

ISSUE 5: MAY 2018

Connections



FOR MEMBERS OF THE CLIFTON MOOR BUSINESS ASSOCIATION

All in for St Leonard's

Charity champs from Best Western Hotels raise a record amount during their month-long challenge. Page 11



INSIDE: YORK ECO BUSINESS CENTRE TURNS 10 • FOCUS ON ANDY DOUSE



WELCOME TO CONNECTIONS, THE MAGAZINE FOR MEMBERS AND FRIENDS OF THE CLIFTON MOOR BUSINESS ASSOCIATION (CMBA).

Published on a regular basis, this newsletter contains your stories to help promote the Clifton Moor business community. Please remember, this is your newsletter and we want to hear from you. If you have a story to tell or photo to take, please get in touch: email katie@redpublications.com or call 01904 479500.

Alongside the magazine, the CMBA also holds regular breakfast meetings, offering members the opportunity to network and exchange information with each other.

WHAT'S ON?

Wednesday 20th June 2018, from 5.30pm onwards

You are invited to a summer social event

Members of the Clifton Moor Business Association are getting together for a relaxed social event and we'd love to see you there.

No agenda, no presentations, just a chance to mingle and network with businesspeople from the Clifton Moor area.

Where: The Lysander Arms, Manor Lane, Shipton Road, York, YO30 5TZ

When: Wednesday 20 June 5.30pm until 7.30pm

Dip in at any time and stay as long as you like. We look forward to seeing you there.

There are some great businesses on Clifton Moor, powered by brilliant people, so let's work together and share our knowledge, skills and information to keep our companies strong – not just now, but well into the future.

ON OUR COVER:

All in for St Leonard's

Charity champs from Best Western Hotels raise a record amount during their month-long challenge.

This newsletter is designed by RED Publications, 01904 479500.

Innovation Support for Businesses

Small-to-medium sized businesses in York, North Yorkshire and East Riding are being urged to apply for places on fully-funded innovation workshops, designed to help them innovate and grow.

To be eligible to apply for these workshops, businesses must employ less than 250 people, have a turnover of less than €50 million and be able to send participants who have significant responsibility for innovation in the business. Businesses must also be in one of the following sectors to apply: food and drink; bio-science; digital and creative media; health and social care; electronics and manufacturing, using biological and chemical materials.

The innovation workshop programme is run by the Product and Process Innovation (PAPI) Project (www.papi.org.uk) and is being delivered by the University of York, which provides grants for equipment that enables innovation through new product development.

Attendees will benefit from specialist seminars designed specifically for the small number of participating businesses, delivered by highly experienced practitioners. They will also gain practical, real-world expertise and tools that can be applied directly to your business and development of an Innovation Plan, tailored to your business.

Topics that will be covered include: types of innovation; strategies for growth; the innovation process; dynamics of change;



process efficiency and effectiveness; innovation tools, techniques and risk; and reward and financial planning.

Mark Gunthorpe, head of the University of York's Economic Development Team, said: "We want as many small to medium sized companies to take advantage of this workshop programme.

"Innovation is vital to business growth and the skills developed at these workshops will help companies to become more innovative."

Workshops will take place throughout May, October and November in Malton, Northallerton, Beverley and York.

Further information can be found at <http://www.papi.org.uk/events/innovation-workshops/>



The PAPI project is fully-funded by the European Regional Development Fund.

Take part in The Mighty Quiz and help defeat Dementia

BEN JOHNSON LTD WILL BE HOSTING THE MIGHTY QUIZ - SET UP BY ALZHEIMER'S RESEARCH UK - AND WOULD LIKE TO INVITE YOU AND YOUR COLLEAGUES TO COME AND TAKE PART.

The Mighty Quiz is a chance to do some team building, tackle some trivia, crack conundrums and face physical feats all whilst helping to raise funds for Alzheimer's Research and defeat dementia at the same time.

There will be a small entry fee of £5 per person (regardless of team size), which will be donated directly to Alzheimer's Research UK. For every £1 donated to the charity, 84 pence powers their

research and helps people to fight dementia, with the remaining 16 pence being used to help raise more money and fund essential running costs.

In addition to the usual quiz questions, there will be other competitions and challenges with some cracking prizes to be won throughout the night, so get your team together and get involved. To join Ben Johnson Ltd at The Flying Legends Pub, Clifton Moor this October (exact date tbc) simply register your interest by contacting Marianne on 01904 698 698 or email marianne.tritton-hughes@benjohnson.co.uk.



