


# BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

December/January 2021

Issue 59



## Humber Bridge Board crosses into Chamber membership

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[www.hull-humber-chamber.co.uk](http://www.hull-humber-chamber.co.uk)**Chamber President Phil Jones.**

# President's Message

What a very strange year 2020 has been. I became President of the Hull and Humber Chamber of Commerce on February 28th and within less than a month the whole country went into lockdown.

Many businesses have been able to carry on, albeit in a modified and often subdued way. But some have been unable to trade and have seen their revenues massively reduced – for those worst affected I feel great sympathy.

It is striking that in business we can never be entirely isolated from risk and that no matter how well things are going, circumstances can change in an instant. There is no shame in failure, the truth is that the local economy needs people who are willing to take risks, by opening businesses and building organisations that provide employment for others and create prosperity for the region.

The Humber is the Energy Estuary, we have a fabulous opportunity to grab the attention of the world with our aspirations and our capability.

Moving into 2021 and beyond, we hope

to see the Carbon Capture and Storage project evolve along with further growth in the renewable energy sector, from generation to operational maintenance.

There will no doubt be a transition towards increased inventory being held as the impact of Brexit becomes clearer, our logistics capability is superb and we are well-served geographically to be able to warehouse goods and materials for supply within the UK as well as export to the rest of the world.

Our application to be amongst the UK Freeports is a strong one and we hope to see this realised in 2021.

The future is exciting and being involved with the Chamber of Commerce means that you and your business is part of that future.

Good luck for 2021 – and remember we are here for you.

# New public affairs agency gets off to a roaring start

LIONHEART Public Affairs has quickly pounced on its first major clients in the Humber following its recent launch.

The consultancy, which specialises in political engagement, PR campaigns and communications, is headed up by Richard Royal who has become a well-known face through his work with Vivergo Fuels and the Humber LEP.

After relocating back to Yorkshire after 13 years in London, Lionheart MD Richard Royal has made a name for himself in local business and political circles. As Head of Government Affairs & Communications at Vivergo Fuels, he managed the national campaign for the introduction of E10 fuel and was a prominent voice for renewables in the region, winning the highly competitive 'Corporate Campaign of the Year' award against stiff competition at the national Public Affairs Awards in 2017. As the former Energy lead at Humber LEP, he was responsible for the Humber Energy Strategy and organising last year's ground-breaking Northern Powerhouse Energy & Clean Growth Conference.

**"Lionheart has a unique offering and specialised expertise at a national level across multiple key sectors, which distinguish it from other agencies in the region."**

Capitalising on expertise in energy and infrastructure, Lionheart is currently working with Equinor on the prominent Zero Carbon Humber campaign and the H2H Saltend project, which aim to make the Humber the first net-zero carbon industrial cluster by 2040. It also boasts a number of local commercial clients including Escape Room Hull and

Mystery Mail, and is in discussions with other organisations in the energy, industry and international trade fields.

Richard has an impressive background in national public affairs, having held senior roles at major brands including Ladbrokes, Britvic, the Royal Pharmaceutical Society and the Food & Drink Federation; as well as at a leading stakeholder engagement agency specialising in planning & licensing issues. He previously worked as an advisor to a Member of Parliament and as the Campaign Manager for a current Government Minister; and stood for Parliament at the 2015 General Election. His other 'claim to fame' is as a competitive open water swimmer – currently holding the World Record for the fastest swim across the River Humber, and being 'knighted' by the Principality of Sealand for completing the first ever swim to the UK mainland.

Richard Royal, Managing Director of Lionheart Public Affairs said: "Lionheart has a unique offering and specialised expertise at a national level across multiple key sectors, which distinguish it from other agencies in the region. It goes above and

beyond the typical marketing, social media and press releases, by also providing experienced political and legislative insight, targeted stakeholder engagement and results-driven impactful campaigns. This

is particularly vital to businesses that need to 'unlock' an issue or overcome an obstacle in order to fulfil their potential, as well as to those that are seeking to raise their profile or campaign for real change on a significant topic."





# How can your business protect its valuable EU workers in 2021?

Calum Hanrahan is a specialist immigration lawyer at Wilkin Chapman solicitors and provides essential advice for businesses in our region, which may be facing issues as the end of the Brexit transition looms.

With the end of the Brexit transition period fast approaching, businesses reliant on EU workers must act quickly to ensure their valuable employees are securing UK residence.

As has been well-reported, our exit from the EU will see the implementation of a new skills-based immigration system, from January 1, 2021 - ending the free movement of EU workers and seeing EU and non-EU nationals being treated equally.

This date is almost upon us and the previous Tier 2 (General) visa route has now been replaced by the Skilled Worker Route with applicants required to score a set number of points, in order to secure a visa on this route.

They will be awarded points for mandatory requirements such as receiving a job offer from a Home Office approved sponsor, the job being

at an appropriate skill level and meeting an English language requirement.

They will also receive points for their annual salary meeting the higher of £25,600 or the 'going rate' for the specific job they have been offered. However, it is possible for applicants to trade characteristics, such as their qualifications against a lower salary to get the required number of points.

For employers it is perhaps the salary level entry requirement that presents the most concern as, it is well reported, how EU nationals have until now filled thousands of lower-skilled jobs across the UK.

So, if you are running a business that could be affected or you have EU nationals working for you now, my advice is to act now to limit any damage their departure may bring to your organisation. Conduct an audit of the current EU nationals you employ and do all you can to make them aware of the EU Settlement Scheme (EUSS).

EU nationals who have been resident in the UK for less than five-years will be granted Pre-Settled Status and those who have been resident for five-years or more will be granted Settled Status.

Successfully applying to the EUSS will ensure their right to live and work in the UK without the need to apply for a visa under the new Skilled Worker Route. EU nationals, resident in the UK by December 31, 2020, have until June 30, 2021 to apply.

For more on this and any other aspect of immigration law, Calum can be contacted on **01522 515954** or email: [calum.hanrahan@wilkinchapman.co.uk](mailto:calum.hanrahan@wilkinchapman.co.uk)



**"EU nationals who have been resident in the UK for less than five-years will be granted Pre-Settled Status and those who have been resident for five-years or more will be granted Settled Status."**



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For more advice on this vital issue, please contact Calum on **01522 515954** or visit [wilkinchapman.co.uk](http://wilkinchapman.co.uk)

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# Click and Protect - a new approach to cyber security consulting has been launched for successful businesses

The founders of Cyber Security Partners (CSP) have created 'Click and Protect' (C&P) a bespoke, tailored service that puts clients at the heart of what C&P do by offering individual cyber security solutions to meet each client's needs and budgets.

Click and Protect are launching their new approach to cyber security consulting. Clients can now enjoy an easy process of bespoke packages, tailored to what their business actually needs with regards to cyber security to help their business and customers.

## How does it work?

Clients can choose exactly what type of services they need and how many services required. Then the amount of time they want to subscribe for to suit their budget. This way every client has a tailored experience to achieving a more successful way of operating, ensuring themselves and their customers are safe and secure from any cyber-attacks, criminals or data breaches for example.

## What's included?

Click and Protect offer 28 different services to achieve their goal of helping clients on their journey to being more cyber secure. Within these services there are options for; monthly, 6 months and yearly subscriptions with discounts and value for money with each option to choose from.

See Click and Protect's services here

The team behind Click and Protect are excited to announce this new approach to cyber security consulting for businesses.

Kevin Else, Consulting Director, stated:

"Cyber Security Partners who founded C&P, noticed that through its work with security clusters and chambers of commerce, often SME's were uncomfortable with approaching security consultancies; with what may be a simple task or that a full managed security service offering was too expensive and provided a lot more than they needed.

It was a classic case of feeling like you had to talk to a building architect when all you wanted was to make sure the door closed properly. By packaging services under the Click and Protect brand, we are able to provide exactly what is needed to help secure an organisation's information without wasting time or resources."

"Being able to select exactly the services your organisation needs or if you're not sure we can recommend what services you need, meaning the company knows up front what they are getting and that it is limited to what they need."

Based on a subscription model with hourly rates for specific tasks, Click and protect gives you more control of your security budget and provides 28 defined services you can select from.

Chris Bell, Managing Director, also said:

"CSP was established to bring the security skills and experience that come with a top flight security consultancy to a wider audience. Although this has been successful, the founders

of CSP want to expand the principle and have introduced the Security consultancy value brand - C&P. The brand comes with the provenance of CSP, but by producing a menu of pre-defined but scalable security services we can bring the CSP ethos to an even wider audience."

Click and Protect endeavour to make cyber security a less daunting topic for businesses and strive to ensure the process is as easy as possible with this quick business model of tailored services, that considers client's needs along with individual subscription options to suit business needs.

For more information visit <https://clickandprotect.co/> and contact Click and Protect here

Cyber Security Partners (CSP) who started Click and Protect, are a security consultancy helping clients in the rapidly growing interconnected world. Established in 2016, CSP has grown quickly and continues to expand resulting in more clients benefiting from qualified, experienced and knowledgeable consultants. Through continued investment in the company and now Click and Protect, our staff get the latest training and certification. So, Click and Protect can ensure clients are receiving the best service and results from a well experienced and knowledgeable team putting all these qualities into their services.





# So 2020 is almost at an end!

It has been rubbish hasn't it, but there's still time for a Christmas Bonus!  
Don't let the opportunity pass your business by for another year.



2020 should have been a decent year; it was the start of a new decade; we should have got a final idea of our future trading relationship with the EU after months of not knowing; and there was going to be an election in the US and then COVID struck. For many it has been a significant challenge, some companies have thrived, the most unfortunate companies have failed and some of us have just plodded along.

We had high hopes for 2020, continued business growth, attending a number of business shows, finding new customers, and initially everything was great, 2020 started with a bang, we had our busiest first quarter, everything went according to plan, and then at the end of March, the lights went out and stayed out for most of April and much of May, and we had our worst second quarter for 4 years. They have slowly come back on in June and July and then in August when we all would have all been away for our summer holidays, they were burning bright, just like the sunshine for some of the month, and they have continued burning in September and October and should keep going now through the dark winter months, despite this second lockdown.

As we begin to hear the death knell of this terrible year, it is also a time of frantic fiscal activity for many business. With a majority of companies having a December or March year end, the end of the calendar year marks a triple whammy for many. The 31st December is the

deadline to amend a Tax Return for a financial year ended December 2018, it's also the date by which a company has to file their initial Tax Return for the year ended December 2019 and it is also the day before a company with a March 2020 year end has to pay their tax bill!

It makes it the busiest time of the year for an R&D Tax Credits firm, but surprisingly as we enter into this period we find our selves a little bit ahead of the game for a change.

If you are the owner or technical director of one of those companies with a December or March year end, you could enter 2021 with the prospect of a far healthier bank balance. If you were engaged in a project in 2018, 2019 or 2020 that had an element of a scientific, engineering or technological challenge and your own staff or someone else's were working to try and solve that challenge then you could have the potential to claim for R&D Tax Credits.

If that project was focused on developing a new, or significantly improving an existing; product; material; process; or device or delivering a new or improving a piece of technology essential for your business then you really should be talking to someone about your claim.

Given that the tax savings for a company, or a group of companies employing less than 500 staff could generate a tax saving of up to 24.7% for a profitable company or 33.35% for

a company that has made losses in the year and could surrender those losses to HMRC for cash, it really should be a task that moves to the top of your to do list. If you are a larger concern with over 500 employees, or you have a balance sheet over €86m and turnover in excess of €100m then you will only be eligible for the Research and Development Expenditure Credit. Whilst not as generous, it still pays out a fairly healthy 9.72% for 2018 and 2019 and a better 10.53% from 1 April 2020.

It sounds like you might have quite a lot to lose, would you like to find out once and for all whether your company might have the potential to claim. Our discovery calls take about 15 minutes. We'll start off by asking a couple of pointed questions and then spend most of the time listening to your answers and maybe asking more questions to explore a particular avenue. Book a call at [www.calendly.com/simon-bulteel](http://www.calendly.com/simon-bulteel)

Finally, whatever you do, stay positive, stay safe, don't let COVID and lockdown 2.0 get the better of you or your business, have a cracking Christmas and see you on the other side, for what should be a slightly better 2021





## Andrew Jackson announces further key appointment for 2020

Regional law firm Andrew Jackson Solicitors LLP has announced the appointment of Mike Wilson as partner, strengthening the firm's client offering regionally and throughout the UK.

