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June/July 2019

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## Life after Den

Interview with recent Dragon and Entrepreneur Jenny Campbell.

## Defining a Social Business

Interview with Martyn Willcock from the University of Salford's Business School looking at defining the new face of the third sector.

## The Impact of Brexit on Exporting

Interview with Marie Boyer from France Line looking at the effect on the UK's Exporting activities.

## Small Business Commissioner

The Altrincham & Sale Chamber brings Small Business Commissioner to Trafford.

## First Friday #Connectworking

City Centre Business Networking with GM Business Connect Magazine and Forever Manchester Charity.

Ex-Dragons' Den Entrepreneur Jenny Campbell

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Here at GM Business Connect we are on the lookout for both news articles relating to business activity within Greater Manchester, and educational articles that can help businesses at any level.

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and regional news, articles, interviews  
and regular columnists.

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across Greater Manchester, and  
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# news

## Manufacturing stocks grow at record pace amidst Brexit uncertainty

Manufacturing activity grew modestly in the quarter to April, while stocks rose at a record pace, according to the latest quarterly CBI Industrial Trends Survey. The survey of 270 manufacturing firms showed that while output growth sped up slightly in the three months to April, it remained relatively modest overall. Manufacturers expect output to be broadly flat in the next three months. The three months to April saw an unprecedented acceleration in the growth of stocks held by the manufacturing sector. Stocks of raw materials, work in progress, and finished goods all grew at their fastest paces on record.



### Pioneering US investor Nitin Rai to speak at Venturefest North West

The region's biggest annual innovation expo and conference, Venturefest North West takes place at Manchester Central on Wednesday 20 November, with registrations now open. Organisers GC Business Growth Hub are promising

an exceptional mix of inspirational speakers, interactive workshops and networking opportunities.

Nitin Rai is the founder and managing director of Elevate Capital, based in Portland, Oregon. Elevate prides itself on its inclusivity, investing more than \$6m in 25 start-ups founded or led by diverse and underrepresented entrepreneurs in the US.



Agents are already predicting Manchester's office market take-up to top 1m sq ft for the 6th consecutive year after a strong start to 2019.

The first quarter has seen 61 city centre transactions amounting to 314,733 sq ft of space let according to latest figures from the Manchester Office Agents Forum.

Although 26% down on the same period in 2018, last year's figure was boosted significantly by the large 157,000 sq ft pre-let deal to HMRC at Three New Bailey, therefore this 1st quarter reflects a very positive start to what is consistently a steady period of activity at the beginning of the calendar year.

The largest deal was the 47,465 sq ft

## Strong start for Manchester office market

pre-let of 2 New Bailey to Eversheds Sutherland, with the English Cities Fund office currently under construction and another large pre-let for the city centre market. In total, there were 61 transactions completed in Q1 - other notable deals included co-working company Huckletree taking a 25,800 sq ft pre-let at the Express Building in what is its first Manchester operation, Knights Professional Services Ltd taking 16,272 sq ft at Two St Peter's Square and Moneysupermarket.com completing on 22,684 sq ft at No.1 Spinningfields at £35 per sq ft - a new headline rent for the city centre.

The positive start was echoed in South Manchester with take up reaching 138,774 sq ft, just slightly down on Q4 2018's total of 147,614 sq ft.



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## Verastar prepare for growth with move to Sale



Utilities and telecoms provider Verastar has signed a 15 year lease with Pin Property on a 61,000 sq ft headquarters at No.1 Dovecote, Sale. The fully refurbished property, which will be home to over 700 staff, will relocate colleagues from four existing sites across South Manchester in Sharston, Northenden and Sale in late summer 2019. Located just off the M60, the facilities at No.1 Dovecote will include a free on-site gym and subsidised café and the extensive landscaped grounds will provide superb recreational space. The site will also provide extensive on-site car parking.

Winner of Business of the Year at the Greater Manchester Business Awards 2019, Verastar offers telecoms, broadband, mobile, gas, electricity and water on a one bill solution to over 160,000 small business customers through brands kinex and Clear Business. Sister company The Insurance Octopus will also be moving to the new site.

The SME specialist has experienced strong year-on-year growth, generating a record turnover of £148m in 2018. With scope for a further 200 jobs, the size of the premises supports Verastar's ongoing recruitment in Manchester.

Current job opportunities include a range of Contact Centre roles in addition to 12-month Graduate Management Programme and newly launched Technology Placement in conjunction with North West Universities: Salford, University of Manchester, Manchester Metropolitan and Bolton.

CEO Chris Earle commented: *"The move comes at the perfect time as we continue our growth plans. "We are a proud Manchester born and bred company and we were always going to keep our roots here. We've worked closely with Pin Property to ensure that we offer our employees fantastic facilities along with great transport links and, most importantly, room for expansion."*

## Wigan manufacturer wins Queen's Award for Innovation

Bitrez Ltd, specialist manufacturer of polymers and chemicals, is celebrating being named winner of the Queen's Award for Enterprise.

The Wigan-based company secured the award in the Innovation category for its Bisphenol A (BPA) free resin, Curaphen.

Launched in 2013, Curaphen is used for the internal coatings of food and drink packaging. Bitrez's exports have increased by 45 per cent in the past five years, with almost a third of this coming from Curaphen. Managing Director Paul Jones said: *"Resolution of regulatory and technical problems is at the heart of our business strategy and commitment to product development. This is what drives us to continue to design products like Curaphen and being able to manufacture an alternative to conventional BPA derivatives."*



## Stockport gearing up for one of Europe's largest Mercedes-Benz dealership

LSH Auto UK, part of the world's largest Mercedes-Benz retail group, is set to open a brand-new Mercedes-Benz retail space in Stockport, complete with industry-leading facilities. 55 new jobs will be created at the new site.

The company has regenerated the Brighton Road location with a state-of-the-art, purpose-built three-story facility, which will form LSH Auto UK's Mercedes-Benz hub for the entire Manchester area. The site is due to open in July 2019.

The 10.5-acre site will be a showcase for 140 vehicles, it will incorporate a dedicated AMG suite and display 100 approved used Mercedes-Benz vehicles in a purpose built indoor showroom.



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# news

## UK manufacturers urged to act on growing demand for UK exports across the world

Following figures released recently by the Office for National Statistics (ONS), which show that the demand for UK goods and services is growing across the globe, national audit, tax, advisory and risk firm, Crowe, identifies this as an opportunity for manufacturers to take their ideas and products out to global markets.

The ONS figures show that UK exports continued to increase, up by 2.7% to £634.1 billion in 2018. Exports to non-EU trading partners in 2018 hit a new record high of £345.1 billion – demonstrating a growing appetite for British goods and services outside of the UK.

UK exports to India are increasing at the fastest rate among the UK's top non-EU trading partners, with exports up by 19.3%.

This was followed by Japan (7.9%), China (4.6%) and Canada (4.2%). While the UK's trade with the rest of the world has been increasing, the share of UK exports to the EU over the past ten years has declined by nearly 5% to 45.6%.

Michael Jayson, managing partner of Crowe's Manchester office, says businesses should make the most of this positive news for UK exports and outlines the tax incentives available to many businesses.

"There are huge incentives in the UK to innovate, particularly through the Patent Box tax relief regime, but too many manufacturers are put off by its complexity."

## Ex-banker appointed by specialist lender to advise its commercial board

Specialist lender Together, which has a loan book of £3.47 billion, has hired Lancashire banking heavyweight Simon Raine as advisor to its board.

Simon - who has more than 35 years' experience in financial services - joins from Handelsbanken, where he held a number of roles including manager of the Preston branch.

During a 17-year career with the Swedish bank, he was part of a close-knit team which developed its corporate and private business. He also sat on its credit committee and Northern Leadership Group.

In his new role at Together, Simon will play a crucial role in advising board members responsible for the well-established business' corporate and commercial lending.

He will support clients including wealth managers, developers, investors and entrepreneurs, as the group expands its commercial and

corporate distribution channels.

Simon

commented:

"I'm really

excited to be

joining at a

time when

Together is

realising its

ambitious growth plans, as I have

known and admired the business for

a long time.

"The group has an enviable history

in the specialist lending industry and

has become well-respected for its

innovative financial products and its

commitment to providing the best

possible service for its clients. It's

a great opportunity to join as the

business continues its expansion."

Simon's appointment will bolster

Together's team of nearly 800 staff.



Simon Raine

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# Manufacturer Roxtec UK doubles European rail sector sales



Bury-based cable and pipe seal manufacturer Roxtec UK is reporting rapid growth across the European rail sector after doubling sales to more than £750,000 in the last 12 months.

Roxtec Divisional Manager for Infrastructure & Industry, David Chalmers, said UK sales grew substantially by 120pc, following a series of high-profile project wins in the rail sector. The deals have contributed to sustained growth over a four-year period, for new and retrofit applications.

David declared orders were secured for Crossrail, LoTrain, East Anglia, South Western Railway and West Midlands.

Whilst ongoing projects with London Underground and Network Rail for infrastructure, are underpinning growth and creating new job opportunities at the firm.

The recent success has also enabled them to invest in their team, appointing Ric Kirman as the new Rail Infrastructure Market Manager.

*"Roxtec UK has enjoyed another record-breaking year in the rail sector," said David, "We have developed strong business partnerships in the rail and rolling stock markets where we deliver specialist cable, pipe and conduit seals. We offer a complete package from design, engineering, installation training, maintenance and inspection support."*

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## Bury-based business keeping plastic beverage kegs out of landfill



L-R Robert Koppen,  
LWC Sam Evans WDS,  
Natalie Maestri LWG

WDS Group and KeyKeg kick-start a closed-loop recycling programme for KeyKegs. Most plastic beverage kegs in the UK are not recycled and often end up in landfill. To overcome this problem, WDS Group have teamed up with OneCircle to create a circular programme which recycles the basic materials from KeyKegs turning them into new, useable KeyKegs.

The programme was launched as a pilot scheme in London and now WDS Group have taken up the baton for the North. WDS Group will collect the used KeyKegs from bars and deliver them to plastic recycling specialist OneCircle, where the KeyKegs are then processed and turned back into KeyKegs.

Lightweight Containers, the company behind KeyKeg, initiated as a packaging producer OneCircle. Together with its customers, beverage distributors and bars, OneCircle is building a community that is eagerly collecting KeyKegs and preparing them for processing. OneCircle, an initiative of the company Lightweight Containers, is responsible for the recycling and transportation of KeyKegs.

WDS Group, a family run wholesale business and distributor in Bury, sees new opportunities with the collection of KeyKegs. Sam Evans, Sales Director: "We estimate that more than 500,000 KeyKegs end up in Manchester alone every year and it is great that we can now use them as raw materials again. It meets a huge need. Many bars and breweries have heard that we are going to process KeyKegs and have spontaneously saved them up. It is clear to them that a lot of plastic ends up in landfill and they want to prevent that from happening. The time has come to work together with packaging producers on closed loops, and OneCircle is leading the way."

## Sorted Group lands £15 million in funding

Sorted, the Manchester-based global delivery experience company, recently announced it has secured £15 million in a new funding round led by Praetura Ventures and NVM Private Equity LLP. This follows earlier rounds of investment from Praetura and NVM, bringing Sorted's funding to a total of £22m over the last four years.

The funding will be used to accelerate Sorted's ambitious global product roadmap, following the recent launch of its delivery tracking solution, SortedREACT, which joins additional intelligent services in the firm's product suite: SortedHERO and SortedPRO. Specifically, the funding will enable Sorted to enhance its existing technology.

Sorted will also use the funding to support strategic hires across the business - from developers to sales, marketing and finance functions. Over the past 12 months employee headcount in Manchester has doubled to over 100 staff, with plans to hire an additional 50 seats in the next 12 months. Sorted has also invested heavily in its office space, Sorted House.

Founded by serial entrepreneur David Grimes, Sorted has gone from strength to strength, achieving over 400% growth in annual recurring revenue (ARR) in the last year alone. The retail delivery tech company also has plans to accelerate growth in ARR over the next 12 months on the back of winning a number of marquee retail clients. The company now counts major brands, such as Missguided, Footasylum, Feelunique and Lush, amongst its growing client base.

# Altrincham chosen as pilot for national high street perfect day



Sir John Timpson CBE

Altrincham town centre, which has been awarded the 'Best High Street' in England last year, has now been selected as the pilot for National High Street Perfect Day.

The pilot follows the Government's 'High Street Report' chaired by Sir John Timpson CBE, released in December, which recommended that local leaders must be at the forefront of the rejuvenation of town centres and improving the housekeeping of their high streets.

Now the idea of a 'National High Street Perfect Day' - one day in the

year when every high street looks and feels the best it possibly can - is being trialled in Altrincham.

The lessons will be shared with other town centres across the nation.

The idea is inspired by a similar approach used by Timpson, the high street retail services group familiar to UK shoppers thanks to its 1,325 units across the nation.