JDL EXPANDS WITH NEW BUSINESS

JDL, THE ELECTRICAL, PLUMBING AND HEATING CONTRACTORS, HAVE IMPROVED THEIR CAPABILITY AND RESPONSE TIMES, THANKS TO THE ACQUISITION OF COLIN BELL PLUMBING AND HEATING LTD.

Following Colin's retirement, JDL made the decision to buy-out the Colin Bell company and join forces with the experienced engineers already working for Colin.

Colin Bell plumbing and heating was established in 1982 and has been trading in York and the surrounding area for over 30 years.

The engineers that were working at Colin Bell have moved across to JDL, which means the company can now provide an even better service to its clients. Not only can they offer improved response times, but they can also offer servicing and installation of domestic and commercial, gas, oil, LPG and biomass heating systems.



IF YOU WOULD LIKE FURTHER INFORMATION ABOUT THE SERVICES JDL CAN OFFER, PLEASE CONTACT 01904 608 350.

YO1 spreads its radio wings with FM licence

YORK'S FEEL GOOD RADIO STATION, YO1, IS CELEBRATING A MAJOR MILESTONE AFTER BEING AWARDED ITS FM BROADCASTING LICENCE.

The fast-growing station, which has been broadcasting across a digital footprint since its launch in September 2017, currently has over 45,000 listeners every week*. However, following the formal licensing announcement on 22 February 2018 by regulator OFCOM, thousands more will be able to tune into the FM frequency, which will be accessible in cars, shops and workplaces, as well as at home and on smartphones.

YO1 co-founder and presenter Chris Marsden said: "This is fantastic news

and a testament to the hard work everyone at the station has put in since we went live. We've brought together a hugely talented team of presenters and this announcement means that many more of the York community will be able to hear them." Carla Ballantine, director at YO1 added: "It also provides a hugely extended reach for our advertisers. We're confident that our output will provide a real alternative to what's currently available across the region."

Work has begun to set up transmitter facilities and the station hopes to be available to FM listeners as soon as possible. Until then, listeners can tune in via the free IOS and Android compatible YO1 Radio app, Tune-In app, Smart TVs or online at www.YO1radio.co.uk.



This is fantastic news and a testament to the hard work everyone at the station has put in since we went live.

IF YOU WOULD LIKE FURTHER INFORMATION ABOUT YO1, PLEASE CONTACT studio@yo1radio.co.uk

*From data collected across social media platforms, website activity and streaming sources.

Focus on... Andy Douse

IN THE SECOND IN OUR SERIES OF FEATURES ON THE CMBA BOARD MEMBERS, WE SPEAK TO ANDY DOUSE, COMPANY DIRECTOR, RACING DRIVER AND ONE TOUGH MUDDER!

Q. Where do you work and what do you do?

A. I'm founder Director of RED Publications, an internal communication agency based within the York Eco Business Centre. We inspire positive change within the workplace so that employees can lead better and happier lives.

Q. How do you do that?

A. We specialise in printed and online newsletters and magazines which improve the employee experience. If employees are engaged, the company's performance improves.

Q. You can do all that with a newsletter?

A. The newsletter is just one channel. We also create intranets, staff events (big and small), posters, banners and branding. We have a video team, photographers and app developers so we've pretty much got everything you need for a major campaign.

Q. Which companies do you work for?

A. Organisations such as Travis Perkins, Anglian Water and Drax Group. In York we work for City of York Council, York St John University and the Joseph Rowntree Foundation.

Q. How long have you been at Clifton Moor?

A. We moved to the Eco Business Centre in 2009. When the company grew five years ago, we didn't want to move out, so we bought two, bigger units that were next door to each other and knocked them into one. It's a lovely work environment with great facilities.



Andy at the wheel of his Focus RS at Cadwell Park.

Q. Do you like being on Clifton Moor?

A. Yes, many of our suppliers are based on Clifton Moor and I love the fact that I can simply walk to where they are based. Just like the famous Australian television soap opera, many of our neighbours have become good friends.

Q. What would you say to somebody thinking of joining the CMBA?

A. Get involved, you don't know what you're missing. There's an opportunity to present to the membership and promote your business through the newsletter or website. And you can listen to presentations and network informally over a coffee. I've created some powerful relationships with people who have really helped me out when I've needed it most.