Mike's particular expertise in commercial litigation, professional negligence and insolvency related litigation makes him a key addition to the team.

Mike said: - "I am delighted and excited to return to the firm where I began my career more than 15 years ago. Over the years I have kept up with the firm's progress and I have been hugely impressed to see the impact it has made regionally, nationally and overseas, whilst remaining committed to delivering a personal and partner-led service to its clients.

"I have always been aware of the strength of the firm's litigation team so I look forward to joining such a well-established and successful department. I'm very excited to be playing my part in ensuring that, collectively, we build on our existing reputation and continue to provide exceptional service and advice that is tailored to the needs of the businesses and individuals we work with."

Mike advises clients ranging from individuals and owner-managed businesses to large national and international companies across a wide range of sectors in relation to commercial disputes and business recovery and insolvency matters. He has particular expertise in company and commercial

contract disputes, professional negligence claims, restrictive covenant claims against former employees and social media law.

Head of litigation and dispute resolution, Hugh Smith, said: "Mike's client focused, committed and tenacious approach to delivering legal solutions for his clients is a perfect fit for the team and firm as a whole, so we are delighted to have him on board as a partner. Andrew Jackson's commitment to the provision of trusted legal advice in a commercial and practical manner is consistently recognised in our client feedback, most recently in the latest Chambers and Legal 500 rankings, so it's important to us to keep building on the specialist services we can offer them."

Mark Pearson-Kendall, managing partner of Andrew Jackson, added: "We are delighted to have Mike back in the team. We know that he shares our passion and commitment to delivering the best possible service and there's no doubt that his specialist insights will bring an added dimension to our dedicated team of litigators."

Mike will be working with clients throughout the region and can be contacted on 01482 325242 or by emailing [mike.wilson@andrewjackson.co.uk](mailto:mike.wilson@andrewjackson.co.uk)



Sean Chaytor and Ian Kelly – stronger relationship.

## Towering success as Humber Bridge Board crosses into Chamber membership

The Humber Bridge Board is the latest organisation to become a member of the Hull & Humber Chamber of Commerce.

Chair of the Board Sean Chaytor signed on the dotted line with Chamber Chief Executive Dr Ian Kelly during a recent meeting. The Bridge's boardroom is a venue that has hosted numerous Chamber meetings over the years.

The Humber Bridge is an iconic landmark in the region, and is an integral part of the Chamber's logo and all of its branding as it unites the two halves of the Hull & Humber Chamber area.

The bridge took eight years to build, during which time upwards of one thousand workers were employed at times of peak activity. Traffic first crossed the bridge on 24th June 1981 and Her Majesty the Queen, the patron of the British Chambers of Commerce, performed the formal opening ceremony on 17th July 1981.

Today the bridge carries more than 10-million vehicles a year and is a vital link for business across the Humber.

Welcoming the announcement, Ian Kelly said: "We are delighted to welcome the Humber Bridge as a much-valued and highly symbolic member of the Chamber as it provides such a vital link for business and commerce between the north and south banks of the estuary.

"Their membership and involvement in Chamber activities will serve to strengthen an already strong relationship between the Chamber, the Humber Bridge, and the areas we jointly serve.

Sean Chaytor, Chair of the Humber Bridge Board, said: "I am pleased that the Humber Bridge is now a member of the Chamber. We look forward to building on our relationship with Ian and his team in the coming year."

For more information on the Humber Bridge, visit their website at [www.humberbridge.co.uk](http://www.humberbridge.co.uk)

# Chamber boss backs local authority leaders and urges businesses to do all they can to tackle virus spread

AS England prepared for another lockdown in November, Prime Minister Boris Johnson addressed Parliament thanking the millions of people who have put up with local restrictions.

He warned of the dangers of allowing the NHS to be overwhelmed with Covid patients and set out the "medical and moral case" for stopping that happening. "The sick would be turned away" as hospitals would be full up with Covid patients, Mr Johnson warned, while cancer treatment, heart surgery, and other life saving procedures could all be put at risk".

The Government said the latest lockdown would end on December 2, when the tiered system of local restrictions will resume.

As all the Humber local authorities were moved into Tier 2, each of our council leaders gave their views on the move.

Hull & Humber Chamber Chief Executive, Dr Ian Kelly, said: "The Chamber is concerned about the impact second lockdown on our local businesses and economy, but we recognise that there is little choice with the virus rising exponentially, particularly in the Humber.

"The Chamber supports the reaction of all four of our local authority leaders following the news that the Humber had moved into Tier 2 Covid restrictions and encourages all of our business community to work with public sector partners to do all we can to tackle the spread of the virus in the coming weeks and months as we all work together to preserve everyone's health as well as our local economy".

Cllr Rob Waltham, Leader of North Lincolnshire Council, said: "Whilst infection rates in North Lincolnshire remain lower than in many parts of the country, we have still experienced a rising number of positive cases in most recent weeks particularly among those aged over 59. These are among the groups most at risk.

"It is this, the very real risk to our older residents, our mums, our dads, our grandmothers and grandfathers, which has caused most concern and led us to be move up a tier in the Local Covid Alert Levels.

"I would urge everyone in North Lincolnshire to follow the guidance in order to protect the most vulnerable people in our communities.

"I understand this requires sacrifices, especially families not being allowed to meet socially indoors, but if we all play our part we can reduce the spread of the virus, protect the NHS and return North Lincolnshire to the lowest alert level.

"Now would be a good time to download and complete the council's Personal Covid-Secure Plan designed to help people put in place measures to stop the spread of the virus.



*Chamber Chief Executive Dr Ian Kelly – concerned about the impact of a second lockdown.*

"There will be some impact upon people's lives and upon a number of businesses but we have secured access to immediate Government monies to help those businesses navigate these uncertain times."

Philip Jackson, Leader of North East Lincolnshire Council said: "As infection rates rise, we must continue to follow the rules, if we are to succeed in reducing the spread of Covid-19.

"This is a challenging situation, and will understandably cause concern, but I would urge everyone in the borough to stay strong and keep going during the difficult weeks and months ahead.

"Our new Tier 2 classification is a reflection of the change in infection rate across our authority area. Covid-19 isn't going away just yet, but there's lots you can do to help reduce the spread.

"The key now is for people to respect the government's messages, and do what we can to support the effort to reduce the spread of Covid-19. Everyone can play their part."

Councillor Richard Burton, Leader of East Riding of Yorkshire Council, said: "Residents and businesses of the East Riding have been fantastic in their efforts to curb the spread of Covid-19 and in supporting each other through this global pandemic and I'm confident that they will respond positively to this new phase of the public health crisis by doing what is being asked of them.

"We said from the start that we would need to have a collective #TogetherEastRiding public spirit to get through this and to also be flexible in

our approach to what continues to be a rapidly-changing situation.

"While the situation continues to be challenging, both in terms of public health and the economy, we can see a way forward and light is beginning to shine at the end of the tunnel.

"There are reasons for optimism. More is now known about Covid-19 than at the start of the pandemic and good progress continues to be made in terms of vaccine development and with respect to the use of therapeutics to aid in treatment.

Councillor Stephen Brady, Leader of Hull City Council and chair of the city's Outbreak Management & Prevention Engagement Board, said: "I urge every person in the city to familiarise themselves with the new rules.

"Without significant action, rates in our city will continue to climb, putting all of us, our loved ones and particularly the more vulnerable members of our community at risk.

"We have seen in other areas, with rates higher than Hull, residents coming together and reversing the growing infection trend. We need to do this in Hull to support the NHS, our local hospitals and health workers.

"I know how hard our residents and businesses have worked for many months now and the sacrifices they have made to try to control this virus. The way we have come together as a community to protect each other has been incredible, and we need to continue to stick together."

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# Exploring what makes the customer relationship tick

Whenever I think of the dynamics of the provider-to-customer relationship, my mind inevitably goes to the infamous Two Ronnies' "Four Candles" sketch.

That back and forth between what the customer expects, what the provider understands, and the exasperation on both sides when it goes wrong. The reason we all love that sketch so much... besides the misunderstandings and the general outrage of Ronnie Corbett...is that we can all relate to what is happening.

Now of course shops have changed a lot since the sketch was written (although Coronavirus has turned back the clock in some). But how often have you gone into a shop looking for something only to find it hidden in an unexpected place? Or asked a question on live chat and spent more time explaining what you mean than you do getting the answer?

It's the same as asking for "four candles" and getting "fork handles"—a level of frustration and confusion on both sides of the counter.

## So how do you as a retailer or service provider prevent this?

The answer is simple, but the process to actually implement it is anything but.

You need to really put yourself in your customer's shoes, understand where they are coming from and what they expect from you. Think about Ronnie Corbett, he only stopped the endless cycle of frustration by snatching Ronnie Barker's list.

He found a way into his customer's brain.

Now that's easy when someone walks in with a list. But the real world isn't usually so obliging.

And let's be honest, it's not just about preventing frustration. These people are your customers. They pay your bills and give your business (and your employees) purpose. Most, if not all, of your business' goals revolve around them.

They expect value from you, your team, and your product or service.

And the only way to give them that is to understand what value they expect: What is on their shopping list when they come to you?

## Getting that shopping list from your customers

Aside from asking your customers for a list (or grabbing it out of their hands in frustration), how do you find out what your customers actually want from you?

In my experience, there are three key places to look for this information. I like to think of them as the Three S's of customer relationship management:

1. Sales,
2. Surveys, and
3. Swearing

### Sales

The first is probably the one that is the easiest



to get solid information about (at least if you have a good CRM system). Looking at sales patterns and performance will tell you where your customers are spending their money. Voting with their wallets, as it were.

When the sales go down in a particular area, you know your customers aren't seeing the value anymore (or at least not as much). When sales go up or stay consistent, you know the value is being felt. Although you can't take it for granted that high performance will always stay high, sales data will give you the broad strokes of how your customers are feeling (and expecting from you).

### Surveys

The second S of customer relationships is going the direct route and basically asking your customer for their shopping list. Or rather, asking them how they feel about their shopping list following an interaction with your team.

Did they get everything they wanted? How did they find the service? Will they be coming back?

Imagine a little survey at the end of the Four Candles sketch...was Ronnie Barker happy with his purchases? Probably. Was he equally happy about the service? Possibly not.

This direct method will give you an idea of what your customers think and how much they value what you are doing.

But keep in mind that most people often only respond to surveys if they're REALLY happy or REALLY angry. So those in between people will have to tell you how they're feeling via their purchases.

### Swearing

Although you'll get a feel for how angry your customers are if you are carrying out surveys, there is another place to look for negative feelings about the value of that customer relationship.

The obvious one is, of course, complaints. If you get a lot of complaints, especially swear

complaints, you know something is going wrong. But that really belongs under the "survey" heading in the past section.

The "swearing" I'm actually referring to here from your team.

If your customer facing teams are frequently frustrated with your customers, it's a good indicator that something is going wrong with your customer relationship. Pay attention to this and try to find out where things are going wrong.

Think about Four Candles one last time, Ronnie Barker may have felt ambivalent about his shopping experience, but Ronnie Corbett certainly didn't. And if his frustration got carried over to every other customer interaction he had that day (and if those interactions followed similar paths), it doesn't take a genius to work out that this will affect his sales. And the value his customers are placing on them.

So my advice?

Pay attention to what your customers are doing (sales) and saying (surveys), but also listen to how your team is feeling (and if they're swearing).

These three things will give you a window into customer relationships and what you can do to improve them.

[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.**



## East Yorkshire accountancy practice appoints a Senior Business Development Manager to complement an extended period of growth.

Sowerby Accountants have seen significant growth over the past ten years both through acquisitions and organic development.

Sowerby strongly believe that this advancement is due to a focus on exceptional client service, dynamic thinking and an experienced and committed staff base.

With the coronavirus crisis continuing to create day to day issues and long reaching future implications, Sowerby advise their growing client base on both practical commercial issues but also on strategic and succession planning for both the short and long term.

