

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

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The Queen Praises Chambers' Contribution to Business Communities During Coronavirus as More Firms Reopen

HER Majesty The Queen has praised the contribution the Hull & Humber Chamber of Commerce and Chambers of Commerce across the UK are making to help firms, champion trade and rebuild communities, in a letter released recently.

The letter from Her Majesty, Patron of the British Chambers of Commerce, reads: "At a time of great difficulty for many, it is heart-warming to see the civic response and generosity of so many businesses, small and large, to the challenges posed, whether supporting the health sector or vulnerable communities."

Her Majesty also recognised the contribution Chambers of Commerce

"I am delighted that Her Majesty has recognised the work of Chambers of Commerce. I would like to thank all of our Members for your work in growing your business and (re) building the Humber's economy."

and their members have made during the pandemic: "As Patron of the British Chambers of Commerce, it gives me great pride to see the contribution you and your members are making to help firms, champion trade and rebuild communities."

Welcoming the letter, BCC President Baroness Ruby McGregor-Smith said: "The Queen's personal message of support will be a huge morale boost to our business communities at this complex and sensitive time.

"We are grateful that Her Majesty has recognised the crucial role Chambers of Commerce play supporting businesses and communities through the pandemic, and as we restart, rebuild and renew the economy."

The Chief Executive of the Hull & Humber Chamber of Commerce, Dr Ian Kelly, said: "I am delighted that Her Majesty has recognised the work of Chambers of Commerce. I would like to thank all of our Members for your work in growing your business and (re) building the Humber's economy."



WINDSOR CASTLE

As many organisations around the country are reopening, I send my warmest best wishes and support to business communities throughout the United Kingdom, Commonwealth and across the world.

At a time of great difficulty for many, it is heart-warming to see the civic response and generosity of so many businesses, small and large, to the challenges posed, whether supporting the health sector or vulnerable communities.

As Patron of the British Chambers of Commerce, it gives me great pride to see the contribution you and your members are making to help firms, champion trade and rebuild communities.

I wish all businesses every success in their endeavours in the weeks and months ahead.

Elizabeth R.

Beverley Building Society Launches 'Bounce Back' Mortgage Initiative to Help Region's Self-Employed Back onto Their Feet

Beverley Building Society has stepped in to help self-employed people in Yorkshire & The Humber rebuild their lifestyles and businesses amidst the COVID-19 coronavirus pandemic.



The Society's 'Bounce Back' mortgage initiative features fresh criteria aimed at helping some of the estimated 340,000-plus such workers in the area, many of whom have been affected, achieve their homeownership aspirations.

Potentially open to people with as little as one year's trading history, the Beverley's new offering is aimed at helping both established and newly self-employed people, and includes the potential for owners of established businesses to start with lower, interest-only payments for the first 12 months, to allow some breathing space for those who need it.

The Society has responded to feedback from local brokers and customers, which highlighted a real need for solutions to help self-employed borrowers struggling to secure mortgages because many lenders have frozen them out, viewing them as high risk.

Head of Lending Graham Carter explained that the Beverley product expands on the help the Society already offers people in Yorkshire and the Humber with complex incomes, including the self-employed, who last year accounted for 50 per cent of its lending.

Graham said: "As the region's only independent building society, we've always been strongly committed to helping local people achieve their homeownership aspirations. Seeing the impact this crisis has had on such a vital segment of our regional economy, we felt we needed to step in."

Steve Giles, of Swanland Mortgages in East Yorkshire, welcomed the move. He is finding it difficult to help some clients because many lenders have ruled out self-employed lending altogether for the time being, or are not willing to make common sense decisions based on someone's qualifications, experience and trading track record overall.



"I think it's great that the Beverley is listening to what we are saying by flexing its criteria for self-employed people, and I hope that its move will prompt others to look again at their risk view of this traditionally very resilient sector of the market."

Terms and conditions apply. More details about this and other Beverley Building Society mortgages are available via its website at www.beverleybs.co.uk.

'Insourcing' – Innovative new service for recruitment launches in the Humber

Humber HR People are delighted to launch Talent as a Service to clients old and new.

The initiative, which has up to now only been available to a select few, is now being made available to all Humber regional businesses.

Kate van der Sluis, Managing Partner explained: After nearly 20 years in the recruitment industry, I felt the old agency model was outdated and needed a new approach. It's not that all agency recruiters are bad, it's the model that encourages aggressive, short term, recruit-at-any-cost behaviour and gives the whole profession a bad name.

Working with our HR clients, it soon became clear that what was needed is to be able to hire an internal recruitment function as and when it is needed. Hence, Talent as a Service – TaaS – was born, a simple, hourly rate pay-as-you-go model. We have nicknamed it "in-sourcing" because we really do work as our clients' internal recruitment team".

Offering a full turnkey service, from job design to onboarding, Humber HR's Talent team have so far supported recruitment at Victoria Plum, Rix Group and Marketing Humber.

For more information visit www.humberhrpeople.co.uk/recruitment

Email kate@humberhrpeople.co.uk or call for a chat on **01482 450294**.



Dan Robinson & Phil Grimes

Resolve Ethical Asset Management

Origins & COVID-19 Workplace Solutions:

Resolve was founded on the idea that asset management could be done better. Upon seeing the way assets were managed in the hospitality industry, an idea was formed in the minds of Dan Robinson and Phil Grimes – the idea to do something with a clear conscience that you're actually bringing a range of benefits to the world than just turning a dollar." (Phil)

"We see how assets are managed when businesses are closed down, or when people downsize. They're not always managed in the most efficient way to start with" (Phil)

These assets would mysteriously disappear in the back of a van, potentially to the black market or to landfill.

Resolve, like many businesses had to adapt due to COVID-19.

Social distancing measures could be here for another 12 months. This is not ideal for an office-based or customer visitor environment; we are offering services to turn your open space office into a COVID safe working environment.

We can arrange overnight installation to limit workplace disruption and create a range of installations individual to your

workspace, and we provide an extremely flexible way to keep people safe where social distancing is not possible.

We work with our clients closely to create a solution that is high quality, safe and reassuring. Custom built and secure, we design, supply and install a solution that is individual to your business and enhance workplace environments vastly whilst adhering to social distancing and government guidelines.

We have developed a range services and solutions to allow a workplace to be connected but distant, ensuring the safest and most efficient workplace possible.

We are turning orders around nationwide within 7 days from site assessment, design, manufacture, install and marketing the companies we work with.

We hold stock of high quality acrylic screens in our warehouse

View our #CovidSafe workplace solutions here:

www.weareresolve.co.uk

Contact us for site assessment bookings

hello@weareresolve.co.uk

01482 273327



Teresa Thomas

Preparing for life after furlough

A path back to normality is being taken by Central Government, as it steps away from its coronavirus business support between now and the autumn. Wilkin Chapman's head of employment Teresa Thomas explores the issue in more detail.

For businesses regionally, as in the rest of the UK, life is gradually returning to a 'new normal' as the Coronavirus Job Retention Scheme (CJRS), ends on October 31 and employers start to handle furlough's next stage.

As this process occurs, employers must carefully manage their cash flow as the level of support being offered is eased. The changes between now and the autumn will

see their employees continuing to receive the same 80 per cent of their normal pay (subject to the monthly cap of £2,500), but with the HMRC contribution decreasing month-on-month until it is at 60 per cent by the start of October. 'Topping up' will therefore start from this month, (August).

Workplace or home working is another issue that will intensify in the weeks ahead. Of course, there are some businesses that will

need people back but, as of mid-July, this was only recommended where employees cannot work from home, with strict risk assessments undertaken first.

Despite shielding measures for those at high risk of infection being paused in England from August 1, it may also be difficult to encourage employees back who fall into this bracket. Whilst others may be reluctant to return to the workplace, due to childcare

responsibilities during the summer.

With the above in mind, the Government has put into place some options to assist business. 'Flexible furlough' for example, allows employees to return part-time – remaining on furlough for non-working days. This way employers can still access the scheme to provide a pro-rated amount of financial support for the employees' furloughed hours/days.

It is hoped that such help may keep redundancies to a minimum. Sadly, this is happening and

“Over the past months, my colleagues and I have been extremely active in our support and advice to employers as they have remodelled their businesses.”

has been widely reported upon – for some a quick return to normal service levels is not envisaged and such long-term solutions are being sought as a result.

So, if we were to have a crystal ball to look in to, what is the future likely to hold and what may the Government do to make our new ways of working more secure for both employers and employees?

Here is where we return to home working and the assumption that, for many, this will remain - at least on a part-time basis. Such is this belief, that the

Government has suggested the introduction of new regulations giving legal backing to an employees' 'right to work from home'.

Health Secretary Matt Hancock has gone so far as to say that this form of flexible working is something 'good employers' should be striving for. This is certainly something to keep an eye out for and we watch this space.

Over the past months, my colleagues and I have been extremely active in our support and advice to employers as they have remodelled their businesses. As change is likely to continue, this is work that will certainly remain as we build close relationships with employers that, in turn, allows us to gain a greater insight into their operations and the support they need.

For further information, Teresa can be contacted on **01472 262637** email **teresa.thomas@wilkinchapman.co.uk** or visit **wilkinchapman.co.uk/coronavirus-updates**



 An illustration of a product box for 'ADAPT HR 24/7 EMPLOYMENT SUPPORT'. The box is red and white with a woman in a purple jacket and black skirt standing inside. Text on the box includes 'NEW', 'ADAPT HR 24/7 EMPLOYMENT SUPPORT', 'FULLY FLEXIBLE', and 'PERSONALISED SUPPORT'.

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For a no obligation quote, email **adaptHR@wilkinchapman.co.uk**

For more advice on this vital issue, please contact Teresa on **01472 262637** or visit **wilkinchapman.co.uk**

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Britcom's Expansion Plans Hit New Heights

Britcom's latest expansion plans incorporating a new 6 bay workshop are starting to take shape with the steel framework now being erected, at their 14 acre site in Market Weighton, East Yorkshire.

Due to the continued expansion of our successful vehicle engineering department, work commenced on the new workshop back in January of this year. The project was put on hold for 7 weeks across March and April with the Covid-19 lockdown, but work recommenced when the site reopened on 11th May and this week marks a major milestone in the build with the erection of the steel framework.

The investment of over £1m will take our capacity up to 20 workshop bays and will incorporate a 10 ton overhead crane, ATF approved inspection pit & brake roller. Joint MD, Chris Urwin, stated "Britcom has always taken a long-term view of the business climate and whilst the current pandemic will certainly bring challenging times, we firmly believe in the opportunities we have to grow the chassis engineering and truck bodybuilding operation"

Our contractor, Geo Houlton & Sons of Hull joined us to mark this milestone and pictured are left to right Chris Urwin - Joint MD of Britcom with the Houlton's team of Paul Gibson - Commercial Director, Antony Dixon - Site Manager & Mike Johnson - Operations Director.

The completion of the workshop is anticipated for August 2020.

Daisy Appeal Releases First Images of MIR Centre

The charity behind a campaign to raise £8.5 million to provide a Molecular Imaging Research (MIR) Centre at Castle Hill Hospital has set a target for completion by the end of this year and operation early in 2021.

The Daisy Appeal has also released the first pictures of the state-of-the-art complex which will improve accuracy and detection rates for cancer, heart disease and dementia in the Hull and Humber region.

Appeal organisers are hopeful the milestone will encourage individuals and businesses to back the fundraising drive and to register for a free email newsletter which will help them track the project.

