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October/November 2019

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Spotlight on Manchester Central

Interview with Shaun Hinds, Chief Executive of Manchester Central, looking inside one of the UK's premier events venues.

Venturefest North West 2019

Organised by the GC Business Growth Hub, one of the region's biggest annual innovation conference and exhibitions returns to Manchester Central on 20 November.

A business built on referrals

Interview with Tricia Bullman and Lydia Whitelegg from Halecroft Recruitment.

Change management

Next in a series of speed lectures from the University of Salford's Business School featuring Dr Kathy Hartley.

Digital us v Real us

An insight into the difference between digital and real life profiles from digital marketing experts AsOne Digital Business Development.

Shaun Hinds, Chief Executive, Manchester Central

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editorial

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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welcome to the latest edition of GM Business Connect and join the fastest growing business to business forum in Greater Manchester.

GM Business Connect is a dynamic business to business bi-monthly magazine that is crammed full of local and regional news, articles, interviews and regular columnists.

The magazine connects businesses across Greater Manchester, and is completely free.

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news

Siemens launch Digital Academy to support engineering and tech talent

Siemens has launched a new undergraduate sponsorship programme to nurture the next generation of engineering and tech talent.

The Digital Academy pays selected students £3,000-a-year from the second year of university as well as up to 12-weeks paid summer placement throughout the duration of their studies within a Siemens business.

At the end of their degree they will be given the chance to join Siemens' Graduate Scheme.

The pioneering programme is a partnership between Siemens and 17 principal UK universities, including the University of Manchester.

It aims to offer undergraduates a practical, collaborative space to explore Industry 4.0 technologies and put what they learn at university into real world use.



Brian Holliday, Siemens Digital Industries Managing Director, said: "The Digital Academy is an example of how Siemens and our higher education partners are working together to encourage young people to pursue careers in engineering and technology. This programme gives undergraduates applied and up-to-date experience to bolster their academic learning.

"By strengthening links between business and our world-leading universities, we can inspire and nurture talent to support the UK's leading role in the Fourth Industrial Revolution."

Planning application submitted for major hotel development in New Islington

Property and development company S Harrison has submitted a planning application to create a new hotel development on Great Ancoats Street, in the New Islington area of Manchester city centre.

Earlier this summer, S Harrison announced it had agreed terms with international hotel operator Meininger, which plans to open its first hotel in the north of England on the site.

Subject to planning being approved, the 12 storey, 212-bedroom hybrid-hotel scheme will open by January 2022 and will create more than 20 full time jobs. It will offer 785 beds in total, in a mix of rooms including classic doubles, private multiple-bed rooms and dormitories.

A key player in the hybrid hotel market, all Meininger hotels have their own individual style and offer flexible accommodation alongside a reception, lobby, lounge, breakfast room and bar as well as a guest

kitchen and games zone. The Manchester hotel will also have a taxi drop off area, disabled parking and secure cycle store.

S Harrison's managing director, Ann Scott, said: "As well as bringing a leading hotel operator to Manchester, this development will complement all the regeneration work that has taken place in recent years in this popular part of the city, which is just a 10-minute walk from Manchester Piccadilly station."



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Manchester created more than 164,000 tech jobs during 2018 **AsOne expands to Ancoats**

Manchester's tech sector had more than 164,000 job openings during 2018, a figure which looks set to increase as the city's tech companies have attracted bumper venture capital investment so far in 2019.

According to Tech Nation's Bright Tech Future Jobs and Skills report, Manchester already employs 100,000 workers in the digital economy but also has around 164,000 vacancies for both workers with tech skills and non-tech skills. New figures from Tech Nation and Dealroom.co for the Digital Economy Council also show that tech companies in the city

have raised \$528m from investors in the year to date. This amounts to a threefold increase on last year's venture capital investment, confirming Manchester's standing as one of the UK's leading tech hubs.

Manchester's tech businesses achieved a combined turnover of £3.2bn last year, according to Tech Nation and five of the UK's unicorns hail from Manchester, including The Hut Group, Boohoo, AO.com, Autotrader and Onthebeach.com - putting the city on a par with Amsterdam for creating fast-growing tech businesses.