Sir John Timpson CBE, Chair of the Expert Advisory Panel on High Streets, and Chairman of retail services company Timpson, says:

*"Altrincham is where I served my first customer, and that's one of the reasons I proposed it as the Pilot town for the 'National High Street Perfect Day'.*

*"It's a town where the partnerships are working really hard in a challenging national high street environment to buck the trend.*

*"The 'Perfect Day' concept is one which we use in my shops throughout the country and it has worked for us*

*for years. On one day each year, in every part of the business, the whole team get involved to make sure they shine on the day!*

*"Scaling it up to a whole town centre is exciting and I look forward to seeing the results in Altrincham."*

The whole community, including the businesses represented by

Altrincham Unlimited (the Business Improvement District), schools, voluntary groups and Trafford Council will be working towards 'one special day' in many ways.

The BID is coordinating a programme of working with Trafford Council's contractors to focus on the appearance of the town centre.

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# news

## Call for business rates relief scheme to help struggling childcare sector

The Federation of Small Businesses (FSB) is calling for a new 100% business rates relief scheme for childcare providers in England, reflecting the mounting cost pressures on the sector.

With rising staff costs and an increasing funding gap for the 30

hours free entitlement, property-dependent childcare businesses are coming up against spiralling business rates bills.

Introducing a rates relief discount, fully funded by central government, would not only give recognition to the cost pressures for those in the

sector, but also support the delivery of affordable childcare and the 30 hours free entitlement.

FSB Development Manager, Robert Downes, said: "The business rates system remains regressive and is not linked to a business' ability to pay. While FSB has lobbied hard for rates discounts this year, a huge amount of further reform is needed.

"Most small business owners have seen an increase in their operating costs in the last few months, and the childcare sector is no exception, in fact it's among the worst affected.

"The vast majority of childcare providers are small, independent

set ups which must meet strict requirements; maintaining staffing levels, having a certain amount of space on site, paying for up-to date training and being able to deliver the 30 hours entitlement. On top of this, utilities, rent and business rates bills are placing significant pressure on their costs.

"Exempting nurseries from business rates would cost the Government approximately £120m per year. A rates relief system has been put in place by both the Scottish and Welsh governments which exempts nurseries from rates."

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## New £500m fund launched to help property entrepreneurs thrive

Specialist lender Cynergy Bank is launching a £500m fund to help property entrepreneurs continue to invest and make the most of opportunities during Britain's departure from the European Union.

The Property Entrepreneurs Fund, targets property developers and investors who have an eye on the medium to long term.

Over the past two years there has been a slowdown in UK house price growth, at least some of which is likely to be attributable to anxiety caused by Brexit. At the same time, entrepreneurs have found it harder to access finance. More than a third of small businesses expect Brexit to make it more difficult to access finance.

"The deal that Britain eventually strikes with the EU is unlikely to

end the uncertainty in the property market," said Nick Fahy, Chief Executive of Cynergy Bank "Our customers tell us they expect to see continued downward pressure on property prices for some time, but they also tell us they're impatient to start investing again. We've launched this fund now, because we've seen an upturn in drawdowns from property investing clients – showing that they are no longer waiting for Brexit clarity to invest."

One in four UK households – almost 5.8m – are expected to be private rentals by 2021 as home ownership and social renting continue to fall.

"The private rental sector has doubled in the last twenty years," said Nick Fahy, "and all the economic and demographic data tells us it's going to continue to grow."

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## Bechtel to sponsor blockbuster exhibition, *The Sun*, in Manchester



The Science Museum Group and Bechtel have teamed up to inspire future engineers through sponsorship of a blockbuster exhibition coming to Manchester this summer.

The Global engineering, construction and project management company are principal sponsors of *The Sun*, which opens at the Science and Industry Museum on Saturday 20 July and runs until Sunday 5 January 2020.

The exhibition tells the story of our relationship with our nearest star, from the Norse belief that the Sun was drawn through the sky on a golden chariot to modern inventions, including a gleaming stainless steel

experimental nuclear fusion reactor made by Tokamak Energy, and a solar panel installed on the roof of the White House by President Jimmy Carter. A video of Bechtel's Ivanpah Solar Power Facility also features. This was the largest solar power farm of its kind when it was built in 2014.

Bechtel's UK Managing Director, Paul Gibbs, said: "We are delighted to help bring *The Science Museum Group's The Sun* exhibition to Manchester, giving thousands more young people the chance to learn more about humankind's long fascination with this unparalleled source of energy, as well as how engineers have harnessed it to power and connect communities around the globe."

Sally MacDonald, Director of the Science and Industry Museum, said: "I am delighted to welcome Bechtel as a sponsor for *The Sun*. We have a shared mission to inspire the scientists and engineers of the future."

## MC Construction lands contracts for Manchester Airport terminal and tower



Salford-based MC Construction has begun work on Manchester Airport contracts worth more than £3m, including the new private terminal PremiAir.

The family-owned company is the main contractor for PremiAir, which is due to open in the summer, and for a refurbishment project at a 42ft tower which will be the new base for airfield operations staff.

PremiAir has been designed by

Jacobs and will be the first facility of its kind at a major UK airport. It will offer guests a pay-as-you-use 'private jet experience' while flying in and out of Manchester on commercial airlines, with secure parking, a personal greeting, faster baggage processing, an elegant lounge with complimentary food and drink, dedicated security and passport channels and a chauffeur-driven car to take them to and from their aircraft.

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# interview

# Life after Den



Jenny Campbell

Jenny Campbell rose to fame recently on her appearance on Dragons' Den, joining the Dragons in 2017. Originally from Hyde in Tameside, Jenny spent over 30 years initially with the Royal Bank of Scotland Group.

Her role as an Entrepreneur took off with an MBO of an ATM business through the bank, and since joining the Dragons has been involved with charities and projects that support entrepreneurs and disadvantaged young people.

Jenny stepped down from the Den this year, however, she continues to actively support entrepreneurship as well as a spokesperson for diversity, and aims to inspire a new generation of equality within business.

GM Business Connect caught up with Jenny in Manchester for

an exclusive interview:

## **What was the Dragons' Den experience like?**

*"I was excited. I had watched it since it was first on and never in a million years thought I would be on there too."*

*"I am very keen at grasping opportunities and in 2017 when I saw that two dragons were stepping down, I very quickly said to my head of marketing 'that will be my seat'! I was half joking but also half serious. Life is full of surprises."*

## **Are there any businesses on Dragons Den you wished you invested in but missed out on?**

*"I'd say 'lost' rather than missed out - because they chose someone else to invest. In the first series I bid for a gin business based in*

*Scotland but I was up against Peter Jones and they chose him.*

*"I really wanted that business, however, I also believe that things happen for a reason and in the next series I was chosen to invest in a Manchester gin business which is much closer to home for me.*

*"The one that got away at the time (that again Peter got instead of me) was a drone business. I was rather cross. My husband is in the air force and does fly, and I felt we could have brought an amount of commercialism to that business - and I did feel I'd lost out.*

*"However, looking at recent events with drones at airports, I feel ok now. I think if an entrepreneur doesn't pick me, it's their loss and I move on."*

## **How did you initially start your own business?**

*"I didn't start as an entrepreneur. I was a career banker for 30 years, and I thought I'd be there for 40 years and collect my pension.*

*"I had worked my way up from age 16 counting cash in local branches, progressing through regional roles and thinking I could maybe make regional manager. However, I realised there were even more senior jobs but that I'd need to go to London.*

*"After reading in a magazine about a woman ten years older than me who was in a very senior position in a bank, who did this and raised a family at the same time, I contacted her to ask if I could see her. This meeting resulted in a job offer in London in the late 90's.*

*"RBS came along and I fulfilled a number of key roles for them, then in 2006 I went in to their cash machine business (purchased in 2004) where there was a great opportunity to go and work in an end-to-end business that had its own P&L, budgets, and a smaller workforce with only 150 people.*

*"I felt I could make a difference there as chief operating officer. It was in chaos, having grown so fast, and so we needed to start a number of projects to fix things with discipline and control such as the quality of the people, increasing sales and efficiency of product delivery.*

*"When I went there in 2006 it was losing £7 million a year; when I sold it in 2016 it was making £7 million a year. A ten year journey in which for the first 2 years I was still a bank employee.*

*"The 2008 financial recession came and where there are challenges for some there are opportunities for others. It was the case for me as I was asked to sell the business by the bank.*

*"During that year, I realised I simply wasn't proud to be a banker anymore and that I loved this business that we had nurtured back to health. It had potential, and I wanted to see it achieve more. I didn't want to see it stripped for assets and its people made redundant.*

*"I had a lightbulb moment and approached the bank to see if 'we the management' could buy it. The answer was yes, and we bought it in 2010.*

*"This was much scarier than Dragon's Den*

when the 'mothership' floated away and I was no longer paid on the 18th of every month. Instead I was writing wage cheques for £250,000 every month! It was exciting but among the scariest moments of my life. I mortgaged my house to put in my contribution to it."

**What businesses are you involved with now and which one stands out and why?**

"I have some investments from Dragons' Den and other things I'm looking at as a result of the Den too.

"I have completed investments in Ed Holland's Driven Media business - selling advertising media on lorries. He is a very inspirational young entrepreneur. Also, LAMB (Look After My Bills, energy switching company) which is different and better than Go Compare or Compare the Market.

"They will take your data and carry on switching on your behalf for you each year so you don't have to do that nauseating task every renewal. I find this is a very ethical business as they hold the energy companies to account in getting the best deals for those who are on lower incomes. It's a tech business but in consumables.

"My other one is Carun UK (CBD infused hemp products) where cannabis without psychoactive substances are used in ointments, creams and oils. We are selling to Holland & Barrett and it's all organic. It is increasingly popular and it's a business that is offering an alternative to people who want to explore amazing cannabis potential."

"Another business is Didsbury Gin - a start-up with very down to earth Mancunians. A real sense of fun and very driven to achieve success in a growing market.

"I'll look at other businesses too so I've developed a site called Invest In Me, and I encourage entrepreneurs to contact me to see if I can help in some way - point them in the direction of funding and networking for example."

**To what do you attribute your success?**

"Until I took over the cash machine business, I hadn't really thought about this. When I won the Business Woman of the Year Award in 2014, one of the judges asked me 'what took so long?'

"I realised then that the bank gave me so many skills which I steadily acquired over many years. I learned how to sell, manage operations and risk, to strategise and so on. Being in banking

gave me an enormous set of skills and built my confidence.

"In the 90s, as a bank manager I was also visiting all sorts of businesses. If I look back over my family history, 100 years ago my forefathers were entrepreneurs - my great-grandfather was a builder and built many of the pubs and schools in Hyde, and my other great-grandfather was a printer.

"The world of professions came along for the next generation where people were encouraged to have stable jobs, and now the world has changed again, and young people don't want to work for 30 years for the same company.

"I am delighted that true entrepreneurship is back in the UK - with a vengeance."

**What are your responsibilities in running your investments and businesses?**

"I'm a shareholder, and depending on where the businesses are, my role changes. Some only need a light touch, others need more intervention.

"First and foremost I am there to put some cash in to the business in return for equity. Secondly, I am there to help with strategy - how can it scale up? How can it go global or online?

"Thirdly, it's my 'black book' of contacts because I can help open doors."

**Do any of your companies help the community where they are located?**

"When I had my own business I was always very strong on ensuring that we are putting something back - I like animals so we did something with dogs for the disabled.

"Didsbury Gin are very supportive of initiatives in Manchester and the others all put back too. It's very important as it shows that you value your people and that you are able to give something to the community you are passionate about."

**What message would you give to someone who feels they would like to take the leap of faith and go into business, whether a service or product?**

"You should never have any regrets - always follow your dreams.

"Don't underestimate the amount of hard work and risks it will take

- the older you get the more entrenched you are in receiving a salary to support your family and growing commitments - a mortgage for example.

"However, regardless of how hard it gets, if you believe in it, you'll never have regrets in trying."

**What is your view on national chain stores closing down?**

"There is still a need for the high street. People want to look and touch and feel things.

"Things have a habit of evolving - yes we are in a world of buying online, but will it tip back? People may tire of all the online deliveries and returns and the carbon footprint that comes with it. They said newspapers would disappear too!

"It's a matter of finding a strategy to adapt to the consumers' needs."

**Who inspires you?**

"I like to read autobiographies of those successful in business or public life.

"I read the Michelle Obama book and that was really inspirational - how she adapted her career to support Barack and their children and now her own future. I'm now reading about Clementine Churchill and how she was the strong woman behind Churchill's success.

"There is no 'one person' - I look at business people and I'm inspired by those around me setting up their businesses. I take

my inspiration from lots of diverse sources."

**Is there a legacy you'd like to be remembered for?**

"Inspiring others. My strapline on Twitter is 'be the best you can be'.

"I do think women particularly hold themselves back and I have a phrase: 'There is no such thing as glass ceilings - only sticky floors'.

"Women just aren't as forward as men in thinking about the possibilities of what they can achieve and what money they can ask for from a job.

"On applying for roles with me, women will look at the criteria and say 'I can only tick 8 out of 10 requirements, so I'm not ready to apply', but the man who glances at the advert will say 'I can do that job'.

"Men will also expect the highest salary available whereas women tend to aim lower. This needs to change. I'd be delighted if I can go a small way to make a difference."

**Why did you leave Dragons' Den, and would you ever go back?**

"I never say never to anything!