Q. What do you do in your spare time?

A. I love running and taking part in 'action sports' with my grown up children Adam (21) and Laura (23). Our favourites are Survival of the Fittest and Tough Mudder, a gruelling 10-mile obstacle course which – as the name suggests – contains a lot of mud! I'm also a bit of a petrol head and love taking my Focus RS out onto the racetrack. My last track day was at Cadwell Park in Lincolnshire, but it was raining and very slippery, so I'm looking forward to the hot warm summer months.

Q. What's your favourite food?

A. My wife Debra's chicken Stroganoff.

Q. What's your favourite song?

A. I don't have a favourite song as such, but I always love the latest dance music.



Andy (far left) stopping for a breather during Tough Mudder with his son Adam, daughter Laura (in blue) and their friends.

GETTING THEIR HANDS DIRTY FOR CHARITY

On 28 July 2018, a team from Ben Johnson will be getting more than their hands dirty when they take part in the Yorkshire Tough Mudder 2018. The event is a gruelling 10-mile course, with over 20 obstacles, including electric fencing and 10-foot high walls, and of course there's plenty of mud.

The four-person team, Marianne Tritton-Hughes, Matthew Hall, Dwain Howland and Charlotte Tritton, chose to take part in the event to raise money for the York based charity, Family Fund.

Family Fund provides support to families that are raising disabled and seriously ill children throughout the UK, believing that these families should have the same opportunities as others. They provide grants to remove some of the barriers the families might face and to improve their quality of life and increase inclusion.

Each year, Ben Johnson Ltd – a company which specialises in Workplace Interiors, Technology, Recruitment and Office Supplies – nominates charities to raise funds for, and this year they hope to raise over £1,200 for Family Fund by taking part in the event.

Clockwise from top: Marianne Tritton-Hughes, Matthew Hall, Dwain Howland and Charlotte Tritton.



IF YOU'D LIKE TO HELP THE TEAM TO REACH THEIR TARGET, PLEASE VISIT THEIR JUSTGIVING PAGE <https://www.justgiving.com/fundraising/benjohnsonltd>

Building a Gem of a reputation

GEM Construction (York) Ltd was founded in 1997 and specialises in the sensitive restoration and refurbishment of listed and ancient buildings and monuments. They're known for delivering quality developments and were winners of a York Design Award for two consecutive years.

The award wins were in 2014 for the conversion of the Grade II Listed Engine House in Museum Gardens into The Star Inn the City restaurant. And in 2015 for the construction of The Garden House, a two-bedroom property on the historic Purey Cust site adjacent to York Minster. On both occasions, GEM took the Lord Mayor's Award.

Mike Green, Chairman of GEM, said: "We have recently completed a number of stunning projects including the conversion of the Grade II Listed Old Police Station in Harrogate into 25 luxury houses and apartments, ensuring that the original period features were retained and restored.

"And we were delighted to be involved in transforming the old Tourist Information Centre in Whitby into the prestigious Star Inn the Harbour restaurant."

Mike added: "Each year we also like to raise money for various charities and so far in 2018, we have taken part in events to support York Against Cancer and the Yorkshire Air Ambulance.

"We also provide sponsorship to local sporting establishments, which reinforces the company's ethos of enhancing the lives of young people in the community."



Above: The Garden House, York. Left: The Star Inn the Harbour, Whitby.



Above right and right: Just some of the events GEM Construction have supported for charity.



CONGRATULATIONS to York Eco Business Centre!



A sewing machine whizzes while the smell of freshly baked cupcakes fills the corridors.

Meanwhile, hypnotherapists, cleaning companies and recruitment consultants run their businesses next to teams of communications experts and video creatives.

York Eco Business Centre on Amy Johnson Way is home to an eclectic mix of small businesses and start-ups; you can get your sewing machine fixed, a pedicure and financial advice – all under one roof.

Other businesses in the offices and studios include commercial consultants, electricians and a specialist/rare book dealer.

Managed by City of York Council, the centre is a unique, friendly and supportive environment that's home to a thriving community of more than 60 organisations. And this year, it celebrates its tenth anniversary.



The flexible facilities and excellent staff at York Eco Business Centre make for an ideal environment for us to run our business from. We are proud to be members of this eclectic small business community.
James Hallgate, Lucius Books.



FLYING HIGH

Did you know that the land around the Centre was once an airfield?

The York Municipal Aerodrome opened in 1936. It was requisitioned by the Air Ministry at the outbreak of World War II and renamed RAF York or RAF Clifton Moor, with battle-damaged Halifax bombers repaired there.