The Daisy Appeal's objective is to establish an internationally renowned scanning centre using Positron Emission Tomography (PET-CT), a fast-evolving medical imaging technique with huge future potential in the diagnosis and detailing of a number of disease processes.

Professor Nick Stafford, Chair of the Daisy Appeal said: "We are developing an excellent international and national research profile and reputation and the new centre will help us build on that.

"The set-up will be able to expand its use across a very wide band of medical conditions, progressing to cardiological and neurological



Picture shows a computer generated image of the MIR Centre which is coming soon to Castle Hill Hospital.

scanners in the next couple of years and a significant role in forthcoming viral research. The next five years will see this geographical area become a real centre for PET-CT development and the opportunities that will bring are immense."

Claire Levy, Fundraiser for the Daisy Appeal, said: "The newsletter features updates on the project and on the all-important fundraising campaign, including how we have so far raised more than £5,000 by using AmazonSmile.

This is the same as a normal Amazon account with the same products, prices and shopping features as Amazon.co.uk but with a donation by Amazon of 0.5 per cent of the net purchase price."

To find out more about the Daisy Appeal please visit www.daisyappeal.org and to request a PDF copy of the newsletter please email Jane Kitson at jane@daisyappeal.org

To donate through Amazon Smile please visit: <https://bit.ly/SmileDaisyAppeal>

Sybil, Baubles, Innovation and the Tax Man

It could be a sketch from Fawlty Towers, but it isn't! It's happening right here, right now. There has been a lot of new acronyms flying around these last few months, but with new acronyms come new challenges.



The rapid reaction of Rishi Sunak and HM Treasury and to a certain extent the EU Bureaucrats that oversee the rules on EU State Aid has led to a huge amount of support to business in the form of funding under the banner of EU State Aid. Clearly, we aren't the only country to be getting involved in supporting our businesses, every country in the EU has been offering some sort of package to their beleaguered businesses.

In the UK, both the Coronavirus Business Interruption Loan Scheme (CBILS/Sybil) funding and the Bounce Back Loan Scheme (BBLs/Baubles) are being offered to businesses under the wider remit of EU State Aid permitted by the EU during the pandemic. BBLs can be granted as de minimis aid, but CBILS is a notified State Aid.

However, one of the downsides of EU State Aid is that you can only receive one form of it to support an R&D project and this is where it starts to muddy the waters. In those good ole days before Covid, that meant if you received a loan from Innovate to support your R&D project, then you couldn't claim for the project under the SME scheme, you had to claim under RDEC. For some grants you could claim the unfunded element under the SME scheme and the funded element had to be claimed under RDEC.

Now, I haven't heard of any businesses who have received a grant from Innovate

being turned down for a BBLs or CBILS loan because of State Aid Rules, and I suspect that is because one is supporting the project and the other is supporting the company. But for a start-up, who is pre-revenue and pre-seed funding and relying on their own cash it could represent a problem.

It could certainly prove to be an issue when it comes to a claim for R&D Tax Relief under the SME Scheme for a start-up who is pre-revenue and has little or no cash reserves prior to obtaining funding from CBILS or BBLs and spends some of that money to survive and some of that money to keep innovating. I am sure HMRC will take a pragmatic and holistic view when it comes to reviewing a claim under the SME Scheme for a company that has been in receipt of CBILS and BBLs and won't be wanting to look at specific cashflows for particular months. If you can demonstrate that you either had or generated sufficient cash outside of these new funding streams to survive, then you should be able to continue claiming under the SME scheme for your R&D project.

Whether Innovate will have to be forced to claw back grants provided to businesses who have had to also turn to BBLs or CBILS to survive I don't know, there's no clear evidence or advice, but they have been offering additional funding for project related costs to businesses that

have existing funded projects, with a view to ensuring the projects they have already funded get completed and part of this was advancing up to 90% money before it was spent. Although application for that funding had a two week window and closed at the end of May, what company's have done since and whether taking out a CBILS or BBLs Loan will prevent companies from taking on a new grant are going to be interesting.

Fortunately there has been the ability to juggle with the de minimis aid limits which have been extended from €200,000 to £711,200 of state aid over the last three years, and as BBLs can be included as de minimis aid, a business that hasn't taken that much support in the past three years, will probably have opportunities to mitigate the effect on their SME Scheme claim.

If you'd like to know more about this or anything to do with preparing a Research and Development Tax Relief claim, get in touch with us directly or arrange a #FindOutInFifteen minutes no obligation phone call at www.calendly.com/simon-bulteel



Chamber Petitions Department for Transport to Provide Financial Support for Hull Trains

THE Hull & Humber Chamber of Commerce is petitioning the Department for Transport to provide Hull Trains with the necessary assistance to restart their direct train services between Hull/Beverley and London, following their suspension on 30 March 2020 due to the coronavirus.

The petition has got off to a good start with 1,400 people having already signed it - but we need more signatures.

Hull Trains has been the main provider of direct train services between Hull and London since 2000, gradually expanding its services and recently investing £60-million in new, more reliable rolling stock.

Open Access rail operators such as Hull Trains rely solely on ticket revenues in order to run services. Social distancing restrictions on passenger numbers means that restarting services is not viable without the financial support that has allowed franchised rail operators to recommence their services. Open access rail operators still incur costs when their trains are not running. However, they cannot remain commercially viable without running trains. If Hull Trains ceased trading, Hull and the East Riding of Yorkshire would regress 20 years to having only one daily direct rail service to London. 130 jobs would be lost.

Supporting Hull Trains in these exceptional circumstances would help restore capacity and competition to East Coast rail services and aid the economy's gradual return to normality through the period of social distancing. With Transport for London being provided with at least £1.6bn of Government funding, making it possible to reinstate open access rail services that existed before the COVID-19 lockdown should be a more urgent priority for a Government committed to the Northern Powerhouse than longer term infrastructure plans.

Please show your support for Hull Trains and sign the petition using the link below.

https://you.38degrees.org.uk/petitions/support-hull-trains-1?source=twitter-share-button&utm_source=twitter&share=e6c8126f-1665-4972-99d3-c21bb163098e



Times Like These Pile Pressure on Economy as Chamber Urges Businesses and Consumers to 'Buy Local' and Support Humber Firms

THIS is the Chamber's first Quarterly Economic Survey since Covid-19 put the world on pause back in March, and while the domestic market took a big hit, the export sector fared rather better, and the results show there is some optimism for the year ahead, despite three months of enforced lockdown.

The Quarter 2 survey was conducted between May 18 and June 8 while most people were under orders to stay at home, online shopping became the new normal for many, and the doors of the leisure industry were firmly closed.

In "Times Like These", unsurprisingly, the domestic market took a tumble with Homes Sales and Home Orders both showing big falls, with the former down 40 points and the latter recording a 37-point drop.

Our exporters fared somewhat better, with the sales and orders figures only dropping a comparatively modest nine points, with many people involved in that industry considered to be essential workers.

Hull & Humber Chamber of Commerce Chief Executive, Dr Ian Kelly, said: "The Covid-19 crisis has clearly had a profound effect on the Humber economy with our city and town centres taking the brunt of the lockdown.

"While we hope the Government will do its bit to reboot our economic confidence, every one of us can play our part by supporting our local businesses and traders, be they a little corner coffee shop, a fish man in his van, or a multi-national manufacturer or supplier.

"If we buy local and support our own business communities, we can all help each other to get our businesses and our economy back on its feet as quickly as possible and minimise the pain of job losses and redundancies which many fear as the furlough scheme is wound down in the next few weeks.

"Our message is buy local, support our local traders, and let's all help to rebuild the Humber's economy".

With many business closed, maybe it's no surprise that Cashflow in the last three months was also down to its lowest level in the last two years, with the balance figure dropping a further 16 points to -38.

Employment in the last three months was also down sharply, with more firms decreasing their staffing levels with the balance figure dropping from 12 points in the first quarter of the year to -23 this time around.



Recruitment in the last three months was largely on hold, with 81% of firms reporting that they hadn't tried to hire new staff, and it didn't look much brighter for jobseekers in the next three months, with fewer firms thinking of taking on new members of staff, the balance figure dropping 14 points to -9.

Of those businesses which did attempt to recruit staff, skilled manual workers were the most difficult to find, while management roles, clerical staff and unskilled workers were in notably less demand this quarter.

Looking ahead, fewer firms were planning to invest in plant and machinery in the next three months, and there was a big drop in the number of businesses investing in training with the balance figure dropping 37 points into negative territory.

Prices also fell sharply, with far fewer firms expecting their prices to stay the same and a notable increase in the number of businesses expecting to see their prices fall, tumbling from 63 points in Quarter 1, to -4, giving a balance figure of -67.

Looking at the next 12 months, while turnover expectations were down 30 points, at -37, profit expectations were a bit more optimistic, with the balance figure only dropping three points to -24.

The biggest price pressures on firms in Quarter 2 raw material costs and other overheads, while inflation and tax with the biggest external concerns.



Baby Cleo - the perfect Mother's Day gift.

New Arrival Insures Quality Lockdown Time for Rob

THE Chamber's North Lincolnshire Area Council Chair Rob Bradley and his family have been enjoying lockdown looking after their new arrival, Cleo Rebecca.

Baby Cleo was the perfect Mother's Day gift for Rob's wife Kirsten, with the new addition to the family weighing in at 7lb 2oz.

Proud dad Rob said: "Cleo arrived the day before lockdown started and has blessed our home and made for a really lovely lockdown treat for us all, so as hard as it's been, it couldn't have come at a better time for us to enjoy that extra time together".

Rob has recently taken the plunge to branch out and set up his own business. Bradley Gauntlet Insurance Brokers was founded in November 2019 and specialises in commercial insurance. Rob says he's just had his best month so far.

The Chamber's Grimsby manager, Anne Tate, said: I am delighted for Rob and his family – baby Cleo is a real lockdown treasure and everyone at the Chamber sends their congratulations and best wishes."



Two Local Businesses Team Up to Produce a Virtual Seminar for International Businesses

Grimsby consultancy firm, Seafox Management Consultants and Lincolnshire-based event specialists, First Media, came together to deliver the 'Norway-UK COVID-19 Trade Seminar' to more than 200 businesses involved in the trade of salmon and whitefish as an online conference.

The seminar was jointly hosted by the Norwegian Seafood Council and North Atlantic Seafood Forum and attendees included some of Norway's and UK's largest seafood businesses along with major supply-chain organisations involved in supporting the aquaculture, catching and processing sectors.

Regional speakers included Category Insight Director for Young's Seafood, Iain Lowrie, and CEO of Seafish Industry Authority, Marcus Coleman. Iain spoke passionately about how the Grimsby headquartered business had swiftly reacted to their retail clients demands during the past three months. Marcus Coleman spoke how his Grimsby and Edinburgh based teams went about supporting the whole UK catching and processing sector during the pandemic. Speakers from Norway were leading supplier of whitefish and salmon to Grimsby, Leroy Group ASA, and the Norwegian Seafood Council.

Seafox MD Simon Dwyer, who has represented the North Atlantic Seafood forum in the UK & Ireland for many years and works closely with the Norwegian Seafood Council in London, commented "Like many, I've sat through quite a few webinars over recent months and most

have been 'IT dodgy'. I thought there must be a way of professionalising these, so I contacted Shane at First Media and gave him my wish list.

First Media developed some existing webinar software and, with their vast events management experience, created an engaging virtual event through a web browser. Shane Traill, First Media's Director, said, "It was a surprise call from Simon but once we understood his wish list, we were confident we could find a solution and we did. The feedback from the majority of attendees was very favourable towards the IT qualities of the event."