Being fully committed to providing clients with an all-inclusive, forward thinking service, Sowerby have hired Billie McLoughlin in a newly created role to help lead the business into its next stage of development.

Billie joins the firm with a strong history of internal and external Business Development and was the winner of Top 30 under 30 last year. Billie is a fully qualified Certified Accountant and one of her focus areas will be to continue to promote the knowledge, expertise, and



specialist services that Sowerby can offer to the local area.

Sowerby believe in making accounting mean something to people's lives. The team provide a bespoke and expert service, built from a deep understanding of each client's personal aspirations and concerns, and decades of experience.

Through forward-planning and collaboration, Sowerby create financial balances that work practically both now and in the future.

This future is something that Billie is very excited about.

'I am thrilled to be appointed within a firm who are keen to grow and expand whilst putting their clients at the forefront of what they do. The family feel here is incredible and it is obvious already that everyone has the same vision for where we are going. I am very optimistic about the future.'

With current partner Richard Skewis noting, 'the opportunity to recruit someone with such a good CV was too good to miss. As a practice we are always looking for excellent candidates to join us to strengthen our team, and Billie has demonstrated her expertise with the recognition through the Top 30 under 30. We are excited to see her develop and help the practice grow further'.

## Recognition for Rollits as firm enters milestone year

A leading law firm is heading into a milestone year buoyed by plaudits from peers and clients and with a renewed commitment to build on its achievements during 2020.

Rollits LLP, which has offices in Hull and York, will celebrate its 180th anniversary during 2021 by reaffirming the values set out at the beginning of this year as part of its 2020 Vision initiative.

The firm unveiled plans in January for a new decade of investment and growth which included embracing new technologies and investing in industry-leading systems, processes and people and within weeks was putting these ideas into practice as the lockdown hit.

Rollits used technology to present essential advice from the Business Response Team – set up specifically to help companies survive, emerge and thrive as they prepared for life after lockdown – and from the Employment Team, which guided clients through big issues around furlough and redundancy.

More recently the Employment Team was acknowledged in the top band of firms in North and East Yorkshire in the Chambers UK rankings, which also listed the firm's Agricultural team

in band two, referencing Neil Franklin and Ed Jenneson as notable practitioners.

The recognition followed the listing by the Legal 500 of Rollits as a top tier firm in Hull and East Yorkshire in Corporate and Commercial, Commercial Litigation Commercial Property and Employment.

Across the Yorkshire and Humber region the firm is ranked in the top four tiers in 11 additional categories including Health and Safety, Planning, and Education.

In addition, three of the firm's solicitors are recognised individually– John Flanagan in Corporate and Commercial, George Coyle in Commercial Litigation and Chris Crystal in Commercial Property.

Ralph Gilbert, Managing Partner at Rollits, said: "We began the year by setting out our 2020 Vision initiative – our commitment to nurture, recruit and retain the region's very best talent as part of our promise to offer a first class level



**Pictured from left are John Flanagan, George Coyle and Chris Crystal.**

of service to client and contacts and to keep improving.

"It has been a challenging year but Chambers and the Legal 500 provide plenty of evidence that we are adhering to that pledge. We have a long and proud history and we clearly have the talent and dedication within our team and the respect of our clients and peers to build on that as we enter our 180th year in business in 2021."

## Daisy Appeal steps up fundraising as scanning centre nears completion

A charity which is working to establish an internationally renowned scanning centre in the Hull and Humber area is urging businesses to back the campaign by taking an innovative approach to fundraising.

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 to improve accuracy and detection rates for cancer, heart disease and dementia in Hull, East Yorkshire and North Lincolnshire.

Timelines are being drawn up now for the completion of the construction project followed by installation of the cyclotron, synthesis units, hot cells and quality control and research equipment. The team will then embark on installation, testing and validation, and production.

Claire Levy, Fundraiser for the Daisy Appeal, said: "As with everything else at the moment the timetable is fluid but within months the new centre will be fully operational.

"The challenge for us is to step up the fundraising and we'd love to hear from businesses who want to host or sponsor events or even adopt the Daisy Appeal as their chosen charity for a period of time.

"There might be teams of colleagues who want to create a fun event for fundraising, from walking or running to getting on their bikes.

"There are events which people can do within social distancing restrictions or even online. One supporter made a very welcome donation after adding up the total of his lockdown exercise runs to the distance of a marathon. Another raised nearly £1,500 from friends sponsoring him to give up booze for three months, and you can also support us by shopping if you select Daisy as your charity on [www.smile.amazon.co.uk](http://www.smile.amazon.co.uk) with your Amazon account login."

To contact Claire with your ideas for fundraising events please email [claire@daisyappeal.co.uk](mailto:claire@daisyappeal.co.uk)

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



Picture shows Claire Levy, Fundraiser for the Daisy Appeal.

## Charity asks communities across Yorkshire and the Humber to break wall of silence over violence

Appeal for anonymous information launched as Crimestoppers reveals knife crime reports to the charity up over 300% in four years, with guns info up by a third

In the midst of a pandemic, there has never been a greater need to protect communities across Yorkshire & the Humber and our National Health Service from harm. The charity Crimestoppers has this week launched a new campaign with a stark warning that silence won't stop violence, urging people to speak up anonymously to help save lives.

Crimestoppers highlights a 93% rise in UK hospital admissions for knife attacks on under-16s since 2012.\* They also reveal that information the charity has received over the past four years about knife crime has rocketed threefold (340%), whilst firearms info has risen over the same period by a third (33%).

Whilst the health statistics are concerning, the charity notes that over half of all violent incidents are not reported to the police, which prevents them from dealing with the issue.

The 'Silence Won't Stop Violence' campaign aims to break the wall of silence and help reset the status quo on violent crime. Crimestoppers' response is to raise awareness of the impact of violence and offer individuals in communities a way to speak up about incidents, before or after they take place, 100% anonymously.

Crimestoppers is working with a number of violence reduction units across the UK to support a public health approach to tackling violence, including promoting its youth service Fearless.org.

Gemma Gibbs, Yorkshire and the Humber Regional Manager at the charity Crimestoppers, said:

"Violence in all its forms, has a significant impact on communities across Yorkshire and the Humber; from victims of domestic abuse, to young people carrying knives, its ripple effect can fuel the fear of crime, tear apart families, and overstretch our health service who have to deal with the resulting physical and emotional trauma.

"A public health approach recognises that violence is a preventable problem requiring a

**SILENCE  
WON'T STOP  
VIOLENCE**

society-wide response. We're supporting this through early intervention and education to help prevent violence happening in the first place. We recognise that you may be close to crime, but may also want to do the right thing and bring violence in your community to an end. If you know who may be carrying weapons or threatening or harming others, you can tell us 100% anonymously."

The three-week campaign will highlight Crimestoppers youth service Fearless.org, which exists to give young people access to non-judgemental information and advice about crime and criminality. Using the same anonymous guarantee as Crimestoppers, the Fearless.org service provides young people with a safe online place to give information to us about crime - 100% anonymously.

To find out more about the Silence Won't Stop Violence campaign, visit the campaign page. If you have information about violent crime, including knife crime, call freephone 0800 111 555 or fill in our anonymous online form at [Crimestoppers-uk.org](http://Crimestoppers-uk.org) to tell us what you know 100% anonymously.

Please note: Computer IP addresses are never traced and no-one will ever know you contacted us. For telephone calls, we have no caller line display, no 1471 facility and have never traced a call.

\*Figures released by Channel 4's Dispatches in March 2019 revealed there had been a 93% rise in hospital admissions for knife attacks on under-16s since 2012. <https://www.theguardian.com/uk-news/2019/mar/04/no-link-between-knife-and-police-cuts-says-theresa-may>



Ian Streets, Managing Director of About Access.

## Accessibility expert develops online training solution to work towards a more inclusive world

A business which works to overcome the obstacles facing disabled people has acted to make its own services more accessible by addressing the limitations of lockdown.

About Access, which operates internationally from its base in Anlaby, devised an online alternative for delivering its training programmes when restrictions prevented Managing Director Ian Streets from travelling to Northern Ireland to deliver a series of presentations.

Ian said: "I won the tender just before coronavirus took hold and suddenly everything was shelved. As time passed and it became clear the disruption would be widespread and long-term, we discussed creating a web-based solution."

Ian researched online training techniques in a range of business sectors and came up with a format which enables him to address all the elements of his access audit presentation including understanding current legal requirements and identifying features which can impede access in and around buildings.

To meet the varied needs of an audience drawn from 11 local authorities Ian presented scenarios ranging from shops and offices to pubs, restaurants, galleries, museums, theatres, historic houses, leisure centres and the transport infrastructure which people use to get there.

Louise Boyce, Access and Inclusion Coordinator for Derry City and Strabane District Council, said: "The online training was the best I have seen and participated in as the content was of the highest quality for us all as users."

Ian said: "The aim was to come up with something to enable clients to receive one-to-one training when we can't all be in the same place, and to provide additional support when required. The system includes a chat facility and we also offer guidance and clarity by phone and email.

"The feedback has been really positive and we now have one local authority in England which wants the service and others which have expressed interest."

## Forrester Boyd Wealth Management ranked third in the Top 100 Financial Advisers

The Financial Times Adviser has released its annual Top 100 Financial Advisers list and Forrester Boyd Wealth Management are delighted to be ranked third in the UK on this prestigious list.

In what has been a challenging year for everyone, financial advisory firms have had to adapt to remote working and be quick to react and support their clients, many of whom needed the reassurance and proactive service of their financial adviser in a turbulent market.

This year, the FT Adviser has not only used data from the Financial Clarity service offered by Matrix Solutions for its findings, but they have also taken into account the growth rate of advisory businesses, AUM and asset retention, the number of years' experience each business has managing assets in different economic and interest-rate environments, and how well qualified their individual advisers are.

Speaking of the accolade, Neil Boulton, Operations Director said, "This is a fantastic achievement and recognition of all the hard work we have done over the last 3 years."

The FT Advisers states that "these standards aren't a silver-bullet answer to the question of how to ensure the advice industry retains the trust of its clients in the years ahead. But they are an indicator of the kind of businesses that have their clients' best intentions at heart, and conduct themselves in a professional manner."

Forrester Boyd Wealth Management has been going through a transformation of its own, rebranding to align itself with Forrester Boyd, a firm offering chartered accountancy, wealth management and corporate finance,

that has been around since 1935. The wealth management arm has been working hard behind the scenes investing in technology to improve its platforms and client visibility with a clear focus on data integrity and security. Neil said, "At a time when we have seen cyber security and fraud hitting the headlines due to the coronavirus, we have been working on ensuring our data security is robust which has seen us achieve the Cyber Essentials Plus and IASME Gold accreditation. We have also become a member of SIFA, reinforcing our commitment to collaborative working partnerships with other professionals such as law firms."

"We provide so much more than just wealth management advice. We can offer clients a truly holistic approach to the management of their personal and business finances, working with them to achieve their goals for them and their families and helping them overcome challenges that many have experienced of late. I am extremely proud of our staff and the way they have all responded to working remotely and continuing to support our client's to the levels that they have and this has been rewarded with the recognition be the FT Adviser as being number 3 in their Top 100 UK Financial Adviser firms".

<https://www.ftadviser.com/your-industry/2020/10/22/top-100-financial-advisers-2020-the-top-25-firms/?page=2>





# Liquidating your solvent PSC ahead of the April 2021 IR35 reform

A Members' Voluntary Liquidation (MVL) is a formal process to close a solvent personal service company (PSC) in a cost-effective and tax-efficient manner as extracted funds will be treated as capital, rather than dividends.

Often utilised by company directors and contractors approaching retirement, moving into employment, or looking to embark on a new venture, MVLs present a swift and orderly way of tying up loose ends before distributing the assets and cash value, resulting in company closure. Alternatively, we can explore the prospects of selling your business to an interested party for a price over the sum of cash on the balance sheet.

