer UK Ltd  
*Sponsor: Goole Times*

**Contribution to the Community (Charity)**  
Martin House Children's hospice  
*Sponsor: Jos Richardson & Son*

**Contribution to the Community (Business)**  
Cobus Communications  
*Sponsor: H. Walton Ltd*

**Environmentally Friendly**  
Grotech Production Ltd  
*Sponsor: Siemens*

**Self Employed Micro Business**  
Superlingo

*Sponsor: Hull & Humber Chamber of Commerce*

**Marketing Excellence**  
Parkin Family Butchers  
*Sponsor: Fil*

**The Tim Richardson Lifetime of Achievement Award**  
Angela Martinson  
*Sponsor: Jos Richardson & Son*

**Overall Business of the Year**  
Ebuyer UK Ltd  
*Sponsor: Link Agency*

Also spin & Dry won a bottle of Prosecco for being the Noisiest Table!!

The organising committee and the Chamber are very grateful to all the Sponsors of the Awards. The event is only made possible due to their support.

In turn, the Chamber would like to thank the organising committee for all their hard work, dedication and giving up their time to make the event a big success.

All in all, guests enjoyed a fantastic evening. For information about the 2021 version of this increasingly successful event please contact Shaun Pinchbeck on **01405 765661** or at [info@goolebusinessawards.co.uk](mailto:info@goolebusinessawards.co.uk) or at [www.goolebusinessawards.co.uk](http://www.goolebusinessawards.co.uk)

## Turpin Marks Tenth Anniversary with Rebrand and Expansion

A financial services firm has marked its tenth anniversary by rebranding and reaffirming the commitment to training which has driven a decade of expansion.

Turpin Accounting Services made the change from Turpin Bookkeeping Services to emphasise the family firm's expertise in a wider range of services.

Liz Turpin, who founded the company in her spare room, said: "The name change came about because we realised we are now doing so much more than when we started – it's been needed for some time!"

Now based in Brough, the company has added another recruit this year to take its team to six and two more people have completed their Computerised Accounting for Business qualification with Hull-based Golding Computer Services, which can offer courses fully-funded as one-to-one, group sessions and distance learning in partnership with the International Association of Bookkeepers and HCUK Training.

Bel Turpin, Liz's daughter who joined the company in 2016, said: "People assumed we



**Turpin Accounting Services team (from left) Bel Turpin, Lisa Rogerson, Deepika Mongolu, Lisa Palmer, Ian Paradine and Liz Turpin.**

just did bookkeeping, but the range of services we offer is far wider and the training has been a big part of that.

"Although our niche is in-house accounts and becoming part of your support team and

'accounts office', we also offer payroll and pension services, VAT collation and submission, self-assessment as well as bookkeeping and working with a client's accountant when necessary to provide end-of-year accounts."

Di Garbera, a director at Goldings and IAB award-winning tutor, said: "Turpin Accounting Services have put all of their staff through the courses altogether and it's clear they have a strong commitment to training which is bringing great results for their business."

"In the last two years we've provided fully-funded courses for around 100 people from about 70 businesses and we still have spaces for others across the Humber region to follow in the footsteps of Turpin Accounting Services."

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

## HFR Solutions – Raising the Standards

HFR Solutions CIC – the first Humber-based approved GWO Training provider to deliver both the GWO (ART) and (EFAR) training standards in a combined one-week training program

Humber-based Community Interest Company HFR Solutions CIC – which helps organisations improve safety through the delivery of emergency management solutions and the preparation for and response to emergencies, is the first GWO training provider, based in the Humber region to deliver the new combined GWO Advanced Rescue (ART) and GWO Enhanced First Aid Refresher (EFAR) training standards in one single week course to the offshore wind industry.

Several offshore wind farms are being located at increased distances from the shoreline, therefore industry associations such as RUK (Renewables UK) and GWO (Global Wind Organisation) have recognised that contractors and employees working offshore face unique safety challenges. These challenges include the increased medical response time for attending the scene of a casualty, a need for an increased level of first aid provision and offshore teams having easy access to advanced first aid equipment.

As a direct result, the industry is placing a greater

level of importance on remote medicine and the ability to deliver advanced first aid, lifesaving competencies and sustaining life at an offshore and remote location. This will ensure offshore teams can demonstrate advanced first aid skills.

The three-day Advanced Rescue (ART) Course aims to empower and provide delegates with the competency, skills and practical knowledge to access and rescue an injured person from various parts of a wind turbine, whereas the Enhanced First Aid Refresher (EFAR) course focuses on the delivery of advanced first aid techniques such as advanced airway management, advanced trauma, oxygen therapy, pain relief, medical emergencies and practical packaging skills.

Nick Granger, Managing Director, HFR Solutions CIC, commented "With our record in the delivery of innovative solutions for the renewables sector, dating back to Project Boy Scout which focused on the level of emergency preparedness and response required at offshore wind farms as well as the development of advanced



medical response (under the URIECA brand) and clinical governance. This has resulted in various operators in the sector improving safety standards, developing better emergency management procedures for managing incidents and ensuring responders hold the required competencies.

