

# BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

February/March 2021

Issue 60



## Families in Business

Page 20

# Looking to Raise Finance?

There are a variety of reasons why businesses look to raise finance. The funding may be required for businesses looking to grow, seeking to refinance, or requiring cash flow support. BTG Advisory assists businesses across the UK to raise funds for a variety of purposes, such as working capital, expansion and capital equipment.

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# Chamber's Shipping & Transport Committee Chair Appeals for Help to End Humanitarian Crisis of Stranded Seafarers

The Chairman of the Chamber's Shipping and Transport Committee is turning the spotlight on the plight of seafarers who have been left stranded on their ships because of Covid-19.

Albert Weatherill, Managing Director of Van Ameyde McAuslands, has added his signature to more than 400 other businesses which have signed the Global Maritime Forum's Neptune Declaration on Seafarer Wellbeing.

The Neptune Declaration urges the implementation of four main actions to address the crisis:

- Recognise seafarers as key workers and give them priority access to Covid-19 vaccines
- Establish and implement gold standard health protocols based on existing best practice
- Increase collaboration between ship operators and charterers to facilitate crew changes
- Ensure air connectivity between key maritime hubs for seafarers

Albert said: "Thanks to Covid-19 hundreds of thousands of seafarers, worldwide, have been stranded aboard ships when they were due to return home, continuing to work on extended contracts, since the outbreak of the pandemic.

"This leads to seafarers facing fatigue after long periods at sea, which has both physical and mental wellbeing concerns. As well as fatigue, there are increased risks of maritime incidents and environmental disasters, posing a threat to the integrity of maritime supply chains that carry 90% of global trade.

"It is estimated that only 25% of normal crew changes, between March and August 2020, were able to take place due to the suspension of most international flights. Whilst there have been significant efforts to bring an end to this crew change crisis by a number of international organisations, some governments, unions and companies, the situation is getting evidently worse as travel bans are increasing due to the new variants of coronavirus being discovered.

"Across the marine industry, and beyond, there is a shared responsibility to resolve the crew change crisis.

"McAuslands are a signatory to The Neptune Declaration to put an end to this humanitarian crisis and they are showing that it is much more than a signature on a declaration. It is about the actions that are taken to resolve this crisis.

"McAuslands are providing much needed Covid-19 testing where it is needed the most – at the vessels. They are providing a crucial first step to allow seafarers to travel safely.

McAuslands are now offering a national one-stop service for Covid-19 safe crew changes. Their programme, delivered by medically trained and registered professionals, is providing Polymerase Chain Reaction (PCR) tests onboard vessels, to allow seafarers to depart, or at airports, for arriving seafarers.

McAuslands are rolling out the service beyond the south coast of England to all parts of the UK and are offering their assistance to help seafarers return home.

If you need assistance, or want to know more, please contact

**[Venetia.lawrence@mcauslands.com](mailto:Venetia.lawrence@mcauslands.com)**



*The Chairman of the Chamber's Shipping & Transport Committee, Albert Weatherill, is calling for an end to a humanitarian crisis caused by Covid-19*

# Date for Next Chamber Goole and Howdenshire Business Excellence Awards Revealed

The date for the next Chamber Goole and Howdenshire Business Excellence Awards has been revealed.

The event will take place on February 25, 2022, at Goole High School, after the decision to cancel the 2021 event was reluctantly taken following the introduction of a third national lockdown and the on-going Covid-19 pandemic.

It had originally been hoped that the event could take place later in 2021 than usual, but the organising committee have decided to focus its efforts on planning the 2022 event instead.

Garrey Haase, Chairman of the committee and the founder of the awards, said: "We've been monitoring recent developments and it has become apparent that it will just not be possible to stage the usual large-scale event this year because of the on-going restrictions

aimed at limiting the spread of Covid-19."

"We did, of course, consider staging a virtual event instead, but because the black tie awards ceremony is something that many people from the local business community look forward to each year we felt that it wouldn't be the same if we couldn't all come together and celebrate the achievements of our winners.

"Instead, we're aiming to make our 2022 awards - the eleventh event that we've held - our biggest and best yet! We have already received a number of entries and they will go forward for consideration for next year's awards instead, although entrants can choose to update and resubmit the information nearer the time if they prefer."

He added: "In the meantime, we hope everyone stays safe and wish the local business community well at this incredibly challenging time."



**Garrey Haase - date of the next awards ceremony has been set**

The awards website -

**[www.goolebusinessawards.co.uk](http://www.goolebusinessawards.co.uk)** - will remain open for entries, although the final deadline for submissions for the 2022 event is not until December this year. Further details will be announced later in the year.

# Allenby Commercial Embarks on Upgrade of Business Park at Former Army Garage

A former army garage which has operated as a business park for the last 20 years is to be upgraded in the latest regeneration project by new owners Allenby Commercial.



**Dale Gooderham, Asset Manager at Allenby Commercial, at the Chamberlain Business Centre in Hull**

Chamberlain Business Centre in east Hull is home to around 60 small businesses operating in a wide range of sectors. Allenbys have now completed the acquisition of the site and will embark on a phased programme of investment

designed to add to the 100,000 square feet of business space.

Dale Gooderham, Asset Manager at Allenby Commercial, said: "Everything we do is aimed at creating business opportunities in the local community and this is an excellent location for that."

The acquisition comes only three months after Allenbys completed the purchase of former Bonus Electrical premises in Willerby, near Hull, which will become the third in the company's Trade Yard sites. Beverley and Scunthorpe are both now at full capacity.

Allenbys also operates award-winning retail at Paragon Arcade in Hull and a combination of modern office developments at sites across the city including Worx, Chariot House, The Bloc and the Grade II Listed Bayles House and Danish Buildings.

Chamberlain Business Park offers space for office, industrial and manufacturing use with activities including distribution, modular buildings, flooring, specialist vehicle repair and fabrication. Most of the site is under cover but there are also small yard areas and containers which will be available to rent.

Dale said: "Years ago the business centre was an army garage where damaged or broken down tanks, lorries and other vehicles were brought to be repaired. But for the last 20 years it has been a business centre and now the owners have decided it's surplus to requirements.

"It's a good, busy site in a great location with a high occupancy level and is ripe for development to bring the facilities up to date and to bring some of the smaller units back to life."



## Stratstone Unveil Plans for State-of-the-art BMW and MINI Showroom in Hull

Stratstone have announced a multi-million-pound re-development of their existing Hull BMW showroom to bring both their BMW and MINI brands into one dedicated site.

The development, set to be completed in late 2021, will create a state-of-the-art showroom with space for 20 new models, showcasing the very latest technology across the BMW and MINI range.

Located just off the A63 on Citadel Way, the 50,000sq ft site has been designed to enhance the customer experience. Enabling customers to access the full BMW and MINI range of new and approved used vehicles as well as receive expert aftersales services from one site.

Customers will benefit from a bright and modern showroom space, which will also include BMW M and BMWi zones, allowing them to explore the performance and electric vehicle ranges alongside knowledgeable product specialists.

The customer experience will be enhanced

with three new delivery bays, allowing the retailer to create a personalised experience for each customer and demonstrate the full benefits of their new vehicle.

In addition to the newly designed showroom, the site will boast a 20-ramp service and repair workshop - uniquely equipped to offer a full range of services, including EV servicing. There will also be increased space for approved used vehicles, rooftop car storage and outdoor EV charging points.

Bill Berman, CEO of Pendragon, owners of Stratstone, commented: "We are delighted to unveil the plans for our re-development of BMW and MINI Hull. We believe this state-of-the-art facility marks a significant investment in not only the BMW and MINI brands, but also in the local community through long term job creation. We look forward to welcoming customers from across Hull and

East Yorkshire into this bold new facility when we open later this year."

During the work Stratstone BMW Hull's sales team will move to a temporary location on Courtney St, Mt Pleasant, Hull, HU8 7QF from Monday 8 February. Stratstone BMW Service and MINI Sales and Service teams will continue to operate from the existing MINI site on Citadel Way until the new facility is completed in late 2021.

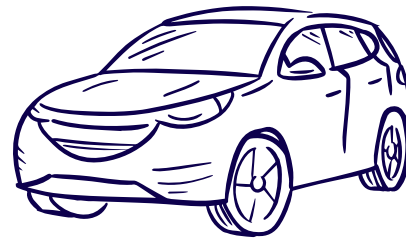
Stratstone have also announced plans for the re-development of their BMW and MINI Derby retailer which will be transformed to create a new sales and service space due to open later this year.

For further details on the services available at Stratstone BMW and MINI Hull please visit:

[www.stratstone.com/dealers/bmw-hull/](http://www.stratstone.com/dealers/bmw-hull/)  
[www.stratstone.com/dealers/mini-hull/](http://www.stratstone.com/dealers/mini-hull/)



**Hull Business  
Energy Efficiency  
Scheme**



# On the road to carbon neutral

**Sometimes, the first step is the hardest. In 2019, Hull City Council declared a Climate Emergency and set a target for our city to become carbon neutral by 2030.**

For our city to become carbon neutral, we need to reduce greenhouse gases - mainly carbon dioxide - by adopting a low carbon economy and removing any remaining carbon emissions; eventually leading to a zero carbon economy.

To help achieve this, the Council has produced a Carbon Neutral Strategy, which sets out how we can all work together to achieve this. That's where the Hull Business Energy Efficiency Scheme comes in. This scheme offers a whole host of measures that will assist businesses to reduce their energy costs, whilst also reducing their contribution to greenhouse gases to start paving the way to achieve a carbon neutral city.

**HBEES is part-funded by the 2014 - 2020 European Regional Development Fund Programme and consists of specialist support provided by the Council.**

This includes the installation of new technologies - such as heating and LED lighting systems, solar panels and personal wind turbines - access to

expertise and advice, as well as opportunities for grant funding up to £10,000 in order for Hull SMEs to invest in energy-saving equipment on their premises.

**If you're a small or medium-sized enterprise with fewer than 250 employees then you may be eligible for the scheme.**

Once registered, you will have an energy assessment visit and report at zero cost to you. The report will outline the potential improvements that can be made, showing how any investments made now, will benefit not only each individual business, but help save money and enable you to access the grants if you implement one of the recommendations. Most importantly, this will facilitate Hull's future as a greener city.

Getting a HBEES report and thinking about a grant are the first steps you can take to make your business more energy efficient, but have you thought about any other environmental impacts of your business?



From the products you use, to how staff travel and the amount of waste you produce, small changes can make huge differences. An Environmental Management System can help you take a look at these other impacts and support you to reduce your wider environmental impact. Curious? Visit [www.iie.gov.uk.com](http://www.iie.gov.uk.com) or email [climate.change@hullcc.gov.uk](mailto:climate.change@hullcc.gov.uk).

**Do you have an electric vehicle or customers who need somewhere to charge up their vehicle?**

Hull City Council has also installed 12 public charging stations which are available at Osborne Street multi-storey car park, Lowgate and Worship St car parks in the city centre. If you find a charge station is not working or if you have any ideas as to where else they should be installed, email [electric.chargepoint@hullcc.co.uk](mailto:electric.chargepoint@hullcc.co.uk).

**Businesses also interested in the Hull Business Energy Efficiency Scheme can find out more or register by visiting [www.hullbees.co.uk](http://www.hullbees.co.uk).**

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

[BusinessEnergyEfficiencyScheme@hullcc.gov.uk](mailto:BusinessEnergyEfficiencyScheme@hullcc.gov.uk)

[f](#) [t](#) [in](#) @hbeesuk





Teresa Thomas

# Businesses must stay COVID-alert to protect themselves and their staff

As our community continues to feel the impact of coronavirus, Wilkin Chapman solicitors' Head of Employment Teresa Thomas offers a reminder to business owners of their workplace and employee responsibilities.