Thousands of directors and contractors are expediting the closure of their companies via an MVL because of these benefits:

- mitigate the effect of reformed off-payroll working rules (IR35)
- cost-efficient extraction of funds (10% taxation available)
- choosing 2020–21 tax period over 2021–22



Following its astronomical efforts to support businesses and employees during Covid-19, the Treasury will likely look to claw back funds in several ways by raising taxes and possibly abolishing Business Asset Disposal Relief (formerly known as Entrepreneurs' Relief). It is reasonable to assume that of the 50,000

PSCs in the UK, many directors/shareholders may try to leave this till early 2021. Managing your company affairs in advance of 5 April 2021 is ideal, due to the length of the MVL process which is typically 2-3 weeks. For more information on IR35 solvent liquidations, please contact [hull@btguk.com](mailto:hull@btguk.com).

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Contact **Keyfort** today for more information!

# Hull independent tool hire firm GoHire expands into Grimsby depot

Independent tool hire firm GoHire, has taken over the Grimsby depot of Caspian Access and Plant Hire, marking the start of major plans to expand into the wider Humber Region.

The firm supplies customers within the construction industry as well as the renewables market.

GoHire Hull completed the acquisition this month to include all assets and employees.

Over the next twenty-four months Sally Wray, Managing Director of GoHire and Neil Garrison who is Managing Director of Caspian will continue working together through a period of transition.

Sally explains:

"We are thrilled to announce this news, it has always been my ambition to create new branches for GoHire, since purchasing Arnott Tool Hire in 2015 and now plans are coming to fruition."

"We already had a great relationship with Caspian as one of their customers on the scaffolding side, so when the opportunity came up to purchase their tool hire business, I didn't have to think twice as the investment is made safe from both sides."

"Caspian Access and Plant Hire provides a very similar service to GoHire with the hire and sale of a range of equipment, as well as on-site repair services from a trained and experienced team."

"We plan to rebrand the Grimsby premises before the end of the year, by which time we could also have news on a third regional depot."

In 2015, Sally was new to the industry, having worked in adult education and Local Government. The feeling of something bigger and better persisted and the GoHire adventure began when Sally's daughter questioned the prince being the rescuer in a bedtime story - couldn't the princess help herself? At this moment, Sally set about making significant changes. She says:

"I was completely new to business and looking back I was completely out of my depth but I enrolled in business programmes with For Entrepreneurs Only and the Goldman Sachs 10,000 Small Businesses. Both support entrepreneurs to create jobs and economic opportunity by providing greater access to education, capital and business support services."



**Neil Garrison and Sally Wray.**

"I ploughed the lessons I learned from the experts into GoHire and now I am delighted that my growth strategy is working as planned."

"We were fortunate to recruit Rob Thompson, Depot Manager with over 30 years' experience in the industry. Rob will be a stakeholder in the business as a partner in the GoHire group, which will ensure the same outstanding levels of customer service he has provided and in the future."

GoHire's acquisition of Caspian includes; five Grimsby-based employees, two vehicles, the comprehensive hire fleet, plus, goodwill generated over thirty years of business in the town.

Neil Garrison says:

"We have worked with Sally and the team at GoHire for many years and enjoyed watching the business grow. This investment helps to consolidate our business in Scunthorpe where we concentrate on the supply and manufacture of scaffolding equipment."

"I am pleased to hand over the reins to Sally, her business model looks certain to propel GoHire on to big success."

Speaking of the last year in business, Sally adds:

"2020 has been intense, yet despite the global pandemic the construction industry in the Humber region remains buoyant. At the beginning of lockdown we went quiet for a couple of weeks but in April we attracted a whole new audience - folks making changes to their homes and gardens during lockdown, taking on some serious DIY."

"As construction returned we have taken on more new account customers which meant that September has been a record month for GoHire Hull."

"Approximately ninety-five percent of our business continues to come from trade customers in construction and renewables and a small proportion is from the residential market."

# Heald supplies high-security road blockers to a Singapore desalination plant

Yorkshire based security manufacturer, Heald, has provided high-security road blockers to Singapore's Keppel Marina East Desalination Plant to protect against hostile vehicle attacks. The installation was carried out in partnership with one of Heald's approved distributors in Singapore, ESCO Pte. Ltd.

Keppel Marina East Desalination Plant, which began operation on June 29th 2020, produces around 30 million gallons of fresh drinking water a day, meeting the demands of approximately 200,000 households and accounting for 7% of Singapore's daily water demand of 430 million gallons. It is the first large scale plant in Singapore able to treat both freshwater and seawater via an underground treatment facility.

The plant, which is in the middle of the city, is integrated with parkland including a 20,000 sq m roof garden, which is open to the public for community and recreational activities.

To protect its visitors and plant workers from the risk of a potential vehicle attack, Keppel Marina East Desalination Plant required a security product around its perimeter, opting for Heald's Viper road blocker.

The Viper is an intelligent, shallow-mount



solution that only requires an excavation depth of 400 mm thanks to its concertina design. The high-strength road blocker is capable of stopping a 7.5-tonne truck travelling at a speed of 80 kph (50 mph) and has been crash tested to PAS 68 and ASTM standards.

After being manufactured at Heald's factory in East Yorkshire, the road blockers were exported to Singapore to be installed by their local partner ESCO PTE LTD.

Heald Managing Director, Debbie Heald MBE said, "We are delighted to have worked on yet another fantastic project with ESCO PTE LTD. We are glad we could provide a product that met the client's requirements and we will look forward to securing more high-profile areas in Singapore and around the world".

Sanjeev Bhat of ESCO Pte Ltd. said "In my 16 years in the hostile vehicle mitigation industry, I am yet to see a blocker as good as the Heald Viper. It offers a simple one pour installation, without rebar cages, a shallow foundation, smooth operation and is tested to both ASTM & PAS68. It is an extremely reliable system which can do 200,000 cycles without failure, for me it doesn't get any better than this. Once again, I am extremely delighted to have worked with Heald and delivered yet another viper kit tailor-made to the client's operational requirements".

## HullBID helps city centre businesses cut costs and pull the crowds

Dining discounts, fun family activities and essential advice for city centre businesses have all been part of the service as HullBID has worked hard to help members cope with Covid-19.

Kathryn Shillito, HullBID Executive Director, promised more of the same with the HullBID team active on all fronts to protect businesses and to help them seize opportunities when they arise.

Kathryn said: "This has been the most challenging year for businesses but we responded quickly by reducing levy payments by 25 per cent and we have been working throughout.

"We bend and flex to operate within the various restrictions that have been put in place and we run campaigns that we can pause and resume as appropriate."

Since lockdown hit in March HullBID has played a vital role as a conduit, helping businesses to access the grants and other support from Hull City Council and Humber LEP as part of the Humber Economic Resilience Group.

When crowds have been able to return to the city centre HullBID has also moved swiftly to launch its own events. A MonsterHero Safari trail in the summer proved such a success that it returned with new versions for Halloween and Christmas.

Dine Wednesdays proved a big hit with more than a dozen restaurants, hotels, café bars and pubs offering significant discounts and a safe environment.

Kathryn said: "The success of Dine Wednesdays is down to the efforts and innovation of the restaurants who have come up with some great deals and made sure all the safety precautions are in place. Like the MonsterHero trails it was something we were able to set up very quickly, attracting people into the city centre to benefit businesses.

"Feedback from businesses has been very positive and we have had some asking if they can come on board as voluntary levy payers.

That's very encouraging because it highlights the value of what we've been doing and it brings businesses together on the road to recovery."



Picture shows Shaun Barker-Newton at 19Point4 in Humber Street with posters for the summer MonsterHero Safari which was followed by similar events for Halloween and Christmas.

# Inspiring others to unleash their inner creative vibe!

So many, I am sure, will be wondering why 'Geribodo'? Its meaning – 'Bold and Brave' - is fundamentally what I am about. It's also my Germanic family name 'Garbutt'

'Be Bold, Be Brave, Be You' is what my designs say about me. My creative thinking will push boundaries and help you to be adventurous and ultimately 'Be You'.

I am Claire Garbutt, the founder of Geribodo4Design, a full mix marketing & design specialist in the East Riding of Yorkshire, providing; marketing, design and brand development, digital solutions, event, exhibition and conference management.

Marketing can be one of those jobs that is left behind and put aside for another day, it can wait right?

Marketing is a fundamental element of any business growth strategy and during these difficult times there has never been a more important time to plan for the future and look at ways to improve your presence in the marketplace.

Focus on the key marketing channels which will best attract your customers, where will they be found? – There are so many

## Geribodo4Design

ways to market your business today from; direct communications, to online and offline activities. The key is to develop the most effective ones for your business.



Claire Garbutt, Founder of Geribodo4Design

Ask yourself, can you refresh your current content to use in new ways? If repurposing your materials is not an option, creating a strategy to develop new branding or activities is the quickest way to success.

Marketing does not need to be difficult or expensive, it all depends on the approach and the resources available.

Please feel free to look at my website for further information on the services I can provide – [www.geribodo4design.co.uk](http://www.geribodo4design.co.uk).

Contact – [claire@geribodo4design.co.uk](mailto:claire@geribodo4design.co.uk) for a free consultation on how I can help you plan today for a brighter future.

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# Newly-qualified solicitor looks to the future after award win

Talented professional Hannah Loft is ending 2020 on a career high, with the award-winning completion of her studies whilst simultaneously qualifying as a solicitor with the region's largest law firm.

Earlier this year Hannah, from Broughton near Scunthorpe successfully completed her training contract at Wilkin Chapman solicitors and is now a practising lawyer within the firm's Dispute Resolution team based in Grimsby.

The University of Birmingham Law Graduate started her career at the firm in 2015 as a paralegal in the Grimsby Commercial Property team. In 2018, she commenced her training contract and Legal Practice Course (LPC) – the latter being a necessary pre-qualification training requirement.

Hannah embarked upon the course on a part-time basis over two years at De Montfort University whilst continuing to work full time. She is also the Vice President of the Lincolnshire Junior Lawyers Division.

In the autumn, Hannah successfully completed the LPC obtaining a Distinction for her academic performance and has been awarded the 2020 Leicestershire Law Society Prize for the LPC

Stage 2 (part time) in recognition of her high achieving exam results.

Reflecting on the last two years, she admits: "Combining studying alongside undertaking a full-time training contract is not without challenge and is certainly not for the 'faint hearted, but I was extremely motivated and never lost sight of my goal."

Delighted with her achievements, Hannah is thrilled to be a fully-fledged dispute resolution solicitor, whilst remaining in her native Lincolnshire. "I am extremely pleased to have qualified at a UK Top 200 law firm and look forward to being able to continue to develop my skills and expertise further to continually deliver excellence to clients and support the firm's future development."

She adds: "I am pleased to be part of the Wilkin Chapman family, where there is opportunity to progress, something which is certainly in my future sights. It is reassuring when you consider



Hannah Loft

how many Partners began their careers as trainees here at the firm. To me, this confirms the invaluable training and opportunities available at Wilkin Chapman, which not only benefits individuals, but the firm and the area as a whole."

## Commercial property completions between March and October almost match 2019

Commercial property specialists say they have confidence the local market will hold strong throughout the current national lockdown as the number of deals they completed between April and October almost matched that of last year.

Garness Jones, which has overseen property deals and supported landlords and tenants across Yorkshire and Lincolnshire for more than 20 years, says the number of completed property transactions since March of this year, when the country first went into full lockdown, all but matched the same period a year earlier.

Paul White, Agency Director at the business, says this was achieved despite 2019 having been a particularly buoyant year on the local property scene, reflecting that business has continued to be done across the region.

"Commercial property remains in demand in our region and business continues to be done. It did so during the first national lockdown and the market has certainly been very busy for the past few months," he said.

"We're still supporting businesses to grow at pretty much the same rate we were last year and that has been reflected in some really

significant deals being completed. We have been incredibly busy this year and we only realised how similar our figures were to last year when sitting and analysing them.

"Between April and the end of October last year we saw 80 deals to completion. This year we were only a handful less in the same time period.

"In the past few weeks alone we have seen some very significant announcements with regards to investment into Hull, and businesses making long-term commitments to the city on projects we are involved with.

"We recently announced the sale of the King's Buildings in Hull city centre which are set to be turned into 24 high-quality apartments, and this was then followed by news of call centre Res-Q taking over an entire floor of the Hammonds of Hull redevelopment to help it build its partnership with national telecoms

giant Vodafone.

"We've also had news of the potential for hundreds of jobs to be created at a new warehouse and distribution centre at Melton West, thanks to continued investment.