"However, the reason I left was to focus on supporting my entrepreneurial sons and my charities - Princes Trust and Animal Health Trust.

"Since the official statement I have also been approached by a several Production Companies to do my own business troubleshooting show - so watch this space!"



Photography by Martin Hambleton Photography, 07766 815703

# focus



Ed Hollands, DrivenMedia

## DrivenMedia

# Driving with a Dragon

Back in 2018 a young fresh-faced Ed Hollands appeared on Dragons' Den with a business selling advertising space on lorries. Essentially creating a UK-wide moveable series of billboards.

His business DrivenMedia has since gone from strength to strength, in good measure thanks to an investment of both time and money from Jenny Campbell.

We first interviewed Ed in our June/July edition, following up now with a brief chat on how things have progressed:

*"Working with Jenny has been a fantastic experience. Our first meeting was arranged shortly after filming and it was extremely motivating and insightful."*

*"Jenny took the time to understand where DrivenMedia was and what we needed help on. She admitted that she can't now drive anywhere without looking at the trucks that pass by."*

*"I receive a lot of support from Jenny and her team. This is invaluable help, as most of the time it's a great sounding board and we bounce ideas between us. Jenny's team is also brilliant at fixing issues and if I need to speak with anyone they always know the best person to talk with."*

*"One of the biggest advantages I've had since Jenny came on board is her experience in scaling a company, and the connections she has built up over the years. Jenny's speciality is in scaling up a business, and helping me to identify the critical processes."*

*"While I might be bogged down in the fine detail, Jenny is great at thinking outside of the box, and seeing the bigger picture."*

*"Keep your eyes on the back of trucks is all I'm going to say!"*

*"We meet at least once a quarter, and we usually message or speak every couple of weeks, depending on whether there is a pressing issue that needs discussing."*

*"The best advice Jenny has given me, that I didn't even realise I needed, was about finance. She told me to 'utilise everything you can get your hands on. Use credit to accelerate growth and don't be afraid to borrow for the right reasons.' This has really changed the way that I think about things and how we plan to expand even more."*

*"DrivenMedia is now looking to expand our team, and get even more trucks on the road, carrying lots more advertising around the country."*

To find out more contact DrivenMedia on **01332 416449** or email [info@drivenmedia.co.uk](mailto:info@drivenmedia.co.uk) [www.drivenmedia.co.uk](http://www.drivenmedia.co.uk)

# Barking for Business



Over 110 guests from the corporate sector recently attended a special Support Dogs buffet and showcase at The Hilton Hotel, Deansgate last month to discover more about the special work of the Support Dogs charity.

Current sponsors PWC, Aon, Irwin Mitchell, Broadstone, Cresta Hotel, Myersons and The Business Network were also represented at the Reception along with charity clients and their support dogs.

Guests heard moving stories from Manchester clients Lynn who has epileptic seizures and Andrea who has physical disabilities on how having a specialist support dog had completely transformed their lives.

This prompted Steve Edge from Optsm Ltd to promise to raise £2,000 by cycling from the Hilton Hotel to Support Dogs Sheffield HQ and back on July 17, and Rebecca Fairclough from Farleys Solicitors said they would become sponsors and aim to raise enough funds to name a support dog "Farley"

Founded 26 years ago in Sheffield, the charity now provides special assistance and



support dogs all over the UK.

Each support dog for autistic children and adults with epilepsy or disabilities takes two years to train at a cost of £20,000 and then a further £2,000 per year to maintain the correct level of support needed during the dog's working life.

Support Dogs delivers all this completely free of charge to their clients and strives to raise over £1 million pounds a year. Companies large and small give generous support and are linked with a working support dog or a support dog in training.

Wherever possible, the support dogs visit the donor firms to meet staff for PR and photo opportunities.

Contact us to find out more about the support your business could give to a charity that makes a huge difference to the lives of children and adults needing help.

## MAKE A DIFFERENCE WITH SUPPORT DOGS

Support Dogs is a charity that trains assistance dogs to transform the lives of people with serious medical conditions. The charity trains assistance dogs for children with autism and adults with epilepsy and physical disability.

**We are keen to build life-changing relationships with business of all sizes.**

Contact us now and see how your business can make a difference.

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For Autism, For Epilepsy, For Disability



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# focus

## A commitment to a full fibre Britain

Andy Thompson,  
Managing  
Director,  
nxcoms

The Government have recently launched a new scheme with the promise of bringing the UK's connectivity in line with other developed countries.

We asked Andy Thompson, MD of nxcoms, to help us with looking at the implications for Gigabit connection speeds and how to set one up:

*"We live in a world where fast, resilient internet is a must. We often think we're ahead of the game, but have you heard that Britain's average internet speed ranks 31st in the world, falling behind most of Europe, Thailand and New Zealand?"*

*"The Department for Digital, Culture, Media and Sport have launched a £67m Gigabit Broadband Voucher Scheme to help small businesses keep up with the larger players."*

*"You may have heard about the Gigabit Broadband Voucher Scheme. It's a grant the Government's offering to small and medium sized businesses with less than 250 employees. For a limited time only, these companies can claim up to £2,500 towards the installation of a gigabit-capable internet connection. We want to make sure you understand the facts and don't miss out."*

### The technical bit

*"Standard broadband delivers speeds up to 20Mbps (mega-bits per second). Fibre-optic broadband, also known as BT infinity or superfast broadband can deliver speeds up to 80Mbps. Fibre-optic broadband isn't available in all areas, and there are many "not-spots" where it can't be supplied at all."*

*"Gigabit or ultra-fast broadband provides a dedicated full-fibre optic connection to the premises with speeds available from 100Mbps to 1,000Mbps."*

### What this really means for your business

*"A Gigabit connection simply enables you to complete tasks quickly and efficiently. Usually downloading large numbers of photographs, videos or streaming media can take time, slowing down business productivity. Gigabit connections allow 100 photos*

*or songs to be downloaded in just 3 seconds and a HD movie can be downloaded in 7 seconds."*

*"Tasks like transferring large files, presenting a webinar or watching large training videos become pain free and seamless with no delays or glitches."*

*"Gigabit internet is often used by organisations that have a large number of users or that engage with a lot of multimedia content. It's brilliant for supporting HD streaming, it has improved support for multiple users and devices, video conferencing and fast data transfers and multimedia uploads and downloads."*

### The benefits of claiming a voucher

*"Businesses should be thinking seriously about taking advantage of this offer and here's why."*

### Keep up to speed

*"Over 95% of the UK now has coverage for superfast broadband with speeds of 24 megabits per second or higher. This isn't being used to its potential when most connections still depend on copper telephone wires, which are limited in the speeds they can support. BT Openreach has already stated that they intend to phase out all copper-based traditional telephone lines by 2025 and they plan to start this process in 2020. By taking advantage of the voucher scheme now, you can future-proof your business against these changes."*

*"If your business depends on reliable broadband, capable of delivering faster speeds, with a guaranteed uptime and a full-service level agreement, then taking the leap towards a full fibre connection is a must."*

### Increase productivity

*"The last broadband voucher scheme saw 50,000 businesses upgrade their internet connections and of these 50,000, 86% reported the internet upgrade had significantly increased the productivity of their employees. That's a statistic you can rely on."*

*"Slow, unpredictable internet can cause delays and frustrations in the workplace which can impact on the*



*productivity of your staff, staff morale and the culture of your business."*

*"When broadband goes offline, your business can grind to a halt quite quickly, impacting your business and resulting in lost revenue. With a Gigabit, ultrafast connection which comes with an ultra-reliable 99.9% uptime, you can turbo-charge your business and your productivity, knowing that down-time is virtually non-existent."*

### Customer satisfaction

*"As we've discussed, slow internet and delays can cause frustration and friction for your staff, but this can also directly affect your customers."*

*"Your customers will have a better experience if your staff are happy at work. They'll be greeted by a positive and helpful team and their experience overall will be more efficient and enjoyable."*

*"Seamless connectivity also means you get the best out of the other services and platforms you've invested in. Marketing, sales and finance experiences can only be as good as the connectivity they're provided with and Gigabit internet means your customers always see the very best of your business."*

### Save thousands of pounds

*"Gigabit internet can seem like an expensive investment which is usually something only larger businesses can afford to install."*

*"Small and medium-sized businesses with less than 250 employees, and an annual turnover of less than £45M could qualify for the grant to save*

*thousands of pounds on the initial infrastructure costs."*

*"As well as the obvious initial saving, once installed, businesses will continue to see money saving through their increased productivity and customer and staff satisfaction and retention. The monthly rental of a new connection is often less than the cost of your current internet and phone lines combined, so by utilising a Gigabit internet connection for both voice and data, you can not only have a faster internet, you can have a more reliable phone connection too!"*

### Why nxcoms?

*"We care about each and every one of our customers and excel in providing a bespoke, personal service."*

*"Our experience and expertise in telecoms means we understand how critical the internet is to your business. We can assist you along every step of the way, from arranging for your connection voucher, to installing, configuring and maintaining your gigabit ultrafast internet connection, so that once you decide to proceed, the whole process is simple and as straightforward as possible."*

To find out more about the scheme, visit

**[nxcoms.co.uk/gigabit-voucher/](https://nxcoms.co.uk/gigabit-voucher/)**

or email

**[info@nxcoms.co.uk](mailto:info@nxcoms.co.uk)**

**[nxcoms.co.uk](https://nxcoms.co.uk)**

**0161 711 1100**

# interview

# A fresh look at

In the second of our specialist speed lectures from the University of Salford's Business School, GM Business Connect visited with Associate Lecturer Martyn Willcock - Co-Director for the School's Centre for Social Business.

We asked Martyn to share with us his views on the definitions and role of Social Business within the wider business community, and how Salford Business School can help Greater Manchester businesses apply the attributes of Social Business to their own culture.

## Martyn - please define what social business is?

"It covers a wide range of organisations but effectively it is any that are motivated by helping people or the environment. It covers many legal structures and formats such as (in the main) charities, social enterprises and co-operatives; these can be Community Interest Companies (CICs) and many other business structures.

"It also covers other mainstream businesses that are actively concerned about their role in their local community and environment."

## Is there one thing that would sum up a social business?

"For a business to be wholly described as a social business it would be profit for purpose, not for the shareholders.

"These organisations will have an article written into their governing documents stating that the profits must be retained for the benefit of the community or purpose it serves."

## How do they differ from charities?

"They differ because they rely on trading income including contracts with local authorities - they are with a business mindset and not operating on donations alone.

"Business models like CICs are run as limited companies, but there is a distinction that makes them a social business. They are limited by guarantee rather than have

shareholders. The profits need to be retained within the organisation."

## Is there a role for traditional businesses to be social businesses or, is this strictly down to how they are set up rather than what they do? What about philanthropy?

"It's about a state of mind. There are many small private businesses that operate on a social model for example: small family businesses who operate like a small co-operative. Social Business tends to be purpose driven by the creator's passion. Areas of business operation can typically include homelessness, the arts, concern about poverty, educational and environmental issues.

"I define philanthropic as someone making a donation to a good cause, whereas this is more about someone identifying a gap or failure within the market or immediate community and setting up a business with a social model to address it.

"A traditional business would make profits that would go to the shareholders, but a social enterprise would try to generate profits and then reinvest those profits back in to the business - to do more of the good work it was set up to do."

## How does Corporate Social Responsibility (CSR) fit in?

"Many corporate businesses work hand in hand with social enterprises as part of their CSR.

"There is more engagement as the profile of CSR increases and there are compliance issues where organisations of over 500 people now have to produce a CSR report. They need to engage with sustainability and be good 'corporate citizens'.

"The result is that larger businesses are engaging much more closely

with social enterprises, charities and other charitable concerns.

"So, CSR could support a charity, or the corporation could interact with a social business through its CSR policy, but, a social business is effectively a standalone business operating with socially motivated aims and objectives."

## Tell us more about your role within the University?



Martyn Willcock, Associate Lecturer and Co-Director for the Centre for Social Business, Salford Business School, University of Salford



University of  
**Salford**  
MANCHESTER

# Social Business

"My role is within the Centre for Social Business. We look at research within socially motivated organisations and we look at supporting students to set up such businesses. We also look at engaging with social enterprises in the local area (Salford and Greater Manchester) and look at how the university can collaborate with them.

"There are a number of research projects that we are doing in collaboration with social enterprises and charity organisations. It's a great opportunity for students to work in placements within those organisations. For example, Masters students need to do an industrial collaboration project as part of their dissertation, and charities and social enterprises tend to be lacking in resources and have skills shortages, so we can join the two together and provide a great experience for all parties.

"In fact, all businesses can benefit from our Business School students' wide range of skills including accounting and finance, operations and project management, digital marketing and so on. It is essentially a short consultancy project that is done for the business. It involves a brief for the student for what is required, and from there they work within the organisation for a set period helping with presentations, guiding activities and reporting on CSR activity as part of an organisation's requirements and compliance needs."

## What sort of businesses do you work with?

"So far this year we have taken students on visits to 20 different social enterprises across the region where they experience why the organisation was set up, what need was identified, its history, operational issues, a tour round the business and a chance to question the owners and managers about any topic (sustainability, marketing, finance, etc) and their issues.