The publication of this edition of Business Intelligence comes as we edge towards the anniversary of this country's battle against coronavirus. This has been a 12-months no-one would have predicted – a year that has brought with it concern, disruption and tragedy for thousands of families who have lost loved ones. The ability of our businesses to react has been dependent upon a variety of factors – namely the sector they are in along with their structures and make-up.

With the crisis on-going January saw us plunged into lockdown number three and whilst the vaccines offer hope, many would suggest there are still turbulent times ahead.

There is little doubt that some firms – perhaps those SMEs with small or non-existent HR departments – will be feeling battle-weary. It is important, however, that they remain focused upon their employees and the legalities surrounding any actions they are taking. With that in mind, let us look at a few important reminders.

As has been well publicised, the Government's furlough scheme is extended until the end of April to ensure workers are given 80 per cent of their salary, up to a maximum of £2,500, and kept on the payroll. If you still wish to take advantage of this scheme, remember employees must have been on the PAYE payroll by 23:59 on 30 October 2020.

Legally, if someone is placed on furlough it means they cannot undertake any work for the business or an associated employer, but they are able to carry out some training. If you still need some work done, then consider utilising flexible furlough. There may also be considerations around apprenticeships,

employees on fixed term contracts, holidays, and employees' furlough requests due to childcare issues. Our team will be happy to advise you.

Redundancy will be an unfortunate necessity for some businesses. If this is the case, it is important to remember that the rules remain unchanged - whether employees are furloughed or not. A fair process and selection must take place to avoid being on the wrong end of unfair dismissal claims. One important point to note is that employees under notice (whether made redundant or them having resigned) cannot be placed on furlough, they need to be paid in full for this period.

The risk of discrimination could also be higher than normal. Employers need to be aware that just because a worker does not fall within the prescribed list of clinically extremely vulnerable or vulnerable people, it does not mean that they are not disabled under the Equality Act 2010. If they fall under the Equality Act then they will have a wide degree of protection if they are treated unfavourably, for example, by not paying them when they are self-isolating, or dismissing them for unauthorised absence. Each case will need to be considered on its facts, so please seek advice.

As we move through 2021 with continued uncertainty, businesses may need to act quickly and in different ways. In response to that need Wilkin Chapman has Adapt HR. A bespoke employment law and HR advice line that provides cost-effective legal advice 24/7 for a fixed annual fee.

For more information on any employment issue, Teresa can be contacted on **01472 262637** or email [teresa.thomas@wilkinchapman.co.uk](mailto:teresa.thomas@wilkinchapman.co.uk)

**There is little doubt that some firms – perhaps those SMEs with small or non-existent HR departments – will be feeling battle-weary. It is important, however, that they remain focused upon their employees and the legalities surrounding any actions they are taking.**



## Adapt HR

### Bespoke employment and HR advice at your fingertips

Adapt HR provides cost-effective legal advice 24/7 for a fixed annual fee. We will advise you on your options together with any risks and will guide you through how to deal with the situation, so you feel we are a key part of your team.

In addition to the core package, you will have access to six bespoke employment & HR solutions that we can adapt to suit your business, so you can confidently deal with any employment situation.

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

For more advice on this vital issue, please contact Teresa on **01472 262637** or visit [wilkinchapman.co.uk](http://wilkinchapman.co.uk)

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solicitors

# NLT becomes one of the first in region to offer new 'drive-thru' CCNSG Test Only Renewal



Sarah Temperton

NLT Training Services in Scunthorpe has become one of the first in the region to deliver the new CCNSG National Safety Passport 'Test only Renewal'.

This is the first time that the industry-required qualification has been delivered in an online test-only format, replacing what traditionally has always been a full day's course.

The new online multiple-choice course, which is for existing passport holders, enables attendees to limit their time in a training room minimising their Covid exposure and also, more importantly, return to work the same day. It also costs less than the day-long course.

The CCNSG (Client Contractor National Safety Group) Safety Passport is the engineering construction industry safety card. Workers must have a valid CCNSG Safety Passport to enter many engineering and construction sites. As a result, around 30,000 people complete the course each year.

The Engineering Construction Industry the ECITB and CCNSG developed the Test-Only option for renewal of existing CCNSG Safety Passports.

Sarah Temperton, Chief Executive of NLT Training Services, said: "The new test-only option is a real step forward for the industry and it has been warmly welcomed by contractors who appreciate the fact that they no longer have to sacrifice an entire day's work to renew their CCNSG Safety Passport."

A CCNSG Safety Passport must be renewed every three years. Delegates are allowed to undertake the Test Only Renewal twice in six years after which they are required to undertake the full-day classroom-based course.

If candidates cannot pass the test only renewal option, they will be required to successfully complete the full two-day CCNSG course rather than the one-day renewal one to renew their CCNSG passport.

To book on to the new CCNSG National Safety Passport 'Test only Renewal' at the NLT Training Services contact our Business Development Team on: **0333 880 3540**.

## Schur®Star Systems taking responsibility towards the planet, its people and the future with pure paper bags

As a global packaging provider we appreciate our responsibility towards our planet, its people and the future - as well as our obligation to bring sustainable solutions to the marketplace. We actively monitor developments in raw materials and film solutions, and in cooperation with our technology partners and material suppliers we continuously develop new products.

As a family owned business that is now entering its 175th year, our customers have challenged us for solutions that could not only meet the specifications of pure paper, but likewise importantly run and pack their products effectively and consistently under the Schur®Star Concept. The Schur®Star Pure Paper Bag is ready for market introduction. It is produced of pure, unbleached, and non-coated paper material - a renewable resource which is recyclable in pure paper streams.



The specially developed raw material has a strong fibre structure, it offers high puncture and tear resistance, meaning excellent machineability.

The Schur®Star Pure Paper Bag has a wide

range of applications, both in non-food and food segments, where barrier functionalities are not required. In the confectionery market, the bag is an obvious choice for organic products, as it will give its contents an attractive appearance on the supermarket shelves and effectively convey a sustainable profile. But the solution is attractive for all products communicating sustainability.

This latest addition to our material range effectively underlines the complete flexibility and adaptability that the Schur®Star Concept brings to our clients across the UK, Europe, USA, Australia and New Zealand and enables them to pack different products effectively down one packing line but now with a greater material choice.

For more information please contact Schur®Star Systems **01472 840763** or visit <https://360universe.schur.com>



# New Year, New Hope!

Probably never has a New Year been cause for greater hope than 2021! Even the turn of the Millennium, which was the biggest New Year so far in my lifetime, not least because being an accountant we were all slightly concerned about time and the “Millennium Bug”, can’t compare with the arrival of 2021.

For those of you too young to know, that was when there was a huge amount of uncertainty as to whether some of the digital clocks that were embedded in older software would have understood that '00 came after '99, not '100! For those of you old enough to remember, you probably don't care because it was largely a non-event.

For many of us, regardless of our age, 2020 was to a certain extent a non-event, we didn't do holidays, we didn't do face to face anything, we didn't go into the office for large parts of the year. For some of us, it may have been a real struggle, hopefully you're still here, but not all of us will have survived and yet some of us will have thrived. But, I suspect like our business, your business has been largely treading water. We've done enough to get through, we've tried to get the business grants from our local councils, some of us got some, some of us didn't! We didn't, I'm not bitter about it, well, not anymore!

With the continued roll out of two vaccines to protect the most vulnerable, coinciding with lockdown 3.0, there is a cause for hope. We all know what to expect from this lockdown, hopefully we can dust off our coping mechanisms for a third go and perhaps make them even better.

In the meantime, we just have to get through the next three or four months, there might be a

little bit of extra cash for some businesses, the COVID loans are extended to March, but there's no sign of a Bounce Back top up, you'll have to get a CBILS loan if you need more money.

But..... there is additional hope, an alternative source of funding, still so often overlooked by a majority of businesses, both large and small, Research and Development Tax Credits! What's even better is you won't have to pay it back like you would a loan! It is a pat on the back from the Government and HMRC for doing something innovative, something exciting, something a little bit edgy or even dangerous, something where you took a risk, a jump into the unknown.

The vaccines that have been/are being developed are just that, yes for some of them the delivery method already may have existed, but the identification of the right part of the virus to mimic, the dosage, the safety and efficacy, were all a jump into the unknown, that's why they have been through clinical trials.

You don't have to have been through that level of detail, you don't have to be involved in clinical things, you don't have to have a lab or a scientist working with you.

You do have to have gone through a process of trial and error to get to the final result or the decision to scrap a project, because you can't complete it (yes, we celebrate failure). It can't

have a readily deducible solution, although if you were to look back once you've done all the work and go now that we've finally got there, the answer was more obvious than we thought, that is the benefit of hindsight and won't prevent you from claiming.

You have to have spent money on wages and salaries, subcontractors, externally provided worker, software, utilities, material that has been consumed in the R&D process, and if you have been involved in clinical trials, you can claim for the payments made to those trial participants.

If you think you have done some or indeed all of this, then you could be in line for a refund of up to 24.7% of the spend, or if you are a loss-making start-up or just had a bad year, you could surrender your losses in exchange for a cash injection of up to 33.35% of the spend.

If you want to find out more, you can book a 15-minute discovery call with me at [www.calendly.com/simon-bulteel](http://www.calendly.com/simon-bulteel) and let's make 2021 a year to remember!



# Quarterly Economic Survey Shows Third Lockdown Set to hit Progress Made in Quarter 4

Just as the Humber economy was getting back onto its feet, the Government announced another national lockdown, which put many businesses under renewed pressure, not just to make ends meet, but in some cases, simply to survive the next few months.

However, with the vaccine programme gathering pace, and a new package of Government support measures announced by Chancellor of the Exchequer Rishi Sunak, there was at least some light at the end of what has seemed like a very long tunnel.

Chamber Chief Executive Dr Ian Kelly says: "It is most unfortunate that the UK has had to go back into lockdown just as our local economy appears to have been rebooting for 2021.

"This is undoubtedly going to be a difficult few months for businesses of all shapes and sizes, and especially those grappling with the changes brought about by Brexit.

"The Chamber's International Trade Director, Pauline Wade and her team, are offering support for them and they can be contacted by emailing [help@globalhumber.co.uk](mailto:help@globalhumber.co.uk)

"We are pleased to see the Chancellor has been quick to provide support for businesses which will be grateful for it and will rely on it to keep going.

"With the mass vaccination programme now underway, we can only hope that this will be the last lockdown we will have to endure before we can all get back to some kind of normality

and doing what we're good at – building our businesses and growing the Humber's economy!"

Research by the Hull & Humber Chamber of Commerce in Quarter 4, the survey being conducted between November 2nd and 23rd, revealed the domestic market was making a recovery, with Home Sales increasing with the balance figure rising by 23 points.

Home Orders were also on the up, with the balance figure rising by 19 points to a balance figure of – 6.

Export Sales dropped slightly as the Brexit negotiations edged towards a climax, with the balance figure falling a further 8 points to –55, while Export Orders also dropped slightly, with the balance figure falling three points to –50.

Employment prospects improved slightly in the last three months with more firms taking on staff, the balance figure rising by 11 points, while the outlook for the next three months looked more positive, with the balance figure climbing back into positive territory at 6 points, an increase of 14.

Recruitment in the last three months was also up with more firms looking to take on staff, a trend that was set to continue into the first

quarter of 2021, but with the new lockdown, that may now change.

Full-time and temporary jobs were mostly available, while some part-time and temporary positions were also available.