AsOne Digital Business Development have announced that they will be moving from their existing site in Tameside to Manchester's Ancoats Urban Village this November.

The move highlights the establishment of Manchester as a growing digital sector leader for the UK, adding to the headcount of digital service businesses in the redeveloped Northern Quarter and adjacent Ancoats areas.

Joel Rush, Director, commented: "AsOne have been established and steadily growing for the past 18 years. We're specialists in web development and digital marketing and have long enjoyed a reputation for reliable and consistent results not just across Greater Manchester but internationally.

"We've recently become part of the Zoo family of businesses, joining London based Zoo Communications and Powerstation Studios.

"At the same time, we've decided to make the move towards the city centre adding to the growing business acumen of Ancoats and New Islington.

"The group recognises that Manchester continues to offer



Waulk Mill, Ancoats

fantastic opportunities for growth, and to have a physical presence here is crucial to our ability to not just service those clients, but to work closely with new suppliers and associates.

"We are really excited to be part of such a thriving local digital sector, and recognise the importance of personal relationships with both clients based across Manchester and the associations we will enjoy with the local business community.

"On Friday 6 December we'll be hosting an office-warming networking event and we're keen to meet our local business community for a chat over a few drinks. Everyone is welcome.

"Just RSVP online at asone.co.uk/rsvp to attend. We're in the fantastic Urban Splash Waulk Mill building on Bengal Street in the heart of Ancoats."

Virgin startup commits to 50/50 gender pledge

Virgin StartUp has recently announced its commitment to become the first business funder to pledge 50/50 gender investment equality for Start Up Loans by the end of 2020. The scheme is proactively addressing the barriers faced by women starting up their own businesses with a new programme of women-led initiatives. To encourage more women to start up businesses and thrive, the organisation is designing an entrepreneurial model for equal gender-based funding with expert business advice, guidance and mentoring.

Virgin StartUp will work to remove the most common barriers to starting their own business, top of the list being childcare, so the entrepreneurial hub is announcing new online courses to offer remote access to masterclasses to help upskill founders. The new online courses will help provide all parent entrepreneurs with the necessary tools to build better businesses.



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news

CICM offers cautious welcome to new proposals to tackle late payment

The Chief Executive of the Chartered Institute of Credit Management Philip King has given a cautious welcome to the Government's call for evidence in tackling late payment but warned against actions that may 'throw the baby out with the bathwater.'

He says that while the possibility of increased powers for the Small Business Commissioner (SBC) is logical, the suggestions of fines and sanctions for transgressors will need further consultation and thought, especially as regards to how any 'punishments' will be enforced.

He also says that proposals to encourage SMEs to better utilise payment technology lack any detail as regards what type of technology is being proposed and how such technology will be funded. "Much of what is included in the document from the Department for Business, Energy and Industrial Strategy (BEIS) is aspirational, and while those aspirations should be welcomed, it will be the detail that is now important.

"The problem is that current Payment Practices Reporting (PPR) can potentially penalise businesses for offering it, so this will need further consideration. It will need to be very clear what the benefits are and how they can be maximised whilst mitigating the risks."

The call for evidence references the Prompt Payment Code, and says the government will consult on how the



Philip King

Code could be further strengthened. It also proposes a tougher approach to PPR: "The CICM is already working closely with the Small Business Commissioner and has long advocated the concept of transferring responsibility for the Code to the SBC in a phased approach.

"Since our remit changed to publish the names of those suspended from the Code, businesses, politicians and the media have at last been able to see how the Code is both a carrot and a stick in driving positive payment behaviours. If the Code has struggled in the past, that has been principally down to lack of funding and a failure to understand its true purpose and its powers."

In terms of PPR, Philip says it is already a criminal offence for businesses not to meet their statutory reporting obligations, so again this will come down to enforcement: "Obliging larger firms to appoint a member of the Board with specific responsibility for late payment will support this and help late payment and the treatment of suppliers to move further up the Boardroom agenda."