"It also forms part of the University's CSR commitments too. The engagements produce great partnerships with students taking part in many more projects.

"One of the core modules for final year students is Business Ethics and Sustainability, so the visits to

these businesses link in with the curriculum. Overall though it's about nurturing well rounded students who take an ethical approach when they join a business in the future."

## How do traditional businesses engage with you?

"We have an employability engagement team that links businesses projects and placements with suitable students. I tend to focus on the social enterprises in the area. As a business school we are involved with Salford as a social enterprise place, recognised by Social Enterprise UK. We are part of their network and we promote them by hosting their networking meetings, giving students the chance to go on those and engage the local business community directly."

## If I was a small business looking to take on staff or employees, what benefit would I have in approaching you?

"We are looking to engage our students with any kind of business looking to give them a positive experience. It also gives small businesses opportunity to gain knowledge and insight into the latest approaches to areas like technology and finance because of our students' fresh approach to the modern business world."

## How would you define the third sector?

"It's a grey area as to what the term means. There are a variety of terms used now for 'third sector' which was really the government's original term for a particular business sector. It now tends to cover every aspect of social businesses, including areas like voluntary community social enterprises and co-operatives. The term seems to be an over-arching description of the whole sector."

## Tell us about your area of research?

"My current research is into 'Graduate recruitment into third sector/social enterprise'. Approximately 7% of the population work for this sector but when you

survey students, anything between 70 - 85% want to work for ethical organisations, however, less than 2% of students end up working there after they graduate.

"There are many reasons for this, including perceptions of poor pay, lack of opportunities, lack of awareness and how to get involved. People tend to migrate to it later in their careers, probably after experiencing the commercial world and wanting to help others.

## Tell us about the ethically oriented aspect of your remit?

"There is a core module for most students on ethics and sustainability looking at ethical leadership and environmental issues (plastic, waste, water consumption, renewable energies, etc), however, ethical principles are embedded in all the modules.

"The students can take this in to mainstream business. Our role is to plant a seed that may take a number of years to germinate. However, we make a real difference and produce a much more rounded graduate going into the business community."

## Do you define the social awareness of students as crucial?

"Yes. Their responsibility to community and environment is crucial to long-term business sustainability. The students are also clued into many more current issues like global warming for example.

"There are actually a number of alumni coming back to the university for support in setting up socially motivated businesses, and we help them with documentation, aims and objectives, as well as every aspect of making a successful start for their business. Approximately 50% of the start-up businesses that the university support are socially motivated. The other 50% should

also have a more socially responsible approach to business too."

## Can you elaborate on the different business models?

"There are about 15 different legal structures and formats in the UK - about 7 of which could be classified specifically as a social enterprise."

## What is Social Value?

"There is the Social Value Act which was introduced in 2013. It requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits.

Before they start the procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders.

"The Act is a tool to help commissioners get more value for money out of procurement. It also encourages commissioners to talk to their local provider market or community to design better services, often finding new and innovative solutions to difficult problems.

"This relates to the number of local people they employ, the number of apprenticeships they will take on, the impact on local community, and so on. It's about retaining the money in the local area and adding social value to it. It reduces things like the need for benefits and other support from the public sector.

"It's a procurement process, and as a case in point the University of Salford is part of the Salford Social Alliance."



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The advertisement features a teal DS 3 CROSSBACK SUV in the center, shown from a front-three-quarter view. To the left is a large, classical-style bust of a woman's head, with a yellow light effect emanating from her eye. The background is dark with horizontal blue and white lines. The text 'DS 3 CROSSBACK' is prominently displayed in white, bold, sans-serif font across the middle. Below the car, the text 'DS SALON SALE' is followed by the address '253 WASHWAY ROAD, SALE, GREATER MANCHESTER, M33 4BL' in white, bold, sans-serif font.

# DS 3 CROSSBACK

DS SALON SALE

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# review

# The Chamber brings Small Business Commissioner to Trafford



Paul Uppal, Small Business Commissioner

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In May the Altrincham & Sale Chamber of Commerce invited Small Business Commissioner Paul Uppal to Trafford.

The aim was to speak to members and non-members at a social Open Evening for the business community.

It started with networking whilst

guests enjoyed Gin and Jeffrey's flavoured Tonic from Chester courtesy of co-owner Steve Frehley.

The food was supplied by Paul and Georgie Grzesiak owners of Uplift Coffee Shop, which they told us they had only been open two weeks prior at Stretford Mall.

Paul took up an invitation which

was held at Robins & Day Car Dealership in Sale who are dealers for the PSA Group - a French multinational manufacturer of Peugeot, Citroën, Vauxhall and DS brands. The showroom on Washway Road supplies both the domestic and fleet marketplace with the Peugeot brand and newly separated Citroën and DS brands.



Graham Weywell, DS Motors

Next Graham Weywell from DS Motors talked about his views on how the motor trade industry has changed massively in the last ten years, and how important it is to connect with local businesses.

As a French-owned company the challenge has recently been to differentiate the two standalone

brands of Citroën and DS.

Next to speak was Paul Uppal who addressed the businesses attendees and said the office was there to support small businesses experiencing poor payment practices and problems from larger companies.

The service is free for any small business to use and is funded directly by Government. "Business can be very lonely. Late payments are often seen as the rough and tumble of business. This is not acceptable."

The service is free to use - it is there to level the playing field. So often, it's not seen as a priority issue for many, but for those who rely on cashflow it's crucial.

The service is free confidential and offers anonymity, it champions the 30-day payment terms and is committed to dismiss the culture of late and delayed payment practice.

The office can act on behalf as many small business owners lack the confidence to negotiate or confront larger businesses.



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To find out more visit [www.smallbusinesscommissioner.gov.uk](http://www.smallbusinesscommissioner.gov.uk)  
 Look out for the next Social Open Evening on the chamber website [www.altrinchamchamber.co.uk](http://www.altrinchamchamber.co.uk) or Eventbrite.

# exporting

Marie Boyer,  
MD, France Line  
International  
Transport

# The impact of

Business at cross-channel and European freight forwarder France Line International Transport remains buoyant, despite the frustrating, ongoing uncertainty over Brexit - an uncertainty that is unquestionably now harming UK competitiveness, says managing director Marie Boyer.

Healthy trading figures along with ongoing development and growth of new services contributed to France Line being voted Best European Road Freight Specialist 2019 and Recognised Leaders in Specialist Cross-Channel Freight Services 2019 at the SME News 2019 Transport Awards.

A recognition of France Line's diligence and hard work.

We spoke with Marie

to find out how the growing Trafford Park based business was weathering the uncertainty of Brexit.

## The Brexit effect

*"The industry enjoyed a good first quarter of 2019 and a particularly buoyant March, driven in part by companies building stocks in the UK ahead of a potential March 29 no-deal Brexit. That stockpiling was, however, balanced by the reduction of stock levels for non-perishable goods in April.*

*"On top of this reduction in activity, several UK-based car manufacturers introduced a shutdown in April in anticipation of potential Brexit disruption, which limited their delivery requirements.*

*"This situation was also compounded by the impact of*

*striking French customs officers, leading to considerable queues of trailers in Calais, and to long delays of around 10 hours or more at the port.*

*"It's interesting to contrast the Brexit rhetoric with the on-the-ground reality. Some of our hauliers decided to temporarily stop coming to the UK or to increase their prices on the (understandable) belief that being stuck in queues would reduce the number of trips they could make and damage their profitability.*

*"As we see a number of UK-based businesses moving to the continent to avoid the effects of Brexit (or the paralysis and confusion caused by its implementation), it's hard to reach any conclusion other than that the country is engaged in an ongoing act of self-harm."*

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# Brexit

## Deteriorating competitiveness

"We can take an awful lot of pride in the fact that, in such volatile times, our enquiries (and conversions of those enquiries) are increasing - of which more in a moment.

"But it would be foolish of us to think that we are immune from the issues affecting our competitors. We know traffic is being lost in the industry in general as shippers review their operations and make the decision to relocate and start servicing their European customers from mainland Europe.

"The Netherlands is just one EU country benefitting greatly from these relocations, due to their quality logistics infrastructure, good connections with neighbouring countries, flexible workforce regulations, English-speaking manpower and VAT deferment scheme.

"The UK's global competitiveness is deteriorating. That isn't solely down to Brexit and the uncertainty surrounding it - we can also point the finger at a lack of investment in the nation's transport and logistics infrastructure over the past few years - but Brexit is a, if not the, primary contributing factor at present."

## New business

"Despite the challenging conditions, France Line has won numerous new accounts for all our different services.

"These include our French services as well as our services to and from other major western and eastern countries, but chiefly the latest additions have been for our newly established cross trade services between France and Germany, and France and Poland.

"We are always looking for new opportunities and it is heartening to see that a good and trusted reputation can still be a crucial factor in choosing freight services, irrespective of the B word."

## Preparing for (eventual) Brexit...

"France Line has been acting with caution over the outcome of the UK's decision to leave the UK.

"Having identified planning, training and customs as the key areas for our focus, we engaged a Brexit advisor from the Institute of Exports & International Trade to train all our staff on customs declarations.

"We also arranged training from the Manchester Chamber of Commerce of which we are an active member.

"We distributed to our customers a Brexit guide, including key points such as:

- How to apply for the EORI number that enables export to or import from the EU

- How importers should register now for TSP - Transitional Simplified Procedure

- Export procedures in a post-Brexit world

"We spent a lot of time reassuring our clients that, come what may, France Line would be able to support them.

"Our customers were happy with and grateful for the information we gave them but, like much of the country, many were not ready for a no deal. That's why I welcomed the EU granting the UK a 'flexextension' of Article 50 to the 31 October 2019.

"At the time of writing (just prior to the EU elections) we are still no closer to finding out if, when or how the UK will leave the EU. My experience over recent months has only reinforced the view that the current deal is the best possible deal and that the UK should remain in the EU."



Exporting continues on next page

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Continued from  
previous page

## exporting



# The language of exporting

If you ask companies that export whether they regret it, you will rarely hear any negativity. There is a very good reason for that; exporting helps the bottom line as well as the top line, often more easily than with home sales.

This would be obvious if you had a very limited market opportunity because of highly specialised products or services, but it also applies to far more competitive market places. British products have a justifiable reputation for quality, design and innovation and can hold their place across the world.

### So why don't more companies export?

One of the objections I often hear when proposing that someone should try exporting, is 'I don't know any foreign languages'.

It is certainly true that we Brits are terrible at speaking foreign languages, but we are also blessed with having one of the most widely spoken languages as a national natural resource. The value of this to exporters cannot be overstated and should never be ignored.

It is quite possible to export around the world and never need another language. There are more than 80 countries that have English as an official language including India, USA, Canada, Australia, New Zealand and many countries in Africa. There are many, many more where it is commonly spoken. So, speaking

another language is not essential to exporting.

However, one aspect of working around the world is to understand local social customs and expectations, which can vary significantly even within a country. Nowhere is this more true than in the United States of America, but it also applies to European countries, for instance Germany.

It is important because, just as in the UK, the way of doing business should be respected if you want to succeed. In the USA, business can be very direct, and decisions taken quickly. In Japan, the expectation is to build relationships and confidence slowly and carefully, before entering into a business relationship. Missing important signals can make all the difference between success and failure of a relationship and your entry into a market.

Learning about how people greet each other and pass business cards, what to wear, how meetings are run, body language and what is expected from a presentation are all necessary, but also easy to research.

The Department for International Trade can be of great assistance, as a starting point see the website guides [www.gov.uk/government/collections/exporting-country-guides](http://www.gov.uk/government/collections/exporting-country-guides) or look at commercial sites like [www.kwintessential.co.uk/resources-types/guides](http://www.kwintessential.co.uk/resources-types/guides).

These are straightforward to understand, and it is just a matter of

courtesy to respect and act in a way expected by your hosts. I have always found that the effort is very much appreciated.

Whilst the advantage we have in a spoken context from the English Language is tremendous, care has to be taken at the next level of presenting goods to consumers.

Whilst those consumers may speak excellent English, the local legislation will normally not allow shortcuts and consumer packaging may have to comply with local regulations. Quite often this can be as simple as an over-label.

### How should you as a new or inexperienced exporter cope with all these requirements?

There are many ways, depending on how you decide to do business in each of the countries. One simple but comprehensive solution is to use an experienced local distributor.

They can act as the necessary interface between you, the regulations, customers and consumers.

My practice was to look for distributors that had already had success working with UK companies, but this is not essential.

A good distributor will be able to take you through the local regulatory requirements, help you with translations, arrange introductions, participate at local trade shows and provide you with direct feedback. All this is of course in addition to the main role of the distributor which would involve the transportation, storage and distribution to local customers.

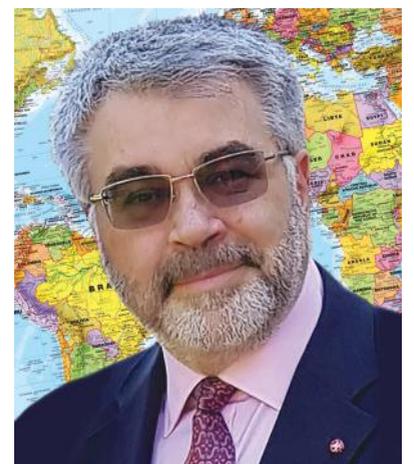
By ensuring that all the terms of the distributorship are agreed up front, and by allowing the distributor sufficient margin to work with they

can take much of the administration work off your hands.