Skilled manual and management positions were the most difficult roles to find suitable candidates for this quarter.

There was a sharp increase in the number of firms reporting an increase in cashflow in the last three months, with the balance figure rising by 50 points to 19.

Investment plans were also being looked at again, with 14% more firms considering investing in new equipment.

Training investment was also up, with a 23 point rise in those companies looking to train their staff.

In a sign of optimism, turnover and profit expectations both showed expected increases in the next 12 months, although more firms expected to see their prices increase, with the balance figure rising by 24 points to 23.

Overheads and finance were the biggest price pressures this quarter, while competition and tax were the biggest external concerns.

# CB Solutions Support Local School with a Large Donation of Timber

CB Solutions manufacturers of UPVC and aluminium windows, doors and curtain walling, timber fire doors and anti-slip decking are proud to support a local school and have recently donated a large amount of timber to Beverley Grammar School.

Kerry-Ann Taylor, Managing Director at CB Solutions commented "we are proud to supply a donation of mixed hard woods to Beverley Grammar School as part of our commitment to invest in the education of future generations. At CB Solutions we believe it is our duty to play a part in the training and development of the future generation, to support our beliefs we run an apprentice scheme which continues to be a success and has resulted in several permanent employees over the years."

Mr Bibbington, Head of Design and Technology at Beverley Grammar School said

"We aim to deliver an engaging Design & Technology curriculum at Beverley Grammar School. However, recent events have made this increasingly difficult as budgets have been stretched to combat the pandemic. We are incredibly grateful to have received such a large donation of timber materials from CB Solutions. This will allow us to continue to deliver practical, captivating learning opportunities for our students and prepare them for the real world as creative designers, skilled makers and informed consumers."



## Perseverance for Source Solutions

Perseverance, that was the word for Source Solutions during 2020 but also into 2021.

At the beginning of last year Source Solutions recognised the need to expand and to relocate. Despite the events of 2020 Source Solutions stuck to this plan. 433 Hedon Road, Hull, is the location of our new training centre but we continue to deliver courses nationally and within workplaces.

We are a Commercial and Funded Training provider, specialising in First Aid and Health & Safety mandatory training. We have an extensive portfolio of courses available

to deliver, offering open courses for one or more participants to join, as well as delivering on-site training for businesses with larger groups of employees. We can also design and deliver bespoke courses to your requirements. Alongside this we offer funded courses and work on funded projects, supporting the growth of employment opportunities within the Hull area.

Our training is interactive, relevant, engaging and we use the latest equipment to provide a quality learning experience. All training is delivered within the COVID safety measures. Our courses are accredited, ensuring that all information delivered is up to date

and meets the current Health and Safety standards plus to ensure the quality of our training through Ofqual regulations. All our trainers are experienced not just in the delivery of courses but also vocationally and academically.

Please do not hesitate to contact Source Solutions on **01482 291499** or email **info@sourcesolutionsuk.co.uk** for further information, to book a course or if you would like to keep up to date with our offers and courses for future training needs. Please also take a look at our website **www.sourcesolutionsuk.co.uk**. We would like to offer all Hull & Chamber of Commerce members 10% discount.

# Necessity is the mother of invention

The many creative ways in which businesses have responded digitally to the challenges raised by world events in 2020, have created a permanent shift in the way we see both day-to-day working and organisational locality.

With the rise of WFH and the subsequent infrastructure demands that came out of that, many organisations have been forced to re-evaluate the historical/traditional processes utilised as part of any business transaction and how they are undertaken.

At Anota over the course of the last 12 months, we have had many conversations with some of the CEOs and FDs of our client partners who have created opportunities within their organisations for implementing fundamental shifts in operational functionality out of the tumult of the last year.

The results of all the actions taken during 2020 on the collective corporate mindset, particularly here in the UK, have created a tangible desire to "lean into" 2021 with renewed purpose, vision, and drive, leveraging the power of acquired cloud ERP, DMS and other BC systems to ensure business and process resilience should anything similar occur again.



The power of the DocuWare cloud has really been put to fantastic use across a wide range of applications, from secure site visit/temperature recording logs, HR onboarding and customer surveys to remote invoice processing, approvals, contract signatures, document collaboration and training record management.

DocuWare can help power organisations into 2021 and beyond by facilitating the streamlining and reshaping of processes, integrating with other mission-critical applications and by providing a secure, auditable, highly available

document storage and workflow solution where the only limitation is the hunger for change.


If you are interested in finding out how DocuWare can help your organisation do better business then head over to [www.anota.co.uk](http://www.anota.co.uk), get in touch with Antony Dickson or Martin Chapman on **0113 887 2400** or email [sales@anota.co.uk](mailto:sales@anota.co.uk).



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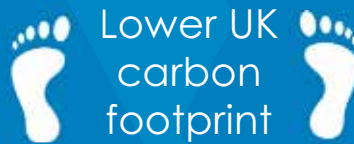
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# 2021: The Year CRM Systems Take Over the World

Ok...so taking over the world is a bit strong. But if 2020 has shown us anything, it's that people and businesses can and will adapt to change, but they need the right tools.

And we think CRM systems are just one part of a whole toolbox that businesses will need over the next 12 months.

## The challenges businesses face

COVID-19 and lockdown have been the biggest challenge most businesses have ever faced. The shutdowns and lockdowns have meant a workforce constantly in flux, never knowing exactly what the next day was going to bring. But that workforce stepped up. They started working from home, learning new software and skills, and did everything they could to keep the economy (and their company) moving forward.

And, sad to say, it's not over yet. 2021 is going to be another year of lockdowns and shutdowns.

As such, businesses have been spending the last several months making strategies and budgets to help them not only cope, but thrive over the coming year.

## Setting a budget

Generally speaking, revenue for most businesses is down (or stagnant) compared to last year. But interestingly, about 85% of European businesses surveyed by SpiceWorks (for their State of IT survey) are planning on increasing or keeping their current IT spending budget.

Gartner backs this up, saying that IT spending decreased or stagnated in 2020, but looks to increase worldwide by a projected 4%. And enterprise software (including CRM) investment is expected to grow by 7.2%!!

John-David Lovelock, distinguished research vice president at Gartner, suggests that this spend is down to a combination of need and trust. Businesses need software to keep their business going (and hopefully to grow it). They saw how well Cloud-based software functioned throughout 2020, keeping their workforce productive.

Recognising the likelihood of continued disruption to "normal" ways of doing business, management teams all over the world are responding by planning their spending.

## Making a strategy

This spending will, of course, not be made blindly or recklessly. Business leaders are looking to update their infrastructure and change business processes as a response to a change in the way we all work now.

Some businesses are talking about a permanent shift to remote working, either for their entire workforce or just selected individuals



or teams. Others just want the option available for their disaster planning processes, recognising that, while remote working isn't for them, there is a strong chance that future lockdowns will require it.

With all this in mind, you're looking at about 49% of businesses looking to invest in software and/or cloud services, specifically to cater for this shift.

In shifting to a Cloud based software and system, there is a real focus both on the requirements of the team and the security of the systems being used. A recent survey by Flexera found that around 83% of businesses view security as their biggest concern when shifting to the Cloud.

## And we can certainly back this up.

We're seeing a change in the questions new potential customers are asking us during system demonstrations. People want to know more about the security of our system and infrastructure than ever before. Just as important they want to understand how to control access to their data using our permissions model as well.

We've also found that our existing customers are coming to us with plans to expand their use of CRM. They may be replacing an old system that was exclusively desk-based rather than in the Cloud. Or they've got departments who could do with being more efficient. Some have even added whole new processes to their business that need integrating to their CRM system.

## CRM taking over the world?

One of the big trends that we as an industry are expecting over the next 12 months includes an increased adoption of customer service (or

HelpDesk / Ticketing) systems. There's also the expectation of an increase of focus on digital marketing.

Although there are standalone systems that will let you manage these specific needs, there is a real benefit to keeping them within a CRM system like OpenCRM.

The main win is the continuous flow of information between the people managing these systems and the rest of your team. Letting salespeople see whether someone has recently raised a ticket, asked a question, or just clicked on a link in a marketing email can help them tailor their next phone call.

And vice versa...if an agent on your customer service desk knows someone has recently signed an order or has an outstanding invoice, they can change their response to any complaint or question.

This kind of end-to-end solution is better for making sure your whole team is "singing from the same songsheet"...and can save your business money by saving time, reducing how many systems you are using and ultimately delivering better customer service.

If you'd like to learn more about OpenCRM or see more information on the stats discussed in this article, please head over to [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.**



# Unlock the best business finance options through funding specialists

The current Covid-19 pandemic has certainly given us some new phrases, such as social distancing, lockdown and furlough. In the funding world the new phrases are CBILS (Coronavirus Business Interruption Loan Scheme) and Bounce Back Loans, which many businesses have become familiar with over the last 10 months. By mid-December 2020, £69bn of funding under the various Government support schemes had been accessed by over 1.5 million businesses across the country.

If your application has been rejected by any of the lenders under these schemes, you may still have a chance to secure funding. Over 90 lenders operate various schemes under different lending criteria – the key is sourcing the lender which best meets your borrowing requirements.

If you have been declined for funding through these schemes, or they are not suitable, there are other sources of finance that you may be able to apply for, such as Asset Finance and Invoice Finance.

At BTG Advisory, we have expert knowledge of the Government support schemes available to support businesses during the coronavirus pandemic. We are knowledgeable about the approach taken by each lender and how to structure applications to maximise your chances of approval under time-sensitive conditions.

The nature of the finance agreements on offer is long term, which means that by securing a competitive deal now – you could save thousands of pounds in years to come. In addition to meeting your existing needs, the finance facility on offer must be

financially sustainable over the long term.

By accessing specialist support from the BTG Advisory team, you will thoroughly understand your financial needs, consider long-term plans for your company and any additional funding which may be required to achieve your targets. We can identify a product which will satisfy both your immediate and ongoing needs and equip your business for further Covid-19 economic uncertainty.

For a free business finance review, please contact Karl Hodson on [khodson@btgadvisory.com](mailto:khodson@btgadvisory.com) or Mike Day on [mday@btgadvisory.com](mailto:mday@btgadvisory.com).



## NORTH Lincs TYRES



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

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

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

**Heavy Goods Vehicles**

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

**Fleet Audit**

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

**Roadside Assistance**

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



**Earthmover**

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

**Forklift**

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







*Pictured outside The Deep Business Centre are (from left) Emilie Waslin, Sam Waslin and Andy Waslin of The Call Answering Company*

## Deep Business Centre Geared Up to Welcome New Ways of Working

New arrivals and a new way of working are fuelling optimism at one of the region's leading business centres.

Freya Cross, Head of Business and Corporate at The Deep said the Business Centre welcomed two new clients during 2020, with a third expanding to take more space.

In her capacity as national Chair of the Flexible Space Association, Freya added that further positives are expected during 2021 with an increase in start-ups likely and with

big businesses focusing on the potential of the regional locations.

Freya revealed that the Business Centre team provided additional support for the aquarium during 2020, at one point running the gift shop online and also setting up a private dining offer which proved very popular and will resume when restrictions permit.

She said: "Occupancy at the Business Centre fell but we only lost one company to the pandemic – they haven't closed, they're just working differently. Two left because of growth – moving on to the next stage of their development – but we

also welcomed two new businesses and an existing client expanded into more space.

"For every client that has struggled, another has gained market share and we have worked hard looking after our clients by acting as their un-furloughed staff and keeping them up to date with business updates including details of grants."

One of the new businesses, The Call Answering Company, relocated from its previous premises in Hessle during 2020 and began this year by moving into a larger office suite at The Deep Business Centre because of expansion.