Independent restaurant scene 'cooking' at 55 King Street

A string of ambitious, authentic restaurateurs have taken over 13,000 sq ft collectively of high profile food and beverage units in Manchester city centre in recent months sending a positive message to the sector and the local community.

Thai Kitchen No 6 is the latest to join a diverse range of independent restaurant businesses in 55 King Street, owned and managed by Orbit Developments.

Close by is Kala Bistro, famously launched by chef Gary Usher raising £100,000 worth of crowdfunded cash in just 11 hours - the fastest round of fund-raising ever for a restaurant business.

Early reviews of Thai Kitchen No 6 bode well for the future, noting the roots of the family tree spreading right across the restaurant floor and welcoming its 'delightfully old-fashioned' laminated menu, with pictures of every dish.

Channel 4 will shine a spotlight on Gary Usher this Autumn in a

documentary focusing on Gary's latest venture - Pinion in Prescot - but will further underpin his passion for his industry and his ability to drive massive support for the creation of new restaurants.

Kala is fronted by huge double-height windows on 55 King Street, through which passers-by can view the chefs at the pastry section in action. Spacious bar seating for 10 is available downstairs by the entrance, while the 65-cover restaurant, with emerald-green banquettes and prints by local artist Chris Cyprus, continues upstairs.

It reflects a continuing focus on exciting new restaurant concepts in Manchester with both fresh faced and established players looking to realise their own foodie ambitions in the city centre.

Six by Nico has recently launched in the old Roc & Rye venue in Spring Gardens (new six course menu every six weeks from the innovative Nico Simeone) and the Stock Exchange Hotel will give Tom Kerridge his first taste of Manchester this Autumn.



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Next wave of Greater Manchester manufacturers sign up to 'Made Smarter' support

Manufacturing firms in Greater Manchester have signed up to a business-led programme which aims to use digital technology to boost growth and success.

By implementing advances in data analytics, Artificial Intelligence (AI), Augmented Reality (AR), Industrial Internet of Things (IIoT), 3D-printing and robotics, firms can enhance their profitability and competitive edge.

The investment is expected to bring extensive benefits including improved productivity and revenues, increased export sales, job creation, providing new skills to workforces, integration with supply chains and reduced environmental impact.

Handrail Creations, based in Bolton, Lancashire Farm Dairies, based in Rochdale, and Fabricon Design, based in Ashton-Under-Lyne, are among 11 businesses in the North West

which are set to introduce advanced manufacturing methods.

The businesses which operate in the food and beverage, engineering, healthcare and agriculture sectors, will benefit from the £20 million Made Smarter Programme, which will help them to grow by adopting new digital technologies.

Minister for Business and Industry Nadhim Zahawi said: "The Made Smarter Programme is enabling manufacturers across the North West to access advanced digital technologies with the aim of driving growth and increasing productivity while reducing costs - all part of our ambition to make the UK a global leader in shaping how the modern world does business.

"The 11 new companies announced today will not only reap the benefits themselves, the investment will



support a multi-million-pound boost to the local economy, keeping the region at the forefront of the latest innovations. They join 24 businesses who have received project funding to date, and I would urge others to follow in their footsteps."

For these 11 businesses alone, the Made Smarter business support programme could deliver an additional £13M in gross value added (GVA) for the North West economy over the next three years.

Handrail Creations is a specialist handrail manufacturer which boasts clients such as the US Embassy, the Houses of Parliament and celebrities' homes. Kenny Macfarlane, Managing

Director, said adopting state-of-the-art systems and software is an important step for the business. "Joinery is no longer an old-fashioned trade - using state of the art 3D scanning systems and software is crucial to building our company for the future."

Lancashire Farm Dairies produces yogurts made exclusively with free-range milk. It is adopting new industrial digital technologies as part of its ambition to double in size over the next five years. Sarfaraz Akram, Chief Operating Officer, said: "Through the support of Made Smarter we will be able to invest in a new manufacturing process which enhances automation and process control - a key part of the company's strategic plans."