"This latest lockdown is not something any business has wanted, but given the long-term approach taken by many companies during the first lockdown, which of course went on for a number of months, we don't expect to see a significantly negative impact this time around."

Flexible approach of landlords and structured rental agreements have been key

Mr White says he has been impressed throughout the year with the approach of property landlords, who have agreed to structuring rental agreements with new tenants in a way which helps many businesses invest with optimism, despite the challenging times faced.

# Bluebird Care: Because It's Your Life

After more than half a century of combined experience in health and social care, Mike Thompson and Pat Robertson grew disillusioned with the tick-box and impersonal approaches that have come to dominate the social care sector and decided to break the mould.

In 2012, Mike gave up his job as a social worker and Pat, a former nursing home manager, stopped lecturing in health and social care at Hull College in order to build a first-class domiciliary care provider that put people and relationships front and centre.

"We chose to build the business as a Bluebird Care franchise because they were the closest to our ethics and ethos around delivering care in somebody's home. We knew about care and we knew the pitfalls and the problems within the system," said Mike.

"What differentiates Bluebird Care from other providers is that when our staff go into people's houses it's a social call as well as a care call. Our staff are trained not only on the basis of being able to carry out regular care duties but also on their understanding of the crucial relationship between customer and care worker."

Providing services for both private and publicly funded customers, over the last six years Bluebird Care Hull and Beverley has thrived in its aim of ensuring the highest quality care. This year, Mike is a finalist for Employer of the Year in the Great British Care Awards for Yorkshire and the Humber, while employee Teresa Mountain is a finalist in the Care Worker of the Year category.

The winners of the awards are yet to be announced.

A crucial element to Bluebird Care Hull and Beverley's success is its industry leading staff training academy and its patented Career Journey framework. Training takes place in the Bluebird Care training suite in Marfleet and is delivered by qualified staff.

In a sector with notoriously high staff turnover rates, Bluebird Care Hull and Beverley has a number of long-term staff and above average employee retention rates – meaning customers get to know their care workers. During the pandemic these relationships have been particularly crucial, as many customers have been cut off from their families.

Mike said: "As a company we have been able to provide the same high standard of service, even though the pandemic has necessarily altered procedures and presented many obstacles. Throughout, our staff have provided a lifeline to customers, while ensuring that all Bluebird Care Hull and Beverley operations are Covid secure."

The coronavirus has blurred the distinction between home and work life for many people and the focus on how one interacts with the other will continue to grow. Around 3 million

**"What differentiates Bluebird Care from other providers is that when our staff go into people's houses it's a social call as well as a care call. Our staff are trained not only on the basis of being able to carry out regular care duties but also on their understanding of the crucial relationship between customer and care worker."**

people in the UK currently juggle their jobs with caring for a loved one and that number is set to increase.

"Nearly one in six workers who become a carer are forced to give up work; this presents problems for employers, who risk losing skilled and loyal staff. By implementing carer friendly policies, which Bluebird Care can assist with, businesses can retain crucial employees who may otherwise have to go off sick or even leave," explained Mike.

Our director Mike Thompson has been shortlisted as a finalist for The Great British Care Awards in Yorkshire & Humberside.

The awards pay tribute to those individuals who have demonstrated outstanding excellence across the care sector. Mike is a finalist for the Care Employer Award.

Over his entire working life, first as a social worker and later as the director of Bluebird Care Hull & Beverley, Mike has put his all into looking after others. Well done Mike





**Mike Thompson**  
Director, Bluebird Care

“  
Bluebird Care - as near  
to perfect as possible  
”



## Care in your home, just as you like it.

You love your home and you feel safe there. Needing additional care and support shouldn't change that.

With our well-trusted care service, you can remain at home surrounded by loved ones and beloved pets and still enjoy your home, garden and community.

You may be in a situation where you need an extra pair of hands to help with daily chores, or you may have complex needs that require more dedicated care. We build our care packages around you and your individual needs which means that you and your family can rest assured you'll receive care and support exactly as you need.

With such a personal service, you'll want to engage with people you can trust, who are highly trained, who listen, understand and show compassion. Our team deliver all of this and more.

**Call our friendly team today to see how we can tailor a care package for you.**

Bluebird Care Hull & Beverley

01482 332267

[bluebirdcare.co.uk/hull-beverley](http://bluebirdcare.co.uk/hull-beverley)

[hull@bluebirdcare.co.uk](mailto:hull@bluebirdcare.co.uk)



Home  
is where the heart is  
*Let's keep it there*





## Avocet Trust is a charity established in 1991 to provide lifetime support for local people with profound disabilities

These include learning disabilities, physical disabilities, mental health issues and people on the autistic spectrum.

From its inception Avocet has endeavoured to provide as normal and fulfilled way of life as possible for its clients through the provision of high quality care and support. The founder Trustees were a group of local care professionals and family carers whose focus was to create a local community service to provide valued lives for the most vulnerable of local people in the Hull & East Riding institutions, which were being closed.

Initially the focus was providing purely residential services in domestic sized properties in the community. Over the years, the Trust has responded further to meet local needs by providing Short Stay/Respite Services and Day Services throughout the area. Matthew's Enterprise, based in Preston, is one such Day Service providing an Employment Training Service including Metal Working, Woodworking, Catering and Horticulture.

For more information please visit our website or contact us using the details below.



Head Office Tel: **01482 329 226** | Email: **info@avocettrust.co.uk** | **avocettrust.co.uk**

## Hessle Road Network

Hessle Road Network is a small charity based in West Hull. Every year we provide a varied range of youth services as well as offer support to the wider community in order to ensure that the most vulnerable and 'at risk' residents are helped to move forward positively in their lives.

Like everyone else the main issue for us during this year has been the impact of the pandemic. Communities like ours are already blighted with high levels of deprivation and we are now seeing the pandemic having a disproportionate impact on the lives of the people that we support. However throughout this time we have remained open and active in supporting the community and although we have had to change how we deliver sessions we have continued to offer:

- coffee mornings
- youth sessions
- outreach
- food/craft parcels
- lunch club
- young parents group
- employability programmes
- charity shop
- free community gym



We are able to demonstrate that for every £1 invested, Hessle Road Network produces £44.09 in added social value.

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

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

By supporting us you will be helping to improve people's lives in the local area as well as raising the profile of your company and meeting any Corporate Social Responsibility objectives.

For more information please email: **julie@hesslerdnetwork.karoo.co.uk** or call **01482 606077** to discuss how we could work together.



## Make Every Christmas Count for families supported by Martin House

Children's hospice Martin House is calling on businesses across Hull and Humberside to help it Make Every Christmas Count for its families.

The hospice, which cares for babies, children and young people from East Yorkshire with life-limiting conditions, has launched a Christmas appeal for support as it copes with the effects of the pandemic.

Clair Holdsworth, interim chief executive, said: "This year has taught us all how fragile life is – but that is something felt every day in the lives of our families. That's why, after such a challenging year, we want to make sure that we make Christmas count for them."

For the family of eight-year-old Felix Williams, who has a progressive undiagnosed, life-shortening condition, the pandemic has left them extremely anxious for his welfare.

His parents Sarah and Matt have been told he is unlikely to live beyond his teenage years.

Sarah said: "When we celebrate Christmas as a family, we can't help but wonder if it will be Felix's last."

"That's why Christmas at Martin House is so wonderful. Felix adores seeing Santa, and even my girls, Amelie and Kitty, who've had to grow up so quickly, get caught up in the magic of it all.

"This Christmas will undoubtedly be quite



different to other years at Martin House, but I know the staff will do their very best for the children."

Martin House, based at Boston Spa, costs nearly £9 million a year to run, relying on voluntary income for nearly 90 per cent of that, but expects to lose £2.2 million this year due to the pandemic.

Clair added: "We need to be here for families through Christmas and beyond – it's more important now than ever. Support from

businesses across our region can make a huge difference."

To find out more, visit [www.martinhouse.org.uk/everychristmascounts](http://www.martinhouse.org.uk/everychristmascounts) or email [getinvolved@martinhouse.org.uk](mailto:getinvolved@martinhouse.org.uk).



## Lindsey Lodge Christmas Care Appeal

After so many of our traditional Christmas events were cancelled, we have launched our #weneedyou Christmas Care Appeal to enable local people and businesses to provide much-needed support from the comfort and safety of their own homes or workplaces.

Christmas is traditionally a time when we are able to provide fun activities to get people in the festive mood whilst also generating income for the hospice. However, this year due to Covid-19, nearly everything has had to be put on hold and we are facing a glaring gap in our proposed income.

Our Christmas Care appeal provides a number of ways for businesses to still get involved and we have a number of corporate offerings that you may be interested in getting involved with, including:

- Fundraise your own way, take on your own challenge, hold a bake sale or a dress down day the choice is yours!
- Sign up to be a regular giver enabling us to plan for the future
- Raffle a hamper
- Take a collection tin, which features a QR code for contactless donations



- Play our Lindsey Lodge Superdraw

As we head into the New Year, we also have opportunities for local businesses to join the Lindsey Lodge Business Club. By signing up for our Business Club, you'll join an exclusive group of Business Club members working in partnership to support our local community and fulfilling your CSR strategy.

For more information on how you can support please email [llh.corporate@nhs.net](mailto:llh.corporate@nhs.net)



# Citizens Advice Hull & East Riding

We are a local independent charity working for over 80 years serving the people of Kingston Upon Hull and the East Riding of Yorkshire. Last year we helped over 23,500 clients find solutions to their problems.

In the current pandemic, people working in our local business community can through no fault of their own experience insecure employment, financial hardship and can suffer adverse impacts on their physical and mental health; often with no idea of what to do or where to get help.

Our independent, confidential service provides free and impartial advice to people who need information and support to improve their situation. As a result of our help, we see debts managed, pensions understood, jobs kept, income increased and rights established.

To support the wellbeing of your staff we would encourage businesses in the Hull and East Riding area to make their staff aware of our contact details.

Call: **0800 1448848**



For specialist debt advice call: **01482 226859**  
 For website: **www.hullandeastridingcab.org.uk**  
 What our clients said in 2019/20  
 "Absolutely brilliant very professional, contacted me regularly and gave me an immense amount of support."

"Really helpful I didn't know exactly what Citizens Advice did but I was very impressed!"

"The local CAB has been a life line for me during one of the most difficult stressful and anxious times in my life."

We rely on charitable donations and grant funding and would welcome support for our ongoing advice work. A member of the management team can be contacted on:

**ManagementTeam@hull-eastridingcab.org.uk**



# Roxton Occupational Health Limited

## Who are we?

ROHL is an occupational health service provider, based in Immingham. We are accredited under SEQOHS (Safe Effective Quality Occupational Health Service), which is the recognised standard for our sector.

## What do we do?

Our company provides occupational health services to a wide range of businesses in the Humber Area and beyond, including offshore oil & gas industry, wind farm sector, petrochemicals, construction, engineering, transport, local councils, healthcare, education, etc. We can provide your business with health surveillance, based on a review of your needs and workplace health risk assessments.

We can assist with employee sickness absence by case management. Early intervention can support your employees to return to work quickly & effectively. We offer a full package supporting both the employee and employer in compliance with regulations and maintaining a healthy happy work force, including stress management and return to work consultations.

ROHL can help your company with solutions to ensure a COVID-secure workplace. We can audit your business premises to ensure compliance with Government guidance and provide follow-



on health advice and support to reassure your employees.

## What makes us different?

We are enthusiastic and passionate about the services we provide. Our services are competitively priced, and can be tailored to your needs, from a one-off medical to a service level agreement. Our goal is to share the success of a healthy workplace, aiming at both mental and physical health.

For a full list of services and prices, please visit our website at [www.roxtonoccupationalhealth.co.uk](http://www.roxtonoccupationalhealth.co.uk) or contact us via the link below. We look forward to hearing from you!

We are based at the Pilgrim Primary Care Centre (The Roxton Practice) in Immingham.

Our address is:

**Pilgrim Primary Care Centre, Pelham Road, IMMINGHAM, DN40 1JW**

Telephone: **01469 577918**

Enquiries: **info@roxtonoccupationalhealth.co.uk**



## Hull lawyer in UK top 12 for transport

Hull-based Myton Law's John Habbergham has been ranked in the UK's top 12 for 'Transport: Logistics – UK-wide' legal advice in the latest Chambers & Partners 2021 guide just published.