Freya said: "During this year, as a result of job losses during 2020 we expect to see more people starting their own businesses and as a result of changes to the office environment we expect to see national businesses change how they work, either with more of a focus on regional offices or a hybrid solution. That reflects the clients we have attracted since we opened and we are confident we can meet the demand."

**"For every client that has struggled, another has gained market share and we have worked hard looking after our clients by acting as their un-furloughed staff and keeping them up to date with business updates including details of grants."**

# Can Your Ideas Help to Make the UK Safer?

The Defence and Security Accelerator (DASA) is part of the Ministry of Defence. Their mission is to find and fund the best ideas to support UK defence and security quickly and effectively, and to support UK prosperity. This allows the UK to stay safe, by taking advantage of the best innovations across the UK and internationally, keeping ahead of new and emerging threats.

DASA wishes to connect with organisations who could be developing solutions to real-world problems faced by UK Armed Forces and/or security services for different Government departments or public bodies. They run a series of innovation funding competitions, comprising themed challenges, but additionally they accept proposals that fall outside these themes, through an "Open Call". If you have an idea that you think might contribute in any way to the defence or security of the UK, DASA is keen to hear from you. You can find a list of current competitions at [www.gov.uk/government/collections/apply-for-funding](http://www.gov.uk/government/collections/apply-for-funding)

Since December 2016, DASA has received over 3,900 proposals from over 1,500 organisations, and has funded over £130m



into more than 790 projects. Over 50% of our proposals have come from SMEs and around a quarter from universities. DASA provides 100% funding for all funded proposals, and take no equity or intellectual property.

Past competitions sought solutions to a range of challenges such as bioprocessing waste fuels for the Royal Air Force, autonomy and AI for the Royal Navy, protective shelters for troops, and improved scanning capabilities

for aviation and rail. DASA works across all sectors - chemistry, biology, engineering, training, human performance, social sciences and beyond.

Further information is available at [www.gov.uk/dasa](http://www.gov.uk/dasa)

Your local point of contact for DASA in the region is Anna Taylor  
[ataylor@dasa.service.mod.uk](mailto:ataylor@dasa.service.mod.uk)

## Crane Crew Give Daisy Appeal a Lift with Payroll Giving

Workers at a Hull-based powered access and lifting company came up with a new way to raise funds for the Daisy Appeal after Covid forced cancellation of their Three Peaks Challenge.



Some of the workers at Hird Ltd in Hull who are supporting local charities including the Daisy Appeal with their payroll giving scheme

The team from Hird Ltd embarked on a payroll giving scheme which enabled workers to support charities while they were prevented by restrictions from organising other events.

Hird Ltd, which was founded in Hull in 1983 and specialises in a range of power access and heavy lifting services, has more than 80 staff at its four sites across the UK. The workforce of around 30 at the Hull depot in English Street supported five local charities, with the Daisy Appeal receiving £300 as its share of the proceeds.

Richard Christiansen, Health and Safety Officer at Hird Ltd, said: "We did a charity Three Peaks Challenge in 2018 and in 2019 three of us did the Lyke Wake Walk and raised more than £1,800 for the Daisy Appeal.

"We were keen to support the Daisy Appeal again because a lot of our colleagues have connections with cancer, whether

personally or through family and friends."

Claire Levy, Fundraiser for the Daisy Appeal, said: "We're so grateful to the guys at Hird Ltd for coming up with a different way to support our work. We hope their efforts will inspire other businesses to embark on new fundraising ideas because we can't afford to let Covid stop people from raising money for charities."

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.

If you have ideas for a Covid-safe fundraising event or something which can be planned now to take place post-Covid please email Claire Levy at [claire@daisyappeal.org](mailto:claire@daisyappeal.org)

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

# Healthy people = healthy business

The team at Roxton Occupational Health Limited are keenly aware of the hardship experienced by local businesses due to the COVID-19 pandemic. COVID has brought unprecedented uncertainty, and its impact will be felt on businesses for years to come.

Although vaccination programs are a light at the end of the tunnel, COVID is unlikely to go away and businesses will need to remain prepared. With that in mind, we have developed a comprehensive COVID support portfolio that can help your business proactively deal with COVID at all stages, from testing to managing long-term COVID symptoms.

### How we can help you

Our package aims to take away the headache of ensuring compliance with legislation while saving you money in the long-term. We can help your business meet the national standards for a COVID-secure workplace. We can offer rapid COVID-19 testing for those who are without symptoms. We can conduct return to work fitness assessments for employees following self-isolation. Our package includes follow-up support for your employees, addressing long-



term COVID symptoms, mental health, stress, and lifestyle improvement.

### Why choose us?

We are accredited by SEQOHS (Safe Effective Quality Occupational Health Service) which is the recognised standard for occupational

health. Our team are enthusiastic and passionate about the services we provide. We are experienced in providing occupational health to a variety of sectors including industry and healthcare. Our services are competitively priced and can be tailored to your needs, from a one-off medical to a service-level agreement. Our aim is to help your business succeed by ensuring your employees are physically and mentally healthy.

If you would like to know more about our COVID package or make enquiries about our other services, please visit our website at [www.roxtonoccupationalhealth.co.uk](http://www.roxtonoccupationalhealth.co.uk) or send us an email at [info@roxtonoccupationalhealth.co.uk](mailto:info@roxtonoccupationalhealth.co.uk). We look forward to hearing from you!



## Advancing to Cloud Computing

Cloud computing is the process of migrating your organisation's IT services and data onto the cloud. Moving to the cloud is flexible, effective and allows for secure home working with increased IT resilience. There is no longer a need for a server in the office which can fail and requires ongoing technical support and updates.

### Why Keyfort?

With **Keyfort's Cloud Services (KCS)** our experienced IT Systems Engineers will identify your requirements such as Microsoft 365, file storage, automatic 'off-site' backups and cybersecurity. We will then transfer your existing IT services and data to the cloud complete with comprehensive technical support.



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# Families in Business

In this issue we shine the spotlight on The SPS Group, a Hull-based business established nearly 30 years ago, about the vital role they are playing in the current COVID-19 pandemic, sustained growth of the business and how they continue to keep it in the family.

The Group began as SPS Security in 1992 with ICS Cleaning joining in 1995. The amalgamation was made between Tony Beharrell, who is Chairman of the Group and Christine Turner, Managing Director of ICS Cleaning. Both were running independent companies in Hull and believed that the synergies of their businesses worked to make a stronger business together.

The SPS Group was formed in 1998 to take in both businesses and SPS Technical was added to the Group's portfolio in 2008. What started life as a family-owned business remains the same in 2021, with family members in every department.

Today, with centuries of man hours experience and encompassing all the latest innovations in the marketplace across the cleaning, security and technical industries, the business is split into four areas – ICS Cleaning, SPS Technical, SPS Security and SPS Training. Together they employ more than 1,000 people working on contracts across the North of England - with a 24-hour control room and 30 full-time staff based at the head office in Neptune House, Hull.

Tony's son John is the Managing Director of SPS Security. He said: "Since our formation we have built up a secure financial foundation

and have developed into a large enough to manage and small enough to care total solutions facilities management provider. We continue to have an honest open approach and professionalism which has enabled us to win and retain major contracts throughout our history.

"We are passionate about our clients; they drive our growth and determination to succeed and be the best in the industry. By focusing on outstanding customer care, we strive to build long lasting relationships."

Christine, who's daughter Michelle is the Marketing Manager, commented: "We've been a family-run business since our formation and we are proud to still be able to say that today. We are proud of our Hull roots and always place our people at the heart of our operations. Many of our key team members have been with the company for more than 20 years and we value every one of them."

Lee Holgate, Technical Director of SPS Security, has his son Liam working as an engineer within the business and daughter Jamie-Leigh working as Technical Administration Manager.

Lee has a 30-year strong background in engineering and security and his role is to

**"Since our formation we have built up a secure financial foundation and have developed into a large enough to manage and small enough to care total solutions facilities management provider. We continue to have an honest open approach and professionalism which has enabled us to win and retain major contracts throughout our history."**



manage the technical department, grow sales both in installation and recurring revenue and introduce the latest procedures.

Lee said: "We have a forward-looking, progressive management team and a policy of investment in the latest equipment and technology. Our team are our greatest asset and without them out there every day working as hard as they do, we would not be where we are today. The ethos of the Group is to always be careful to recruit the best people and invest in thorough training. This has ensured the business has thrived over the years and we are proud of our low staff turnover."

Just this month SPS Security has taken delivery of a new fully electric car, a Vauxhall Corsa-e, to add to the regional mobile patrol fleet. This is in addition to a hybrid car that the team use and is part of its on-going efforts to go fully green.

James Smedley, Finance Director for the Group, commented: "We are fully committed to the move to electric across the Group, with two managers already driving electric cars



and three members of the management team driving hybrids.”

Talking about the last 12-months and the Group’s response to the Covid-19 pandemic, John added: “The last year has been a challenging time for all and for us here within the Group I am proud of how every single member of staff has risen to the challenge and adapted to the changing circumstances to be able to still deliver our vital services across the region.

“Like most other businesses this current situation has had an enormous impact on us - from protecting every employee, dealing with the furlough of staff at customers premises, to cleaning outbreaks, additional security needs, helping customers get back to work and re-open and ensuring the schools that we work with have been able to stay safely open. Given the nature of our business, our services have been in continued demand and we have been busy ensuring we have and are assisting our customers in every way needed during this pandemic.”



**Main picture, from left to right: John Beharrell, Tony Beharrell, Christine Turner, Michelle Ottley (this was taken pre COVID-19)**  
**And above: Lee Holgate and Liam Stewart**

# Taking back control in 2021

Who would have thought that at this time last year, we would be on the brink of encountering an unprecedented global pandemic, one that will go down in the history books.

It feels like a bit of a groundhog day at the moment however, back in lockdown again, hoping that we can see some light at the end of the tunnel. It is not all doom and gloom though. This pandemic has actually brought out the best in many people and businesses.

Speaking with partners and Chairman, David Everatt at Forrester Boyd, one of the leading accountancy, wealth management and corporate finance firms in the Humber and Lincolnshire region, we discuss what they think is in store for 2021.

## The biggest challenges for 2021

Uncertainty is the one thing that we can all be sure of. Brexit has finally happened and the UK is now free to mark its own patch. The knock-on effects of Brexit however are only just starting to play out. Some of these impacts will be very short term and iron themselves out such as issues at Customs, whilst other impacts on

**“Most of the clients that we speak with have been careful to plan ahead to ensure they will be resilient to whatever happens through careful cashflow forecasting and strategic business planning but not all businesses will have had the luxury of being able to do this. For those businesses, it is critical that they look at their cashflow and plan for the short, medium and long term.”**

the likes of agriculture are likely to be more profound and long lasting.

Cashflow too is going to become a potential issue for some businesses as deferred payments and loans kick in, but also as levels of trade pick up again from a low base, there is a risk of overtrading.

The supply chain is another area to keep an eye on. This is a risk area not only because of the impacts from Brexit, but also those businesses who may have been propped up by the grants and support packages offered by Government. When these finally come to an end, there is a real risk that many businesses might just not be viable anymore.

Is working from Home (WFH) here to stay? Maybe not to the extreme that it has been but definitely some hybrid versions of WFH. With an increase in WFH comes the possibility of some businesses downsizing. Why pay rates for large premises when you only have half your staff in half of the time? Many businesses have found increased efficiencies in WFH with reduced travel to meetings and reduced overheads such as lighting, heating and electric. So, there is a potential that we may see some changes in the commercial property landscape.