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news

Manchester tech firm Apadmi grows by over 30% in five months

Recent client wins and ambitious expansion plans have led mobile technology company Apadmi to add 36 new members to their team in the last five months - and take on an additional office space at The Landing, in MediaCityUK, Salford.

Over 60% of the new recruits are developers, as well as 2 project managers and 3 digital designers, highlighting the breadth of accounts Apadmi has added to its portfolio in the past few months, and their need to bolster development teams.

Garry Partington, Apadmi's CEO, explained: "It's hard to remember sometimes that Apadmi started out as just four friends - now, 10 years on, we've just hit 100 staff, a milestone we didn't even consider in 2009.

"A lot has changed in that time; more clients, larger projects, new technology - you have to be prepared for anything in this industry, which means we need to focus on investing in our staff and their team's development. It's never been a more

exciting time for us - and it helps that Manchester is the place to be for technological innovation!"

With recent technology partnerships confirmed with the likes of Charles Stanley, Co-op Health, SailGP and HSS, as well as their own products currently in development, the Manchester-based team is still in the midst of a huge recruitment drive.

As part of that, they were delighted to take up a third Greater Manchester office space this month - at innovation and technology hub The Landing, based in the heart of MediaCityUK.

Aside from the 36 who have just joined, Apadmi is already looking forward to welcoming 7 more starters by the end of September. They're also currently recruiting for a further 20 vacancies in a breadth of positions across the business.

This news comes after Apadmi announced their new initiative with Northcoders, as the first Curriculum Partner for the northern coder

bootcamp - a ground-breaking sponsorship that will help to better prepare tech students for entering the workplace.

Apadmi will be sponsoring the project phase of the Northcoders curriculum, where students are tasked with building an innovative technology solution against a brief.

The experienced mobile developers will give direction to students on the type of tech they need to build - whether AR/VR, blockchain or machine learning - but also provide them with guidance on how that solution fits into a pre-existing business ecosystem.

Garry Butcher, Apadmi's Engineering Manager, explained: "It's critical that fast-growing tech businesses like ours invest in future talent. The digital skills shortage is one of the biggest challenges facing the technology industry, and Apadmi want to be part of the solution.

"Supporting initiatives like these helps us to do that - the more



L-R Alexandra Dakpogan (Northcoders), Gary Butcher (Apadmi), Amul Batra (Northcoders), Natalia Olmo Megias (Northcoders)

knowledge we can give to students around the genuine business implications of their work, the better prepared they're going to be when they come to interview for and work in real-life development teams. Plus, it helps to fuel our growth and that of the many Northern companies wanting to attract, nurture and retain that new talent within the region."

Amul Batra, Chief Partnerships Officer for Northcoders, added: "We've worked with Apadmi for a number of years and are now proud to welcome them as Northcoders' first ever Curriculum Partner."

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Sanlam UK acquires majority stake in Avidus Scott Lang

Sanlam UK, part of international financial services group Sanlam Ltd, recently announced the acquisition of a 55% stake in independent financial planning business Avidus Scott Lang (ASL). The acquisition of ASL doubles the footprint of Sanlam in the North of England to six offices.

Based in Sale, Cheshire, ASL was started over 35 years ago in 1983 by Dean Scott and Jimmy Lang. It has since grown into a team of twelve financial advisers and support staff, providing holistic financial advice for clients across the North of England.

The deal follows several other strategic acquisitions made by Sanlam earlier in the year. The northern offering has grown through independent financial planning firm Blackett Walker Limited as well as chartered financial planning business, Astute Wealth Management. In addition to these northern businesses, Sanlam also acquired Thesis Asset Management in April, which has £1.2 billion under management and a team of 30.

Ian Scott, managing director at, Avidus Scott Lang said: "Like Sanlam, the ASL team passionately believes in providing a high-quality service, based on the long-term financial goals of their clients. As such, we believe this is a true cultural fit. Sanlam offers significant resources, insight and expertise, and will help us continue to deliver investment excellence to our clients."

Commenting on the acquisition, John White, CEO of Sanlam UK's Wealth division said: "This deal marks a confident expansion of our reach and further underlines our commitment to grow and strengthen our proposition in the North of England.