After the war, it returned to private use before being sold to York Corporation.

You can still spot flying references in road names – like Amy Johnson Way and Bleriot Way – and the Flying Legends pub.



The neighbourly environment encourages tenants to interact with and support one another...Casual chats in the corridors and shared spaces have helped us find new clients, partners and service providers within the building.
Simon Frost, Brightfive.

Built using aluminium from recycled sources and wood from sustainable plantations, it was designed to have minimal environmental impact. Its green credentials include:

- Ground source heating
- High levels of insulation
- Rainwater harvesting for toilet systems and watering landscaped areas
- Water-saving devices on taps and cisterns
- Controlled lighting system
- Roof garden.

When it opened in September 2008, the £3 million Centre was praised for its innovative form and commitment to sustainable design features. The pioneering project was designed by local firm DSP Architects, who won a York Design Award for the work.

The Centre's flexible accommodation aims to create a sense of community to help businesses benefit from each other's expertise. The communal kitchens, large reception and roof terrace are areas to share ideas and expertise. Other facilities include conference and meeting rooms, which are available to hire.

Vanita Grad, York Eco Business Centre Administrator, said: "I've had the pleasure of working here since the Centre opened and it's been quite a journey.

"The diverse range of businesses makes it quite remarkable and makes my job so interesting. But I think what makes the



Centre so successful is the community spirit, which I believe is very evident to anyone visiting the Centre.

"If tenants want a chat or have questions, there's always someone willing to listen. I'm certainly looking forward to see what the next 10 years will bring!"

Celebrations are being planned for September, so watch this space.

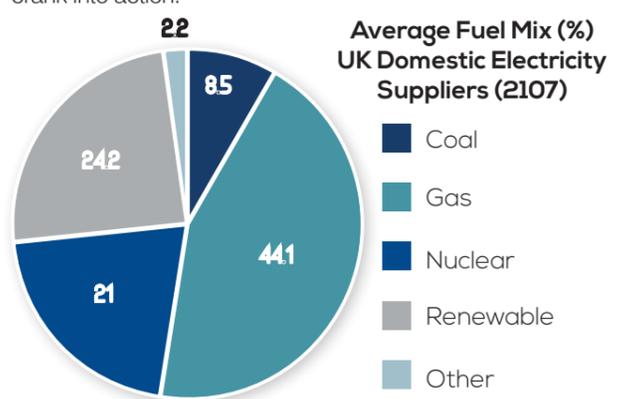
The eco-friendly nature of the building was an added bonus for us, as was the attractive internal garden area and rooftop picnic space. It has proved to be a warm and friendly place to work.
Michael and Joyce, Kip McGrath York – North.

Changing Energy Supply: Costs and Benefits for Business

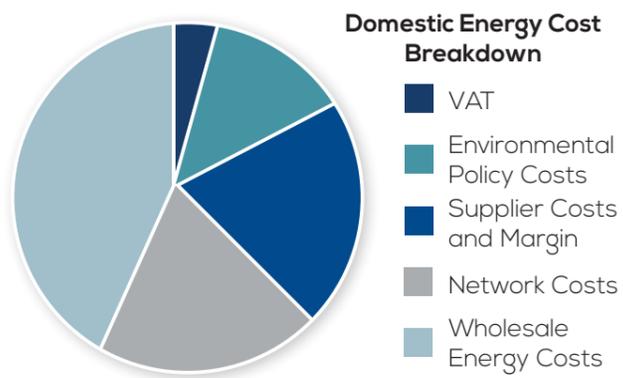
We are an energy-dependent society. Businesses are less able to continue operating without uninterrupted electricity than 20 years ago, and we now heat our homes to be four degrees warmer than in the 1980's.

At the same time, we need to manage the environmental impact of energy use and emissions of carbon dioxide. However, most business energy bills are only a small proportion of costs. In 2017, business energy costs represented around 0.9% of operating costs across the commercial sector, 2.0% across manufacturing and 3.8% for more energy-intensive sectors. But these costs are forecast to increase by around 50% in the next 11-12 years¹.

Due to environmental policies, the energy market is changing quickly. During April 2018, Britain ran for three successive days on coal-free electricity generation for the first time in 136 years. This was the first time the nation has been powered without using coal since the world's first public steam-driven coal power station² opened in 1882. However, as recently as February and March this year, freezing winter temperatures led to price surges in gas and electricity. Within a day, gas prices spiked³ at 350p/therm - seven times the normal level, and the UK's older fossil fuel generators named their own price - up to £1,000/MWh, to crank into action.