Another major challenge will be the mental health of employees. With many either furloughed or working from home for extended periods of time employers are going to need to be very supportive of their employees to deal with a myriad of varying mental health issues and concerns about returning to the workplace.

## How will debts accrued in 2020 impact on businesses?

This will depend very much on Government policy, and on the strategic planning of the

businesses themselves. We were heading towards a cliff edge of debt in early 2021 but this has been alleviated somewhat with the extension of furlough and deferment of loan repayments and other taxes. Looking forward, HMRC need to be careful and consider a taper to the reduction in reliefs or repayment stages of debt to avoid a car crash scenario. Most of the clients that we speak with have been careful to plan ahead to ensure they will be resilient to whatever happens through careful cashflow forecasting and strategic business planning but not all businesses will have had the luxury of being able to do this. For those businesses, it is critical that they look at their cashflow and plan for the short, medium and long term.

## The changing face of business and the consumer

We have seen some amazing innovation and resilience over the past 10 months from distilleries shifting production to hand sanitisers and hotels, restaurants and bars offering home deliveries and takeaway services as well as supporting their local communities. Having a flexible and agile business model does help in responding to quickly changing environments.

During lockdown, the likes of Amazon and Royal Mail have never been busier with many people doing their shopping online. We have also seen alongside this the community spirit come into play with many people wanting to support local businesses and help them to survive. Add to this the increase in ethical and socially responsible buying decisions and you have a very different type of customer to what we had 10 months ago. Is this an opportunity for businesses to differentiate and position their offerings to meet these needs?

### Social distancing – here for some time

With no immediate end in sight for social distancing, this will continue to have an impact on the way people communicate in a work environment. Many have found efficiencies in hosting meetings through online platforms, however there are those customers who just want to see the colour of your eyes. We all need some form of normality going forward so the return to some face to face meetings will be invaluable, especially in a business development environment. For many B2B businesses it is all about relationships and this needs to come front and centre above all else. Look after your clients and they will look after you.

### Financial support – or lack of it

Sadly, not all businesses have been able to adapt or even to continue to trade at all. We are all aware of the devastating impacts on tourism and leisure, but fairgrounds, theatres, actors, entertainers, some self-employed as well as company directors have been left out in the cold somewhat. Whilst we may have had one of the most comprehensive funding packages from Government, there are still some 3 million self-employed people struggling to make ends meet as they did not fit the criteria for support and have slipped into a gaping big support hole. We just hope that Government address this before we lose some amazing businesses and true entrepreneurs.

### The 'B' word

Brexit was put on the backburner. At the beginning of 2020 it was high on the agenda. Then it fell off a cliff until October. We have all become too familiar with the constant change in direction throughout 2020 and the stop-start of business. Did we really think that Brexit was going to be any different? What we will need to watch out for however will be potential regulatory changes. There will be opportunities here for some businesses to capitalise upon, you just need to be on the ball to spot them and take advantage.

### Business sectors – gains or grains?

This will be an interesting year for many business sectors. Whilst we know that leisure and tourism is really suffering at the moment, we think there will be a big resurgence later in the year. As the vaccine roll out takes effect and our freedoms become more relaxed, and as the weather warms up, the staycation will become the holiday of choice for many. There will be lots of barriers to overseas travel with many people just not comfortable getting on a plane and heading overseas.

Those businesses who have been able to benefit from food takeaway and deliveries will

have seen a huge lift in business throughout the pandemic and this will continue in the short term. However as restaurants begin to open up again, they may see this market penetration start to drop.

Others who are potentially going to see big gains this year are logistics businesses as people continue with their new found convenient online shopping. Businesses who should prepare for growth are therapists and specialists in health, fitness and wellbeing. All this lockdown food and drink has to be worked off somewhere. Sadly the one sector which we think is really going to be the loser in this whole scenario is going to be retail. Our shopping centres and high streets were already struggling before the virus took hold. Has this been the nail in the coffin or have some retailers found a niche and a way to make their shopping experience unique? Is 'buy local' going to be the saviour for the high street? Some of these retailers may have been able to adapt to online shopping or click and collect.

Take Back Control - A slogan that many will associate with Brexit, but we think 2021 will be all about 'taking back control' and not just from the Brexit slant but also from the pandemic. 2021 should be the year of taking back control of our businesses, our freedoms and our futures.

No one can see into the future to know with any certainty what is in store. We are indeed looking into a very murky crystal ball. 2021 will be the year of uncertainty so all you can do is ensure your business is resilient and agile, look after your cash flow and keep your eyes open for those potential opportunities.



**DAVID EVERATT**  
Chairman of Forrester Boyd

# Deal Agreed Between Landowners and Beal Homes For 12 Acre Plot To House 'West Hill II Kirk Ella' Residential Development



A deal between four separate landowners and developers has been agreed to pave the way for more than four hectares of land to be transformed into a new residential development in East Yorkshire.



**Paul White**

The 12.16 acres (4.92 hectares) of land off Great Gutter Lane (West), Willerby, has now been purchased by Beal Homes, where it is to develop its new 'West Hill II' development.

Planning approval was granted by East Riding Council for the scheme

back in the Spring, but the conclusion of a suitable deal between the company and four separate landowners remained key to it being able to press ahead.

That deal has now completed after months of negotiations, and Paul White, director of Hull-based Chartered Surveyors Garness Jones, says it resulted in 'excellent business all round', having acted on behalf of three of the four landowners.

"This has been a very complicated matter to resolve given the number of parties involved, including four separate land owners of the total 12.16 acres," he said.

"We are delighted to see a deal now concluded which has proved excellent business all round,

firstly for the vendors who we were instructed by, but also of course for Beal Homes who can now push on with another exciting housing development."

Assessing and agreeing value of land in light of 'fluctuating market' was key

Three of the four landowners turned to Garness Jones for their expertise in handling the sale of their land, given the firm's experience of seeing through similar deals in which sizeable plots have been sold for transformation into residential developments.

In recent years these have included the sale of 13.47 acres at Boothferry Road/ Swanland Road, Hessle, 6.43 acres at the former East Riding College site in Gallows Lane, Beverley, a four-acre site at Swanland Nurseries Garden Centre and a 2.6 acres site in Park Lane, Cottingham.

"Beal Homes already had an option agreement in place with the landowners and had been working on this deal for several years, but it was a complicated situation and the landowners came to us for advice," Mr White added.

"Our role was to determine the value of the land and negotiate between a number of parties, including providing advice relating to

a strip of land which provides direct access to the new site.

"We have a track record for negotiating on matters like this and assessing the market value of large plots of land for residential developments and we utilised our skills to assist and provide professional, expert advice which was essential in progressing the deal.

"These deals are typically complicated given the number of parties involved and also the many variables to consider, such as a fluctuating housing market and of course the uncertain economic picture at present.

"Without doubt this is an excellent site for Beal Homes to have acquired to add to their portfolio of residential developments and I am sure it will be a much sought-after site for homeowners and another big success, as was the first phase."

The 'West Hill II Kirk Ella' development will include more than 100 properties, including three, four and five bedroomed homes, as well as 31 affordable housing properties. Price range from £225,995 to £569,995.

It follows on from Beal's first phase of the West Hill development in Willerby, which saw 130 new homes built.





Emmaus Hull and East Riding Community Building Opening, 2016

# Could You Help the Homeless in Hull?

Emmaus Hull and East Riding recruit for new Chair.

Emmaus Hull and East Riding is now recruiting for a new Chair of Trustees to lead the Board and help the homelessness charity to meet its strategic goals. This is a fantastic voluntary opportunity for an experienced individual with vision, energy, social conscience and strong connection with Hull.

### The Job Description

- Lead the Board and the organisation to enable it to fulfil its purpose
- Ensure an effective relationship between the Board and the staff, companions, volunteers and stakeholders
- Act as a spokesperson and ambassador
- Supervise and support the Head of Staff
- Plan and prepare the Board meetings and the AGM
- Ensure a balanced Trustee Board is in place by recruitment of experienced and capable Trustees with diverse skills and backgrounds
- Ensure the Board sets clear a clear mission, strategy and targets for the organisation
- Ensure that appropriate governance measures are in place
- Chair Board meetings

- Ensure adequate support and supervision arrangements are made for staff, volunteers and companions
- Willingness, energy and drive to lead the organisation
- Possesses tact, diplomacy and powers of persuasion
- Possesses relevant knowledge and experience of leading organisations
- Previous charitable sector experience would be ideal
- Engagement with homelessness and shares Emmaus values
- Well connected in the Hull and East Riding area

### To Apply

To apply, please visit [emmaushull.org/vacancies](http://emmaushull.org/vacancies).



## A Letter from Chair Chris O'Donnell

I've been a Trustee of Emmaus Hull & East Riding for twelve years now, and Chair for two years. We've had special visitors; The Duchess of Cornwall, our national Patron, who was both gracious and down to earth during her visit to the community. Terry Waite, our national President, has not only visited but stayed overnight in our community. Our opening ceremony, with lots of balloons, was conducted by our two local Patrons, Alan Johnson and Patrick Doyle.



Chris O'Donnell

The big reward is the number of companions who have joined our community and then moved on positively in their lives. Being Chair of our charity is hard but rewarding work. I'll be sorry to stand down, but it's time for an energetic and committed individual to lead the Board in the forward development of Emmaus Hull & East Riding. We'd like to see an experienced individual with vision, energy, social conscience and strong connection to Hull and the East Riding chairing our Board going forward. We hope to hear from you.

*Chris O'Donnell*

## About Emmaus Hull and East Riding

Emmaus Hull and East Riding is a Hull-based homelessness charity with a difference. We provide 30 formerly homeless people with long-term accommodation, support, training and meaningful work. The ethos that we are offering a 'hand up', rather than a 'hand out', allows individuals the opportunity to truly reset their lives.

We opened our community building on Lockwood Street, Hull in 2016 and have since supported more than 264 people who have experienced homelessness. At the helm of our unique charity is a Board of Trustees who guide and shape it with their extensive, combined experience.

[emmaushull.org](http://emmaushull.org)



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Certificate Number 3736  
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Certificate Number 1208  
ISO 9001 ISO 14001

# Heald Partners with German Security Firm

Heald Ltd, the UK's leading designer and manufacturer of hostile vehicle mitigation security products, has announced a partnership with German security firm truckBloc GmbH.

The partnership will see truckBloc hold exclusivity in Germany to supply a range of Heald's patent-protected security bollards including shallow and surface mount bollard solution, the Matador and the recently launched ultra shallow mount Bridge Bollard.

The first shipment of fixed Matador's arrived in Germany early December, with further projects due to commence in 2021, which will see Heald's fixed and sliding Matador's and Bridge Bollard products installed at several high profile locations across the country.

Based in Fürth, truckBloc, which also sells products of the same name, specialises primarily in the perimeter security of events, especially in inner-city areas, with their mobile surface mount perimeter protection products which are crash tested to IWA-14 and PAS 68 standards.

By joining forces, Heald and truckBloc will be able to provide a one-stop solution for hostile vehicle mitigation solutions for both permanent and temporary requirements across the country, which has witnessed several vehicle attacks during 2020. Even with the current pandemic, Germany has seen terrorist-related attacks at the Volksmarsen Carnival which injured 60

and on a Berlin highway which injured six. More recently five people lost their lives, and fifteen were wounded following an incident in a pedestrian area in the south-west city of Trier.

Together products from both firms can provide effective perimeter protection while allowing access to permitted vehicles such as emergency service and delivery vehicles with the install of the Matador sliding bollard.

For temporary applications, both units can be connected together to create an accessible mobile defence line. Whereas for areas which do not require access, both Heald's fixed Matadors, the truckBloc and other Heald products can be integrated to provide a seamless security solution.