"This is another key step in our strategy to become a leading vertically integrated wealth manager with financial planning at its core. Our new colleagues at ASL will now become part of the Sanlam family and - as with the acquisitions of Astute and Blackett Walker earlier this year - support our growth targets and mission of delivering a superior service to clients."

Sorted secures £15 million Series B investment to fund expansion

Manchester-based software business Sorted Group has raised £15 million in a Series B funding round led by Merian Chrysalis Investment Company, alongside Praetura Ventures and NVM Private Equity LLP. The investment takes the firm's total funding to more than £35 million since its launch in 2010.

As a global 'software as a service' (SaaS) business, Sorted, has developed a delivery management platform which allows both physical and digital retailers to effectively manage their delivery and returns proposition. The funding will provide the business with additional capital to accelerate the pace of their technology development and international expansion, as well as increasing employee headcount.

Sorted has software now live in 12 countries, including the US, France and Germany. Working with a number of leading companies including ASOS, Lush, N Brown, Wincanton and Clipper Logistics, Sorted is continuing to develop its disruptive technology, while pursuing a strong pipeline of potential retail partners globally.

David Grimes, founder and CEO, said: "Sorted is rewriting the rules when it comes to delivery, and we're delighted to be pushing forward with our global growth. The backing from these high-profile investors is testament to the size of the opportunity in front of us. This is a really exciting time as we work harder and faster, partnering with the most innovative retailers in the market."

Business doubles up after major expansion project



A Greater Manchester business has more than doubled its footprint following a £1 million expansion project. Manchester Galvanizing Ltd has extended its site by around 5,500 square metres in a move to improve service, reduce lead times and create capacity for growth.

The development will also have a significant impact on the day-to-day operation of the plant, according to Commercial Manager Mark Waters: "This was a substantial project that will have a major effect on the business and deliver massive benefits to our customers.

"We have more than doubled the size of our site giving us the capacity we've needed for a while.

"It gives us the yard space to take on larger jobs than ever before, it improves our service to customers and will help to significantly reduce lead times. It will make our transport operation far more efficient by removing the need to double handle material and ultimately it gives us the

ability to take on more business."

Expansion of the site, at Heywood, near Rochdale, required a feat of engineering led by in-house specialists at parent company Wedge Group Galvanizing.

A mine shaft more than 50m deep had to be capped, while the project also involved the removal of 7,000 tonnes of spoil, the erection of a new retaining wall and the installation of drainage.

Mark added: "There was a massive amount of engineering work involved in the project and we've been acutely aware of the effect of that on neighbouring homes and businesses.

"Site restrictions were laid down at the planning stage, but we went above and beyond to minimise noise, vibration and disruption throughout the development work.

"We've also erected sound-proof fencing around the entire site to hopefully ensure residents won't be affected by any noise in future."



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Xero chooses Manchester for third UK office following stellar growth



Xero, the global small business platform, today announced it is opening a new UK office in Manchester as it expands its operations to meet growing customer demand. This will be Xero's third UK office and bring Xero's global footprint of offices to 20 cities.

The new office in Manchester will open in November 2019 creating up to 40 new jobs by early 2020. This will complement Xero's existing offices in London and Milton Keynes which number more than 350 employees. Additional employees and a new office demonstrates the strategic importance and investment in this key market for Xero.

Xero UK subscribers grew by 48% in the year to 31 March 2019 to more than 463,000 subscribers. Already the leading small business platform in the UK, Xero is strongly positioned to continue to support small businesses in their transition to Making Tax Digital.

Gary Turner, Co-founder and Managing Director Xero UK said: "With the growth we're experiencing in the UK, a new office opening is the logical step to ensure we are best placed to serve our small business customers and accounting and bookkeeping partners.

"With more and more small businesses and their advisors using Xero, it was clear we needed to expand and Manchester is the perfect fit for us. It has a vibrant tech scene buzzing with entrepreneurs, academic strength, as well as strong transport links. The city gives us a great opportunity to attract the best talent as we start recruitment here."