However, the long-term trend is still increasing renewables generation, displacing coal and older gas plant. 68% of domestic electricity was derived by gas and renewables in 2017 with renewables further increasing as new capacity is completed.



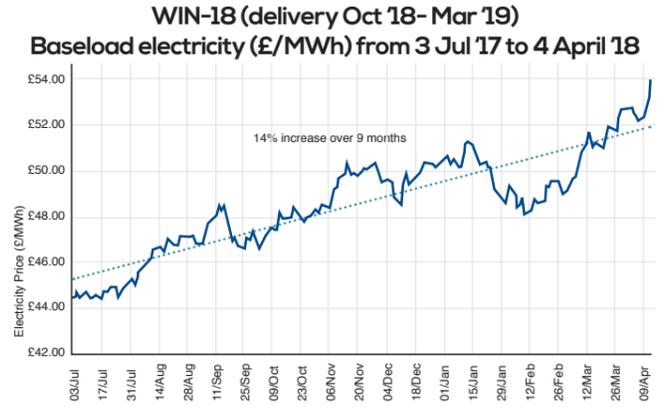
¹ Committee on Climate Change, March 2018.
² The Holborn Viaduct power station in London.
³ ICIS Heren report - voice brokered deal at 14:20hrs on 1st March 2018.

But the wholesale cost of energy just one element of the energy bill. There are five components; wholesale costs, network costs, environmental and social policy costs, operating costs and taxes. Of these the two of most interesting - and important - for future energy bills, are the wholesale costs and the policy costs which we look at in more detail.

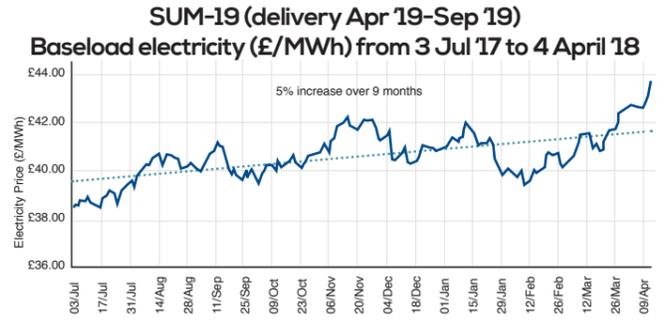
Volatile Wholesale Energy Costs
 Increases in GB energy bills in recent years have been attributed to rising international prices for fossil fuels, and, gas. Whilst indigenous energy production has picked up (see table below) the long-term trend is declining domestic production being replaced by imported gas.

| Source | 2015 | 2016 | 2017 |
|---------------------|------|------|-----------------|
| Domestic production | 37% | 41% | 45% |
| Pipeline imports | 37% | 41% | 45% (Russia<1%) |
| LNG imports | 16% | 12% | 8% |

The global supply and demand drive the long-term price of gas and electricity in the UK, and the impact is unpredictable. Energy will always flow to the market where it gets the best price, influencing energy prices across the globe. In contrast short-term prices are driven by wind and sun impacting the supply of electricity, and seasonal and temperature driven variations to impacting demand. These variations, as we have seen in March 2018, result in very volatile short-term prices.



Between Jul-17 to Apr-18, gas and electricity prices for delivery over the following two seasons have increased by an average of 10%. WIN-18 (above) and SUM-19 (below) show a 14% and 5% increase to wholesale electricity costs over the nine months. Whilst prices do fall as well as rise, the long-term trend - as demand increases for finite fossil resources tends, inevitably, tend to be up.



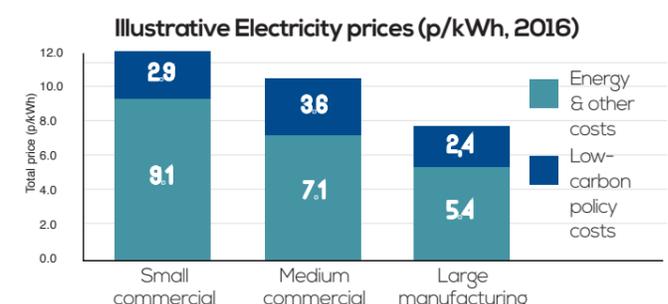
Embedded in the electricity price is the cost of carbon. This is a combination of the European emission trading costs and the UK's Carbon Price Floor. Whilst frozen until 2020 future increases will exert further upward pressure on marginal generation and therefore the future price of electricity.