Habbergham is the only Yorkshire solicitor to feature in the top ranks for this specialist advice. Commenting in the guide a client says, "John really has the instinct to get to the answers and has a forensic approach."

The news follows Myton Law's high ranking for 'Transport' in alternative guide Legal 500's 2021 edition, which highlights the team's work for logistics, shipping, port and rail companies, including Samskip Multimodal, Post & Co, PD Ports, Thor Shipping & Transport UK, DC Rail and Moorland & City Railway. One client testimonial says "Highly competent and experienced fee earners, genuine partner led involvement on all instructions, London quality work at a very competitive price."

John Habbergham said, "With Covid-19 and Brexit, the logistics sector is as volatile as ever, with clients needing specialist advice both to meet the challenges and to capitalise on the opportunities. It's good to read these respected guides and see that the sector know-how Myton Law provides is so positively acknowledged by our clients to ensure our Hull firm features amongst the big London practices."

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



John Habbergham



Pic shows Kirk Akdemir, CEO of AA Global.

## AA Global puts community first in 10th anniversary year

A language services business which opened with a team of just two when it expanded to Hull is now looking forward to a big anniversary after a decade of growth and investment.

AA Global opened its northern office next to Hull Marina in 2011 with CEO Kirk Akdemir and one assistant, who were backed by a small team in Worcester and an international network of 4,500 qualified and experienced linguists.

Now the Hull team has expanded to more than 20 and operates from modern, spacious offices in King Edward Street, drawing on the skills of more than 15,000 people worldwide who cover more than 500 languages and dialects.

Public sector work is at the heart of AA Global's growth, with the company having become a trusted supplier to the Hull Clinical Commissioning Group (CCG) and the City Health Care Partnership (CHCP).

Kirk said: "Our close working relationships with the CCG and the CHCP have helped us become established in Hull and enabled us to put something back into the city and the region by creating jobs and

investing in other ways.

"We have invested to establish Hull as our head office, recruiting locally to build a team of more than 20, developing our staff to create a new management team for the future. We are also helping the wider community and that will be the focus of our 10th anniversary celebrations.

"In addition to supporting a number of health charities we have joined the Hull Champions initiative to create a healthier Hull, we have set up our interpreting academy to help people develop their skills and improve services to clients, and we donated water bottles to front-line medical staff when the first wave of Covid-19 was at its peak."

AA Global has also grown its activities in the private sector, including by playing a part with the Chamber from day one. Kirk is a member of the Chamber Board and the company is a major supporter of the Chamber's International Trade Centre.

# Hungary – an ideal location to do business in the EU

Hungary has a strategically important central position in Europe, with well-developed infrastructure and excellent transport links to neighbouring countries.



Lying at the cross-roads of three TEN-T corridors allows an easy access to both Western and Eastern European countries and thus to the single market of the EU.

Growth in export over the last years shows that Hungarian products are competitive at a global level and after Brexit the UK will be Hungary's no.2 trading partner outside the EU. Companies from Hungary offer high quality and innovative products in several industries. Electronics, automotive industry, machinery and metal industry are considered the main sectors for trade with high potential in health-, agro- and food industry and with unexploited potential in medical equipment, digital solutions and creative industry.

Hungary continuously improves its taxation system to foster growth and to improve the business climate. The emphasis has been shifted

from income-type taxes to consumption-type taxes. The flat personal income tax system (15%) was introduced as a low-rate family-friendly system, where the costs of raising children are taken into account. The corporate income tax rate is the lowest in the EU with 9%. Hungary is committed to the gradual reduction of the tax burden related to employment and as a result the social contribution tax rate is only 15.5%.

The country is well-known for its highly educated, skilled and relatively cheap labour force (the minimum wage is only 487 EUR), with high levels of English language knowledge. Motivated, committed and well educated Hungarian employees ingeniously work for achieving excellent results on all levels in all fields – from skilled craftsmen to engineers, from business managers to software developers.

Forty-five of the world's 80 largest multi-nationals, and many of their SME suppliers, have established a long-term presence in Hungary, benefiting from the highly skilled workforce, access to world-class universities, an advantageous location, qualified suppliers, and from an advanced business infrastructure. Investors do not simply regard Hungary as an ideal production location, but also as a remarkable "advanced manufacturing & innovation centre" of Europe.

To facilitate foreign direct investments and reinvestments by local enterprises and to increase competitiveness there are also wide-ranging incentives – both refundable and non-refundable – available. The main types of incentives are cash subsidies (either from the Hungarian Government or from EU Funds), tax incentives, low-interest loans, and training subsidies.

The political and economic stability, the foreign trade focused foreign policy, the commitment on improving the business climate, the clear agenda on economic development and FDI strategy and a clear legal and regulatory framework make Hungary an ideal environment for sustainable growth.

If you would like more information about the business, trade and investment opportunities please contact the Consulate General of Hungary in Manchester at [trade.man@mfa.gov.hu](mailto:trade.man@mfa.gov.hu)

**"Forty-five of the world's 80 largest multi-nationals, and many of their SME suppliers, have established a long-term presence in Hungary, benefiting from the highly skilled workforce, access to world-class universities, an advantageous location, qualified suppliers, and from an advanced business infrastructure."**

# Coronavirus pandemic holds 33,400 SMEs in distress across Yorkshire

The latest Business Distress Index from Real Business Rescue revealed 33,400 SMEs in significant distress across Yorkshire, reflecting a 7% increase since the last quarter.

Real Business Rescue, part of Begbies Traynor Group, analysed Red Flag Alert data which showed 42,000 more SMEs to have plummeted into distress across the country since the first lockdown, taking the overall figure to 544,000. SMEs in significant financial distress are responsible for employing 1.8 million people, directly impacting unemployment rates.

In addition to this, the number of start-up businesses (born after 2017) in significant distress soared by 18% in the last quarter due to the pandemic. There are now 108,000 young businesses in distress – a 39% increase since the start of lockdown when there were 78,000 businesses in distress.

Of the 544,000 SMEs in distress, the Real Business Rescue analysis reveals the industrial transportation and logistics sector (covering transport of all goods across air, land and sea) saw the biggest increase in troubled



companies with a 14% leap to 13,528 at the end of Q3 2020, of which 1,250 of businesses were based in Yorkshire. The bar and restaurant sector were close behind with a 9% increase from 1,407 in Q2 2020 to 1,536 in Q3 2020 in Yorkshire.

Andrew Mackenzie, Partner at Real Business Rescue in Hull, said:

"Our latest results demonstrate that while some bigger companies are withstanding the pressures of the pandemic, it is the smaller companies that are experiencing the hardest blow. With the pandemic having pushed more than 40,000 into financial distress, the backbone of the UK's economy is suffering, and we could soon have a dangerously top-heavy economy.

"The role of these smaller companies is key, not only as key suppliers with a vast array of important innovations, but as employers to millions of talented people across Hull and the wide Yorkshire and the Humber region.

"It is for this reason that small businesses with depleted cash reserves need to get ahead of the game by considering restructuring action now so that when the creditors come calling - they are in a good space."

## Atropa and AIRCO join forces to launch online GP service for employees

Atropa Pharmacy and Blood Clinic has partnered with a leading air conditioning, refrigeration plumbing and heating, and renewable energy specialist in Hull to launch a new contact free GP service for their busy workforce.

Employees at AIRCO can now access a private consultation with a GP via a video call from their Hull headquarters without having to book valuable time off work for a hard to get doctor's appointment.

The installation of the Medicspot Clinical Station is the first of its kind into a commercial location in the UK and allows GPs to examine a patient's temperature, oxygen levels and perform heart and lung checks from the privacy of a dedicated medical hub at AIRCO House.

The appointment, which if needed, can include access to a connected stethoscope, Medicam, pulse oximeter, blood pressure monitor and contactless thermometer. The readings from these devices are shared virtually with the GP so that a diagnosis can be given and appropriate medication prescribed. All devices and technology are thoroughly cleaned between each use in line with infection control guidelines.

As well as general healthcare advice, the GP can also provide the patient with an immediate

prescription, referral letter and sick note if necessary. Prescriptions can then be delivered via Atropa's hassle free prescription delivery service from their pharmacy on National Avenue to either the patient's work or home address.

Atropa Director Bryn Smales adds: "We are thrilled to partner with AIRCO to provide this unique service for their staff. AIRCO takes the health and wellbeing of their employees very seriously and the installation of a Medicspot station is the perfect addition to our Occupational Health Screening and Wellbeing Services that their employees already have regular access to."

AIRCO Managing Director Neil Fisher added: "We are proud to be the first recipients of a Medicspot station to be installed into commercial premises in the UK. Ensuring our employees are in good health is vital to our productivity and of course their wellbeing. It also provides peace of mind that they have no underlying medical conditions and avoids the need to take valuable time off work for hard to get appointments."



**Pictured L-R: Neil Fisher (AIRCO) and Bryn Smales (Atropa Pharmacy & Blood Clinic) with the new Medicspot Clinical Station that has been installed at AIRCO House.**

## ChamberCustoms – New Import and Export Declarations Service

ChamberCustoms delivers a customs declaration service for UK importers and exporters, of all sizes, in every region of the United Kingdom.

With our extensive knowledge, reputation and first-class service in facilitating international trade, we can take the hassle out of your hands when it comes to exporting and importing goods.

The service is offered direct to businesses and through UK freight forwarders, ensuring that customs clearance is accurate, timely and avoids additional costs through delays or errors.

With direct links to the HMRC Customs handling system and all inventory linked ports, we can ensure that your goods, no matter where they enter or leave the UK, will be cleared for onward transportation smoothly. We can help you keep your time sensitive supply chains, moving efficiently and economically.

We offer: -

- A high level of compliance and assurance for customers
- Confidence on tariff and data entry to remove fiscal risk; backed by the technical expertise of the market leader in this sector
- A wealth of international trade experience and expertise from across the trusted Chamber of Commerce network UK.

We know that navigating trade documentation can be complicated. Please get in touch if you have any queries about trading internationally or want to find out more about customs declarations services.

Contact us now at

[I.holt@hull-humber-chamber.co.uk](mailto:I.holt@hull-humber-chamber.co.uk)

CHAMBER  
CUSTOMS®

## AA Advice: Looking after your vehicles when they are not being driven regularly

As England prepares to re-enter lockdown, the AA is advising customers to undertake simple maintenance now, to help their vehicles run smoothly again later.

AA patrols will continue to help key workers and those who need to travel during lockdown, but many vehicle owners will be preparing for another month off the road, this time in colder conditions.

Ben Sheridan, AA Patrol of the Year, gives his top tips on maintaining your vehicles through lockdown:

**If being used occasionally**

If vehicles are likely to be used for occasional essential journeys, you'll want to know that they are ready when needed.

One of the key things to look out for is the battery. There is more demand on car batteries during winter with increased use of lights, wipers and heating. The age of the battery, how the vehicle has been used and the cold temperatures all affect performance.

You can help keep batteries in good working order by using a mains-powered battery maintainer or, if this isn't possible, starting the engine once a week and allowing it to run for at least 15 minutes to give the battery time to charge.

Most modern vehicles with a fairly healthy battery should last at least two weeks without needing to be started up, but if there's any doubt about the condition of the battery, start it once a week just to be safe.

If your vehicles are garaged, remember to pull them out into the open first; don't run the engine inside a garage, and never leave a vehicle unattended with the engine running.

**If not being used at all**

If you're locking your vehicles up for the month or even further into winter, there are steps you can take now to see them through the period of disuse; known as laying-up.

If a vehicle is kept off the road and isn't being used at all, you may be able to make a Statutory Off Road Notification (SORN).

Before parking up, it's a good idea to top up with fuel. A full tank doesn't attract condensation, which could cause issues if allowed to build up over time.

**Advice for Electric Vehicles (EVs)**

Electric and hybrid vehicles have 12-volt



batteries, the same as conventional cars. However, they charge differently.

Pressing the start button so the 'ready' light comes on will operate the charging system. Putting the vehicle into 'ready' mode for 10 minutes once a week should keep the 12-volt battery topped up.