Commenting on the partnership, Michael Dahinten, Head of Business Development at truckBloc GmbH, said "The partnership between Heald and truckBloc is the coming together of two outstanding companies innovating in the field of perimeter protection. With shared values and a passion for helping to make the world a better place partnering with Heald felt like the natural fit, and we look forward to a positive outcome for all."



**Heald Matador's in Australia**

Heald owner and Managing Director, Debbie Heald MBE added, "Having visited Germany earlier this year and witnessed the quality of the truckBloc product and integrity of the company we knew that by combining our expertise we could provide an unrivalled perimeter security offering to Germany. We look forward to an exciting partnership with truckBloc and seeing our products installed across the country."

The announcement comes following the ongoing international expansion of Heald, which sees up to 80% of their products exported overseas to countries including USA, Singapore, Australia, Norway and other locations.

## HullBID Reports Partnership Approach Having an Impact on Crime

A partnership approach is having a major impact on the fight against crime in Hull city centre with more businesses signing up for the DISC crime and antisocial behaviour reporting scheme.

HullBID's street team are reporting significant achievements with Senior Support Officer Mark Andrews telling of two incidents which resulted in arrests with DISC, the HullBID radio system and Civic CCTV all playing a part.

The first incident involved theft of property worth about £3,000 from a city centre business. DISC displayed pictures of the thieves and two days later another business owner reported spotting them near his premises.

Mark said: "The trader used the BID radio to contact us and we used Civic CCTV to monitor the suspects. We liaised with the police, who arrested the men.

"The second incident involved someone



**The HullBID street team. From left, Martin Foster, Mark Andrews and Raich Orr**

causing trouble across the city centre, being abusive to people and generally committing antisocial behaviour.

"He went to court and was released on bail with a condition banning him from the city centre. We saw him and knew he was in breach of the order and again we used the

BID radio and CCTV to follow his movements.

"Both cases show how the various crime prevention measures work well together and are very effective. We've recommended DISC to other towns and cities because it really is invaluable."

In addition to the security roles of Mark and his colleague, Support Officer Raich Orr, HullBID also acts to keep city centre streets free of graffiti and other overnight mess with Cleaning and Maintenance Operative Martin Foster hard at work even before businesses have opened their doors for the day.

The DISC scheme now has more than 320 members with secure access to details of over 370 offenders and is operated by the Hull City Centre Security Partnership, which includes HullBID, Hull City Council, Humberside Police and individual businesses. It was funded by the Humberside Police and Crime Commissioner's office and the Hull Community Safety Partnership.



Members of the AA Global management team (from left) Gentiana Bendris, Ignas Mikoliunas, Chantelle Akdemir, Kirk Akdemir, Carol Jones, Andrei Sparling, Sharon Irving

# AA Global is Giving Back as it Marks Milestone Anniversary

The head of a language services businesses which is a major supporter of the Chamber's International Trade Centre is hoping to see the private sector bounce back during 2021 after a year of sharing the pain of the NHS.

AA Global Language Services experienced growth in its public sector work during 2020, with one factor being rising demand for translations of Covid-19 information for service users.

But the company's CEO Kirk Akdemir said: "We all want to see the NHS work settle back to normal levels because that will be a signal that we are heading into happier times, and I think that's what will happen.

"I am very proud of the way our team supported the NHS through such a challenging period but we are looking

forward to the vaccines taking effect and the increase in public confidence which will result. That will do more than anything to ease the pressure on the NHS and get businesses back on their feet."

Kirk is now exploring ideas to commemorate the 10th anniversary of AA Global arriving in Hull after expanding from its original home in Worcester. Since opening the Hull office with a team of two at the Marina in 2011 the company has built a team of more than 20 in the city and relocated to more spacious premises in King Edward Street.

Kirk said: "Whatever we come up with there will be an element of giving back to the community in which we work and where our people live. We have taken part in all sorts of charitable events in the past and never more than during 2020 when we donated water bottles to front line NHS staff and then donated around £1,300 to a selection of charities around the city instead of having our Christmas celebration.

"In this our tenth anniversary year in Hull we'll show our gratitude to clients and contacts and we'll also remember some of the charities which work so hard in the local area."

# Hull Lawyer Outlines Carriage of Goods Case Law in New Guide

Hull shipping and transport law specialist John Habbergham of Myton Law has contributed a section on UK case law to a new international guide to the ‘Convention on the Contract for the International Carriage of Goods by Road’, known as CMR.

With the movement of goods in the spotlight following the end of the Brexit transition period, the publication of a comparison of different ‘national’ interpretations of what is an ‘international’ legal convention is timely. However, law relating to the carriage of goods by road as defined by CMR is unaffected by Brexit as CMR is a UN convention drawn up in Geneva in 1956 and subsequently signed up to by the UK and other European countries, but also by countries on other continents.

Stichting Vervoeradres, the Netherlands-based foundation which creates standards for the carriage of goods, produced the online guide in cooperation with the Institut du Droit International des Transports (IDIT). The foundation has gathered together up to date reports from experts in Belgium, Croatia, Denmark, France, Germany, Italy, Lithuania, the Netherlands and the UK, with more reports from other countries to follow, illustrating how each country interprets the CMR treaty.

The guide is intended as a reference point for those dealing with transport law, including in-house company lawyers, counsels and claims staff as well as insurance companies.

John Habbergham said, “We are delighted that Myton Law’s specialist knowledge of transport law has been recognised through this invitation to provide the UK section for this prestigious guide.

“CMR is an international legal convention, but over the years courts in different countries have interpreted it differently. For hauliers and forwarders carrying goods by road, often across a number of countries, when disputes arise it is important to understand how the law is applied in each country. In the UK, for example, interpretation of the law tends to favour the carrier, whereas in Germany courts tend to find



**John Habbergham**

against the carrier. These differing approaches lead to ‘jurisdiction shopping’ - a scramble to fix jurisdiction in the face of a dispute. However, that can be avoided by ensuring a carrier’s terms and conditions include a jurisdiction clause and that the carrier makes sure its terms are incorporated into every contract.”

Shula Stibbe, Secretary General of Stichting Vervoeradres, said, “We are pleased that John was able to provide the UK case law information. The IDIT website includes reports from seven different countries with more to follow, so making access to comparison of interpretation of CMR easier for all involved.”

In addition to the online case law information, Stichting Vervoeradres is producing a standard manual for all European lawyers having to deal with CMR questions, which is scheduled for print publication in autumn 2021. The manual will give high level information on the main



**Shula Stibbe**

themes of the CMR treaty and include the newest insights on the interpretation of CMR. The country by country case law has been published on the IDIT website, so that it can be updated regularly.

Myton Law provides specialist shipping, rail and logistics legal services for clients in the Yorkshire region, 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.

Stichting Vervoeradres, active for 75 years, writes general terms and conditions that are used by nearly all Dutch road hauliers and promotes the good practice of using a standard consignment note for transport transactions.

[www.sva.nl](http://www.sva.nl)  
[www.mytonlaw.co.uk](http://www.mytonlaw.co.uk)  
[www.idit.fr](http://www.idit.fr)

**“We are delighted that Myton Law’s specialist knowledge of transport law has been recognised through this invitation to provide the UK section for this prestigious guide.”** **John Habbergham**

## Good Travel Management Appointed as a British Airways Specialist Agent to the Marine and Offshore Sector

To meet the growing demands of their customers and the developing Marine and Offshore team, as well as new clients in this sector, Good Travel Management (GTM) are strengthening their depth of specialist fares for the Marine and Offshore market by being appointed as a British Airways/IAG Specialist Agent.

Commenting on the new appointment, Kevin Harrison, Managing Director of Good Travel Management said, "This is excellent news for us but more importantly for our customers. As this market has grown considerably over recent years, particularly with our proximity to the Humber with its cluster of wind energy expertise and the associated supply chain, alongside our clients within the fishing and marine sectors, our appointment as a Specialist Agent brings many benefits. In the current climate of severe travel restrictions, this sector has continued to travel and has key worker status. Working in this sector necessitates the need for access to



specialist fares specifically set up to support anyone travelling offshore, for crew changes and those working in the supply chain, and brings many added benefits such as flexibility, extra baggage allowance for passengers in Economy class (Euro and World traveller) and little or no cancellation charges. This was vital

before Covid-19 but even more important given the instability and nature of world events. Our Pedigree in this sector and background within the wider group in the shipping and logistics sector make this a natural fit for travellers working in these markets."

Good Travel Management have recently become a partner in the Global Travel Group, Altour, a division of the Travel Leaders Group, and through this also brings many added benefits for customers travelling on British Airways and IAG partners including exclusive partner fares and direct access to full content through all our booking platforms.

Good Travel Management have produced a hub of content to support businesses working and travelling currently in the marine and offshore sector as well as in-depth Covid Resources Hub to support their clients through the complex world of travelling during a global pandemic.

[www.good-travel.co.uk](http://www.good-travel.co.uk)

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*Chris Upcraft LCS Technical Director, Kain Cator and Jake O'Sullivan recently qualified Academy IT Technicians*

## Career Opportunities for Young People with one of the Region's Leading IT Outsourcing Companies

LCS Group is recruiting for trainees to join its exciting IT Academy program.

Grimsby headquartered technology outsourcing company, LCS Group are once again on the lookout for local young talent to join its IT Academy leading to a full-time career with the rapidly growing business.

The 24-month program boasts a host of benefits over further education. IT Academy students not only work towards highly sought-after NVQ Level 4 Network Engineer and Microsoft qualifications, but they get hands-on with real customers and their IT platforms which is a far more engaging way to learn.

Supported throughout the entire program by world-class engineers, consultants, and security specialists the program offers a real alternative to University with the added bonus of a salary from the get-go avoiding the burden of student loans.

Glenn Thow, CEO said "We are committed to fuelling our growth ambitions and continued

success by engaging young people from the local pool of talent, training and supporting them to become the very fabric of our future success"

Jake O'Sullivan, former Franklin College IT student and now a fully qualified IT Technician after completing his training program with the LCS Academy said, "I was never sold on the idea of university where I would be left with debt and no guaranteed job after years of education. I discovered the LCS IT Academy who have provided an effective training program in my hometown where I have been able to learn by working alongside world class IT engineers."

He continued by saying, "I am enjoying the ability to work independently with customers, implementing exciting solutions for them and making a positive difference to their businesses in very difficult and challenging times."

LCS Group support a vast range of customers from small businesses to large scale corporates, from food processing and engineering to renewable energy companies. As a result, the lucky candidates will be exposed to the most cutting-edge technology

from a host of industry sectors. This varied experience will ultimately help them choose their future areas of specialisation, as LCS are passionate about guiding each individual staff member down their own preferred path for optimum job satisfaction.

It's not just the work itself that you'll find rewarding though, after speaking to Kain Cator a former Grimsby Institute student who has also completed the program and secured a full-time position with the business, he said, "I have been mentored by some of the most technically proficient engineers in the country which has accelerated my knowledge more than I ever expected. The atmosphere in the company is so calm and positive, it is a quality place to work & has giving me a great head start into my career."

The IT industry is expanding rapidly, and technology has never been more relied upon. Are you looking to learn real-world skills in a business environment, getting hands on with state-of-the-art technology? A career with the LCS IT Academy may be perfect for you.

For further information on the LCS IT Academy and how to apply, visit [www.lcsgroup.com/it-academy](http://www.lcsgroup.com/it-academy)

# Corporate Tax Specialist is the Latest Tax Partner Appointment for Streets Chartered Accountants

Streets Chartered Accountants, a Top 40 mid-tier multi regional audit, assurance, tax and business advisory practice, is delighted to announce the appointment of its latest Corporate Tax Partner, Mustafa Rafik.