"We are delighted to remain at the forefront of advanced training standards for this sector, with the delivery of the new combined GWO Advanced Rescue (ART) and Enhanced First Aid Refresher (EFAR) course."

# New Members

**Activa Contracts**

Kay Piggott  
Cleethorpes  
01908 288400  
*Vehicle Leasing*

**Awesome Proportions Ltd**

Gavin Garmston  
Hull  
0845 0945 936  
*RIBA Chartered Architect*

**Becker UK Limited**

Tim Shields  
Hull  
01482 835280  
*Distributor of Becker Vacuum Pumps,  
Compressors and Side Channel Blowers*

**Bradley/Gauntlet Insurance Brokers**

Rob Bradley  
Scunthorpe  
07824 535375  
*Insurance Brokers*

**Claire Brumby Coaching and Consultancy**

Claire Brumby  
Elsham  
01652 680434  
*Business Coaching*

**Customer First Digital**

Mr David Mark Trolle  
Beverley  
07984 480695  
*Digital Consulting & Marketing*

**Divine Commercial Finance**

Asaf Balal Kirkella  
07971 493721  
*Commercial Finance*

**DRAX**

Richard Gwilliam  
Selby  
01757 618381  
*Utility*

**MHI Vestas Offshore Wind**

Emma Mason  
Warrington  
0845 5280401  
*Offshore Wind Turbine, Manufacturer,  
Installer & Servicer*

**Mytum & Selby Waste Recycling Ltd**

Jonathan Sowerby  
Hull  
01482 221110  
*Waste Management & Recycling*

**Nespresso Professional**

Shaun Breen  
Telford  
0845 767 6999  
*Coffee Sales*

**PATT Foundation**

Andrew Steel  
Hull  
07985 572277  
*Tree Planing & Environmental Services*

**ProUpskill Telemarketing**

Dave Blount  
Hull  
01482 755711  
*Telemarketing*

**Rigby Taylor Limited**

Samantha Stamford  
Immingham  
01469 563984  
*Fertilisers*

**Schur Star Systems**

Sarah Weston  
Grimsby  
+44 788 7524809  
*Packaging Machines & Flexible Packaging*

**Tribal Bar & Grill**

Grace Hudgell  
Hull  
01482 458301  
*Sports Bar & Grill*

**Yorkshire In Business**

Jennifer Crowther  
Scarborough  
01723 588000  
*Business Support Organisation*



**Name:**

Dave Newgass

**Company:**

Wise Global Training

**Job Title:**

Managing Director and Co-Founder

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

My very first job was doing a paper round when I was 10. It taught me about responsibility and service. I made about £10 per week and spent most of that on baseball trading cards.

**What do you always carry with you to work?**

My phone and laptop. It seems as though I'm attached to one or the other. Oh....a cup full of coffee too!

**What is the biggest challenge facing your business?**

Standing out in a crowded space! We are always trying new things to make us different and continue to serve our clients at a high level.

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

Lower or abolish business rates for SME's! Running a small business is challenging even in the best of times and leaving that extra revenue in the bank means we can invest more in the company and people.

**What can you see from your office window?**

Well....being that we are currently in the COVID-19 Lockdown, I have a beautiful view into my back garden and it looks like I need to pull some weeds and knock some dust off the BBQ!

**If you could do another job what would it be?**

I would rent surf boards and beach chairs on a sunny beach in California near a cocktail and taco bar and live the Jimmy Buffet lifestyle.

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

Honest/Ethical, patient and strong desire to offer value

**What was your biggest mistake in business?**

Early days, I was trading time for money. There's only 24 hours in a day and you can't work all of them. This meant I was capping my ability to generate income. After a mind shift change, that's no longer the case.

**What advice would you give to aspiring entrepreneurs?**

Read, read, read! Be humble and surround yourself with people smarter than you. If you're the smartest person in the room, you're in the wrong room!

**Who do you admire most in business?**

An Australian Entrepreneur and author of the book, "Work Less, Make More", James Schramko. He's was the one that advised me that trading time for money isn't going to give me the freedom I wanted. He also taught me the 80/20 rule. He's a no nonsense, straight talking kind of guy. Just my style!



## Chamber Events Diary 2020

### Members' Speed Networking and Lunch - POSTPONED

Friday 24 April 2020

Double Tree by Hilton Hull

### Chamber Expo 2020 - POSTPONED

Wednesday 3 & Thursday 4 June 2020

Bonus Arena, Hull

### Members' Speed Networking and Lunch

Friday 10 July 2020

Baths Hall, Scunthorpe

### St Leger Ladies Day with the Chamber

Thursday 10 September 2020

Doncaster Racecourse

### Members' Speed Networking and Lunch

Friday 25 September 2020

Beverley Racecourse

### Chamber Innovation & Enterprise Awards

Thursday 15th October 2020

Hull Minster

### Members' Speed Networking and Lunch

Friday 16 October 2020

Forest Pines Hotel, Scunthorpe

### Chamber Northern Lincolnshire Business Awards

Tuesday 20 October 2020

Grimsby Auditorium

### Members' Speed Networking and Lunch

Friday 27 November 2020

Lazaat Hotel, Cottingham

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)

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