Some electric and plug-in hybrid vehicles can maintain their 12-volt batteries if they're plugged in to the mains charger, so vehicle owners should check their EV handbook for details.

**Getting back on the road**

Once you're ready to use your vehicles again, check that the MoT and tax are still current. If your MoT is due to expire during the second lockdown period, it would be a good idea to get it booked in as soon as possible as many garages are still dealing with high demand from the MoT extension. Vehicle owners can find a local AA-approved garage, select a date and book an individual MoT online via AA Smart Care or contact your AA account manager if you have multiple vehicles to maintain.

Before starting the vehicle, make sure there's nothing nesting under the bonnet which might have caused damage to pipes or hoses, and check all the fluid levels before starting the engine.

Before driving, check the tyre pressures and inflate them if needed. It's also worth checking the condition of the tyres, looking out for any defects.

If your vehicles have been standing unused for a long time, it's a good idea to arrange a full service once you're ready to use them again.

## NLT joins Hull & Humber Chamber of Commerce

NLT Training Services has joined the Hull & Humber Chamber Commerce.

With a long-standing presence in Scunthorpe, where it has had a base for more than 50 years, NLT is delighted to be a member of the Chamber.

Through the Chamber, NLT hopes to raise awareness of its increased commercial training provision in the area.

NLT has been delivering workplace training to individuals and companies since 1968. Although a long-standing and respected provider of engineering training in and around North Lincolnshire, NLT has diversified its commercial training offering to now include Health & Safety, leadership and management courses and industry-recognised CCNSG and SPA passports as well as bespoke training. As well as restructuring its course offering, NLT has also introduced online booking for a number of its courses via its website.

As well as increasing the training offering since the start of the year, NLT also made the

move to a modern, newly refurbished space at Queensway Business Centre in Scunthorpe at the end of last year, as well as making a number of new appointments to its volunteer board of directors.

Sarah Temperton, Chief Executive of NLT Training Services commented: "We're delighted to join the Hull & Humber Chamber of Commerce. The board and I have spent a long time restructuring the business and getting it to a strong and financially viable position, which has served us well during the recent challenging conditions brought about by COVID-19.

"We now have an excellent course portfolio which has been developed with the current business climate in mind. We are looking forward to working closely with the Chamber and its members to grow the business and continue supporting local communities."

For details of NLT's courses and to book online visit [www.nlt-training.co.uk](http://www.nlt-training.co.uk).



## Leading business owner advises students on 'The Power of Networking'

Former Pocklington School student Jodie Hill returned to the school recently to talk to Sixth Form students about 'The Power of Networking'.

Jodie trained as a barrister and then cross qualified to become a solicitor. Having specialised in employment law and mental health from a very early stage in her career, Jodie launched the multi award winning Thrive Law in 2018, based in Leeds. She also runs Thrive Women events which feature inspirational speakers and are an opportunity for women to come together to empower each other by sharing actionable steps to build a successful business. Jodie has featured on the Northern Power Women 'Future list of leaders and changemakers' and has recently been appointed by the Law Society to sit as a member of its Employment Law Committee.

In her presentation, Jodie spoke of her personal experiences of networking, from being a newly qualified graduate to the successful business owner she is now. She explained how she had grown her network,

why networking is important and when you should start. She also looked at the impact of COVID on traditional networking methods, and how online and in person networking differ but can both be beneficial. Some of her 'top networking tips' are to always follow up with people you have met after events and to be consistently proactive on LinkedIn.

Mrs Gillian Jones, Careers and University Adviser, Pocklington School: "Jodie spoke with interest and passion about her experiences of networking and the openings it had afforded her. It was good for the students to hear about the fantastic opportunities networking could offer them and linked to Jodie's huge endorsement of the Pocklington School Careers & Business Network and the Old Pocklingtonian network it highlighted what fantastic resources these are."





# With Twenty Years' Worth of IT Systems Run

## Keyfort Celebrates with a New Staff Room

Keyfort founded in 2000, way back at the turn of the century, has provided twenty years of IT, VoIP telephony and cyber security services for corporates, SMEs, not for profits (NfP) and the education sector.

Keyfort started in a thatched cottage in Ringwood even before 8Mbps ADSL was generally released in March 2006. Now we have offices in Bournemouth and Hull (both in easy walking distance of the railway station as we like networks) and we are installing 1Gbps fibre, a five hundred fold increase on the 2Mbps lines we first installed.

The economic times have cycled through as well. In 2001/2 we had the Dotcom crash, followed by the Financial crash 2007/8 and now the Covid-19 pandemic. In all these times whilst building resilient systems, knowledge and skill sets Keyfort has not forgotten to build its social capital of shared norms, trust, reciprocity and social networks with suppliers, staff and customers to attain the common goal of a happy team building efficient IT systems to underpin the operations of customers' organizations.

Thus, it is fitting that we celebrate twenty years' of IT systems run with a new Bournemouth staff room.



# Marques makes his mark on Hull's Lexington Sky Bar

The Lexington Rooftop Bar has appointed new General Manager, Fernando Marques. The glamorous, city-centre sky bar situated on the 4th floor of the DoubleTree by Hilton Hull has been resurrected following temporary closure after the March lockdown.

Marques brings a wealth of industry knowledge and experience to the team, re-designing the bar's cocktail list and service style creating a new experience for the Hull nightlife scene.

More than a cocktail list, a style or theme; The reimagined Lexington drinks menu has been designed with superlative ingredients, stories of Hull's history and heritage combined with luxurious new glassware and exceptional service style to evoke an immersive experience.

"For this exciting reopening, The team have ensured handpicked and homemade ingredients are at the heart of our new drinks" said Marques.

Designed to conjure nostalgia, reveal a story untold and surprise and delight the senses, Marques added "From Kings and Queens to Peter Pan, The House Martin's to Banksy artworks and becoming City of Culture. We have drawn on many of these stories, tales and intriguing facts that make Hull the fantastic City that it is has become to create the signature serves on our cocktail list".

### More on Marques

Joining the Lexington from Michelin Star Chef Paco Perez's Tast, situated in Manchester City centre. Marques started out in hospitality from a young age working across some of the most renowned bars and clubs in the Algarve where he grew up. Later he set sail aboard

Royal Caribbean cruises moving up the ranks to management before heading to London. Here, he had the pleasure of working for renowned names such as Harvey Nichols, Chris Corbin & Jeremy Kings at St Alban.

Before moving to Manchester to set up the highly acclaimed Mr Cooper's House & Garden at The Midland Hotel. Mr Cooper's was a turning point in the city becoming an award winning bar and venue with accolades such as Condé Nast Gold Standards amongst other national recognised industry awards.

<https://www.cntraveller.com/gallery/gold-standard-bars-2015>

After lockdown, Marques seized the opportunity to fulfil his desire to go back and enjoy his passion for the hospitality industry on a liquid format. Passionate about working together with the Lexington and hotel team to create and deliver something unique and fresh for Hull's bar scene.

DoubleTree by Hilton Hull General Manager, Dominic McVey commented "We feel very proud to have Fernando on board to lead the reopening in these challenging times. As Hull was described as a city coming out of the shadows upon being awarded City of Culture, we hope the exceptional service Fernando and team are offering to our guests and local residents will shine a spotlight on what our city's finest rooftop bar has to offer".

## Businesses are Taking Back Control with Smart Meters

National restrictions continue to significantly affect businesses across the country and there is an enormous pressure on their financial situation.

Businesses may be juggling reduced income whilst navigating new income streams such as various government support measures. They might be facing unexpected expenditure on PPE and the cost of making their business Covid secure.

As such, it is extremely challenging to budget month to month; something which is especially true for smaller businesses, who may already be operating with limited cash flow.

### Take control with a smart meter

More than ever, the battle to keep control of company outgoings is crucial if they are to survive in this tough climate. A straightforward place to start in this battle is a universal cost and key expense: energy bills.

While every business receives regular energy bills, the vast majority don't track how – and where – they are using their gas and electricity.

A proactive way of taking back control of this expense is by installing a smart meter, to show exactly how much energy is being used in real time.

### Only pay for the energy you use

Another key benefit of smart meters is that businesses get billed exactly for the energy they use. Unless very regular meter updates are



provided, bills generated without the input of smart meters are estimated, based on the usage from a previous period.

If businesses have temporarily closed or furloughed some of their teams, this could be hugely damaging as they would be paying for energy they haven't used yet, and might not use for several weeks, potentially making a big dent in their already fragile cash flow.

### Don't miss this opportunity

A smart meter is a positive step in taking control of business outgoings and if your firm has 10 employees or less your business could be eligible.

To see whether smart metering can work for your business, contact your energy supplier. It could be one of the best calls you make this week.

## Lighting in the Spotlight

For many manufacturers the topic of lights for warehousing and office space is low on the agenda of capital investments. Certainly better performing machinery and more warehousing is more common.

Here's three reasons why new lighting is vital for manufacturers

Stair well lighting scheme

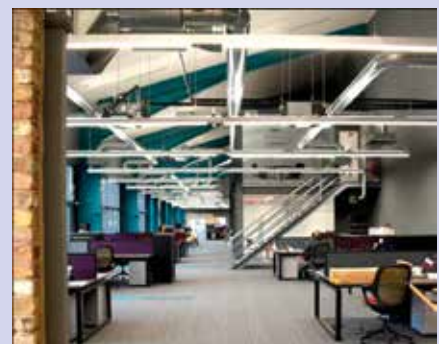
- Reduce your energy bills – did you know lighting is the highest consumer on your electricity bill! Apart from where machinery that runs off electricity is used. So looking for ways to drive this cost down can often save tens of £1000's P.A. This can offset as much as 100% of the investment in many cases.
- Improved productivity in winter - Studies have shown that those who suffer for SAD, seasonal adjustment disorder, can have a major improvement to their health condition when exposed to 10,000 lux of light. Furthermore, a well-lit work environment is safer for employees, especially those operating machinery, so it is less likely that an accident will occur, protecting staff and saving on complex health and safety inspections.

- Grants – did you know lighting can be treated in much the same way as other capital investment. Give that Humberside is set to become carbon neutral by 2027, there is support with funding.

### Why Choose Taison Lighting?

We are a Yorkshire, UK based design and manufacturing business and have been in lighting design and manufacture for over 50 years. We have expert knowledge, of design, manufacture and specification for most work environments. Our team can quickly carry out an energy audit, to assess the savings you can make by choosing a new lighting scheme.

We have lighting for every situation. So if you're planning a new warehouse and need excellent highbay lights for your shop floor, or are looking for an impressive new entrance and car park with welcome lights, right through to emergency lighting Taison have everything you need.



Office space lighting scheme

We have completed many schemes from factories, to shopping centres, Universities to office blocks and museums too.

To discuss your project, or to find out more about an energy audit, call our team today on **+44 (0) 1274 521550**

Email: [martinlee@taison.group](mailto:martinlee@taison.group)



## Final homes in £9m project complete

The final phase in the Westcliff regeneration project is complete, bringing Ongo's total number of homes to a milestone figure of 10,000.

In total, 41 new homes and a community hub, The Arc, have been built as part of the £9million project, supported by North Lincolnshire Council and Homes England.

The Arc also includes a cafe, Little Owls nursery, youth zone, enterprise zone and a Post Office. This building paved the way for several new businesses to open including a Tesco store, Coop Pharmacy, fish and chip shop and a beauty salon.

Demolition to make way for these buildings began back in 2018, with GS Kelsey as the main contractor for The Arc, and TG Sowerby Developments Ltd for the homes.

There are a mixture of two and three-bedroom houses, two bedroom bungalows, and two specialist three-bedroom wheelchair bungalows, with tenants now all moved in.

Steve Hepworth, Chief Exec at Ongo said: "The area was in need of time and investment and we're pleased to say it has been completely transformed. It's brought a new sense of pride to the community in Westcliff and it has certainly been one of the biggest highlights for Ongo since it was formed in 2007.

"We want those living in the area to know that although this development is coming to an end, we are not leaving Westcliff behind and our work will still continue within The Arc and the community.

"Thank you to everyone for making the journey so special and we can't wait to see what's next for people on the estate."