Mustafa joins Streets with over 10 years' experience in advising on corporate tax, having pursued his career with top 10 UK firms. Whilst he advises on a wide range of corporate tax matters he has developed a specialism for assisting owner managed, family and larger businesses with the tax implications of corporate restructures, mergers and acquisitions, employee incentives, R&D tax relief claim and capital allowance claims.

Commenting on his new role Mustafa said: "I am delighted to have joined Streets and to be starting a new and very exciting chapter in my career. I look forward to working with existing and new clients and developing strong personal and trusted relationships, helping to support them with their goals, aspirations and success.

"In the short to medium term, I envisage being busy supporting and advising on the tax implications of decisions around structures and strategy as clients look to manage their businesses and investments. Looking to my wider role within Streets, I am excited about



working with my fellow Tax Partners and the wider team on the continued growth of both the firm's tax compliance as well as specialists' advisory services."

When asked about what Mustafa's appointment means to Streets, Paul Tutin, Chairman and Managing Partner, said: "The last few years have seen a significant growth of our firm geographically. As such we have been looking to ensure we service effectively the needs of both existing and new clients, especially those seeking Corporate Tax advice. Recruiting an additional Corporate Tax Partner has been something we have been looking to do for

some time, though finding someone with relevant expertise and commercial drive has not been easy. We have therefore been extremely fortunate in attracting Mustafa to the firm.

"Whilst he will primarily work across the firm's offices across the Midlands, Mustafa will also support our offices and clients across the wider practice. Mustafa joins a team of seven Tax Partners covering and looking after private clients, international matters and direct and indirect tax. Mustafa's appointment brings the firm's combined number of Partners and Directors to 44 supported by more than 200 staff."

# Andrew Jackson Advises Yorkshire Marine Business on Global Energy Contracts

Regional law firm Andrew Jackson Solicitors LLP is delighted to announce that it is advising Specialist Marine Consultants (SMC) on numerous energy contracts for projects with an aggregate value in excess of £12 million, as the Yorkshire-based business continues to deliver its expertise to the global marine and energy industry.

Martin Collingwood, head of construction at Andrew Jackson and a member of the firm's energy team, is currently providing contractual advice to SMC on the placement of personnel to work on some of the world's major energy schemes at various locations including Europe and the Far East.

Ian Coates, managing director of Specialist Marine Consultants, said: "Andrew Jackson Solicitors has provided SMC with highly valued legal consultancy throughout 2020 and this is a relationship we will most certainly look to



continue growing over the coming years.

"In what has proved to be an extremely trying year with the impact and uncertainties around Brexit and the ongoing Covid-19 pandemic, Martin Collingwood's diligent

support has allowed SMC to pursue activities globally with a great level of confidence. 2020 saw SMC take on large-scale inspection and maintenance contracts both in the UK and the EU, in addition to essential marine coordination and marine consultancy activities in South East Asia, and the support provided has allowed us to take on these significant packages of work with minimal risk to SMC.

"We are grateful for Martin's assistance and I look forward to working with him and the Andrew Jackson team throughout 2021 and beyond," he added.

Martin Collingwood said: - "Our relationship with SMC continues to grow and we are delighted to continue to assist our client on several matters, notwithstanding the challenges from the current pandemic, to help them achieve their commercial objectives."



## Planting for the Future

When I was a pupil at Alderman Cogan's junior school Hull, the talk was of joining the European Economic Community (EEC) the forerunner of the EU. Our membership of which has come and gone. Whilst dealing with such challenges we must also plan for the long term by working together with shared values and objectives. Thus, it is with great pleasure that we announce that a charity which Keyfort supports, One Hull of a Forest (OHOF), has just planted 3,144 tree saplings at Alderman Cogan's school. This is a positive result for education, community and the environment. Keyfort looks forward to continued work with apprentices, interns, business community, NfP/education organizations and more tree planting for a brighter future in 2021.



**Roy Clayton, Keyfort  
Managing Director &  
OHOF Chairman**

## Phillips 66 Humber Refinery Donates £45,000 of Technology to Local Schools in Support Of Virtual Learning

Phillips 66 Humber Refinery has donated £45,000 of laptops and software to local schools in support of pupils' home learning.

The donation – 100 laptops in total – will go toward helping to close the digital divide impacting young people whose education during the current pandemic is suffering from a lack of access of devices or the internet.

The laptops will be distributed among 14 primary/secondary schools in the Humber area.

Darren Cunningham, UK Director & General Manager of the Phillips 66 Humber Refinery, said: "Children having access to devices at home for distanced-based learning is a national problem. With many households without access to a laptop, tablet or PC, many of our children are missing out on vital education. We are proud to be able to support some of our schools and help some children who otherwise would not be able to learn. Everyone has the right to an education."

After the announcement of the latest lockdown, it was revealed a quarter of UK students unable to properly access online learning\*. Technology is something many take for granted, but for those who do not have ready access this

lockdown has widened this digital divide.

A recent report/study found that 25% of UK students are unable to properly access online learning.

Phillips 66 works to promote economic, social and environmental advancement in the communities it calls home. The company is a long-term advocate of education and literacy, which are at the core of the company's philanthropy program.

Nina Stobart, Phillips 66 Public Affairs Lead, added: "The Refinery Education and Charity team chose to support local students with their learning. These laptops will not just do that but also give those students back a feeling of belonging – being able to stay in touch with their friends and teachers – which will also benefit their wellbeing. When this pandemic is over, we do not want a generation of children who, through no fault of their own, find themselves left behind. We are honoured to be able to support them"

### Beneficiary quotes

Jennifer Vincent, Director of Employer Engagement, Scunthorpe: "This level of support from Phillips 66 is phenomenal. Some of our students are in need of devices to enable them to continue their learning, so these laptops will go straight out to support their learning journey."

Sandra Fawn, Head Teacher, Canon Peter Hall Church of England, Immingham: "Our overwhelming thanks go to Phillips 66 for their generous donation of laptops to further support our pupils and families at Canon Peter Hall CofE primary school. This will enable more of our children to engage in their remote learning at home during the lockdown period and beyond. In addition, it can never be overestimated how this will also support their well-being through online communication with their friends and staff in school. Thank you again on behalf of all our families at Cannon Peter Hall!"

Jackie Waters-Dewhurst, CEO of Lincoln Anglican Academy Trust (LAAT): "At LAAT we are delighted at the extra resource that will enable more pupils to access their learning in these difficult times. As CEO I would like to thank P66 for all that they do. Support like this helps the amazing school staff to realise the vision of enabling every child to be all they can be."

Joanne Woodhouse, Assistant Principal Havelock Academy, Grimsby: "We are incredibly grateful to Phillips 66, and we know our students and their families will be, too. Our online live learning offer is going from strength to strength, and this will go to ensuring that more of our students can access our offer and continue with their learning."

# Law Firm at the Forefront of Technology for 180 Years

A law firm which played a part in bringing the telephone to Hull is marking its 180th anniversary by renewing a commitment to harness technology to drive future growth.

Rollits LLP, which has served clients through pandemics, wars and other catastrophes since 1841, will celebrate the milestone in June.

Pat Coyle, the firm's Director of Marketing and Client Relations, said the onset of the Covid pandemic reinforced the ethos of the business to embrace digital innovation to build a sustainable and resilient practice robust enough for the next 180 years.

Pat said "We met the pace of change last year by implementing a rapid transformation of our working practices and we were thankful that previous IT investment made this possible.

"Our history tells us the firms founding partners also had an interest in technology. Sir Albert Rollit was a close friend of Alexander Graham Bell and in 1879 helped to organise the first demonstration of the telephone in Hull, with a line between the firm's office in Bowlalley lane and a client's premises in Humber Street."

Technology has always been at the forefront of Rollits' business strategy and in October 2020 the firm implemented a new Practice Management System which included a comprehensive training programme for lawyers and support staff – all delivered remotely as the firm worked from home.

Pat said "We couldn't have known when we started the project that implementation would be in the middle of a global pandemic but it was absolutely the right move at the right time. We were planning for the future and all of a sudden the future was here!

"Technology is vital in enabling us to manage our business and equipping us to meet future challenges and support clients and their needs. The events of 2020 underlined it's essential to keep ahead of the game. We are proud of our history but we are also looking forward to the future with optimism and confidence."



Pat Coyle,  
Director of  
Marketing and  
Client Relations at  
Rollits LLP

# Tomorrow's H.O.P.E – The Support That Goes Further

The story so far - Tomorrow's H.O.P.E (Helping Others Positively Evolve), was Founded in 2017 by Lee van den Born. Tomorrow's H.O.P.E has come a long way from

beginning in a small home office. When Lee first started out, he had a passion for helping support those with brain injuries and for those who had suffered life changing injuries, this passion drove him to action to start his own business. He started off slowly, speaking with solicitors and case managers then working with compensation claims and litigation clients. However Lee wanted to offer more, there were noticeable gaps in community based services after hospital care, especially for those that did not fall into the litigation services, Lee decided to then register the company as a Social Enterprise, Tomorrow's H.O.P.E was then registered and awarded as a business for good, this means that Tomorrow's H.O.P.E now offers its service to all. Tomorrow's H.O.P.E is now pleased to offer the following bespoke, unique and personalised services such as; advice and information on benefits to support those through the mine field of the benefit application process from start to finish, Tomorrow's H.O.P.E also offers advice



and information on many other subject areas, we also take on specialist casework, such as benefit appeals, work tribunals and court tribunals when required. At Tomorrow's H.O.P.E we can provide family support sessions to help support families, reduce stress and isolation and increase confidence and health/wellbeing for all family members whilst empowering each family member towards a positive future, these sessions are unique, individual and tailored to every family. Tomorrow's H.O.P.E can complete health checks working within NHS guidelines whilst working in conjunction with the GP, we also work with community services in promoting healthy lifestyle choices. We conduct Social Prescribing and work within National Social Prescribing guidelines. At Tomorrow's H.O.P.E we work within health and social care guidelines but are not appointed by local councils, so we can spend more time with the family/individual completing in-depth assessments, with the aim to then implement complex and complete support packages with relevant agencies that are best suited to all those involved. Tomorrow's H.O.P.E delivers an holistic service meaning we look at the whole picture, we look at every aspect of the individuals/families life and then we take a closer look at what is affecting the family or individual, we then deliver a specialised unique and bespoke service incorporating the holistic view to help support the family/individual.

Unlike many other organisations we aim to work within the family home, this is proven to make families and individuals feel more at ease, also to take the burden off them traveling to new places. When a person is in their own environment it can be more comfortable and reassuring for them.

At Tomorrow's H.O.P.E we have a main aim which is to empower families and encourage positive change, overall we Help Others Positively Evolve.

Lee built the company on the main aim and through his living experience of the gap in services, after experiencing a health crisis which took a long period of recovery. Lee believed in a change that was needed and wanted to be able to help those in need before they reach a time of crisis.

We can now offer litigation and pro-bono services throughout, Hull, The East Riding, Lincolnshire, Doncaster, Grimsby, Scarborough, Leeds, Humberside and we are able to offer services in other regions upon request.

We're dedicated to giving you the very best independent specialist support services with a focus on financial advice and information, caseworker services, family support and health and social care services.

If you would like to know more please visit our website: [www.tomorrowshope.co.uk](http://www.tomorrowshope.co.uk)

## Up-and-coming Local Football Star Scores Sponsorship from Leading East Yorkshire Marketing Agency

Humber-based marketing agency Sowden + Sowden are delighted to have signed a player sponsorship package for local Scunthorpe United 'the Iron' player George Hornshaw, as he looks to progress his promising professional career over the 2020-21 season.