This works brilliantly as a model, as by doing so, you can both have more confidence in your own sales margin, without having additional overheads. You will then be able to use your time more effectively to enter into more such arrangements and continue the export journey.

This virtuous circle of engagement does require nurturing and it is important to set aside time and some budget to support the distributor and their team and ensure that they become an extension of your business that can replay your messaging with the same enthusiasm as you do.

It is never too early or too late in a business to start to export, you just need to take the first step.



**Tony Goodman MBE** is a successful exporter and has been doing so through a variety of different businesses. He has an MBA and is a Fellow of the Chartered Institute of Marketing, Member of the Institute of Exports, Member of the Institute of Directors and DIT Export Champion.

Tony is currently Marketing Advisor at Forest and Co who specialise in offering guidance on branding, exporting and sales:

[www.forestandco.com](http://www.forestandco.com)



expo

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# The Greater Manchester Business Expo 2019: a big response to the new expo on the block!



The Greater Manchester Business Expo opened its doors to the North West business community at the USN Bolton Arena for the first time in May. This inaugural event attracted 1,200 delegates keen to visit the 100+ exhibitor stands. Organisers Shout Expo were delighted with the turnout. Having

hosted the Lancashire Business Expo for five years, and their first Merseyside Business Expo in 2018, Manchester was a natural choice for their next Expo location. Jordan Conlin, Director at Shout Expo, said he wasn't surprised that the event had been so well received: "The North West has

a thriving business community and there's a thirst for credible opportunities to promote businesses and networking with peers and even competitors. "We know this from our networking groups across the area and the amount of business exchanged week in, week out."

Exhibitors at the Greater Manchester Business Expo hailed from across the North West and beyond. A wide range of business sectors were represented, with many exhibitors being new companies taking the opportunity to engage with Manchester-based organisations and the wider North West business community. Feedback on the event was overwhelmingly positive with many exhibitors pledging to exhibit again in 2020. Delegates and exhibitors alike made all-important new connections and said they were impressed with the warm leads secured and connections made. Plans are already afoot for the Greater Manchester Business Expo 2020 which Shout Expo have declared will be even bigger and better. They will be focusing on developing innovative ways of promoting the unique appeal of the North West business community. A date has not yet been set for the 2020 event, but businesses interested in exhibiting should visit [www.shoutexpo.com/manchester/](http://www.shoutexpo.com/manchester/) for any updates.



Visit  
[www.shoutexpo.com/manchester/](http://www.shoutexpo.com/manchester/)  
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# preview

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## The Best of Bolton Business Show 2019

Come and join us for thebestof Bolton Business Show 2019!

On Tuesday 18th June starting at 4.30pm through to 8.00pm, thebestof Bolton is holding a business show at the **Last Drop Village Hotel & Spa**.

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Whether you're a small start-up, a fully fledged business turning over millions or you're just a delegate looking to browse and see what's on offer, we have something for everyone in this **fantastic** venue!

This will be a fabulous opportunity to meet some of the best businesses from Bolton and the surrounding areas to understand how you can mutually benefit each other. There will be opportunities to network during our speed networking workshop or you could just mingle over snacks and refreshments.

You're more than welcome to request to add your flyers or any other material to promote your business in our delegate bags.

The best bit is that **entry is free!**

All that we ask is that you book your tickets in advance through eventbrite.

Don't forget to turn up with lots of business cards, your business head on and be ready to meet and mingle with like minded business people just like you from all over the north west.

**If you'd like to book one of the few remaining stands or would like more information on either thebestof Bolton or the Business Show we're hosting, please get in touch with us at 01204 382 785.**

**There will be over 55 exhibitors and 100's of delegates in a fantastic venue so we hope to see you there! Save the date in your diary!**

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- Speed networking opportunities
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- Tea and coffee

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Full address of the venue:

**Pennine Suite,  
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Visit [boltonbusinessshow.co.uk](http://boltonbusinessshow.co.uk) for full information. If you have any queries about The Best of Bolton Business Show please call us on **01204 382785** or email [bolton@thebestof.co.uk](mailto:bolton@thebestof.co.uk)

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# review

## A fresh culture for law firms + transforming lives

The end of March saw K-Club featuring 2 great speakers again at their regular breakfast event at the AJ Bell Stadium in Salford.

Firstly renowned private equity lawyer Darryl Cooke took to the podium to deliver on philanthropy in business and the rewards we all receive.

He began by giving an insight into the process of setting up law firm gunnercooke llp. Stating that their mission was not to be 'good' but 'great' in their work, he mused that 'good' was the enemy of great as it could lead to complacency.

Talking about change in business, Darryl referred to a need to react to a 'burning platform'. The leadership in law firms tends to miss this and that because the industry is so lucrative, change is simply not seen as necessary.

Having been in very large UK law firms, including the second largest in the world, Darryl shared that he found his 'burning platform' through witnessing a lack of morality and integrity in operations where success was determined by the profit made for each partner by increasing their chargeable hours per year. Furthermore, billing clients went from 'by the hour' to intervals 'by every 6 minutes'. Feeling that he couldn't stay within that industry, he sought change.

Just before 2010 and after speaking to CEOs, MPs, heads of legal, etc, Darryl decided to create a model that was very different. They created a law firm with lawyers who had at least 10,000 hours experience (the criteria for being considered expert), thus avoiding impasses due to junior experience - and did away with time sheets. This meant fixed fees as agreed, for clients. They also initiated a profit share so that the lawyers were invested in the work - subverting the usual myopic view of lawyers who are often blind to the wider needs of commercial business. "Our job is to give peace of mind to the client".

Darryl observed that the reasons for the different law firm culture are threefold:

- To give lives back to lawyers so they can design their own lives

and enjoy their profession as they grow their businesses, instead of being slaves to the practice. They actually earn more and learn about business.

- To create a much better service for clients, judged by the Net Promoter Score (NPS) benchmark. This is consistently showing the firm to be 'outstanding' with a score of 84+ in contrast to the industry standard which is 19.
- To not be judged on 'profits for partners'. Instead the aim is to give back to the community.

Darryl also suggested we are among the luckiest people who have ever lived and we have a responsibility to look out for those who are less lucky.

We have the time to reap the rewards of giving back, and as entrepreneurs we are the people who can get things done and philanthropic strategies do enhance business.

Next to speak was Rachel McCrystal, senior fundraising manager at the Seashell Trust's Transforming Lives Appeal. Rachel took to the stand next with her talk on how the landscape of CSR or working with a charity has changed, highlighting the key benefits.

Beginning with a little history on Seashell Trust, Rachel began by stating it was founded in 1823, in Salford by two businessmen, Robert Philips and William Bateman, who wanted to establish help for deaf children and set up a special school.

Now based in Cheadle Hulme and a national charity, they work with over 40 local authorities across the UK working with the most profoundly disabled children in the country.

The ethos is around education and

realising a child's potential through communication.

With 15 years' experience, Rachel worked for Barnardo's, Red Cross and many others before moving to Seashell Trust where she helped to build the Transforming Lives Appeal which is geared to build a £45million new school.

"If you want to exist as a company in the future, you need to go beyond CSR and philanthropy", she said.

It's all about shared objectives, making a positive contribution to support charities in a win-win partnership, where lives are transformed.

Referring to Darryl's comment about working with charities being good for business, Rachel illustrated this with some statistics. A business engaging with a charity can typically increase market value up to 4% and increase customer commitment by 20%.

Globally 67% of companies say it's important that the brands they choose make a positive contribution to society and, 88% of consumers say that they are more likely to buy from a company that engages in and supports charities.

Overall, customers staff and stakeholders will work with you or buy from you if you are contributing to making a difference to society.

Rachel suggested the key benefits of supporting a charity are:

- Improving employee satisfaction - so many skills can be put to great use.
- Improved public image - where you are actually making an impact and not just ticking a box.
- Improved customer loyalty - people want to buy from companies who look further than making a profit.

Darryl Cooke, Co-founder of Gunnercooke llp and chair of Inspire Accelerator Foundation



Rachel McCrystal, Senior Manager, Transforming Lives Appeal at Seashell Trust



- Improved networking - charities can connect people. Many trustees are serial entrepreneurs.

Rachel delivered her top tips for starting out in working with charities:

### What do you want to get out of working with charities?

Think carefully as some charities aren't geared up to cope with some big ideas. Think about goals and plans - in a transparent way so that success can be measured for everyone.

Ensure that everyone is on board - not just the 'doers' but the senior management too. Buy-in at this level is so important so that meaningful relationships can be formed.

Appoint champions. Make the right people accountable.

Broad partnership beyond fundraising - how can you develop your people? What does success look like?

Rachel rounded off with many examples of successful engagement methods at Seashell Trust. Seashell has 25,000 hours of volunteering which is equivalent to £170,000 with people doing all sorts of expertise including law firms, gardeners, painters and those who can mentor.

Seashell also has sponsorship which allows companies to align their brands with special events. Facility usage, e.g. use of offices for free. Work experience placements for Seashell students where they learn and gain skills that can lead to paid employment, e.g. AstraZeneca, Sambro, Hilton and many other massive brands.



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# review



# City Centre Business Connetworking

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## FIRST FRIDAY #CONNECTWORKING



Lewis Kemp, Lightbulb Media



Paul Warrilow, TorFX



April saw First Friday Connectworking at The Botanist on Deansgate, Manchester where our host Rebecca Brenchley served Didsbury Raspberry & Elderflower Gin in the front room. Steve Frehley of Jeffrey's Tonic provided flavoured tonics to accompany the Gin. The Elderflower tonic went down a storm!

This was again pure business networking and everyone who books on First Friday Connectworking receives a Forever Manchester Tombola ticket with a chance to win some great prizes drawn by the Charity.

It was great to welcome The Pentone Family Gin Company who gave out samples of their Gin, plus Bohemian Enterprise who are importers of flavoured Rum and treated us to their banana rum cake - very tasty!

The winner of the business card draw this month was won by Paul Warrilow from TorFX who won GM Biz Connect's bottle of Bordeaux.

All attendees received a Forever Manchester Tombola ticket where they had the chance to win a 3-night trip for two to Barcelona.

May saw us at The Alchemist, Spinningfields where our superb host Kerry Woods gave us truly the VIP treatment.

On arrival we were served Chase Pink Grapefruit & Pomelo Gin, then it was down to networking and finding out what everybody did as a business - and how we could help them with our contacts.

Then came two huge platters amazingly presented, featuring the Alchemist's new menu.

We were then treated to some amazing new cocktails courtesy of

the Alchemist, followed by discount vouchers handed out by host Kerry. We'll definitely be returning soon to try more cocktails and the excellent new menu.

The winner of this month's business card draw for the bottle of GM Biz Connect's bottle of Bordeaux was won by Lewis Kemp of Lightbulb Media based in Spinningfields. Many Connectworkers stayed on after 6pm as we had much to talk about.

Everyone who booked a ticket received a Forever Manchester Charity Tombola ticket, where they have the chance to win a 3-night trip for two to Gibraltar.

The next First Friday Connectworking will be on **Friday 5 July** at the iconic Great John St Hotel, if you haven't been before you will be amazed at this boutique style venue with Gin on arrival or wine and mini fish & chips.

**To book see Eventbrite - tickets £15. Hopefully see you there!**



Kerry Woods, The Alchemist

**Forever Manchester** work with local communities across Greater Manchester.

To see how your business can work with Forever Manchester contact **Jean Mills** on **0161 214 0940**  
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# employment law

## Dealing with mental health at work

Mental health awareness week was highlighted by the media in May. Poor mental health can affect every one of us to varying degrees and duration. The Department of Health considers that one in four of us will experience mental ill health at some point in our lives.

Whilst dealing with mental health can be a sensitive area, it is important that as business owners, we do not shy away from dealing with it when it affects the people we work with.

In this article, we look at the issues for employers when dealing with poor mental health in the workplace and tools to help you support positive mental health with your employees.

### Your responsibilities as an employer

It is your duty as an employer to safeguard employees' health and safety at work. From a mental health perspective this could include a duty to help to prevent your employees becoming ill through work related stress. Some larger employers will have a separate stress policy which details how it deals with stress in the workplace.

Another key area to be aware of is potential disability discrimination. Under the Equality Act 2010 disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. If the condition does amount to a disability, the company, and any of your employees, are under a duty not to discriminate against them. This includes any failure to provide 'reasonable adjustments' in

order to alleviate any 'disadvantage' that they may be suffering from as a result of their disability. Examples of reasonable adjustments can include specialist equipment, to more frequent breaks or reduced working hours.

Checklist for dealing with mental health issues in your workplace:

### Consider a mental health/wellbeing policy

Although 1 in 4 of us will suffer from it, mental health is still not talked about and subsequently, there is a great deal of ignorance surrounding the subject. The more informed you and your staff are, the more able they will be deal with it when it arises (as it surely will).