North Atlantic Seafood Forum Managing Director, Johan Kvailheim, added, "Like Simon, I have been uninspired by some of the webinars I've attended so, what Shane and Simon have achieved is remarkable, cost effective and innovative. The feedback we received from some of the world's largest seafood businesses has been immense".

First Media will once again be teaming up with Seafox on another event they are jointly managing with Seafish Industry Authority later this month.



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Computer Pioneer Keeping Clients Connected Through a Crisis

A company which supplied many firms in the region with their first computers nearly 40 years ago has been busy keeping them connected and capable of facing up to some of their biggest challenges.

Golding Computer Services became inundated with calls for help as the lockdown was announced and their engineers provided a rapid response to ensure clients could continue to look after their own customers, with many of them working from home for the first time.

The feedback from delighted clients indicates high levels of gratitude and in some cases relief over being able to maintain uninterrupted services.

Di Garbera, a Director at Goldings, said: "Some businesses could see what was coming and they prepared early. Others needed urgent help as soon as the lockdown was announced. Many businesses have individuals who are experienced at working from home, but not entire organisations!"

The project to support clients with installing hardware and connecting to new locations was a reminder of the origins of Goldings, launched by Vic Golding in 1982 – appropriately enough from his home – before he moved in 1984 to the premises in George Street which the business still occupies.

Vic built the foundations of the business by bringing together two of the biggest names in computing. Sage developed packages specifically designed for Amstrad computers. Vic sold them and he still recalls how the inability of customers to use the new-fangled machines led to a partnership with Hull City Council and the Department of Employment to introduce computers to business, write manuals and train staff.

In more recent years Goldings has become well known for its training services, which are headed by Di, who joined the company in 1986 initially to answer the phones so Vic could visit clients one day a week.

She progressed into training and has led the firm to countless awards for delivering the International Association of Bookkeepers' computerised accounting for business courses including Di's own triumph as Tutor of the Year in 2018.

Businesses are impressed by the quality of the training and by two other important factors – Goldings' excellent track record for securing funding to cover the cost of the courses and Di's skills and dedication in developing a distance learning service, with the result that staff can fit



Vic Golding and Di Garbera of Golding Computer Services.

their training around work duties and domestic responsibilities.

The wider message, which has been reinforced since March, is that Goldings can support remote training and remote working.

Di said: "A lot of people aren't aware of the other work which has always been a significant part of the business. The role of our engineers is that of an IT department for many small businesses which don't have the resources to support a permanent role within their team."

The client base ranges from sole traders to organisations of 50 or 60 people and some have been working with Goldings for more than 30 years, relying on them for such hardware as servers, desktops, laptops, notebooks and monitors, for the software to drive them and the support to keep everything working, especially in a crisis.

Lockdown found the Goldings team at their most resourceful, drawing on their extensive knowledge from long-term partnerships with companies such as Microsoft and Avast and employing a variety of hardware, software and cloud services to facilitate and support home working for clients in a simple and secure way.

Di said: "The engineers were able to work from home throughout and even with the initial rush of work ensured we could provide good response times to the requests that came in.

"Customers were realistic, they expected the lockdown to last some time and they needed the support to help them through it. Some needed additional equipment, others needed better connectivity. When it started we were doing a lot of upgrades and refurbishments.

"The feedback has been excellent, with clients saying they could not have done their own jobs without our help. That's important to us because our priority is to ensure our clients can keep working.

"We started as a small business ourselves, we're still a small business and along the way we've helped many more small businesses. We understand small businesses, we know what's important to them and we are aware that a technology issue which might seem minor can cause major frustrations, especially at times like this."

For further information call Golding Computer Services on **01482 328706** and visit **www.gcs-limited.co.uk**



golding computer services

Hull Accountancy Acquisition Marks an Exciting Era for Forrester Boyd

ONE of the Humber region's largest independent accountancy firms has acquired Hull based accountancy practice Graybrowne.

The acquisition is part of Forrester Boyd's growth strategy as they evolve from a 'traditional' accountancy practice to a firm that delivers a holistic range of services and provides a solid geographic footprint in the centre of the City of Hull from which to expand their reach further.

Forrester Boyd has evolved over the years maintaining a long and reputable history. This sees the firm celebrate its 85th anniversary, a milestone which marks a seamless transformation into a forward thinking 'one-stop-shop' offering clients a wide range of professional services to enable and support them to achieve their corporate and personal objectives.

Its reputation as an established and trusted provider of accountancy services is one that has stood the test of time. Indeed, it continues to grow and for Forrester Boyd, 2020 and the start of this new decade marks what is arguably, one of the most exciting periods in its long and famous history. With the incorporation of Forrester Boyd Corporate Finance Limited this year, the firm has now aligned its accountancy, corporate finance and wealth management service areas all under the Forrester Boyd brand.

With its headquarters in Grimsby and sister offices in Scunthorpe, Louth, Skegness, Beverley and now Hull, the independent firm is amongst the most well-known across the Humber and Lincolnshire region.

For Chairman and Partner David Everatt this further growth marks an exciting milestone.

"The acquisition of Graybrowne positions us firmly in the centre of the City of Hull. Graybrowne is a firm aligned not only to our growth strategy, but also with our values and beliefs and a perfect fit for our business."

"Our aim is to help all our clients to achieve their objectives, to meet them, to build relationships with them and to stay with them along their journey," said David.

"As we move more into the realms of a true business and financial partner with our clients through the delivery of not only accountancy and tax services but corporate finance and wealth management, we are excited to be able



to offer these value added services to our new clients" he explained.

The practice was originally established in 1979. Nick Browne and Anne Gray, both chartered tax advisers, joined the practice in the 1980s. Following a restructure in 1999 Nick and Anne renamed the practice to Graybrowne. Their ethos was to be more than a traditional accountancy firm, to add value to the client relationship and to work alongside clients through their financial life, providing a personal and approachable service. Speaking of the acquisition Nick said, "We are delighted to be joining Forrester Boyd. The firm has an outstanding reputation for delivering high quality advice and service levels. With the additional services the firm offer within the group and the support from the wider members of support teams within Forrester Boyd, I have

no doubt that our clients will benefit from these value added services we can offer."

The acquisition is part of the succession planning for Nick and Anne and now offers them and their clients, the additional support from Forrester Boyd's extensive expertise. With a workforce now in excess of 170 staff, clients can benefit from the depth of knowledge and specialist expertise that Forrester Boyd brings with it.

Mike Beckett, Partner at Forrester Boyd's office in Beverley, will manage the Hull office along with Nick and Anne who will remain part of the business over the next few years. Mike said "This acquisition is a very exciting opportunity for the firm which comes at an extremely challenging time for many business. I look forward to working closely with Nick and Anne in continuing to deliver a first class service to their clients".

What's Stopping SMEs From Going Digital?

According to a recent report by The Enterprise Research Centre (ERC) and Xero, not enough UK small and medium-sized enterprises (SME) are adopting digital tools.

By rejecting these newer business management systems, SMEs are missing an opportunity to increase their productivity. Because there are so many of them, this missed opportunity is having a negative impact across the whole of the UK economy.

And in this new post-Covid19 world, any benefit to the economy, no matter how small, must be encouraged.

Does software make that much of a difference?

As the Managing Director of a software company, my answer is of course going to be a resounding YES!

But you won't want to just take my word for it.

The Office of National Statistics (ONS) have found a strong correlation between productivity and use of digital technologies. Specifically, they found that companies that used digital tools had more sales per employee than those who didn't.

A clear indicator that properly implemented software can really boost a business' productivity.

How does software boost productivity?

Each system or piece of software is different, but in general, using digital tools makes people more productive by taking over repetitive tasks, streamlining where information is found, reducing the need to re-enter information or formatting, etc.

The ERC found, for example, that using a CRM system boosted sales per employee by 18.4%... wow!

But businesses in the UK are just not taking advantage of these productivity boosting tools.

In the UK only about 12% of business were using more than 6 of the key digital technologies outlined by the EU Digital Density Index...the EU average is around 26%.

This means that 88% of businesses are just plain missing out on these productivity boosting systems.

How do we fix this?

There isn't a simple solution to this digital divide.

The way I see it, there are three things that have to be done if the UK is going to become a world leader in the adoption of all things digital in their businesses.

1. Improvements to infrastructure

If businesses are going to rely on digital tools to get their day-to-day tasks done, they need to be able to access them. It's as simple as that.



Too many rural businesses are being left behind because of a lack of high speed internet.

This means there is a huge need for real, tangible investment from government and internet service providers in improving the UK's infrastructure.

And it is happening...slowly...meaning a slower increase in productivity.

2. Skill Building

We need to improve the digital skills of the people who will be using these tools. I speak to so many businesses every day who worry about implementing a CRM system because of the levels of tech literacy in their business.

Schools are doing their part. More young people are coming out of school with a solid grasp of how computers work and how to use them (and code for them!).

But for those people already in employment, it's the responsibility of the business and the software provider to help educate them.

The training sessions we run with new system users is just the first step. We've also got a library of how to articles and regularly post videos to help get our users feeling confident in using the system.

Because if they don't feel confident, they won't use it. And if they don't use it, they'll never get that 18% boost in productivity.

3. A Change in Outlook

Too often conversations about technology and software revolve around the idea that they will only be relevant to the younger members of the team. This is in part because of the need for education, but also because of the way people view technology.

This idea that only young people can use digital

tools is completely untrue. More than that, it's damaging to businesses, stopping their adoption of tools that will benefit them.

When it comes to adopting new software, there needs to be buy in from SME business owners. They need to be willing to (or better yet enthusiastic to) change the way they do things.

I don't mean completely changing business processes to fit new software, that's not how business systems should work in my opinion.

But having a clear understand of where a business isn't being as productive as it could be and going out in search of software that can help. And then having an open mind about what other areas of the business could benefit from it.

We have to end this trend of avoiding new technologies because a business has "always done things this way". It's time to explore new ideas and technologies.

Read more about the research behind this article here:

www.tenentrepreneurs.org/s/Upgrade.pdf

And if you'd like to talk to me or a member of the OpenCRM team about your CRM software can benefit your business, call **01748 473000** or visit us at

www.opencrm.co.uk.



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

openCRM

Beverley Town Council has Made a Dramatic Move to Boost Business and Education Following the Coronavirus

Beverley has now joined the Modern Hanseatic League and Hull is already a member.



What is the Hanseatic League? – The Hanseatic League was formed in 1350 by Hanse (Guilds) in the German States, whose purpose was to combine to increase trade throughout Northern Europe. They were hugely successful and for 400 years built up trade with 19 Countries. They built their own ships. They did Duty Free deals with Governments – forerunner of the EEC. Their ships and cargo had combined ownership to spread the loss if a ship was sunk – like insurance today. They travelled in convoys for protection – still practised today. They set up distribution depots called ‘Staples’ of which Hull was one. Beverley was the 10th largest town in England in the 14th Century and a large manufacturer. It supplied to warehouses in Hull and occasionally direct shipments all over Europe with the Hanseatic League. It made and traded in Wool, Cloth, Linen, Leather goods, bricks and barrels.

What is the Modern Hanseatic League and how can it boost business in Beverley, Hull and surrounding areas?

It was formed in 1980 to reconnect towns in Northern Europe which were former trading members of the Hanseatic League. There are now 194 Cities and Towns in 16 different European Countries who are members. The largest group of Cities and Towns in the world.

The Modern purpose is to have cultural exchanges with other member towns, boost Tourism, expand business connections, further the education of young people and encourage learning foreign languages.