As a commercial user of electricity there are ways you can insulate (!) yourself from the long-term trends and short-term volatility. The reducing cost of solar pv combined with battery storage, may offer one route and longer-term fixed price supply contracts another.

Networks charges cover the costs of building, maintaining and operating the pipes and wires that carry energy across the country to users. These are also increasing to support the delivery of environmental and social policies. However, one potential upside is increasing competition in energy supply moving from the domestic markets to the business market. As a result, supplier operating costs and margins - and new innovative products could offer savings to canny buyers.

Increasing Environmental and Social Policy Costs
 Environmental and social policy costs are designed to deliver low-carbon, secure and affordable energy supplies, save energy, and support vulnerable consumers. These include; the Renewable Obligation ("RO"), small-scale FITs, Energy company obligations, Electricity Market Reform measures - including Supplier Obligations ("SO") for CfD FITs and the capacity market. On top of these - is VAT and another tax, the Climate Change Levy ("CCL").

Collectively these costs add significantly to the energy bill.



CCL is one of several low carbon policy costs that make up a large part of the unit rate for electricity and gas. CCL applies to energy delivered to business users, charged at a specific rate per unit of energy and collected on behalf of HMRC by your energy supplier. And these rates jump up massively in April 2019.

| Taxable Commodity | Units | 2017-2018 | 2018-2019 | 2019-2020 |
|-------------------|-------|-----------|-----------|---------------|
| Electricity | p/kWh | 0.568 | 0.583 | 0.847 |
| | | +1.6% | +2.6% | +45.3% |
| Gas | p/kWh | 0.198 | 0.203 | 0.339 |
| | | +1.5% | +2.5% | +67.0% |

Small commercial organisations pay the full amount of CCL but consume too little electricity to be in the CRC and pay the full costs of the carbon price and support for low-carbon generation. Overall, around a quarter of the electricity price paid is due to low-carbon policies.

Medium commercial business - in addition to the low-carbon costs that small commercial consumers pay, medium commercial consumers are within the CRC Energy Efficiency Scheme, so the cost of low-carbon policies is a third of the electricity price paid. Therefore, the impact of increasing CCL will be offset by a reduction in CRC liabilities.

Similarly, businesses in the large manufacturing sector have a CCA and therefore pay a reduced rate of CCL and are not included in the CRC. However, as larger consumers of

electricity pay a lower wholesale and network cost for electricity, low-carbon policy costs still make up just under a third of the electricity price paid.

Energy Price Outlook and Business Costs
 Business energy prices have increased since 2004, whilst falling (slightly) from the 2012-2014 peak. The largest driver of increase has been the wholesale price of natural gas, with policy costs increasingly important for electricity in recent years. For small commercial businesses, electricity prices have increased by 78% over 2004-2016.

Businesses pay different energy prices depending on their size (e.g. bigger energy users can typically negotiate better prices) and the fuel type they consume. They also face different impacts from low-carbon policies depending on how they are covered by specific policies (e.g. the Climate Change Levy and the EU Emission Trading System) and whether they receive any exemptions or compensations for costs resulting from low-carbon policies.

For small commercial businesses, electricity prices are projected to increase by 17% to 2020 and 51% to 2030, and gas prices are projected to increase in real terms by 15% to 2020 and 69% to 2030. For medium-sized businesses they are projected to increase by 13% to 2020 and 50% to 2030. Of this, low-carbon policy will be responsible for a half of the increase. Gas prices are projected to increase by 3% to 2020 and 57% to 2030. Low-carbon policy costs are expected to fall to 2020 due to the scrapping of the CRC.

Electricity prices for large manufacturing businesses are projected to increase by 22% to 2020 and 73% to 2030. Of this, low-carbon policy will be responsible for three-quarters of the increase to 2020 and three-fifths of the total increase to 2030. Gas prices are projected to increase by 13% to 2020 and 121% to 2030. Of this, low-carbon policy will be responsible for a fifth of the rise to 2020 and half of the rise to 2030.

Reducing Energy Consumption
 The shift to low-carbon electricity will continue, with the consequential increase in unit rates. The bill impact therefore can only be reliably offset by improvements in energy efficiency. And it's energy efficiency measures that are expected by central government to mitigate the impact of rising policy costs.