The better the situation is handled, the happier the workforce will be, and productivity is likely to increase. In addition, by providing the right support to an employee who is experiencing mental health difficulties will reduce the risk of any successful claim for discrimination or personal injury. A well drafted policy which clearly sets out the support you can provide to individuals and then rolling this out to managers will greatly improve your company's ability to deal with mental health concerns at work.

### Be able to recognise the signs of an employee requiring support with their mental health

Indications of staff suffering from poor mental health could include:

- Being more likely to get into conflict with colleagues
- Finding it harder to juggle tasks

- Difficulty in concentrating
- Taking longer to do tasks
- Increasingly irritable

### How to support a colleague who is off work with poor mental health

There is still a taboo surrounding mental health which impacts on managing staff absence and the return to work process. Many managers can find it awkward to know what to say when people have been ill, especially if it has never been talked about, or if their behaviour was unusual when they were unwell.

My advice is to treat an absence for a mental health problem largely the same as you would any absence for a physical health issue.

As with any sickness absence, managers should keep in touch with employees who are off sick so as to make the return to work process is managed properly and sensitively.

When they return to work, be there to welcome them back and don't shy away from holding a return to work meeting with them. If there are no further absences do not assume the problem has disappeared; check in with them now and again during one to one's to make sure they are ok.

### Ensure ongoing communication and feedback

Regular team meetings and confidential supervision sessions between managers and staff are crucial for staff engagement. In addition, as we suggest above, regular one to ones are good for mental health.

Sometimes drops in performance

could be a signal that a staff member might be experiencing distress. Before jumping into a performance management or disciplinary process, it is important that you address the matter informally and ask the individual if there could be any reason why their performance is below its usual standard.

### Be proactive!

Don't wait until an employee does not feel well enough to come to work. Good mental health should be valued as a core asset of your organisation and senior managers should be identified as champions of this.

Your company could introduce wellbeing surveys at work, subsidised gym memberships or other health promotions. Supporting mental health at work is more than just a yoga class during mental health at work week; it involves a systematic change in the way this illness is treated by employers.

Looking after your employees' health will ensure a more productive, rewarding and profitable business for all who work there.



**Chloë Leyland**

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# finance

## Changes to **Private Residence Relief** affecting **Income from Property**

Selling a property is considered to be one of the most stressful times in a person's life. So, when help comes along in the form of tax exemption, like principal private residence relief (PPR), it can make the experience a little easier to bear.

However, following the 2018 autumn budget announcement, the proposal was made to change the current tax relief criteria relating to principal private residence relief and lettings relief.

These changes could leave individuals who are struggling to find a buyer for their home, or those who are no longer living in their property but need to wait to sell, significantly out of pocket when their tax bill arrives.

Here we take a closer look at the current private residence relief and lettings relief arrangements and how changes to this system may affect homeowners looking to sell from April 2020.

### What is Private Residence Relief?

Private Residence Relief was introduced in 1980, targeted at homeowners to help reduce the impact of Capital Gains Tax (CGT) on the profit made from the sale of their main property, particularly if the property has been rented out during a period of ownership.

Along with lettings relief, the terms of the current tax exemption mean tax-paying homeowners can avoid paying a hefty tax bill on any 'chargeable gain' once the sale of their only or main home is complete.

Here's an example of how this might look at the moment:

Meet Mr L. Mr L has owned a property for 12 years.

Mr L lived in the property for 6 years.

Mr L then moved out and let the property for another 6 years.

When he sold the property he made a profit of £120,000.

**CURRENT TERMS OF PRR AND LETTINGS RELIEF**

This time is covered by PRR + The final 18 months of the rental period is also covered by PRR

The remaining £45,000 profit is subject to lettings relief of up to £40,000

PPR is applicable for 7.5 years or 62.5% of the time in the property. This provides tax relief on £75,000 of the profit from the house sale.

PPR can also help when the taxpayer owns a home but it isn't their main residence.

The current system allows homeowners to only pay a proportional amount of CGT based on the amount of time they've spent there e.g. a holiday home, or if they've needed to move out to develop the property.

### How will PRR changes affect taxpayers?

The 2018 autumn budget announced two changes that will alter how PRR and Lettings Relief are claimed. Intended to better target owner-occupiers to receive the tax benefits of PRR, individuals who have become 'accidental landlords' by letting a property that they're having problems selling are likely to be amongst the most affected by the changes.

The reform of PRR and Lettings relief is due to come into effect from the 6th April 2020.

### Final period exemption

The final period exemption will be reduced from 18 months to 9 months. Although this end period will always qualify for PRR, giving taxpayers CGT free time to sell the property, a reduced exemption period will increase the amount of 'chargeable gain'. This will ultimately leave sellers paying more in capital gains tax, especially if lettings relief is also not applicable.

### Lettings relief

Lettings relief will now only apply where the owner is in shared occupancy with the tenant. It doesn't apply to buy-to-let landlords or owners who have never lived in a rental property. From the 6th April 2020, any property being sold whilst claiming relief under PRR, must be lived in at the time of sale by the owner of the property. Only the periods when the owner was in shared occupancy with the tenant will qualify for lettings relief.

So, what might this look like for Mr L when the changes come into effect:

Meet Mr L. Mr L has owned a property for 12 years.

Mr L lived in the property for 6 years.

Mr L then moved out and let the property for another 6 years.

When he sold the property he made a profit of £120,000.

**TERMS OF PRR AND LETTINGS RELIEF FROM 6th APRIL 2020**

This time is still covered by PRR + The final 9 months of the rental period is now tax exempt with PRR

Lettings relief does not apply, as the rental period wasn't shared occupancy

PPR is applicable for just 6.75 years, providing tax relief on £67,500 of the profit from the house sale.

### I have a disability. How will the changes affect me?

The final period exemption of 36 months will stay in place for individuals living with a disability who are waiting to enter a care home.

The changes are most likely to affect people who have equity in a property they once lived in, which has been rented out at some time, as they could end up paying more in tax if they chose to sell after April 2020.

If you'd like to find out more about the changes to PRR and Lettings relief and how this may affect your finances, speak to our expert Corporate and Personal Tax team in Warrington on

**01925 830 830**

or call our Manchester office on

**0161 905 1801**,

who'll be able to give you helpful advice in relation to your individual circumstances.



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# apprenticeships



## Are you on the search for new talent for your business?

### Apprenticeships at Salford City College are here to help

As far as recruitment trends are concerned, summer is statistically slow. Many potential candidates are looking forward to their summer holidays as opposed to looking for work, and though many businesses are very busy over the summer months, statistics show recruitment rates are much lower at this time of year. With that said, not everyone

is off the job hunt over the summer months, with younger candidates completing their qualifications and finishing college just in time to embark upon a new career over the summer months.

Allan Milne, Head of Apprenticeships and Business Development for Apprenticeships at Salford City College, said: "With less companies recruiting over summer, now is definitely the best time to secure the most bright and talented college and school leaver talent for apprenticeship programmes.

"Apprenticeships at Salford City College work in partnership with five colleges in Salford, as well as countless secondary schools. We work directly with students on their next steps and progress them straight onto apprenticeship programmes once they have completed their qualifications, should they choose this professional development pathway."

The College provider currently boasts having over 1,300 apprentices on programme, with the number of students looking for apprenticeships expected to rise as the academic year comes to an end.

Allan continued: "Businesses can be assured that our recruitment process is rigorous. Students must meet the high expectations set by our employer partners, as we only want the very best talent for those we work with. As an organisation, we already support over 400 employers which include both local and national companies, and our

reputation amongst these businesses is excellent. Marks & Spencer, N Brown, Seddon, Salford Royal NHS Foundation Trust and W Group are just a handful of dedicated employer clients we work with.

"Why is our reputation so good? It is because of the brilliant apprentices we provide them with that these employers choose to work with Apprenticeships at Salford City College. They recognise our apprentices as being of the highest quality."

With the government placing apprenticeships at the heart of the skills system within the UK, there has never been a better time to recruit an apprentice into a thriving business. Apprenticeships offer a way for employers to train the next generation of staff and leaders for their business.

In fact, apprenticeships are becoming so increasingly popular that in the 2016 to 2017 academic year, just under half a million people started an apprenticeship in the UK. This is more than double the amount of people who embarked upon an apprenticeship in the 2007 to 2008 academic year - showing just how prevalent they are becoming.

If you are on the search for fresh, new talent for your company, or are hoping to utilise your apprenticeship levy this summer, then contact Apprenticeships at Salford City College on **0161 631 5555** or send your enquiry to **apprenticeships@salfordcc.ac.uk**





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# r&d tax refunds

## Don't miss out on claiming your R&D Tax Refund

The R&D Tax Relief initiated by HMRC in 2000 has huge opportunities for tens of thousands of Limited businesses to increase their business and in doing so the UK economy.

R&D Specialists was founded in 2015 by Geoff Liberman and Mark Joyner and are based in Manchester where they are proud to help create awareness and take knowledge and advice to the market regarding this enormous potential. RDS support a variety of business sectors and work heavily with Customers who are based in Altrincham and the North West.

Most Limited Company owners do not have the time or resources to look through the documentation to fully understand what does and doesn't count according to HMRC criteria. This confusion sometimes means company owners don't bother or only claim for a small percentage of what they are entitled too.

Geoff Liberman comments: "Our mission is to help all Limited Companies of all sizes to develop and grow through our knowledge and advice.

"Currently we work with companies with annual turnovers from £250k to over £65m in every sector imaginable.

"There is huge potential for companies large and small to be awarded what they are due from this great incentive. From developing new products,

*processes or services your company could be eligible."*

Director Mark Joyner is focused in helping companies unlock potential financial benefits that are available to them, especially if that means the company can continue to grow and re-invest in further development and growth.

With the expertise and dedication Mark has, and the drive behind maximising every businesses claim, the service that RDS offer is personal and tailored to the individual company no matter the size of the claim.

Mark comments: "I was amazed that such a small percentage of eligible UK businesses actually claimed R&D tax credits from HMRC, when it is something they are entitled to.

"We are focused in making more businesses aware of how to claim and to helping them to maximise their claims."

Emma Murphy, Business Development Manager of RDS, commented: "I have seen RDS grow its client base through developing strong personal relationships; creating connections based on common goals and shared understanding.

"We have expanded our business through recommendations from our



*current clients who have seen a true benefit from the work we do, and also referrals from our accounting and networking partners.*

*"Our passion for being real people on the ground, getting to know our clients and meeting them face to face, means we can experience their R&D work first-hand, gain a genuine understanding of their business and forge powerful long-term partnerships."*

- There were over 40,000 claims last year, but this is only a small percentage that will be eligible.
- RDS work Nationwide and have helped Limited Companies identify R&D tax refunds and credits in every business sector.
- We work with all sizes of businesses, but they must be a Limited Company and been trading for at least one year, it does not matter if the company is profitable or not.

- A short 10 minute conversation will give RDS time to evaluate if a face to face meeting is needed to explore the potential further.
- We only need in total around 4 hours of a business owner or Directors time, it will take 8 to 12 weeks for us to complete the work to a successful claim.
- RDS only charge a small percentage that the business gets back as a refund or credit against their Corporation Tax, after a successful claim.



**Emma Murphy**  
RDS Altrincham  
[www.rdsLtd.uk](http://www.rdsLtd.uk)

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a potential HMRC R&D claim**



# wellbeing

# Relax and take a break

## How often do you relax and take a break?

Statistics reveal that increasing numbers of us are loathe to take time away from work, with some 19 million days of UK holiday entitlement remaining untaken in one year alone.

One in five of us work seven extra hours each week of unpaid overtime. And these figures only record those in salaried employment.

Business owners and sole traders rarely think about set hours or what time they should be clocking off from work. It may be only when their health starts to suffer, relationships with family and friends are affected or they start to feel resentful and jaded that there's any motivation to change things.

Allowing time to relax and take a break is important on many levels. A recent Labour Force Survey discovered that 45% of all working days, 11.7 million last year in total, were lost to stress-related issues. The impact of not relaxing and taking a break can be hugely significant in every area of life.

**One reason why so many of us work so hard** is to provide a good living for our family and make them proud of us. But spending less and less time together, giving increasing importance to clients or customers, or being constantly irritable or distracted may be impacting on the quality of those relationships.

Equally, we need to take some time for ourselves, have a break, pursue our hobbies and interests or simply relax and do nothing at all. Taking time to nurture the creative and non-work side of ourselves brings another dimension of satisfaction and fulfilment.

## It's been found that when we do take a break,

even for short periods, perhaps for a short stroll or a drink of water, we often return with fresh ideas and insights into problem areas that may have been troubling us.

People often say, don't make a hasty decision, sleep on it and see how you feel in the morning.

Equally, detaching and taking a break can be beneficial. It allows time for our minds to still, new thoughts and ideas to surface, and for us to take a little time away from the 'coal face'.

**Chasing our dreams, challenging ourselves** and being successful are all well and good. It's important to say 'yes' and step outside our comfort zone sometimes but it's also relevant to say 'no', and claim time and energy for ourselves too.