The Sir Henry Samman Endowment Fund administered by the Chamber is very much to be recommended. I was awarded the scholarship in 1968 and lived in Hamburg in Germany for a year. I worked for a Hamburg Shipping Company and worked initially in the chartering department, which is done worldwide in English. After a few months my German was good enough to be transferred to the German Export department. It was a wonderful experience and I grew up very quickly. I played Rugby for Hamburg city and the British Exiles, went sailing in the Summer,

lived with a German family, worked hard and loved every minute of it. In the current difficult employment conditions, it will make a young person very attractive to employers.

The Hanseatic League also promotes:-
School partnerships and exchanges.

Sporting fixtures, musical tours, scout and guide exchanges etc.

Participate in the Youth Hanse which is very popular.

Participation in the Business Hanse which has grown enormously over the years.

If your business is in:- Tourism/hospitality/ Airlines/Ferries/Trains/Coaches/Hotels/ Restaurants/pubs/shops or virtually any other business, or Education or Looking for an overseas job, this is for you!

Beverley is hosting an enormous celebration next year, 2021, to commemorate the 1300th anniversary of the death of St John of Beverley and of joining the Modern Hanseatic League. Come and join us and get involved!

Investment and Innovation Driving Further Expansion at Educare Nursery

The same safety-first approach which has made Educare Nursery stand out among childcare providers for more than 20 years is now guiding the future development of the service as it meets the needs of children and their families in a time of change.

The investment programme which has brought improvements in all areas of Educare's activities is being supported by innovations which will result in more space and even better facilities.

The increasingly flexible approach by the dedicated and highly experienced team will also provide extra support for families who may be experiencing significant changes to their own schedules at home and at work.

Educare has always embraced change, notably with its commitment over the years to delivering the increasing provision of free childcare made available by the government.

Vicki Morris, Nursery Director at Educare, said: "Our ethos has always been about putting the children and their families first. Many nurseries struggled as free childcare expanded but we saw it as essential if we are going to provide effective support to parents.

"It was exactly the same when we reopened the nursery following the closure because of Covid-19. Nurseries reopened before many other business sectors, demand has increased as other people have returned to work and we have made sure we were ready to welcome more children."

Vicki, who is Beverley born and bred, is in her 14th year at Educare. She has achieved childcare Levels 1, 2 and 3 with additional specialist qualifications as a Special Educational Needs Coordinator and in safeguarding, First Aid, health and safety, early years foundation stage training, behaviour management and other areas.

She now leads a full-time and part-time team of 31 staff and has responsibility for more than 140 children in the nursery, the out of school club and the holiday club. Educare's young clients include Vicki's two sons, aged four and one, which has given her valuable insight into the position of parents as the lockdown was eased.

She said: "The parents couldn't wait to get their children back into some kind of routine. They have all been really good but of course we had to make sure everything was completely safe."

The return of children and staff was phased and was based around creating small bubbles, limiting the number of people on the premises in Mill Lane, Beverley, and then working creatively to make more space available and double the bubbles.



Nursery Director Vicki Morris at Educare Nursery in Beverley

Vicki said: "We didn't want to limit the time that the children would be able to spend outside so we started with just one bubble of 16 who could use the main building and the garden, with the babies and toddlers happy in their own designated areas.

"We created space for the second bubble by closing our car park and turning it into a secure playground with direct access straight into the out of school club area. It has been difficult for children in one bubble who have friends in the other bubble, especially as they don't understand why we have to limit things, but everybody has been very patient.

"The staff have been fantastic. We started by bringing back the team leaders and then some more. There was a little anxiety because for some it meant sending their own children back to school but I can't fault anybody."

The investment over recent years in replacing grass with artificial turf and in completing a £150,000 extension has greatly increased the amount of space indoors and outdoors and the nursery is expecting to announce a new phase of expansion very soon.

Vicki said: "We found it really difficult when we had to close but we knew we were in the same

situation as all the other nurseries and we were determined to do all we could to reopen safely and welcome the children back.

"It's been absolutely brilliant since we reopened, increasing the numbers of children and then getting the holiday club going again. We've stuck to the guidelines but we've also managed to maximise the space we have by being innovative and by getting great support from parents.

"Now we've got exciting plans for further investment which will create more space and give us more options. This year has shown how good we are at dealing with change. It's all about being as flexible as possible in everything we do."

To find out more about Educare please visit www.educarenursery.co.uk or call **01482 873344**.



Ongo Recruitment set to expand

After another tremendously successful year, Ongo Recruitment has announced it is expanding its services into the construction and engineering sectors.

For the past 17 years, Ongo's team has been finding the right calibre of temporary and permanent staff, as well as apprentices, for both regional and national businesses.

Having just celebrated their best year yet – achieving 105% of their annual target, £1.5 million in revenue and a £50,000 profit – they realised the time was ripe for expansion.

They have now added construction and engineering to a portfolio that already embraces health and social care, industrial and warehousing, and public sector and administration.

In doing so, they are meeting pressing demand, says the team.

They will rise to the challenge using the most up-to-date market technology to identify the required audience on behalf of their clients, each time targeting the recruitment candidates that meet the client's specific criteria.

Sometimes that calls for a large recruitment programme – not a problem!

The full panoply of advertising and social media management is included in each

campaign and as such, the resultant high profile is particularly effective when looking for skilled personnel.

One example is the type of engineer needed to work on sustainable energy projects, such as in the fields of turbine construction and biomass installation, often with the additional requirement of Institution of Occupational Safety and Health accreditation too.

The team prides itself on being different from other recruitment agencies.

A not-for-profit organisation, it has an enviable reputation for supporting people from all backgrounds and ability levels into work.

Based in Scunthorpe, it also has a first-class network of business contacts right across North Lincolnshire.

That not-for-profit promise also means the services it provides are far more competitive than the average high street recruiter.

Part and parcel of the wider Ongo Partnership, the group's profit is reinvested in projects that benefit the communities it serves.

“It’s really important we do continue to offer a quality, professional service, and that’s why we’ve really refined what we offer over the last few years, to make sure we do it well.”



Most recently, some of that funding has gone towards food parcels for those most in need during Covid 19.

Recruitment manager Rich Green said: “I am incredibly proud of the team and what we have achieved, even in times of uncertainty, like now during lockdown.

“It’s really important we do continue to offer a quality, professional service, and that’s why we’ve really refined what we offer over the last few years, to make sure we do it well.

“We’re now ready to deliver in new sectors and can’t wait to talk to more businesses in doing so.



"So, if you're looking to recruit staff now or in the future, please get in touch with us to see how we can help - we'd love to hear from you!" When it comes to finding the right staff, Ongo Recruitment offers an efficient, tailored service from start to finish.

Each client is allocated a dedicated account manager who will work with them throughout, building up a thorough knowledge and understanding of the client's business and requirements.

As a result, Ongo has many a long-term relationship on its books.

Cherry-picking from a range of advanced

recruitment methods, the team assembles bespoke packages for each business.

At the one end, that might mean managing the recruitment process for a single vacancy to, at the other, providing a comprehensive retained service.

"Our team of trained consultants will be available every step of the way, to offer guidance and support - as much or as little as you request," said Rich.

Ongo also offers a broad range of services to people actually looking for a job.

The recruitment team works hand-in-glove with Ongo's Employment Support Team to provide

advice and training to those aiming to get back to work.

So, help is on hand when it comes to identifying opportunities (either in paid employment or the voluntary sector), CV writing, completing job application forms and doing mock interviews.

Training courses designed to build both skills and confidence - among them, health and safety and food hygiene qualifications - are also available at Ongo's onsite training centre.

You can find out more about Ongo Recruitment on Facebook, Twitter and LinkedIn and on its website at www.ongorecruitment.co.uk.



Supporting local businesses

Now more than ever it's important to work together and support local businesses. That's why we're encouraging local suppliers to register on our procurement portal.

Once signed up you can search and receive alerts for upcoming tenders, meaning you'll be the first to find out about opportunities that may benefit you.

To register or find out more, go to:
<https://in-tendhost.co.uk/onggo>



Time to Look at Taking Small Firms Off Business Rates

Adrian Smith argues that the storm brewing over business rates presents the perfect opportunity to deliver a radical solution.

The business rates discount which marked the start of lockdown could herald a prolonged spell of uncertainty as the government looks for ways to support employers and to protect a valuable source of revenue.

Adrian Smith, founder of AS Rating, notes that some businesses are already calling for the discount period to be extended beyond next March. He said the key questions are whether the government is in a position to sacrifice the income from business rates – and whether it will be influenced by two other significant developments.

A review of the business rates system has been promised for a long time and was confirmed in the Budget in March, but with more pressing matters demanding the Chancellor's attention since then it is clear that hopes of a report landing in the autumn are at best ambitious.

Meanwhile the rates revaluation which was planned for 2021 has been pushed back to 2022, triggering a debate on whether the new figures should be based on rents from April 2019 – as was planned for the proposed 2021 revaluation – or on post-Covid-19 levels. But whatever the approach experts are looking for the same outcome of lower rates bills to help businesses recover from the lasting impact the pandemic.

Adrian said: "It all adds up to three big business rates issues landing on the desks of bosses over the next year and a half. If you were being proactive and innovative you could say it presents a golden opportunity to really get stuck into business rates and at last come up with a better system."

AS Rating marked its 20th anniversary this summer and Adrian had spent 25 years on the other side of the fence, working for the Inland Revenue, when he set up his business.

He considers the current business rates scenario to be the most volatile since the introduction of business rates, particularly as many businesses are still coming to terms with another significant development – the introduction as part of the 2017 revaluation of the Check, Challenge Appeal system (CCA).

Reports from within the property sector



Adrian Smith
of AS Rating

indicate that the number of new challenges being submitted under CCA continues to exceed the number of cases settled. The expectation is that deadlines will slip, the backlog will build and problems will mount.

Before the Chancellor delivered his summer statement there were calls from the convenience store and pub sectors to continue the 100 per cent business rates discount, introduced in March, beyond the original deadline of 31 March 2021.

Adrian said: "Covid has concentrated everything by draining the government's resources and by placing unprecedented pressures on businesses. Big decisions on business rates will be delayed as a result of that, but no one should make the mistake of thinking they'll go away – or will they?"

Adrian suggested that an unprecedented crisis could just inspire the most radical of solutions – that of removing more small businesses from rates altogether. The government would surely want to come up with other charges to make up the shortfall, but it would come from a starting point of significant savings as a result of cutting red tape.

He said: "There will be no shortage of business owners who would welcome an extension of

the reliefs granted earlier this year but there have also been questions in the past about whether it is worth having rating assessments for smaller businesses in the first place, and we may hear more about that.

"By the time the government has carried out the assessments and passed the figures to the local authorities for the liability to be worked out along with the various reliefs – and even before you consider the time and cost of the CCA procedure – there is a case to be made for taking smaller properties off charge altogether.

"It's a good way to keep businesses open and keep people in jobs, with the government concentrating on finding other ways to generate revenue. And this is a good time to look at it."

For further information call Adrian on **01482 770223** or visit www.asrating.com

ADRIAN SMITH RATING

Alexis – Maintaining Your Balance

THE Hull & Humber Chamber of Commerce kicked off its series of Chamber Lunchbox Webinar events with guest speaker Alexis Powell-Howard, the managing director of Fortis Therapy and Training.

There were two key aims to the event, firstly to raise awareness of how to support people in business and their teams with mental health and wellbeing during the coronavirus crisis as people are gradually released from lockdown, and secondly, to encourage people to make a donation to Driver Hire Grimsby's Just Giving campaign to raise funds for mental health support and therapy for those who are struggling, but are unable to access services or are unable to afford therapy.