Energy efficiency measures have been difficult to deliver, and the Energy Savings Opportunity Scheme has sought to stimulate action. But financing industrial energy efficiency has faced internal barriers, difficulties making a business case and problems getting the financing right. But for commercial users, opportunities for reducing electricity consumption by around 16% by 2030, are possible.

A 9% energy saving can be achieved through measures such as energy management and building fabric efficiency measures (e.g. insulation). An estimated further 7% saving is possible from replacing appliances and products, due to EU regulations on minimum efficiency standards for electric appliances. And examples of best practice in the sector suggest larger reductions are feasible in many instances, irrespective of size of firm.

Reference: "Energy Prices & Bills" Committee on Climate Change, March 2017. www.theccc.org.uk/wp-content/uploads/2017/03/Energy-Prices-and-Bills-Committee-on-Climate-Change-March-2017.pdf

How much do you depend on electricity? - contribute to key research currently commissioned by the European Agency for the Cooperation of Energy Regulators and in progress; (www.acer.europa.eu/Media/News/Pages/Survey-on-the-importance-of-electricity-for-consumers.aspx)

ARTICLE WRITTEN BY DAVID HIRST, MANAGING DIRECTOR OF AINSTY RISK CONSULTING LTD. IF YOU WOULD LIKE FURTHER INFORMATION, PLEASE CONTACT DAVID ON 01904 466482 OR EMAIL david.hirst@ainstyrisk.co.uk



Are your accounts working for you?

ACCURATE AND UP-TO-DATE FINANCIAL INFORMATION IS CRUCIAL TO THE SUCCESS OF ANY BUSINESS.

The growth of cloud-based technology for businesses to keep accounting records is now well established, but for many people the reasons for change remains unclear. There have also been developments in apps linked to accounting software to bring some functionality in reach of smaller businesses.

So if the current paper cashbook, spreadsheet or desktop software works, what can be the commercial benefits of change?

The main benefit of all cloud-based technology is accessibility, and many accountants will stop at that. At Morrell Middleton though, we've helped businesses improve their processes and free up time, by using technology to:

- Have bank statements fed into your accounting software
- Collect debts on time
- Receive and pay employee expenses
- Issue online/email payslips
- Work smarter with your accountant.

The question now is how much? The real answer to that varies depending what is currently being used and which technology is chosen, however as a guide, the price is now comparable to a desktop package that would meet your needs. Payment is monthly, so there is no large upfront cost, and all updates are included so you always have the latest version.

IF YOU'D LIKE TO DISCUSS ENSURING YOUR ACCOUNTING SYSTEM IS WORKING FOR YOU CALL MARTIN AT MORRELL MIDDLETON ON 01904 691 141 OR EMAIL post@morrell-middleton.co.uk

EMPLOYERS' LEGAL COMPLIANCE: LET HARROWELLS ASSIST YOU

IF YOU EMPLOY STAFF, KEEPING ON TOP OF PAPERWORK AND UNEXPECTED 'ISSUES' CAN BE TOUGH.



Ensuring your systems are compliant and knowing what to do if matters flare up can be a worry, particularly if HR is only one of a number of areas you oversee in your organisation. This is why Harrowells have developed a package of services, under the name of Harrowells Assist.

Gillian Markland, specialist employment solicitor at Harrowells explains how these services can help you keep on top of your HR responsibilities, while also spinning all those other plates.

"Harrowells have reviewed a range of packaged services which are aimed at hard-pressed business owners and senior managers and identified that most of these services offer a bank of document templates, access to general telephone helplines and some degree of insurance cover in the event of an employment tribunal claim.

"Over the years, we have been approached by a number of businesses disappointed to find that such services often failed to deliver when the need is greatest. There have been situations where standard employment contract templates have not protected the business in the event of a key salesperson leaving with lucrative contracts, or where the telephone helpline is insufficiently responsive during the course of a fast-moving problem.

"Harrowells Assist has been created to tackle these kinds of issues head on. You get bespoke documentation tailored to your business; responsive advice either in person, over the telephone or via email from a specialist employment law solicitor who knows your business; and optional insurance cover, which integrates with the advice you receive from your solicitor.

"An innovative aspect of our package is that we also offer tailored training for your line managers. If they understand the importance of compliance and how to deal with situations that can arise, you can shift your organisation from one that is constantly reacting to issues, to one that is proactive and avoids problems or, at the very least, can nip them in the bud."