Including every area of life in our focus matters. Let's consider some helpful ways to relax and take a break.

**If work is usually a mental, cerebral activity** a break can provide the opportunity for alternative activity like physical exercise and time to work and tire those muscles.

Sleep-related issues and our quality of sleep can be affected when we're tired mentally, but not physically, or vice versa. If work is largely mental introduce sport, walks, a round of golf, visit to the gym and maybe add a social element by sharing those times with friends or family.

If you work in mainly a physical capacity join a quiz night, locate your board games, start doing the crossword or join a book club and find sociable ways to have a break and spend time exercising mentally.

## Sometimes we need to learn to relax gradually,

maybe by feeling there's a purpose to it. Volunteering, perhaps for a charity, youth group or community project can introduce something different but also add value to life.

We move our focus away from work targets, profit, earning, and, as such, redirect our energy into something with a less business-focused angle. Doing this provides space to explore new skills, work with a different agenda and meet new people, those with similar interests to ourselves.

**Relax and take a break with family.** Learn to have proper conversations, keep up-to-date with each other's news, opinions and stories. Share your challenges with them, they're the people closest to you, and let them help. They may be able to ease the pressure in different areas of your life, resulting in better communications and an improved bond.

## Consider outsourcing some of your commitments.

You may be able to buy yourself a break by hiring help with domestic chores, like cleaning, ironing or gardening, or by paying someone to do those work-related tasks that are not your forte.

Paying the best person to do the job can be money well spent, resulting in a more professional approach which may even generate new business. Then use your free time well by having an afternoon pleasing yourself.

## In the evenings switch off technology

and determine not to turn it back on unless there's an emergency situation which needs monitoring. Do relaxing things, like taking a walk, listening to music, reading a book, spending time with those you care about; all investments in those other

important areas of your life.

Sometimes even decline invitations and occasionally have a night off if you've been over-committed with social engagements. Then use the time to indulge - eat your favourite foods, have a relaxing bath and an early night.

Taking personal responsibility for your health and wellbeing, both mental and physical, gives you back control.

After all, even airlines say in times of turbulence first put the oxygen mask on your own face. Then you're in a better position to help others.



**Susan Leigh** MNCH (ACC)

Altrincham, Cheshire and South Manchester counsellor, hypnotherapist, relationship counsellor, writer and media contributor offers help with relationship issues, stress management, assertiveness and confidence. She works with individual clients, couples and provides corporate workshops and support.

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# diary dates

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## Altrincham & Sale Chamber

**Breakfast Matters - Monthly breakfast networking on thursdays**  
**6 June, 4 July, 1 Aug, 5 Sept, 3 Oct, 7 Nov**  
 8.30am - 10.00am  
 Venue Cresta Court Hotel,  
 Altrincham WA14 4DP  
 Cost £15  
 Contact 0161 941 3250  
 Lorraine Deeny, Office Manager,

## 4 Networking

**Fortnightly breakfasts, lunches and evening networking**

**Manchester City Centre, Salford Quays, Didsbury, Ashton, Stockport, Cheadle, Knutsford & Wilmslow, Macclesfield, Bolton, Warrington**  
 Full listings can be found on:  
[www.4networking.biz](http://www.4networking.biz)

## Bowdon Business Club

**Weekly every Friday - includes full breakfast**  
 6.45am - 8.30am  
 Venue Mercure Bowdon Hotel,  
 Langham Road, Bowdon WA14 2HT  
 Cost £10  
 Contact Members@BowdonBusinessClub.co.uk

## Business for Breakfast

**Networking - Fortnightly**

Venues Events are held at Bolton, Bury, Stockport, Heaton Park, Didsbury, Littleborough, Manchester, Oldham, Stockport and Whitefield  
 Cost £10  
 Contact [www.bforb.co.uk](http://www.bforb.co.uk) or email  
[centralservices@bforb.co.uk](mailto:centralservices@bforb.co.uk)

## Business over Breakfast

**Networking - fortnightly**

Venues Meetings held all over the Northwest, Greater Manchester and Manchester City Centre  
 Cost £15  
 Contact [www.bobclubs.com](http://www.bobclubs.com)  
 Tracy Heatley 07812 076946

## Carrington Business Park

**Business Networking in the Park**

**Monthly** 9.30 - 11.30am  
 Venue Pembroke House,  
 Carrington Business Park,  
 Manchester M31 4DD  
 Contact 0161 776 4000  
[info@cbpl.co.uk](mailto:info@cbpl.co.uk)

## Dynamic Networking + FSB

**Free Business Networking also with the FSB Sale - 3rd Tuesday monthly**

**18 Jun, 16 Jul, 20 Aug, 16 Sep, 15 Oct, 19 Nov...** 5.30pm - 7.30pm  
 Venue The Boathouse, Sale Water Park,  
 Rifle Road, Sale M33 2LX

**Wilmslow - 1st Wednesday monthly**

**3 Jul, 7 Aug, 4 Sep, 2 Oct, 6 Nov, 4 Dec...**  
 5.30pm - 7.30pm  
 Venue Hallmark Hotel, Stanley Drive,  
 Wilmslow SK9 3LD

**Wigan - 2nd Tuesday monthly**

**11 Jun, 9 Jul, 13 Aug, 10 Sep, 8 Oct, 12 Nov...** 5.30pm - 7.30pm  
 Venue Mercure Wigan Oak Hotel,  
 Riverway, Wigan WN1 3SS

**Bolton - 4th Tuesday monthly**

**25 Jun, 23 Jul, 27 Aug, 24 Sep, 22 Oct...**  
 5.30pm - 7.30pm  
 Venue Last Drop Village, Hospital Road,  
 Bromley Cross, Bolton BL7 9PZ  
 Cost FREE - Donation to charity  
 Contact Natalie Lewis  
[natalie@dynamicnetworking.biz](mailto:natalie@dynamicnetworking.biz)  
[www.dynamicnetworking.biz](http://www.dynamicnetworking.biz)

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## Federation of Small Businesses

**Working Lunch Networking**

**12 Jun**  
 12noon - 1.30pm  
 Venue Empress Business Centre,  
 Chester Road, Stretford M16 9EB  
 WA14 1ES  
 Cost £5

**Networking Altrincham**

**17 Jun, 15 Jul, 19 Aug, 16 Sep, 21 Oct, 18 Nov**  
 6.00pm - 8.00pm  
 Venue altspace, Kennedy House,  
 31 Stamford Street, Altrincham  
 WA14 1ES  
 Cost FREE

**Networking Old Trafford**

**5 Aug, 2 Sep, 7 Oct, 4 Nov, 2 Dec**  
 6.00pm - 8.00pm  
 Venue Trafford Hall Hotel, 23 Talbot Road,  
 Stretford, Manchester M16 0PE  
 Cost £5  
 Contact Rose McAteer 07917 628916  
[rose.mcateer@fsb.org.uk](mailto:rose.mcateer@fsb.org.uk)

**Forward Ladies**

**Women's Networking Power Business Breakfast Club - Monthly**  
**3 July, (11 Sep, 9 Oct - venue TBC)**

**9.30am - 11.00am**  
 Venue Executive Education Centre,  
 Alliance Manchester Business School  
 Booth Street West, Manchester  
 M15 6PB  
 Cost £15+VAT  
 Contact 0845 6434 940  
[enquiries@forwardladies.com](mailto:enquiries@forwardladies.com)

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## First Friday Connectworking

**City Centre Business Networking with GM Business Connect Magazine in association and in support of Forever Manchester Charity**

**5 Jul** 4.00pm - 6.00pm  
 Venue Great John St Hotel, Great John St  
 Manchester M3 4FD  
 Cost £15  
 Tickets on Eventbrite: **First Friday Connectworking**  
 Contact Paul Mirage 07708 987518  
[paul@businessconnectpublishing.co.uk](mailto:paul@businessconnectpublishing.co.uk)

## Greater Manchester Chamber of Commerce

**Action4Business Networking, Sector lunches, Economic Updates**

Full listings can be found on:  
[www.gmchamber.co.uk](http://www.gmchamber.co.uk)  
 Contact 0161 393 4321

## High Peak Business Club

**Regular monthly breakfast networking with high calibre speakers**

**14 June, 20 Sep, 11 Oct, 22 Nov, 13 Dec**  
 7.30am - 9.30am  
 Venue Chapel-en-le-Frith Golf Club,  
 Manchester Rd, Chapel-en-le-Frith,  
 High Peak SK23 9UH  
 Cost £25

**Summer Social** 6.00am - 8.00am

Venue The Pump Room, Buxton SK17 6BQ  
 Cost £35 (Double Ticket)  
 Contact [edwinacurrie@sky.com](mailto:edwinacurrie@sky.com)  
[www.highpeakbusinessclub.co.uk](http://www.highpeakbusinessclub.co.uk)

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## K-Club

**Entrepreneur's networking breakfast**  
**2 Speakers + Full English Breakfast**  
**27 June, 19 Sept, 8 Oct** 7.30am - 10.00am  
 Venue AJ Bell Stadium, Barton-Upon-Inwell,  
 Salford M30 7EY  
 Cost £38.03  
 Contact Amanda Manson 07754 069 829  
[www.k-club.co.uk](http://www.k-club.co.uk)

## Manchester Business Breakfast Club

**Weekly Networking every Friday - includes breakfast** 7.00 - 8.30am  
 Venue Manchester Tennis & Racquet Club,  
 33 Blackfriars Road, Salford M3 7AQ  
 Cost Visitors free for 2 visits  
 Contact 0161 820 1135  
[info@manchester-bbc.co.uk](mailto:info@manchester-bbc.co.uk)

## M62 Connections

**PAYG Networking Wednesdays Fortnightly**  
**12 Jun, 26 Jun, 10 Jul...** 9.30am - 11.30am  
 Venue The Barley Farm, Stadium Way,  
 Eccles, Manchester M30 7EY  
 Cost £10

**Thursdays Fortnightly**

**20 Jun, 4 Jul...** 9.30am - 11.30am  
 Venue The Sandbrook, Sandbrook Way,  
 Rochdale, OL11 1RY  
 Cost £10  
 Contact Bill Dove 07932 044 743  
[m62connections.co.uk](http://m62connections.co.uk)

## pro-manchester

**Hot topic breakfasts, Sector lunches, Economic Updates**

Full listings can be found on:  
[www.pro-manchester.co.uk](http://www.pro-manchester.co.uk)  
 Contact Nicola McCormick 0161 817 3483  
[nicola.mccormick@pro-manchester.co.uk](mailto:nicola.mccormick@pro-manchester.co.uk)

## Shout! Network

**Bolton Networking Group**  
**Wednesdays Fortnightly. Breakfast Included**  
**19 Jun, 3 Jul, 17 Jul...** 8.00am - 10.00am  
 Venue Deane Golf Club, Bolton BL3 4NS  
 Cost £10  
 Contact 01772 935930  
[info@shoutnetwork.co.uk](mailto:info@shoutnetwork.co.uk)

**Bury Networking Group**

**Tuesdays Fortnightly. Breakfast Included**  
**18 Jun, 2 Jul, 16 Jul...**  
 9.30am - 11.30am  
 Venue Old Mill Hotel and Leisure Club  
 Springwood Street  
 Ramsbottom BL0 9DT  
 Cost £10  
 Contact 01772 935930  
[info@shoutnetwork.co.uk](mailto:info@shoutnetwork.co.uk)

**Manchester Networking Group**

**Wednesdays Fortnightly. Lunch included**  
**12 June, 26 Jun, 10 Jul...**  
 12.00noon - 2.00pm  
 Venue ABode Hotel, 107 Piccadilly,  
 Manchester M1 2DB  
 Cost £10  
 Contact 01772 935930  
[info@shoutnetwork.co.uk](mailto:info@shoutnetwork.co.uk)

**Leigh Networking Group**

**Wednesdays Fortnightly. Lunch included**  
**19 Jun, 3 Jul, 17 Jul...**  
 12.00noon - 2.00pm  
 Venue Leigh Sports Village, Sale Way  
 Leigh WN7 4JY  
 Cost £10  
 Contact 01772 935930  
[info@shoutnetwork.co.uk](mailto:info@shoutnetwork.co.uk)

## SK8 Networking

**Fortnightly early networking every first and third Wednesday**  
 7.30am  
 Venue Café Unity, 228 Finney Lane  
 Heald Green, SK8 3QA and  
 Cheadle Royal Table Table,  
 Royal Crescent, Cheadle SK8 3FE  
 Cost £5  
 Contact Chris Jones  
 0161 437 5999 / 07757 710199

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## Stockport Expo 2019

**4 July 2019**  
 10.00am - 4.00pm  
 Venue Stockport County FC, Edgeley Park,  
 Hardcastle Road, Stockport SK3 9DD  
 Cost FREE  
 Contact Organised by The Business Bible,  
 tickets available from EventBrite

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## The Best of Bolton Business Show 2019

**Business Expo**  
**18 Jun**  
 4.30pm - 8.00pm  
 Venue Last Drop Village, Hospital Road,  
 Bromley Cross, Bolton BL7 9PZ  
 Cost FREE  
 Contact Tickets through EventBrite