The event was hosted by the Chamber's North East Lincolnshire Area Chair Michael O'Flynn who thanked Alexis for taking the time to give her presentation.

Alexis explained how her business provides therapy for all ages and had moved everything on line over the last few weeks to continue to be able to support people. She said: "It's been an interesting challenge and we've learned an awful lot.

"She said we are raising funds because a lot of people can't access services and we were getting lots of phone calls from people who needed help".

Anyone who is able to donate can do so here <https://rb.gy/wvbry4>

During the webinar, Alexis outlined some of the clues to look for when someone you know, or someone in your team may be struggling. "We don't see people holding their heads in their hands – people can pretend they're doing ok and it isn't always obvious that people are struggling to cope.

"It's often a case of the a fear of the unknown, people are advised to do the opposite of their natural response, by not being able to be close to people, we can't care for our loved ones in the same way, we've been made aware of our vulnerability and experienced a loss of liberty. Our choices and control were removed in a lot of ways, and we've had to face an unknown enemy in the form of the coronavirus, and the potential worry of the loss of a loved one".

She highlighted a book written by Elizabeth Kubler-Ross, Change Curve, which looks at shock, denial, frustration, depression, how to experiment with new ideas, decision and integration. As we come out of lockdown we want to help people look at the new abnormal and different people can go backwards and forwards within that curve.

There have been many individual experiences of lockdown, some people are still going to work, some are working from home which some people like and some don't, some have been furloughed, there is the fear of job losses, redundancy, home schooling, restructuring. Other issues include isolation through living alone, managing children when parents are separated and the loss of people close. Cancer treatments have been halted, yet some people prefer lockdown and have no desire to return to work.

People have also had to reflect on their situation, this causes a ripple effect of change, gives people time to think, time with "self", to consider choices we've not been able to make. There can be lots of feelings around instability, insecurity, feeling



broken and lots of issues around domestic abuse. People have also been reviewing what's important and there is now nothing to hide behind or use for avoidance, like go for a coffee and sit in a cafe to escape your problems.

On top of that, there are world worries, and concerns over conspiracy theories relating to the origins of the virus.

The benefits of lockdown on businesses have included better contact, the staff like the informality and empowerment of working from home, which gives people more flexibility and allows people to feel trusted by their managers. We're getting to know people differently, we have glimpses of their homes, which wouldn't have happened before, or may see their children or partners in the background.

The blitz spirit has helped to keep businesses going and there has been less personal contact with handshakes, hugs, etc. It has lowered sickness absence rates which have helped to improve productivity.

However, some people can feel overburdened with all the changes, and people have been getting the fight or flight response, some want to run away, while others want to get stuck in and fight the virus. It's recognising what triggers people and how we see that being acted out in the workplace, with people responding in different ways to how they used to before the crisis.

How we think about the situation affects how we feel with different people having different emotional reactions to the same situation. "Wobble" has been a widely used word in the last few weeks.

Whether stress is good or bad has more to do with the amount of stress in your life and the period of time you experience it for. Some people have enjoyed lockdown, being furloughed and spending time with their children. Other people are feeling traumatised by it. Some are self-medicating with

alcohol, online shopping, prescription drugs, illegal substances etc.

Thinking about the steps towards the new "abnormal", Alexis said if you run a business, what you do will be imitated by the people in that business. If you are unclear and unsure, it will breed uncertainty in the organisation.

It's the leadership that needs to be in the right place to be able to support the business positively. Improve your communication and take a strong lead if you can. Consider how can you use this time to develop your culture, can you increase your focus on resilience, work-life balance, business development etc. Badly managed change leads to stress in your business.

The two favourite words of anxiety are "what if" and we're living in "what if" at the moment – lots of uncertainty.

Actively listen to people – managers and leaders who didn't listen before are starting to listen more now, which is good. What do your managers and leaders need to help them to show up too. Ask what's stopping you from doing something and can I help?.

Looking at how to manage change and growth, Alexis said people should be kept informed so they know the reason for the change. Look at what's worked and what hasn't, and consult your teams as they will have ideas you've not thought of.

Recognise your teams' success with positive endorsement and encouragement. Review your plan and ask people to help with that, ask for volunteers and get some short medium and long term priorities in place for managing workplace wellbeing and mental health.

Michael thanked the Chamber for putting on the event, and Alexis for being the speaker.

Anyone who would like to contact Alexis can do so by calling (01472) 241794 or emailing her at alexis@fortistherapy.co.uk.

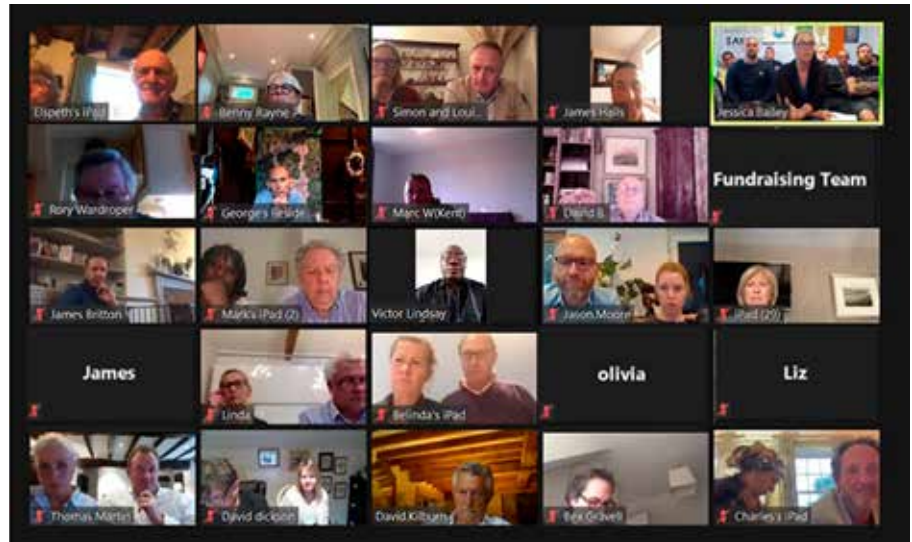
Dominic McVey Appointed General Manager of Hilton Doubletree Hotel, Hull

leaf HOSPITALITY, one of the UK's leading hotel management companies for branded and independent hotels, has appointed Dominic McVey as General Manager of the Hilton Doubletree Hull.

McVey brings to the Doubletree Hull over 35 years of industry experience. He spent 15 years as General Manager at Crowne Plaza Glasgow and previous to this he was Regional General Manager for IHG overseeing 12 hotels, making up the Scotland and North region. More recently McVey held various positions in Dundee and Newcastle upon Tyne.

Richard Farrar, Managing Director of leaf HOSPITALITY, said: "It's great to have Dominic on board. With his level of knowledge and experience coupled with the great hotel that is the DoubleTree by Hilton Hull, this is fantastic news for all concerned. DoubleTree by Hilton Hull has 165 Bedrooms and suites, a Marco Pierre White Steakhouse, a rooftop bar and one of the largest Meeting and Events spaces of any hotel in the North and this is a part of the business Dominic really is a specialist in.

McVey comments "The opportunity to work with Richard and the team at leaf HOSPITALITY and to be part of putting the DoubleTree by Hilton Hull firmly onto the Meeting and Events map within the UK was one not to be missed. I am very much looking forward to the challenge".



Virtual Garden Party Raises Over £25,000 for Hull-Based Rehabilitation Centre

An innovative 'virtual garden party', co-hosted by Linda and David Kilburn and Victoria and Christian Carver has raised £25,676 for The Bridges, a Hull-based drug and alcohol rehabilitation centre.

The Bridges, on Holderness Road in Hull, is the UK's only residential drug and alcohol treatment facility specifically designed for men who have been in prison. The centre is run by The Forward Trust, a national recovery and rehabilitation charity.

In normal times, the Fundraising Advisory Group in Yorkshire, chaired by Simon Reeve, hold a series of special events to steward many individual supporters of The Bridges and help raise funds to enable its vital work to continue. But this year, in the context of a global pandemic and continuing lockdown restrictions, the group got creative.

On Thursday 11th June, in place of a face-to-face event, The Bridges hosted a 'virtual garden party' using video calling software. The event was attended by over 100 people and raised an amazing £25,676 thanks to our amazing supporters, including Arco and MKM Building Supplies.

Speakers at the event included Victor Lindsay, a former client of The Bridges, who spoke movingly about his recovery journey and said: "Fundraising is important because it saves lives, especially my life. My life has been saved and I am living a different life now and I am enjoying the life I have. I am so grateful for this event and all the supporters who have donated generously".

Simon Reeve, the Chair of Forward's Fundraising Advisory Group for The Bridges, barrister and former MP for Dewsbury says:

"Covid-19 forced the cancellation of a face-to-face garden party but the virus does not mean that the great work at The Bridges stops and so it was a real ray of sunshine to be able to raise £25,676 through a virtual garden party. Thank you to everyone who contributed for helping to make a difference".

Thomas Martin, Non-executive Chairman of Arco, also shared with guests how the company has helped to transform the lives of men after they have completed treatment at The Bridges: "We have worked with The Bridges management to let them know about real jobs, genuine vacancies that we are recruiting for that graduates can apply for. And we are pleased that we have successfully recruited a number of graduates who today say "you've given me my first meaningful work" and "you've given me the strength to get up. You've given me the strength to carry on living".

Since opening in 2004, The Bridges has supported over 450 men with addiction issues to rebuild their lives after being in prison. Over the last 5 years 53% of clients on average have completed the treatment programme, compared to a national average of 48% in other residential treatment programmes.

The centre is keen to hear from local employers in Hull and East Yorkshire who might be interested in giving work experience or jobs to former clients of The Bridges, as well as from those who may be interested in supporting the work with donations.

HullBID Delivers Discount on Levy as Part of Support for Businesses

HullBID has added to its support for city centre businesses to help the recovery from the coronavirus lockdown.

The BID, which represents more than 700 city centre businesses from small independent operators to national chains, has reduced the levy payment by 25 per cent.

A statement by Jim Harris, Chair of the HullBID Board, and Executive Director Kathryn Shillito, said: "We acknowledge finances will be extremely tight and cost savings will undoubtedly be ongoing, so effectively businesses will only be charged the levy for a nine month period as opposed to 12 months."

Kathryn added that HullBID continued to operate throughout the lockdown but on a reduced scale, liaising with Humberside Police and the team operating the Civic 1 CCTV system and forwarding information to businesses about the support schemes which are available.

Kathryn said: "We are in regular contact with the Police, who are tackling matters including breaches of coronavirus restrictions and helping

monitor business premises including alleyways and concealed doorways.

"We are also part of the Humber Economic Resilience Group, sharing the latest news on local and national business support initiatives with our members in all business sectors and partnering with the City Council to provide business toolkits and advice for re-opening.

"Much of the media focus has been on retail and leisure but there are other sectors including law, finance and IT which have worked throughout the lockdown to maintain essential services and we're encouraged by feedback which acknowledges the value of our role as a conduit."

Di Garbera, a Director of Golding Computer Services in George Street, Hull, said: "Different sectors have been affected in different ways. Many including us are providing essential services to other businesses and supporting them remotely so it has been a

great help to receive regular updates from HullBID throughout the lockdown and the announcement of the levy discount is also a very welcome measure in such difficult times."



Di Garbera of Golding Computer Services, one of the many city centre businesses which has welcomed the support of HullBID during lockdown.