More information about Harrowells Assist and other services can be found at www.harrowells.co.uk



GILLIAN MARKLAND, SPECIALIST EMPLOYMENT SOLICITOR IS BASED AT HARROWELLS CLIFTON MOOR OFFICE AND CAN BE CONTACTED AT gillian.markland@harrowells.co.uk



IN MARCH, ST LEONARD'S HOSPICE HELD AN AWARDS EVENING TO CELEBRATE THE ACHIEVEMENTS OF THE 27 TEAMS THAT TOOK PART IN THIS YEAR'S ACCUMULATOR CHALLENGE.



All in for St Leonard's

The month-long Accumulator Challenge began in February, with each of the 27 teams being given an initial loan of £30 from NatWest, with the objective of raising as much additional cash as possible.

This year's winner was Best Western Hotels, who raised a total of £4,141.90, which is the largest amount raised since the first Hospice Accumulator Challenge in 2016 and is almost double the amount of the team that came in second place.

The staff at Best Western jumped at the challenge and their first event was a 'balloon pop', which set their fundraising off with a bang, raising a total of £100.00. February was packed full of events, from toastie days to bingo, pancake day to car boot sales and even a Best Western carnival, so it's no surprise that the money kept coming in. The team worked non-stop to raise as much as they could for St Leonard's Hospice and a last-minute cake sale helped to push them over their £4,000 target.

Not only did the team at Best Western raise over £4,000 for charity, but all of the team had a great time doing it as well. Stacey Chapman, Administration Assistant at Best Western Hotels, said: "I'd recommend joining the challenge to any



I'd recommend joining the challenge to any company thinking of it, because it is so rewarding.

company thinking of it, because it is so rewarding, and even if you only manage a small total and don't 'win' the challenge, you win in knowing you've helped provide the most amazing care for patients and their families."

The Accumulator Challenge is a great display of teamwork in the city to raise money for a local charity. The grand total raised by all 27 teams was a whopping £20,907.46, taking the total amount raised since 2016 for patient care to £51,000.

Annie Keogh from St Leonard's Hospice thanked all the teams that took part and the businesses, sponsors, individuals and members of the local community that supported the challenge in any way.





The Red team are hoping to build on the success of last year's award event, when they picked up eight awards.

Out of this world!

THE TEAM AT RED PUBLICATIONS IS CELEBRATING AFTER BEING SHORTLISTED FOR 11 AWARDS AT THE INSTITUTE OF INTERNAL COMMUNICATION (IoIC) CENTRAL AND NORTH AWARDS.

The internal communication agency, based at York Eco Business Centre on Clifton Moor, is a finalist in nine categories at the prestigious event, including Agency of the Year, Writing Skills, Newsletters and Strategic Communications. It's also up for a gong for Best Public Sector Communications for its work on City of York Council's Streets Ahead magazine.

Director Andy Douse said: "It's a great achievement to have made the shortlist for so many categories, not just for us, but also for our fantastic clients, who we feel proud and privileged to support.

"The standard of entries is extremely high this year, so huge congratulations to all the finalists. It's an exciting time for RED and I'm very proud of the team and all that we continue to achieve."

The awards ceremony takes place on 24 May at the National Space Centre in Leicester. And with the event dubbed Mission Excellence, let's hope the stars are aligned.

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Some examples of the work RED do.

JOIN US

THERE'S NEVER BEEN A BETTER TIME TO JOIN THE CLIFTON MOOR BUSINESS ASSOCIATION, SO COME ON, WHAT ARE YOU WAITING FOR...GET INVOLVED.

A 12-month membership is just £60 and for that you get the opportunity to:

- Listen and learn from great, free presentations every month.
- Deliver a presentation to other members to promote your company, products or services.
- Promote your company in this regular Connections newsletter.
- Share stories and raise your profile on the CMBA website.
- Attend monthly networking sessions and meet business friends who all work in the YO1 area.
- Enjoy our informal summer social event.
- Improve the performance of your business by making powerful alliances with your neighbours.
- Join an established organisation that is recognised as the 'voice of Clifton Moor' by City of York Council.

The CMBA has a friendly, approachable board of directors (pictured) who meet every month to improve the association. The board members shape their strategy and decision-making based on the feedback of the members.

If you'd like to join the CMBA, or if you'd like to be considered for a role on the CMBA Board, call 01904 698617 or email philip.lewisogden@harrowells.co.uk.



Members of the CMBA Board, from left Elizabeth Lebeter, Adrian McClaren, Andy Douse, Martin Poole, Mark Mills, Philip Lewis Ogden (Chairman) and Clare Hutchison.