Ongo has a huge presence within the Westcliff estate from Housing Officers helping to tackle anti-social behaviour, members of their Lettings team helping to find a home, their youth mentors running activities for children and events to help tackle social isolation and bring people of all ages together. Staff also provide training, employment support and advice to people in the area.

To find out more about the Westcliff regeneration project head to [www.ongo.co.uk](http://www.ongo.co.uk) and to find out about The Arc go to [www.arcwestcliff.co.uk](http://www.arcwestcliff.co.uk) or follow The Arc on social media.

# Chamber urges businesses to take up free Peer Networks support

SME business leaders are being encouraged to engage with the new Peer Networks Programme which is designed to help them grow and develop their organisations.

Peer Networks is a national peer-to-peer networking programme for SME leaders which is being delivered locally by the Hull & Humber Chamber of Commerce.

The Chamber's International Trade Director, Pauline Wade, is leading the programme. She says: "We are creating diverse cohort groups of individuals to collaboratively work through common business issues.

"Businesses which seek external advice or undertake formal training are more likely to improve their overall performance, and many prefer to take advice from trusted sources when presented with external challenges and opportunities.

"Peer Networks are tailor-made to meet that demand, providing a cohort of up to 11 SME owners for you to work with to build your business together.

"Through interactive action learning we will enable you to discuss your own challenges, gain and reflect on valuable feedback and implement solutions to overcome them.

"Our expert facilitators give you the opportunity to create a trusted support network that works for you, helping you to build and strengthen your business and improve overall performance.

Peer Networks also provide a 1:1 advice, mentoring and coaching service delivered by experts in sector challenges, executive leadership, sales, marketing, finance, HR and more.

### Who is it for?

The Peer Network Programme is for any SME business leader or owner who may be interested in learning more and is available to any SME business (trading in the Humber Region) that has:

- Operated for at least a year
- At least 5 employees
- A turnover of at least £100,000

### Benefits

While the long-term objectives of the programme include positioning businesses for future



Pauline Wade – delivering the Peer Networks programme locally.

success and improving their overall performance, Peer Networks also provides the support that businesses need to tackle the short-term issues that are affecting them now, including those related to COVID-19 and end of the Brexit transition period.

The Peer Networks Programme is created for business by business.

This is a unique opportunity that is fully funded by the Humber Business Growth Hub and delivered in partnership with the Hull & Humber Chamber of Commerce.

The Peer Networks Programme is being delivered virtually and will run until March, 2021.

If you would like further information and to be considered for a place on the programme, please email Pauline Wade at [Peernetwork@hhchamber.co.uk](mailto:Peernetwork@hhchamber.co.uk)

More information about the programme and eligibility requirements can also be found here [www.humbergrowthhub.org/business-support/peer-networks](http://www.humbergrowthhub.org/business-support/peer-networks)



## Allenby Commercial welcomes big names and a top award

A family firm which has transformed a succession of key sites in Hull city centre has been rewarded with rising occupancy levels and a prestigious business award.

Allenby Commercial, based at Alfred Gelder Street, has reached 100 per cent capacity at Paragon Arcade and at WORX on the corner of Spring Bank and Beverley Road.

The company has a limited number of studios still available at Danish Buildings and Bayles House in High Street, and is working to create new opportunities at Chariot House and the flagship Monocle development in the former Europa House.

Outside Hull, Allenbys have welcomed MKM Building Supplies as the latest in a series of major brands to open at its Trade Yard site in Scunthorpe.

It has also secured agreement with another high profile tenant to open at the Willerby Trade Yard site which was recently acquired from Bonus Electrical, and it will soon announce details of a significant arrival to claim the final unit at Beverley Trade Yard.

The icing on the cake came when Allenby Commercial's activities in Hull – and particularly in the restoration of Paragon Arcade – earned the company the prize for Commercial Development of the Year at the Yorkshire Post's Excellence in Business Awards 2020.

Presenting the award in a virtual ceremony, compere Harry Gration highlighted the quality of Paragon Arcade as an example of the "fantastic new developments being created by our fine companies."

Georgia Allenby, Design and Marketing Manager at Allenby Commercial, said: "We were thrilled to win the award partly in recognition of our own achievements but mainly because it highlights all the businesses in Paragon Arcade who have worked so hard as a community to bring something unique to the area and created more than 40 jobs."



*Paragon Arcade, where independent businesses have created more than 40 jobs.*

"We're also delighted to play a part in the amazing success story of MKM. We'll soon be announcing details of more major brands who will take the total number of jobs created across all three Trade Yard sites to more than 100."



### HIRE AN APPRENTICE

**£2,000 INCENTIVE for 16-24 year old  
plus an additional £1,000 if they are 16-18**

**£1,500 INCENTIVE for 25 and over  
(Must be new employees)**

**WE HAVE CANDIDATES AVAILABLE  
FOR INTERVIEWS NOW!**

**Develop your existing staff skills  
with an apprenticeship**

**Business Administrator  
Customer Service Practitioner**

**Team Leader / Supervisor**

**Adult Care Worker**

**Lead Adult Care Worker**

**Refrigeration Air-Conditioning & Heat  
Pump Technician**

**Hairdressing / Barbering Professional**

**Contact: Carol Gill on 01482 611896**

**c.gill@chambertraining.com**

# New Members

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## **Dentology Healthcare**

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## **Geribodo4design**

Claire Garbutt  
07791 616391  
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## **HomeAmbience.co.uk**

Anthony Longden  
Hull  
07856 675415  
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Immingham  
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Hull  
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Collect, Convert & Manage your FX Through  
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## **Wrendale Designs Ltd**

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Giftware





**Name:** Julie Robinson

**Company:** Hessele Road Network

**Job Title:** Chief Officer

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

I'm originally from Newcastle and had a job as an Office Clerk with a glazing company. I was paid about £50 per week.

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

I always have my diary. I still prefer a paper diary - I can't function without it and can't imagine what I'd do if I lost it!

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

There are currently so many challenges facing the voluntary sector but the main one and this has been the same for many years is funding. We are a small charity but we do have a number of paid staff and our own building so finding the funding to cover these costs is an on-going struggle but without the staff and the building we couldn't continue to offer our services to the community.

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

I don't think that there is just one thing that needs to be changed in order to help our sector but the main one would be an end to short term funding. If you receive funding for 1 or 2 years it can mean that pretty much as soon as you get a project up and running you have to start looking again for continuation funding. This often means that you spend more time and energy looking for and applying for funding as you do delivering the project.

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

I'm in an office within an office so all I can see from my windows is Youth and Community Workers at their desks and none of them offer to make me a cup of coffee often enough! But if I look out of the main window I can see Massey Street Fields which is usually busy with dog walkers.

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

I can't really imagine doing anything else but my dream job would be working somewhere in the sun where I could take my breaks on the beach!

**In your work, what are your three main qualities?**

I'm committed to my work, determined and have a good sense of humour which you definitely need to survive in this job.

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

My biggest mistakes have always come when I haven't listened to my 'inner voice' or I've gone against my instincts, over the years I've learned how important instinct is and now I listen to it when I need to make important decisions.

**What advice would you give to aspiring charity managers?**

Follow your instincts, listen to your service users, be pro-active and stay true to your vision, don't change what you set out to do in order to fit in with what a particular funder wants but rather find the right funder for your work.

**Who do you admire most?**

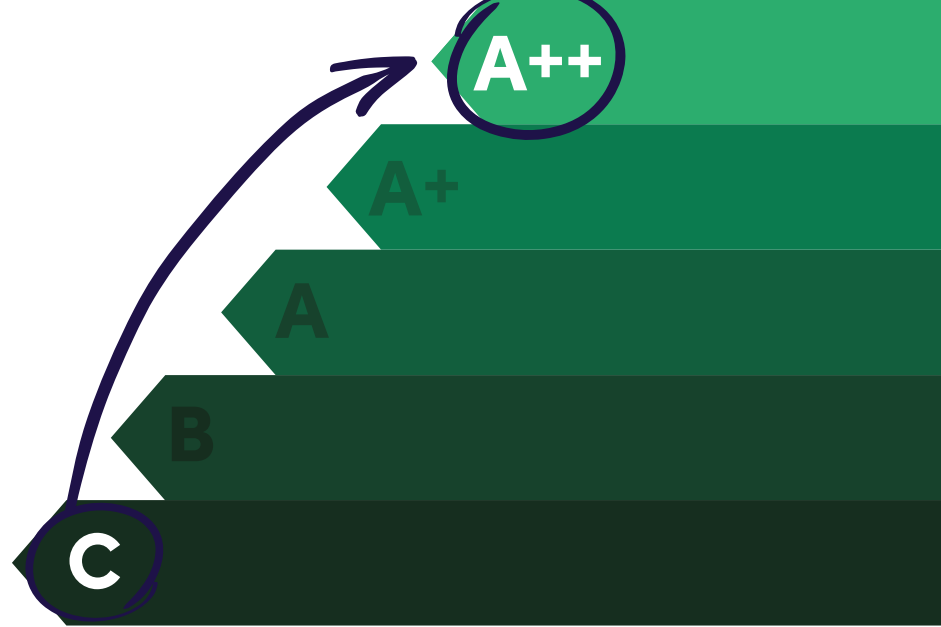
I had to think a long time about this one, there are so many people throughout history to admire who have fought hard for the things we take for granted today - I'm particularly thinking about the suffragettes. But in terms of who has inspired me in my career I have met and worked with some really committed people who I have learned so much from. The one that really stands out in my mind is Steve Barrigan who was my manager in my first real youth work job. He taught me so much about the values, approaches and importance of youth work. What I learned from him is still with me now and I hope that I have passed that on to other youth workers within the project. I feel that the way we deliver our work today reflects that great grounding I had 25+ years ago learning how to be a good youth worker from Steve at Newcastle YMCA.



## Join your Chamber - Membership starts at £99+VAT

- Raise your company profile
- Excellent networking opportunities – build up your contacts and gain business!
- 50% off export documentation fees
- International trade support and guidance
- Opportunity to voice your business concerns and priorities – we will lobby for all our Members
- Access and discounts for training to suit your needs
- FREE legal advice line
- FREE Members magazine, which could include your latest articles
- FREE annual publications, including our Members' Directory/Diary
- East Riding Leisure Corporate Membership - Save over 25%
- Discounted Chamber Primary Healthcare Plan through Westfield Health
- Discounted Business Choice Healthcare package through AXA PPP – new customers can receive 50% discount on Chamber renewal fees for three years
- Discounted AA fleet breakdown cover for Chamber Roadside Assistance
- 50% off marketing services – through Chamber e-shots to 3600 key contacts

Joining the Chamber of Commerce enables your company and all of its employees to be a part of the world's biggest business network and the Humber's largest business organisation which provides high quality, low cost services to Members and is recognised as the local "voice of business".



# It's time to get your business from 'C' to 'A++'

The Hull Business Energy Efficiency Scheme - or HBEES as we like to go by - is a Hull City Council-led scheme which offers a whole host of measures that will assist businesses to reduce their energy costs whilst also reducing their contribution to greenhouse gases; including the installation of new technologies and access to expertise, advice and funding in order to invest in energy-saving equipment to help make Hull a greener City.

Aimed at SME businesses in Hull, those that register for the scheme will receive an energy assessment visit and report by the Council's expert partners, outlining the potential improvements that can be made to help

reduce carbon emissions within your business.

Once you know exactly what steps you need to take to reduce your business carbon emissions, you can choose to implement them based on the reports we've provided. This may be supported via grants available through the scheme up to a maximum of £10,000.

HBEES is part funded by the 2014-2020 European Regional Development Fund Programme.

**Be part of the change and reap the benefits as Hull makes strides in becoming carbon neutral by 2030.**

GET IN TOUCH TODAY >

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

   @hbeesuk



# Do you provide mental health support for your staff?



We support businesses to look after the mental health and wellbeing of their staff, through our Ongo Talk service.

This year lots of businesses are experiencing an increase in mental health related sickness. That's why it's really important to have the right support in place for employees.

We will work with you to create a bespoke package of support that your employees can easily access in the workplace, including counselling and life coaching. We can also offer training courses and awareness sessions.

**To find out more about how we can help support your business, get in touch with us:**

ongotalk@ongo.co.uk  
ongo.co.uk/ongotalk  
01724 844848