HETA Bags Online Bargain to Improve Facilities for Apprentices and Employers

A leading engineering training provider has snapped up an online bargain which will make a big difference to learners and employers.

Humberside Engineering Training Association (HETA) took delivery of a process plant which has now been assembled at its headquarters in Hull.

It adds to HETA's capabilities to continue to train people entering or already working in the different petrochemical companies across the Humber.

Matt Gardner, Operations Manager at HETA, said: "The process plant is the only one we're aware of on the north bank of the Humber and it stands out compared with others because we can use it to train four teams of apprentices at the same time.

"It's good for the apprentices because the assessor can watch them work in a live scenario and it's good for employers because not all of them have this sort of facility."

The plant was clicked and collected from Sydney after being checked by a former HETA



Picture shows the process plant newly installed at HETA's headquarters in Hull.

employee who now lives in Australia. It was shipped over in four containers ready for installation next to the fabrication and welding workshop.

Once operational, the rig will enable process apprentices to carry out the full range of duties they will be exposed to in industry and which are required by the Apprenticeship Standard.

Matt said: "It was a brand new rig for distilling chemicals but had only been used for testing with water. It was found to be surplus to requirements, and even after transporting it to Hull it cost a lot less than buying a new one.

"The rig brings real-world scale and appearance and fits perfectly in the space we had available. The apprentices will be involved in getting it ready for operation so it can be used for some types of training immediately. It will replicate various chemical process functions and it is clear from the early interest of a number of employers that this will be a big training asset for companies in the region."

Bell4Business launch new PPE, workwear and personalised clothing company Bell4Branding

Back in March, due to the remarkable growth of Bell4Business Limited over the last 4 years, the team have launched new company Bell4Branding Limited.

Managing Director Louise Bell said "Some people have stated March wouldn't have been the best time to launch a new business, considering everything going on in the world. However, we've never been a company to shy away from a challenge and have heaps of ambition! Our hard work has proved valuable and allowed us to get off to a flying start!"

Bell4Branding have a whole range of products and garments from branded workwear to PPE. Being a proud member of Hull & Humber Chamber of Commerce and being a local supplier providing high quality items, graded and certificated PPE and paying close attention to customer service, sets the company apart from general competition.

Professional and branded workwear is the ideal way to promote your business. Benefiting from no minimum order quantity, Bell4Branding are more than happy to help!

Since the launch of the business, embroidered items have proven incredibly popular for businesses and individuals. Giving companies the opportunity to add their company's logo to a uniform or indeed being a keen horse-woman, Louise has sold bespoke items to fellow horse riders.

Companies from accountants to construction have benefited wearing branded uniform, allowing their business to stand out and be seen (literally for construction staff with their Hi-Vis garments.)

To find out more about our supply of PPE, unique personalised clothing and workwear, email hello@bell4branding.co.uk to receive a free quote!

Or check out our website – Bell4Branding.com



Fine Foods Wholesaler Secures £5m Funding Line

Bibby Financial Services partners with Hider Food Imports Ltd

Bibby Financial Services (BFS) has provided a £5m funding facility to Hider Food Imports Ltd, a wholesale food supplier based in Hull.

The family-run business, which began trading in 1965, imports fine foods to its UK based customers. The company specialises in nuts, dried fruits and other fine foods including Hazer Baba Turkish Delight, Bavarian Organic Breads and seasonal Christmas Stollen.

Hider Food Imports has a wholesale, retail and ingredients division and supplies to many well-known retailers. The business has recently launched a new offering that allows retailers to offer all of the company's two-thousand products to their customers for delivery direct to the end consumers home, even if they are only able to stock a limited number in store. The business is also involved in the manufacture of its nut products, including drying, roasting, salting, flavouring and packing.

BFS' corporate team in the North were introduced to Hider Food Imports Ltd by the company's financial advisors. From here, BFS and Hider Food worked together closely to quickly structure a deal that met the financing

needs of the business. The £5m funding facility will help the business pursue its ambitious growth plans, while providing the flexibility the company needs to thrive.

Duncan Hider, Managing Director, Hider Food Imports Ltd. commented:

"As a long-standing family business, we have a firm footing in the market and a well-established customer base. This fresh injection of finance will enable us to focus on fulfilling our customers' orders and work to expand our offering.

"The BFS team responded very quickly and were able to work with our advisors to structure a funding facility that met our specific needs."

David McIntyre, Corporate Manager at Bibby Financial Services, said:

"Hider Food Imports Ltd is a well-known and long established importer in the region with a strong heritage in Hull. We're very happy to have been able to provide Duncan and the team with the funding they needed within what was a tight timescale. We look forward to working with the management team as they grow the business."

Driver Hire Keeps Businesses on the Road

Every year, Driver Hire Grimsby & Scunthorpe matches drivers with jobs hundreds of times over.

Working across all driving licence categories, the firm helps employers fill both temporary and permanent posts right across the transport and logistics sector.

Michael and Jane O'Flynn took over the business, which is otherwise part of a national franchise, four years ago.

When it became available, they knew the business would be a perfect fit with their background and experience, particularly Michael's operational and personnel management roles in the building services industry.

Finding the right person for the job has long been at the heart of what he does.

"This is a premier driver recruitment service, so we do place a great emphasis on making sure the service we promise is the service we provide," he said.

"That begins with making sure all the thorough, proper checks are carried out on the candidates - that all the competency assessments are in place - and actually meeting each and every one of the drivers in person. They can't just register over the telephone."

Driver Hire also keeps its records up to date on the status of the licences and additional qualifications held by the drivers on its books. "We take compliance and safety extremely seriously," he said.

"Our aim is to minimise, and preferably eliminate, any risk for clients looking to hire

drivers through us."

Typically Driver Hire works with commercial HGV drivers, ranging from class one (articulated truck) drivers to 7.5 tonne truck drivers and even, on occasion, van drivers.

The plethora of additional qualifications held by drivers means that whether someone with an ADO licence for the carriage of dangerous goods is needed to deliver petrol, or perhaps a licence for a lorry-mounted crane to deliver building materials to a construction site, the agency will be able to supply just the person for the job.

Michael said: "The type of customers we deal with can be either transport companies or companies that transport their own goods, most often in the engineering, food and pharmaceutical supplies sectors.

"We have a broad range of skills on our books, from straightforward van drivers to people with specialised qualifications."

Driver Hire's telephone line is open 24/7 year round. Under the terms of its service level agreement, it guarantees to provide an answer to a customer's enquiry within 20 minutes.

The vast majority of the time, the agency can indeed fill a vacancy at tremendously short notice.

He said: "The benefit of our business model is that while we are a local, family-run business, we are also part of a much larger network of franchise operations which, in turn, gives



us access to the resources of a much bigger enterprise - we have a big company system and a large personnel base to draw on."

The O'Flynn's have grown the business significantly since they took it over in 2016.

At one point they had doubled turnover, something to be proud of in such a competitive market, and in 2019 it was nominated for the DFDS Excellence in the Community Award at the Northern Lincolnshire Business Awards.

Driver Hire has been something of an economic barometer during the pandemic. While March and April were obviously quieter months than usual and the team worked from home, since May they have been back in the office and meeting the reassuring flow of demand.

"This is a premier driver recruitment service, so we do place a great emphasis on making sure the service we promise is the service we provide."



"At the end of the day, 98% of goods on shop shelves arrive on a lorry," said Michael. "Demand was certainly reduced in relation to the transport of luxury items, but that's starting to pick up again and the flow of food has kept going throughout."

"Builders' merchants seem to be powering ahead too, so I get the impression, looking at my own customers, that the building and construction industry is reasonably buoyant, as is the pharmaceutical supplies sector."

The added uncertainty of these times means that a client can suddenly have a driver take ill or need to shield for family reasons.

However, all they need do is pick up the telephone to Driver Hire and problem solved.





Dunston House Livingstone Road Hessle HU13 0EG

Refurbished offices.

Rent inclusive of utilities and service charge.

Highly prominent location.

Easy access to the A63, Humber Bridge and motorway networks.

Car parking available.

Price / Rent £3,000 - £20,800 per annum

Location Hessle is a very popular suburb of Hull, lying approximately five miles to the west of Hull city centre.

The southern edge of Hessle, where the offices are located, are adjacent to the A63 dual carriageway which leads into Hull to the east and M62 motorway networks to the west.

The location is close to the Humber Bridge, providing easy access to Lincolnshire and Humberside Airport. The offices are highly visible from the A63 dual carriageway.

Description The property consists of multiple offices, ranging in size, and benefits from communal w.c. and kitchen facilities on each floor.

Externally there is a car park to the front and rear of the property.

Services The premises is connected to mains drains, water, electricity and gas. The rent is inclusive of all utilities.

EPC Rating Business Rates - 2019/20 The tenant will be responsible for payment of the business rates connected to the demised suites.

Terms Flexible lease terms are available, subject to negotiation. The rent is inclusive of service charge and utilities.

Contact nicola@humberpropertiesltd.co.uk
07498 288918



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Pic of Kirk Akdemir, CEO of AA Global.

AA Global Ranked as Leader for Language Services in Nationwide Assessment

A Hull-based language services company has proved itself one of the best in the country after shining in an assessment by a leading public sector buying organisation.

AA Global took the top spot in in over half the categories measured by ESPO, scoring more than 90 per cent in all but two groups.

The company, which also has an office in Worcester, was number one in providing managed services to police, health and in local government and the wider public sector.

It was also top for remote video spoken and non-spoken services and for translation, transcription and additional services. For face-to-face non-spoken services AA Global was ranked first in all 12 regions in England, Northern Ireland, Scotland and Wales, finishing top in 18 of the 31 categories overall.

ESPO provides more than 27,000 products

and services across 120 frameworks to more than 200,000 customers. Suppliers are assessed on financial stability, track record, experience and technical and professional ability.

Kirk Akdemir, CEO of AA Global, said: "ESPO is a very large and important framework and inclusion indicates our status as a major player in the country, operating in the same league as some very big organisations.

"The listing is primarily a guide for the public sector but it is also recognised in the private sector as a hallmark of excellence. Last time we made the top four in most categories so this shows a big improvement in a sector which is more competitive than ever, with

more than 200 companies applying to be included.

"I'm extremely grateful to our team for helping us secure this recognition. It sends a positive message about our commitment to providing the best language services. We are now focused on continuous improvement to build on this success and to address the two areas where we dipped below 90 per cent!"

AA Global, a key supporter of the Chamber's International Trade Centre, employs nearly 15,000 translators and interpreters who between them cover more than 500 languages. Of the current permanent workforce of 25, more than 20 are based in Hull.

Lincolnshire Housing Partnership's Bond Sale success looks to deliver more new homes across the region

Local housing provider Lincolnshire Housing Partnership (LHP), which has offices in both Boston and Grimsby, is looking to deliver even more new homes across the region than first imagined, thanks to a recent bond sale.

The social landlord, which owns 12,500 homes throughout Lincolnshire, has raised new funds after securing a significant premium on retained bond sales. The sale was secured despite the limitations of social distancing guidelines during the Coronavirus outbreak.

After promising to deliver 240 new homes over the course of their 2019-2023 Corporate Plan, LHP is now in a place where they can exceed those expectations, as well as a strong position to tackle any post-COVID-19 challenges.

Julie Kennealy is Executive Director of Resources at LHP and she was delighted with the sale.

"This is a great outcome for LHP and transformational in our financial position," she said.

"This capital will allow an opportunity LHP to extend the growth commitments of its 2019 Strategic Plan, which included 240 additional homes in communities across Lincolnshire by 2023 and maintain strong liquidity and financial resilience to meet future challenges presented post-pandemic.