George, 20, who plays Midfield, kick-started his football career in the 2017-18 campaign after graduating from the club's academy scholarship, gaining a man of the match award for his debut Checkatrade trophy performance against Leicester City U21s. He has since made a further seven appearances for the Iron, clocking up a total of 582 minutes on the pitch.

The sponsorship comes as a gesture of support for George's mother Jo, Head of Accounts, Operations and People for the agency, as well as serving to help George develop his skills on the field during uniquely challenging times.

Polly Sowden, Director at Sowden + Sowden, said: "We're delighted to have signed this exciting sponsorship package for George as he continues to build a promising future in professional football. Everyone on our team is proud to be showing our support in a more meaningful way, not just to George but also to our long-time colleague Jo. Once the challenges of Covid are a thing of the past, you can be sure we'll all be cheering him on in the stands!"

In addition to his supporter-voted man of the match award, Hornshaw's first outing



against Leicester U21s saw him gain valuable premier league experience. He made further Checkatrade trophy appearances during the 2018-19 and 2019-20 seasons, against Wolves U21s and Grimsby Town, respectively.

Commenting on the sponsorship, George said: "I'm incredibly grateful to the Sowdens

team for sponsoring me so that I can build on the experience I've already got and take my football career to new heights. My mum's work ethic has always been a huge inspiration for me, and I'm striving to recreate the same level of dedication and ambition in every game on the pitch."

## Yorkshire-based Technology Company Goes Platinum

After a successful 2020, eyes are now set on global expansion.

Anota Ltd is today very pleased to announce that after an incredibly challenging but successful 2020, they have been awarded the coveted DocuWare Platinum Partner status for 2021.

This is a major achievement for the company, a long time Gold Partner, and shows that their commitment to innovation and customer service has been recognized by both client partners and DocuWare during a tumultuous 2020. As a leading document management system consultancy, Anota has been at the

heart of the expansion of DocuWare and its enabling of businesses to continue working remotely and drive out cost-savings

"This a significant and well-deserved award," says Antony Dickson, Managing Director at Anota Ltd. "and I am extremely proud of the whole team. To have performed to such a high standard and delivered this level of growth and success during what has been a challenging year is testament to their commitment to our many industry client partners."

This news comes in the wake of recent milestones and successes including:

- 30% staff increase in 2020 to support continued growth.

- Global certification of internally developed VertoSuite Line Items software by DocuWare Europe GmbH.
- Agreement on US distribution deal for said integration software.
- Celebrating of their ten-year anniversary in 2021.

Antony continues "We continue to go from strength to strength and having our Technical and Development teams based in Hull means that we are surrounded by innovative companies and creative thinkers with whom we can and do partner. Our plans for 2021 will see us expand across Europe and Australia, continuing to innovate and help organisations of all sizes streamline their business processes."

# Firms Relocate to Enterprise Village Extension

Six Grimsby firms have secured their place in the brand new £1.2million extension of the town's Enterprise Village business hub – Parkinson Place.

Named after estates manager Tony Parkinson, the E-Factor development is one of the town centre's biggest commercial investments in recent years and brings renewed optimism for the region's business community.

The latest to make the move into one of the seven new units is Grimsby tech firm F4 IT.

Darren McKay, director at F4 IT, said, as a company committed to reinvesting its profits into the local community, it had shared values with the not-for-profit E-Factor.

"We are moving into the heart of Grimsby's business community which gives us immediate exposure to E-Factor and the support they offer. Like us, their strength comes from their 'invest in local' approach," said Darren.

"In terms of the unit, we couldn't have found a better design anywhere else. It fits our needs perfectly for now but will also accommodate our planned future expansion."

The new units have been developed on the historic site of the former Atkinson's smokehouse and bring the total number of business premises in the village to 33.

Each of the new units boast spacious warehousing and office space.

Solar PV panels, optimum flood-risk mitigation design and electric vehicle charging points are standard features, plus 40 additional parking spaces.

The first firm to move into the Enterprise Village extension was award-winning Ish Fish.

Director Garry Bainbridge said: "We were able to design the space which has meant we've been able to bring everything under one roof. Before, we were spending much of our time back and forth on the motorway, between office and warehouse.

"I can't speak highly enough of E-Factor and what they have brought to this town."

The other new tenants are Embley Builders, Adrenaline Muay Thai, Quadratica UK and Rothenburg Associates.

The site of the new units was named Parkinson Place, in recognition of E-Factor's estates manager Tony Parkinson, who managed the project remotely via video camera, due to having to isolate during the coronavirus pandemic.



Tony oversaw the whole venture, from acquiring the site in April 2019, through the planning process in August, demolition of the derelict smokehouse, construction by Grimsby's Topcon and the individual design of the internal space to meet the exact needs of the tenants.

Any business interested in renting a unit on the Enterprise Village should contact the E-Factor property team by emailing [info@e-factor.co.uk](mailto:info@e-factor.co.uk) or calling **01472 252780**.

# Agencia Makes Key Appointment to Set Up Investigations Capability



A business which works nationally and internationally on health and justice reform has established its own investigations capability with the appointment of a former police officer who brings a wealth of experience and knowledge in the field.

The move enables Agencia to enhance its

services to clients including governments and departments, businesses in the UK and overseas and other organisations.

Agencia Investigations will be headed up by Ian Tyers who enjoyed a 30-year police career before launching his own business to provide investigative support to private clients, achieving considerable success in both loss prevention and recovery.

Ian was introduced to Agencia by Tim Holt, the company's Director of Serious Crime, and has expertise in developing sensitive intelligence as well as managing and directing routine and complex investigations into matters such as theft, fraud, counterfeiting, corruption and money laundering.

He said: "Among other things, Agencia Investigations will be helping clients internationally with the markets that are going to be opening up, the new cultures that they will be dealing with and the need to be regulatory and legally compliant.

"We can also support companies in existing markets where changing circumstances might make them vulnerable to being drawn into a lack of compliance. The primary thing we offer is an investigation service that helps business, governments or the third sector combat risk, and prevent loss and harm to people, profits and reputation."

Helen Gibson, Managing Director of Agencia, said: "The challenges to public law enforcement are huge and tackling crime requires a more sophisticated approach. By engaging Ian, Agencia Investigations, will add to what we are already doing in justice, policing and security and health and social care.

"We can look at organised crime, fraud, corruption and counterfeit products including medicines. By helping businesses recover their losses – and by preventing those losses in the first place – we can help them improve productivity, with all the benefits that can bring for competitiveness."

# New Members

## **4PAWSRAW**

Paul Render  
Pocklington  
07779 100918  
Raw Dog Food & Natural Pet Treats

## **AMS Bobcat Ltd**

Suzanne Young  
Scunthorpe  
01724 289009  
Bobcat Sales, Repairs, Service & Parts  
Beese Consultancy Ltd

## **Gareth Beese**

Lincoln  
07799 070371  
Management Consultancy

## **Brit-Pol Ltd**

Mr Sebastain Zegocki  
North Killinghome  
01469 427890  
Transport & Logistics

## **College for International Co-Operation & Development**

Rolf Jakobson  
Hull  
01964 631826  
College & Clothes Collection and Expot

## **Defence and Security Accelerator (DASA)**

Anna Taylor  
Salisbury  
01980 950 000  
Government Innovation Funding

## **Dennis Distribution LLP**

Andrew Revely  
Malton  
01653 600185  
Road Haulage

## **Fardel Shipping Ltd**

Ciaron Reynolds  
Grimsby  
01472 828850  
Freight Forwarding

## **Flexipol (Hull) T/A Synpac**

Darren Johnson  
Hessle  
01482 640606  
Manufacturers of Flexible Packaging

## **GX Logistics & Consultancy Ltd**

Graham Cross  
York  
07860 235575  
Logistics & Consultancy

## **J V Wright Ltd**

Jemma Wright  
Barton upon Humber  
01652 317070  
Training Provider

## **John E Haith Limited**

Courtney Leonard  
Grimsby  
01472 357515  
Manufacturer

## **Lionheart Public Affairs**

Richard Royal  
Hull  
07809 467883  
Public & Corporate Affairs, Campaigns; PR,  
Media Communications

## **R & J Seafoods Ltd**

Becky Woods  
Grimsby  
01472 250228  
Fish Block Processors

## **Sentex Hydraulix**

Karl Brown  
Scunthorpe  
01724 856451  
Hydraulic and Pneumatic Products/Repair

## **Skymark Packaging International Ltd**

Elizabeth Needham  
Scunthorpe  
01724 270777  
Flexible Packaging Manufacturer

## **Spirit of Yorkshire**

David Thompson  
Hunmanby  
01723 891758  
Whiskey Distillery/Producer

## **Tomorrow's H.O.P.E**

Lee van den Born  
Hull  
01482 459880  
Holistic Support, Advice and Information  
Service

## **Wassen Group Holdings Ltd**

Tamra Lawson  
Hessle  
0300 883375  
Food Supplements & Minerals

## **Wild Foods of Scotland Ltd**

Ronald M Hastie  
Dumfries & Galloway  
01671 403060  
Fish Processing





## A Proud Moment as Britcom Celebrate 40th Anniversary

Britcom International Limited of Market Weighton celebrated it's 40th anniversary on 9th February, 2021.

Originally established by the late Chairman, Ray Urwin, and his business partner at the time, the company was created to export used commercial vehicles to markets in developing countries of Africa, the Caribbean and the Far East.

Expansion and diversification has followed, particularly since the move to purpose built 14 acre premises in 2006. Britcom now employs 75 staff in Market Weighton, Manchester and Nairobi, Kenya.

In addition to the continue export of used trucks and new parts, the company now has a significant presence in the UK market through vehicle sales and it's specialist chassis engineering and bodybuilding business, as well as operating a commercial paintshop. 2020 marked further growth with the completion of a new 6 bay workshop for the engineering department.

Joint MD, Chris Urwin, commented "whilst it's a shame that the current Covid-19 situation has prevented us arranging any wider celebrations of this auspicious anniversary, nevertheless, it's still a proud moment to recognise how far we have come and we are confident of further success in the future".

Britcom have been members of the Chamber for over 30 years. Chamber accreditation is recognised across the World (known as the World's largest business network) and has helped Britcom develop its professional documentation service which is second to none



## 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".

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

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# Find your digital voice!

Engaging your brand with audiences that matter.



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**T:** 0191 580 5990

# Grow your team, save the planet

Planting trees and helping businesses thrive



## Creating a sustainable future for your business and your community

As a not-for-profit organisation, we want our planet and local community to grow, blossom and thrive alongside our clients and candidates.



### Our promise

As part of our brand new **Growth Campaign**, we will:








-  Plant a tree for every new permanent role we help your business fill
-  Give you the seeds to grow your business, as well as seeds to grow your own plants



That's right, every new business that signs up will not only be responsible for the planting of a tree, but will receive their own seeds within their welcome pack.

### How can you get involved?

Interested in building a brighter future? Sign up and watch your business, and your planet, blossom and flourish.

-  Get in touch on the website below
-  We'll discuss your requirements
-  We'll advertise your role
-  We'll shortlist the best candidates
-  We'll set up interviews with decision makers
-  We'll manage the offer process
-  Your new employee arrives and your new tree is planted



Don't pay until your vacancy is filled. One of the main perks of choosing us as your recruitment partner, is that we advertise our clients' vacancies for free.

Get involved: [ongorecruitment.co.uk/growth](https://ongorecruitment.co.uk/growth)