Xero has chosen Manchester because of its strong talent pool and thriving small business community - Xero already works with tens of thousands of small businesses in the North of England - with small businesses making up the vast bulk of the northern UK economy.

Mo Aldalou, Entrepreneur Engagement Manager for the North West at Tech Nation, said: "Manchester has long been hailed as an emerging Fintech hub and Xero's decision to open its third UK office in the city is a major win for both the company and the ecosystem here. Companies expanding to Manchester can enjoy access to a growing pool of technical talent and an incredibly collaborative ecosystem, which at Tech Nation we are proud to be a part of."

The new office will be located in SPACES Peter's House in the heart of Manchester's fast growing fintech and tech hub.

Over the past 10 years Xero has effectively changed the face of British accounting, helping digitise small business finances with its cloud accounting platform, improving productivity, saving them time on paperwork and giving them the ability to monitor the health of their business from any device.

Stax agrees new distribution partnership with SBM Life Sciences

Manchester-based Stax Trade Centres has sealed an exclusive strategic agreement with SBM Life Sciences, which manufactures such leading brands as Phostrogen, Maxicrop, Toprose and Baby Bio.

Stax Joint Managing Director, David Hibbert, commented; "We're delighted to have been selected as distribution partner to SBM.

"They are a very significant player in the gardening solutions market, and their decision to work with us reflects the growth we have made as a major distributor, both to independent retailers and national retail groups alike."

The strong relationship that Stax has forged with SBM is evidence of the increasing success which the company is achieving in the gardening and horticulture sector.

"We currently stock some 6,000 gardening product lines," David added; "SBM is one of the growing number of distribution deals that we're entering into to ensure that we can offer our customers an ever-increasing choice.

"We're continuing to invest considerable effort into this area, into our six UK branches and also into our distribution network, so that our customers know they can rely on us to provide everything they need.

"This new partnership represents the reward for those efforts, and we've very much looking forward to continuing our association with the SBM team and helping them to achieve their aims."

"The team at SBM have been working tirelessly to establish their business and are working towards the company's ambition to become a worldwide leader for home and garden solutions," added SBM's Nick Walton.

"We strongly believe that Stax can help us achieve our vision. We have a fantastic relationship with the team at Stax, and we have been exceptionally pleased with the commitment that they have shown our business over the last 5 years."

Record for lender Together as loan book reaches £3.7bn

Specialist lender Together today revealed record lending growth as its loan book hit a new high of £3.7 billion.

Reporting its annual results, the organisation said the number of new loans and mortgages were up 19.4 per cent to £2bn, while profit before tax stood at £130.3million - a 7.1 per cent increase on the previous year.

The group, which is based in Cheadle, Greater Manchester and has been trading for 45 years, generated cash receipts of £1.6bn in the year to June 30, according to its latest full-year results.

This year's growth came as the business increased to the scale and diversity of its funding by raising and re-financing more than £2bn over the past 12 months to support its future growth.

Chairman Mike McTighe said: "Together has delivered another solid performance during the year, with strong lending volumes at low loan-to-values (LTVs) driving continued growth in the loan book and increased profitability and cash generation.

"While the UK's economic outlook remains uncertain with lead indicators continuing to be mixed and Brexit deadline approaching, we are continuing to see strong demand from customers."

Marc Goldberg, commercial finance CEO said the launch of the group's Together + platform for key specialist brokers and its new corporate team - set up to deliver commercial loans of £1million-plus - were particular highlights.

He said: "We are proud to report another great set of results for Together as we again delivered record lending during the year.

"Our stable year-on-year growth would not be possible without the hard work and dedication of all of our colleagues, who remain focused on delivering positive end to end journeys for our customers and intermediaries."

New masterplan announced for Stockport town centre west



The plan aims to build homes of all types and tenures across the area, along with a whole host of new features, such as a rediscovered urban riverside, new public spaces and 1,000,000 ft² of mixed employment space.

Cllr Elise Wilson, the Leader of Stockport Council, said: "Stockport Town Centre is undergoing a massive £1bn regeneration programme. The Council has already created a track record of delivery through major commercial and leisure projects like Stockport Exchange and Redrock "The momentum we've already generated provides the ideal platform for the long-term regeneration of Town Centre West as Greater Manchester's newest, coolest and greenest new urban village."