"Without doubt our recent credit rating success was key to the bid we secured, and we pushed everyone hard to make big decisions so quickly – despite the constraints placed on us during lockdown too!

"It has only been just over five weeks since the Board considered and supported the new Treasury Strategy, but it has been an extremely fruitful five weeks."

LHP was supported in the bond sale process by Centrus as treasury advisors, Savills as Valuers and Trowers as Legal Advisors.



How University Flood Innovation Centre is Helping SMEs Across Humber Region

Over 400 businesses have so far engaged with the University of Hull's Flood Innovation Centre.

The centre, established in April 2019 to build on the University's expertise in flood resilience, works with SMEs across the Humber to innovate new solutions to the challenges posed by flooding.

Pip Betts, Project Manager at the centre, said: "At the University of Hull, we have a wealth of expertise and experience surrounding flooding and flood resilience.

"We launched the Flood Innovation Centre over a year ago, to help bring this expertise to SMEs working across the Humber region.

"It is widely-known that the Humber region is one of the most at-risk areas to flooding in the UK – we hope our Flood Innovation Centre will help put small businesses across both banks of the estuary in the driving seat in building resilience against one of the area's greatest threats."

The Flood Innovation Centre brings the University of Hull's world-class research in climate change, flood, engineering, logistics, materials and computer science to Humber-based SMEs. The Centre is part-funded by

the European Regional Development Fund (ERDF).

Whether it's an existing product or a completely new approach to flood resilience, the centre can help SMEs through a range of tailor-made Innovation Support Packages worth up to £20,000.

Nick Granger, Managing Director at HFR Solutions, said: "HFR Solutions are delighted to be once again collaborating with University of Hull.

"We are developing an innovative approach to the devastating effects of flood and the impact it has on communities at a regional and national level."

Bill Blackledge, Director at East Yorkshire-based 2B Landscape Consultancy, said: "We want to be the designers people turn to when they need Sustainable Drainage or Natural Flood Management solutions. Partnership with the experts at the Flood Innovation Centre will help to make that a reality."

For more information on the FIC, visit floodinnovation.co.uk.



Humberside Police Enlists Task Force to Tackle Modern-Day Slavery

In these unprecedented times, protecting the area's most vulnerable people remains Humberside Police's main priority, which is why a new task force specialising in modern day slavery and human trafficking has been established.

The recent restrictions on daily life will make it even harder for victims of modern day slavery to be seen, which is why the force is committed to focusing work in this area with the launch of Operation Wilberforce.

Providing a proactive, investigative response to allegations of modern day slavery and human trafficking, Operation Wilberforce is made up of a dedicated team of specialist officers. The team also provide training, support and guidance to colleagues, strengthening the force's knowledge in this area, and seek to build relationships with partners in a cross-section of society, including local authorities, businesses and health care providers, to raise awareness, gather intelligence and work together to protect the most vulnerable within our society.

Detective Chief Inspector Christine Calvert, Modern Day Slavery lead at Humberside Police, said: "Although you may not see it, modern day slavery exists in the Humberside Police area and often goes unnoticed in our local communities. Sadly, it's happening all around us in places we might usually visit, but it goes unnoticed. From the local hand car wash, a nail bar or even your village takeaway – slavery and trafficking is a growing cause for concern across the entire Humber region."

The three most common forms of modern day slavery in our area are forced labour, sexual exploitation and domestic servitude. There is no typical victim profile - victims can be men, women and children of all ages, but it is normally more prevalent amongst the

most vulnerable, including minority groups or those who are socially excluded.

The operation is being supported locally by a wider marketing campaign highlighting vulnerability - What Do You See? The campaign will explore how vulnerability may look, in its many different forms, and communicate some of the signs to help spot it. The campaign will start in July with a focus on modern day slavery, and Humberside Police are asking for the support of the business community to be vigilant against such issues.

To find out more about modern day slavery in our region and the top 10 signs to help spot it, please visit:

humberside.police.uk/operation-wilberforce

Rollits Sets Up Dedicated Team to Lead Businesses to Recovery

A major law firm has launched a dedicated support team to lead businesses to recovery from the impact of the coronavirus.

Rollits has brought together specialist lawyers with a range of skills and expertise with the aim of helping businesses to Get SET – survive, emerge and thrive – as they prepare for life after lockdown.

The team works closely with the firm's other departments, including the Employment Team which has already presented a webinar to help businesses avoid the pitfalls of making staff redundant and ensure they act fairly and within the law.

The Business Response Team has been working with clients to identify and address issues around workplace changes, contracts and other concerns. Jennifer Sewell, who is leading the team, said they help organisations plan for their future both in the short and long term, with agile decision making being crucial moving forward.

Jennifer said: "Our approach in setting up the Business Response Team is to encourage businesses to be proactive. There is no reason for employers to be fazed by the current situation and to bury their heads in the sand. We have a wide range of expertise within the firm which means that we can keep pace as the situation changes."

Ed Jenneson, Head of the firm's Employment Team, said the redundancy session and subject were planned before lockdown and the decision was taken to go ahead as a webinar in July because of the need to deliver important advice at a time when it was particularly relevant.

He said: "We have been receiving queries on a daily basis about issues including the requirement to consult and to collectively consult, redundancy pools and unique roles, alternative employment, redundancy payments and appeals.



Jennifer Sewell, who is leading the Business Response Team at Rollits.

"There were also cases where people were already planning to make redundancies but the process stalled because of the lockdown. For some, Covid-19 has merely delayed the inevitable – it is important to remember that a lot of the time redundancy is about protecting a business and helping it to survive."

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"These visors are sturdy yet comfortable. They provide ample face covering and are easy to clean. They are perfect for meeting our infection prevention and control standards. We are now using them in our NHS Hot clinic where we see patients with COVID-19 on behalf of North Lincolnshire's GP Practices. Well done to Advanced Protect for producing them and keeping our clinicians safe!" Dr Toby Blumenthal (Chair of Safecare Network Ltd).

Interested to know more about pricing, quantity, and technical data? Contact us using the details below and we'd be happy to help!

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Bus Company Launches New Tickets Ideal for Lockdown Life

Hull-based bus company East Yorkshire have launched a new type of ticket for those whose daily lives have been disrupted by lockdown.

The new Flexi5 tickets, which are available on the East Yorkshire Buses app, are similar to a weekly ticket, but with more flexibility to help those whose routines have become unpredictable during the coronavirus crisis.

Instead of being tied in to travelling all week, as you are with a weekly ticket, the Flexi5 tickets give you five days of travel which you can use as and when you need them. Passengers can simply activate one of their five 24 hour tickets whenever they want, making them ideal for those who are working flexibly, or only going into the office a few times a week.

The company were inspired to create the new tickets after seeing that many of their regular commuters were now working to different patterns.

Ben Gilligan, Area Director of East Yorkshire, said: "During the last few weeks, we've seen more and more people returning to work, but we've found that travel patterns are different to before."

"Since lockdown, all our lives have become less predictable. One day you're working from home, the next you're in work, and then you need to travel to check on an elderly relative. Your plans change at a moment's notice. So we wanted to bring in a ticket that's suited to our new lockdown lives."

The tickets are available to buy now from the East Yorkshire Buses app, which can be downloaded free from the App Store or Google Play.

You can find out more information on the Flexi5 tickets by visiting

www.eastyorkshirebuses.co.uk



'School's in'- Pocklington Prep School's Freely Available 'Project-Based Resources Hub' Keeps Learning at the Forefront Over the Summer Period

Pocklington Prep School is sharing a unique collection of remote learning resources which have been used during the period of school closure.

Pupils across EYFS, Key Stages 1 and 2 have been immersed in a project-based learning approach, designed to engage pupils and develop independence while learning from home. This wide-ranging selection of resources is now freely available online to anyone who would like to access them.

The closure of schools in March due to the coronavirus pandemic brought a great deal of uncertainty for pupils and their parents, who, helped by their teachers, began adjusting to educating in the home setting. The school's aim was to provide the best support that we could offer to our families during the period of school closure, to ensure that all our pupils continued to make progress whilst learning in a fun and engaging way that was not unwieldy for parents to manage.

Prepared by Pocklington Prep School's team of specialist teachers, the project-based resources hub is designed to support parents to provide learning opportunities at home that are both purposeful and fun. Each stand-alone project includes a range of open-ended and creative activities that help children to develop key, age-appropriate skills, whilst also fostering independence. From 'mind, body and soil' to 'reflections and aspirations', we have developed projects that will capture a range of interests

All of the resources are available online at <https://pocklington.fireflycloud.net/summer-learning-resources> and include a

variety of cross curricular projects suitable for all year groups from EYFS to Year 6. From recorded lessons, web links and interactive games to guided Power Point presentations, linked musical activities and all manner of outdoor learning opportunities, the hub can be accessed free of charge by anyone.

Cath Sweeting, Assistant Head: Curriculum said:

"We are delighted to share this programme with the wider community at a time when pulling together is vital to support all children's education. After a long period away from school, the summer break may not quite have the same appeal this year. Since March, our pupils that have sadly not been able to return to school under government guidance, have experienced a structured programme of remote teaching and learning. As term ends and this structure is removed, and with limited options for usual holiday entertainment, many parents may find themselves wondering how to bridge the gap between now and September, when school will hopefully reopen to all. Our project-based resources have been designed to keep children stimulated and engaged whilst also helping them to develop and practise key skills ready for the transition into their new year group in September. We hope that many parents will take advantage of the engaging learning opportunities we are offering over the summer months."

How Zeelo is helping to tackle the safe commuting issues during the pandemic

The same public transport systems that have allowed our country to thrive, now threatens the future of the workplace. As we think about re-opening safely, the commute presents an almost insurmountable challenge.

How do we convince staff that it's safe to return to work on public transport? Or indeed, is it safe for us to ask staff to do so? With social distancing in place, is there even enough capacity? And it's not on public transport, how do we ask them to get here?

Nearly 7 billion passenger journeys are taken on local bus, tram or rail services every year in the UK. 18% of commuters in Great Britain use a form of public transport to get to work (DfT, 2018). With social distancing measures reduced to 1m, capacity on a typical single decker local bus will drop to 15-20 people. Even a gradual return to work will be more than enough to overload the system.

Of course, our commuting habits will change. Outside of those who can't work remotely, the accelerated shift to flexible working means that many will only travel to the office 2 or 3 days a week. Over the coming years, it's likely that many will swap city-living for more space in suburban areas and commuter towns; accepting a longer commute for the days they travel in. But the immediate challenge we need to overcome is how we make them feel comfortable in travelling into work at all.

For the first time, this shifts the commute to be the responsibility of the employer. In many areas where public transport has always been less sophisticated, employers have invested in commuting initiatives such as bus shuttles and car sharing with great results. It makes sense, given that 23% of staff have quit a job because of an undesirable commute (Shelton Group, 2017).

With good reason, people are concerned about the risks of using public transport. Social distancing is difficult and there is no way of knowing who you are sharing an enclosed carriage with. The government's answer is to tell people to avoid public transport and to cycle, walk or drive instead. The recent Government initiatives to support cycling and walking are fantastic but they're not the silver bullet. For many, cycling and walking isn't a viable alternative and we don't live in a country blessed with a climate suitable all-year round; not to mention the office changes needed to accommodate extra showers and changing facilities.