GM Business Connect are media partners and will be exhibiting - **visit us!**

## The Business Network Manchester

**Business Lunch**  
**27 Jun, 29 Aug**  
 12noon - 2.00pm  
 Venue The Lowry Hotel, 50 Dearnans Place,  
 Chapel Wharf, Manchester M3 5LH

**17 Jul**  
 12noon - 2.00pm  
 Venue The Mere Golf Resort & Spa,  
 Chester Road, Mere, Knutsford WA16 6LJ

**26 Sep, 12 Dec**  
 12noon - 2.00pm  
 Venue The Midland Hotel, Peter Street,  
 Manchester M60 2DS  
 Cost £42.50  
 Contact Helen Bennett 0870 751 7523  
[helen@business-network.co.uk](mailto:helen@business-network.co.uk)

## The Business Network South Manchester

**Business Lunch**  
**7 Nov, 5 Dec**  
 12noon - 2.00pm  
 Venue Manchester Airport Marriott Hotel,  
 Hale Road, Hale Barns, Altrincham  
 WA15 8XW

**4 July, 1 Aug, 5 Sept, 3 Oct**  
 12noon - 2.00pm  
 Venue Best Western Plus Pinewood on Wilmslow  
 180 Wilmslow Road, Handforth,  
 Wilmslow SK9 3LF  
 Cost £32.00+VAT  
 Contact Simon Coy 07860 121773  
[simon@business-network.co.uk](mailto:simon@business-network.co.uk)

## Trafford Business Club

**Weekly Networking every Friday - early networking includes breakfast**  
 6.30 - 8.30am  
 Venue Sale FC, Heywood Road, Sale M33 3WB  
 Cost £5 for guests  
 Contact David Lawton 07973 502595

## Venturefest North West 2019

**Innovation Expo and Conference**  
**20 Nov** All day  
 Venue Windmill Street, Manchester M2 3GX  
 Cost FREE  
 Contact [www.venturefestnorthwest.com/register](http://www.venturefestnorthwest.com/register)

## Women's 20/20

**Women's networking - second Wednesday**  
**10 Apr, 8 May, 12 June, 10 July**  
 12.15 - 2.30pm  
 Venue Mercure Bowdon Hotel,  
 Langham Road, Bowdon WA14 2HT  
 Cost £20 for non-members  
 Contact Catherine Sandland  
[enquiries@2020network.co.uk](mailto:enquiries@2020network.co.uk)

**Don't forget your Business Cards!**

**Please note** If you plan to attend any of the above events please ensure all details are correct in advance. Whilst every effort has been made to confirm accuracy some details may be subject to change.

# places to meet

## ABode Hotel

Address 107 Piccadilly, Manchester M1 2DB  
Contact 0161 247 7744  
Facilities Hotel, Meeting Rooms, Restaurant

## All Star Lanes

Address The Great Northern, 235 Deansgate  
Manchester M3 4EN  
Contact 0161 871 3600  
Facilities Private Bowling Room

## Altspace Altrincham

Address First Floor, Kennedy House,  
31 Stamford Street,  
Altrincham WA14 1ES  
Contact 07946 728 863  
Facilities Co-working office space

## Albert Square Chop House

Address Memorial Hall, 14 Albert Square,  
Manchester M2 5PF  
Contact 0161 834 1866  
Facilities Function Room, Restaurant, Pub

## Ashton Old Baths

Address Stamford Street West  
Ashton Under Lyne OL6 7FW  
Contact 0161 804 2030  
Facilities Serviced Offices, Meeting Rooms

## Barclays Eagle Labs

Address Union, Albert Square,  
Manchester M2 6LW  
Contact eaglelabs@barclays.com  
https://labs.uk.barclays/  
Facilities Co-working and office space

## Bizspace

### Atlantic Business Centre

Address Atlantic Street,  
Altrincham WA14 5NQ  
Contact 0161 926 3600  
Facilities Conference Rooms, Café

## Bizspace

### Empress Business Centre

Address 380 Chester Road,  
Manchester M16 9EA  
Contact 0161 877 5579  
Facilities Meeting Rooms, Offices

## Bizspace

### Hollinwood Business Centre

Address Albert Sreet, Failsworth,  
Oldham OL8 3QL  
Contact 0161 684 2319  
Facilities Meeting Rooms, Offices

## Bowdon Rooms *The Cinnamon Club*

Address The Firs, Bowdon WA14 2TQ  
Contact 0161 282 0011  
Facilities Conferences, Boardroom, Live Music

## Carrington Business Park

Address Carrington Lane, Carrington,  
Manchester M31 4DD  
Contact 0161 776 4000  
Facilities Café, Conference Rooms

## Citibase

### Salford

Address Merchants Quay, Salford M50 3SG  
Contact 0161 660 6204

### Trafford

Address Oakland House, 76 Talbot Road,  
Old Trafford, Manchester M16 0PQ  
Contact 0161 464 7287 / 07920 763 889

### Warrington

Address The Genesis Centre, Garrett Field,  
Birchwood, Warrington WA3 7BH  
Contact 01925 396 800

Facilities Serviced Offices, Meeting Rooms

## Colony

### Piccadilly

Address 5 Piccadilly Place,  
Manchester M1 3BR  
Contact 0161 974 3939  
Facilities Co-working and Meeting Rooms

### Jactin House

Address 24 Hood Street, Ancoats Urban  
Village, Manchester M4 6W  
Contact 0161 974 3210  
Facilities Offices, Co-working  
and Meeting Rooms

## Costa Coffee

Address 33-35 George Street,  
Altrincham WA14 1RN  
Contact 0161 929 0382

Address Century House, Ashley Road,  
Hale WA15 9SF  
Contact 0161 926 9913

Address Golden Way, Urmston,  
Manchester M41 0NA  
Contact 0161 926 7707  
Facilities Coffee, Snacks

## Cresta Court Hotel

Address Church Street,  
Altrincham WA14 4DP  
Contact 0161 927 7272  
Facilities Snack, Rest, Hotel, Free Parking

## DeVere Venues

Address Cheadle House, Cheadle Royal  
Business Park, Cheadle SK8 3FS  
Contact 0161 492 100  
Facilities Conference, Leisure, Restaurant

## Emirates Old Trafford

### Home of LCCC - Event Space

Address Talbot Road, Manchester M16 0PX  
Contact 0161 282 4020  
Facilities Conference, Meeting Rooms, Events

## Hilton Manchester

Address Deansgate, Manchester M3 4LQ  
Contact 0161 870 1600  
Facilities Hotel, Meeting Rooms, Conferences

## Hilton Manchester Airport

Address Outwood Lane, Manchester  
M90 4WP  
Contact 0161 435 3000  
Facilities Hotel, Meeting Rooms, Conferences

## Holiday Inn Express

### Trafford City

Address 2 Mercury Way, Urmston,  
Manchester M41 7PA  
Contact 0333 003 0050  
Facilities Meeting Rooms, Events

## Holiday Inn Manchester Central Park

Address 888 Oldham Road, Manchester,  
M40 2BS  
Contact 0161 277 6910  
Facilities Starbucks, Meeting Rooms  
Free WiFi, Free Parking

## Houldsworth Mill

Address Houldsworth Street, Reddish,  
Stockport SK5 6DA  
Contact 0161 975 6000  
Facilities Meeting Rooms, Conferences

## iFLY

Address Trafford Quays Leisure Village,  
9 Trafford Way, Stretford,  
Manchester M41 7JA  
Contact 0845 331 6549  
Facilities Indoor Skydiving,  
Corporate packages

## La Famiglia

Address 12-14 Victoria Road, Hale,  
Altrincham WA15 9AD  
Contact 0161 929 9626  
Facilities Italian Restaurant

## Macdonald Manchester Hotel

Address London road, Manchester M1 2PG  
Contact 0344 879 9088  
Facilities Leisure Club, Spa,  
Conference Centre, Restaurant

## Manchester Airport Marriott Hotel

Address Hale Road, Hale Barns,  
Cheshire WA15 8XW  
Contact 0161 904 0301  
Facilities Leisure Club, Spa,  
Conference Centre, Restaurant

## Manchester Escalator

Address 233 Deansgate,  
Manchester M3 4EN  
Contact 07711 556913  
Facilities Coffee, Food, Meeting Rooms

## Mercure Bowdon Hotel

Address Langham Road, Bowdon WA14 2HT  
Contact 0161 928 7121  
Facilities Hotel and Leisure, Free Parking

## Midland Hotel

Address 16 Peter St, Manchester M60 2DS  
Contact 0161 236 3333  
Facilities Function Rooms, Hotel

## Mr Thomas's Chop House

Address 52 Cross Street,  
Manchester M2 7AR  
Contact 0161 832 2245  
Facilities Restaurant, Pub

## Orega Offices

Address 3 Piccadilly Place, Manchester M1 3BN  
76 King Street, Manchester M2 4NH  
Blue Tower, MediaCityUK M50 2ST

Contact 0800 840 5509

Facilities Meeting Rooms, Serviced Offices

## Princess St. Hotel

Address 18-24 Princess Street  
Manchester M1 4LG  
Contact 0161 236 8999  
Facilities Hotel, Meeting Rooms, Conference,  
Lawn Coffee, Restaurant

## Radisson Blu

Address Chicago Avenue, M90 3RA  
Contact 0161 490 5000  
Facilities Hotel, Meeting Rooms

## Red Rooms

### Meeting rooms in Bruntwood

Address Station House, Stamford New Road,  
Altrincham WA14 1EP

Landmark House, Station Road,  
Cheadle Hulme, Cheshire SK8 7BS

111 Piccadilly, Manchester M1 2HY

Contact 0843 504 4753

Facilities Offices, Meeting Rooms

## Regus

### Meeting rooms for hire

Address Adamson House,  
Towers Business Park,  
Wilmslow Road, Didsbury M20 2YY  
Contact 0161 955 4200

Address Regus Express Hilton  
Manchester Airport, Outwood Lane,  
Manchester M90 4WP  
Contact 0161 261 1440 / 07785 253 488

Address 5300 Lakeside, Cheadle Royal  
Business Park, Cheadle SK8 3GP  
Contact 0161 246 6000

Address Manchester Business Park,  
3000 Aviator Way,  
Manchester M22 5TG  
Contact 0845 300 3585

Facilities Business Lounges, Offices,  
Day Office, Reserved Co-working,  
Meeting Rooms

## Runway Visitor Park

Address Sunbank Lane, Altrincham  
WA15 8XQ  
Contact 0161 489 3932  
Facilities Conference Room, Conference area  
underneath Concorde, Restaurant,  
Concorde Experience and Tours,  
Meeting Rooms

## Sam's Chop House

Address Back Pool Fold (off Cross Street),  
Manchester M2 1HN  
Contact 0161 834 3210  
Facilities Restaurant, Pub

## St Anthony's Centre

Address Eleventh Street, Trafford Park,  
Manchester M17 1JF  
Contact 0161 848 9173  
Facilities Conference Rooms

## St James Club Manchester

Address 45 Spring Gardens,  
Manchester M2 2BG  
Contact 0161 829 3000  
Facilities Private Members' Club,  
Function Rooms, Business Suite

## San Carlo Fiorentina

Address Manchester Airport, Marriott Hotel,  
Hale Road, Hale Barns,  
Cheshire WA15 8XW  
Contact 0161 904 5043  
Facilities Bar & Restaurant

## The Coffee House

Address Warburton House, 14 Eagle Brow,  
Lymm WA13 0LJ also at  
102 School Road, Sale M33 7XB  
Contact 01925 551797  
Facilities Coffee, Snacks

## The FUSE

Address Warburton Lane,  
Partington M31 4BU  
Contact 0161 393 4511  
Facilities Conferences, Meeting Rooms,  
Events

## The LifeCentre

Address 235 Washway Road, Sale M33 4BP  
Contact 0161 850 0770  
Facilities Meeting Rooms, Café

## The Lowry Hotel

Address 50 Dearmans Place, Chapel Wharf  
Manchester M3 5LH  
Contact 0161 827 4000  
Facilities Conference, Leisure, Hotel

## The Mere Golf Resort & Spa

Address Chester Road, Mere,  
Knutsford, Cheshire WA16 6LJ  
Contact 01565 830 155  
Facilities Meeting Rooms, Conferences

## The Offices

Address 53 King Street, Manchester M2 4LQ  
Address 46 Barton Arcade, Deansgate,  
Manchester M3 2BW

Contact 0161 835 9560  
Facilities Meeting Rooms, Hot Desks,  
Business Lounge, 1GB Wi-fi, Gym

## Thrive Office Space

Address Foundry House,  
Widnes Business Park,  
Waterside Lane, Widnes WA8 8UD

Address Miller House, 47-49 Market Street,  
Farnworth BL4 7NS

Contact 0800 031 5464  
Facilities Meeting Rooms, Boardrooms,  
Offices

## Victoria Warehouse

Address Trafford Wharf Road, Stretford,  
Manchester M17 1AB  
Contact 0161 660 7000  
Facilities Conference, Leisure, Hotel

## Warren Bruce Court

Address Warren Bruce Road, Trafford Park,  
Manchester M17 1LB  
Contact 0845 602 5047  
Facilities Meeting Rooms



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