The Mayor of Greater Manchester, Andy Burnham, has supported Stockport's regeneration ambition

through his Town Centre Challenge initiative and said: "My commitment to a low carbon future, building on brownfield sites, and ensuring Greater Manchester's town centres are able to fulfil their potential is very close to my heart.

"I'm very encouraged by Stockport's response to the Town Centre Challenge and I'm happy to use my powers to create Greater Manchester's first Mayoral Development Corporation.

"This will lead the regeneration of the Town Centre West area in a way which is consistent with my strategy for a truly integrated public transport system, along with enhanced cycling and walking links, that support sustainable urban living.

"This is the first Mayoral Development Corporation in the country to be used to support the regeneration of a town centre."

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Spotlight on Manc

GM Business Connect Magazine recently caught up with Manchester Central's chief executive Shaun Hinds. In one of our first 'Inspired Greater Manchester' podcast and video interviews, we asked Shaun to give an insight into one of the UK's premium event spaces:

Shaun, can you please introduce yourself and tell us what you do?

"I'm the Chief Executive here at Manchester Central. My role covers many things. We are a big, diverse venue in the heart of Manchester. My job crosses activities - from operational to ambassadorial where I represent Manchester and try to win events, exhibitions and meetings to come to Manchester and to our venue. It's such a great facility and it is absolutely the best job I've ever had."

How did you get to your position?

"An old school job advert!

"I applied, wrote, submitted my CV and so on. I hadn't come from an events background, but I had complementary experience and a clear vision about what we should be doing in Manchester and in the facility.

"I'm two and half years into it now and it is fantastic. The owners were keen to listen to my ideas on taking something as well established as Manchester Central, and as imposing as we are, how to adapt the venue into a modern environment.

"Because I wasn't grounded in a venues background, I had a 'sideways' looking perspective - that was appealing.

"One of the things I have done is bring out the personality of the venue and the people, showing how fun and friendly we actually are."

What is your day-to-day role at Manchester Central?

"No day is the same. One of the great appealing aspects of this job is that we are defined by what's going on in the facility - one week it could be a medical conference, another

could be an economic conference and then a public exhibition, comic convention or a large-scale celebration.

"Every event is different. Each client is looking for a particular experience and theme and what I tell my team is that every event you run (even if it's a returning event) it must always be the best it has ever been - because the nature of events is that you're always moving forward. We are all about progression, the future, optimism. It's our job to ensure that whatever we are doing here is the best experience for our client."

How many staff are you responsible for?

"We are quite a fluid team. Our core operating team is around 120 people but that can grow up to 500-600 for large events, so we rely heavily on the workforce of Manchester to come in and support our work.

"We employ many Mancunians; it's important that we directly support the local economy."

Tell me about the history of Manchester Central?

"It was built as a railway terminal - initially the main connection point between Manchester and London (and everywhere else in the UK). This was at a time when railways were in the hands of industrial entrepreneurs and Manchester was home to many industrialists. It took 6 hours 38 minutes to get to London 140 years ago when it opened. It operated as a station until 1969 and then in the early 70s it was converted into a car park.

"The venue deteriorated until it was acquired and redeveloped by the combined Greater Manchester authorities who developed it into an

exhibition centre, opening in the 80s as the G-Mex, before being developed further in 2007 to become Manchester Central.

"The venue is a very different space now and the marketplace has changed, being 'Manchester Central' exemplifies our location at the centre of the city and that Manchester is at the heart of what is going on."

Tell us about the type of events you have hosted - and any specific events you would like to host?

"We have 29 individual spaces in here depending on how we divide or mark it. This helps us attract many different types of events with flexible capacities. We have done well over the years hosting many high profile events - sporting, political, economic events.

"What I look for now are high profile emerging global events, for example the Mobile World Congress (currently taking place in Barcelona), the Consumer Electronics Show (occurring in Las Vegas), the Davos Economic Forum, the Climate Change Forum and well-established events like the G7 and G8 summits.