The car – which provides less virus exposure and more convenience - is a short term fix on



the long road to a new normal. But even a small modal shift to private car usage will bring our roads to a grinding halt and most employers don't have adequate parking facilities. Creating irreversible habits now is also the last thing needed in our efforts towards cleaner air. Never mind the fact that many don't have access to cars, where public transport has been their lifeline to job opportunities.

Despite lockdown proving that flexible working is possible, many are eager to return to work and the office is likely to remain fundamental in encouraging collaboration, building company culture and allowing people to achieve a positive work-life balance. So how do we reopen the workplace safely?

First, employers must understand the commuting habits and concerns of their staff. At Zeelo, we provide free analysis to help employers understand where staff are coming from, their transport options and how different solutions might support as we enter the new normal.

There won't be a one size fits all solution but employers can reduce the risk of infection amongst staff and make them feel confident to travel again through a range of actions. Staggering of shift times and days that staff are able to use the office are important to reaching a manageable solution. For those who live nearby, cycling and walking should be encouraged

through cycle to work incentives and improved facilities. For those who may need to drive, car sharing should be encouraged through platforms like Liftshare, who can help to ensure the same staff are sharing everyday.

For those previously reliant on public transport, companies like Zeelo can provide dedicated commuter bus services to keep staff travelling together in 'safe bubbles' to and from the workplace. Technology is used to enforce social distancing onboard and to allow for contact tracing and operational measures are in place to make the environment as safe as possible (including air filtration, temperature checks and anti-viral fogging cleaning techniques). These services have been deployed for major employers such as Amazon, Avara and XPO during the lockdown period so they could continue operating safely and now we're working with a number of companies to support their safe re-opening across the UK, Italy and South Africa.

Employers face the challenge of ensuring a safe commute in order to welcome their staff back. We will no longer be able to rely solely on the existing public transport network to keep our towns and cities moving safely but for employers who take targeted action, there are solutions that will make their company a better place to work for good.

Hull Accountants Gear up to Help Clients Rebuild and Recover, Having Stood Shoulder-to-Shoulder with Region's Businesses During the Coronavirus Crisis

Professionals at Hull-based accountancy and business advisory firm, Smailes Goldie Group, are gearing up to help clients rebuild and recover, having stood shoulder-to-shoulder with businesses from across the region throughout the Coronavirus crisis.

The firm has remained open and fully staffed throughout the crisis with only a bare minimum of employees furloughed, ready to assist its clients in dealing with the consequences of the stringent measures that have required many to close their doors temporarily.

Clients have benefitted from the firm's expert advice in devising plans to remain in business throughout the crisis, as well as in accessing the full range of Government support for which they are eligible. This has seen Smailes Goldie Group advise its clients on schemes, including the Coronavirus Job Retention Scheme (CJRS), the Self-Employment Income Support Scheme (SEISS) and the Coronavirus Business Interruption Loan Scheme (CBILS).

With frequent updates to the Government support schemes as well as the lockdown restrictions, the firm has issued regular bulletins to clients and the region's business community throughout the crisis through its subscriber news services, most recently covering the measures announced in the Chancellor's Summer Economic Update.

It has also included the publication of a frequently-updated pair of grids, providing handy guides to the support available to businesses and self-employed individuals during the crisis, as well as the timelines for this support.

The firm's efforts have been all the more impressive because, along with the majority of office-based businesses, it has to implement home working with little notice in March, as the lockdown measures were introduced.

At the same time, Smailes Goldie Group has been taking on more staff in the form of six new trainees recruited during the crisis who will start later in the year and a further member of staff in the payroll department.

Now, with lockdown measures easing across the economy, the growing firm is working closely with its clients to help them rebuild, recover and grow back stronger.

Nicki Shipley, a Partner at Smailes Goldie Group, said: "We are proud that we have been able to be there with a full range of advice and assistance for our clients as businesses across



the region have faced some of the toughest challenges in generations.

"We have been pleased to welcome new staff in recent months and I know that members of our team, new and old alike, are determined to help our clients from across the region and further afield to grow back stronger."

Tell the World with Great Yorkshire Radio

There's no doubt that we're living through unprecedented times. Business at every level has been impacted by the effects of the Covid 19 pandemic.

What we absolutely know is that it's "business as UNusual" with some companies starting to look to the future with optimism, others with pessimism; some are struggling with fundamental operational changes, others are looking at new customer bases. However, there's one thing every company will have to address, and that's how they tell the world they're open for business.

For the last forty years, local commercial radio has been a massive part of the mix when it comes to marketing your brand and your offer. However there's been a quiet revolution taking place during lockdown. Those local radio stations that hundreds of thousands of listeners love are turning into "white label radio brands". Whether it's Yorkshire Coast Radio, KCFM, Compass or Minster FM, all of these stations are

disappearing, to be replaced by Greatest Hits Radio, programmed by the same people behind Viking FM, Bauer Media. The vast majority of the output will come from Manchester, with just a nod to localness in place of once proud local radio brands.

Our mission at Great Yorkshire Radio is to be 'the true voice of Yorkshire'. Our aim is to bring you a polished, professional commercial radio station, locally run and locally owned with truly local information and truly local voices. Our team has a robust forty year track record delivering great returns for advertisers on great radio brands across Yorkshire.

Great Yorkshire Radio can be heard by over 800,000 people on DAB radio across North and East Yorkshire, and by countless millions more online and through our app and on smart speakers.





Hull and Humber Chamber of Commerce is pleased to introduce AXA PPP healthcare for their business healthcare cover

Day or night, we're here to help put your mind at ease

When you or one of your employees has a health worry playing on your mind, it can make it difficult to focus on anything else.

That's why at AXA PPP healthcare, regardless of whether you have healthcare cover with us or not, we give Chambers of Commerce members free access to our 24/7* health information telephone helpline, Health at Hand.

Our Health at Hand team is on hand to support you and your team. Whether it's a question to do with your own health or your child's health, our team of nurses, counsellors, midwives and pharmacists are here to help put your mind at ease.

Some of the ways we can help:

If you have a question about medication that you've been prescribed, our team of pharmacists is on hand to help

If someone in your team is struggling to cope with the pressures of work or home life, they

can speak to a counsellor about how they're feeling

If you have a question or a worry about your health, you can discuss the symptoms with a nurse

To find out more and to activate your free access to Health at Hand, visit axapphealthcare.co.uk/Chambers or call us on **0800 389 7413****

*Health at Hand nurses and counsellors are available 24/7. Pharmacists and midwives are available 8am-8pm Monday to Friday, 8am-4pm Saturdays and 8am-12pm Sundays. The Health at Hand service does not diagnose or replace your own GP. All calls to Health at Hand are confidential.

**Phone lines are open 8:30am-5:30pm Monday to Friday. We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

Hull and Humber Chamber of Commerce is an introducer appointed representative of AXA PPP healthcare Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The private healthcare insurance plans are underwritten by AXA PPP healthcare Limited. Registered office: AXA PPP healthcare, 5 Old Broad Street, London EC2N 1AD. Registered in England and Wales number 3148119. Write to us at: AXA PPP healthcare, Phillips House, Crescent Road, Tunbridge Wells, Kent TN1 2PL.

W.H. Bowker - Award-Winning Logistics

International Transport - Perfectly positioned for importing and exporting goods to and from Europe, Bowker's Hull Distribution Centre and International Transport operation is located on Littlefair Road just 200 metres away from the dock.



Bowker led the way into Europe in 1961 and remain a major provider of international transport services carrying a wide range of goods to and from most destinations in Europe.

With extensive knowledge and expertise of providing the industry with innovative and cost-effective transport solutions, Bowker continue to be one of the UK's leading European carriers offering a fast, efficient service to all destinations.

The largest inpointer into the Hull/Zeebrugge shipping line

- From 1 pallet to full loads
- Authorised Economic Operator
- Daily services to & from Europe
- Temperature controlled services
- ADR drivers & hazardous services
- Deep sea and air freight
- Customs advice & services

Quality of service

Last year, Bowker were awarded The Road Haulage Association's Diamond Haulier Award. This unique award, to mark the RHA's 75th Anniversary, was given to an operator that has demonstrated professionalism, brand distinction and excellence as an employer. More recently, in May 2020, Bowker were recognised by the Chartered Institute of Logistics and Transport as a top 30 provider. The criteria included annual reports, the European Commission, financial, human resource factors, performance and professional accreditation.

Hull Warehousing

Hull's 10,000 m2 site offers a wide range of modern, flexible warehousing solutions to suit a variety of business' storage requirements. The facility is BRC accredited designed to store and handle food products and holds a MHRA (Medicines and Healthcare Products Regulatory Agency) Wholesale Dealers Licence for pharmaceutical goods. Storing highly regulated

produce means the operation is fully focused on compliance and regulation. The site is SQAS assessed and holds the ISO 9001 accreditation. As with all Bowker Distributions Centres, the facilities are supported by the latest IT and software systems.

If your business would like to find out more about Bowker's International transport service or warehousing facilities contact the team today on:

Tel: **01482 706557**

Email: commercial@bowkertransport.co.uk

Website: www.bowkertransport.co.uk



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Jack Holland
London
0330 808 3306
Transportation



Name:
Shaun Turner



Company:
Anota Ltd

Job Title:
Technical Services Director

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

Ah, my first role was as a designer for a boutique construction company in London. They built expensive conservatories and summer houses for a range of very well-off clients. It was my first job straight after 6th form and the salary was an amazing £10k per year, plus travel expenses – as an 18-year-old I felt like Croesus every month!

What do you always carry with you to work?

My notebook – despite working in tech I like to have a retro notebook to hand for when inspiration strikes. It rarely leaves my side.

What is the biggest challenge facing your business?

Currently, managing and controlling our growth and scaling in a way that ensures we continue to deliver quality service and products to our increasingly diverse client base.

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

I would reduce business rates and corporation tax considerably to enable SME's to take on new technologies and help facilitate their own growth.

What can you see from your office window?

Currently, a bloke playing the violin in his back garden. And blue sky.

If you could do another job what would it be?

A radio presenter. I used to love doing my own creative arts podcast and really enjoyed reviewing the religious papers for Radio Humberside on a Sunday morning. Plus, I have been told I have a face for radio, whatever that means.

As a businessperson, what are your three main qualities?

I make seriously good coffee, I have great taste in wine and as a strategic technical thinker I can come up with digital solutions to help any business transform their processes for the better, every time.

What was your biggest mistake in business?

Not keeping hold of Jeff Bezos' business card when I met him about 20 years ago. He would have been useful to know.

What advice would you give to aspiring entrepreneurs?

To paraphrase Vincent from the film Gattaca "Don't save anything for the swim home". Give it everything, give it all your passion, all your drive, all your effort and do not fear failure.

Who do you admire most in business?

A guy called Erwin McManus. He is founder and lead pastor at Mosaic LA and has so much to speak about in terms of leadership, innovation and entrepreneurship. His books speak surprisingly well into the world of business.



Chamber Events Diary 2020

St Leger Ladies Day with the Chamber

Thursday 10 September 2020
Doncaster Racecourse

Members' Speed Networking and Lunch

Friday 25 September 2020
Beverley Racecourse

Members' Speed Networking and Lunch

Friday 16 October 2020
Forest Pines Hotel, Scunthorpe

Members' Speed Networking and Lunch

Friday 27 November 2020
Lazaat Hotel, Cottingham

Take advantage of your Chamber Membership to attend the wide range of events we organise to help you meet potential. Clients and develop valuable business relationships. Please note that dates are subject to change. An up-to-date events diary is available on our website

www.hull-humber-chamber.co.uk

Covid-19 Back to Work Cleaning Services

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Whatever financial problems you are experiencing in your business, we can help.



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