"I think Manchester deserves to be hosting globally renowned events like these - and this facility can do that. We continue to work with organisations aiming to bring globally known events such as these to the venue. As a city, Manchester has enough going on in terms of its connectivity and capability to be staging world class events and if such events are indeed coming to our city, then, they are coming to Manchester Central!

"We have a great collaborative spirit in Manchester (which sets us apart from other cities). The Mayor, the City Council, the Combined Authority, Marketing Manchester, MIDAS, local economic investment groups and so on, they all play a part in championing Manchester for world class events. We are also small enough to collaborate well. When dealing with a global



Shaun Hinds, Chief Executive, Manchester Central





Manchester
Central

Manchester Central

prospect, we all come together and represent a single unified proposition to those organisers."

Does Manchester need any more spaces to be built?

"As a city we have bags of ambition. What is important is to maintain a coordinated approach. It would be foolish for different spaces to be competing with one another and undermining the unified, singular approach.

"We welcome all the different event spaces that already exist and work with those parties as sometimes we do need more than one facility to host the biggest events, for example the Commonwealth Games. In Manchester, we have special sporting and music arenas.

"What we do have with Manchester Central is a unique proposition in terms of its size, location and capability.

"We're specifically situated in the very heart of the city to offer unparalleled facilities and connectivity."

What's the capacity that you can hold in Central Hall?

"10,000 people standing for a traditional concert. If it's an exhibition, with people coming and going, we can see up to 20,000 people a day. If it's dinner or lunch, then up to 3,600 (the largest in Manchester by far). It's incredible to see this many people all being served fine dining like this. The logistics are incredible - and we are experts at it."

How much of your activity is corporate?

"Corporate or B2B activity accounts for approximately 80% of what we do, but increasingly we are doing more banqueting, entertainment and parties. Recently we hosted 'Bongo's Bingo XL Manchester' where we have 3,500 people playing bingo in a rave environment.

"It's like nothing else you've ever seen - it's tremendous!"

If you could change anything about the complex what would it be?

"I'm grateful for what we have here. However, one of the limitations is space - seems incongruous, I know! If I could add more floorspace to the footprint that'd be great. The main hall is 10,000 square metres and overall we have

28,000 square metres to sell. The challenge is to find ways to grow and host simultaneous events.

"We have multiple access points that allows us to have different events on at the same time, with different audiences who never cross over, and there have been many times we've been completely at capacity."

What's planned for the venue in the future?

"We have a new political-economic environment based around Brexit at the moment and what occurs in October remains to be seen. I think the whole situation presents a positive opportunity for Manchester because of our airport, rail and road connectivity, meaning we can compete as an International city to host International events.

"Whilst Brexit presents one or two problems for us, I think actually the opportunity outweighs the negative. Also, with Manchester having declared its ambition to be a world class city, we as a venue have a role in that ambition. I'm excited to see what types of events that we could attract raising the profile of our city.

"Our football teams too, are already global brands, meaning people already know about Manchester, and it's our job to build on that."

We talk about collaboration, who are you collaborating with or would like to, and why?

"One of the things we are doing is to 'reintroduce' ourselves into the city. For so long, although everyone knows about Manchester Central, people drive past, pass it on the tram, walk alongside it, and they kind of take it for granted. 'It's there, but what is going on inside?'

"We want to reintegrate it with the Manchester business community, the residents and visitor communities, so that people can interact with it. There are a number of businesses and individuals who don't yet appreciate what they could do with Manchester Central.

"If you are an entrepreneur, research scientist or academic, and looking to grow your business or research, events such as conferences and

exhibitions can be the ideal answer.

"We can manage events from 10 - 10,000 people. So, whether it's a small management meeting, a product showcase, a supplier engagement event, a new product launch and so on, we can provide an opportunity. We want to reinforce the availability for all sizes and scales - we want to be at the heart of not just the Greater Manchester business community but the global business community.

"We recently had an 'Open House Event' to invite businesses and members of the public to come in and see the space, learn the history, take a tour and engage.

"We want people to experience the facility for themselves. Everyone knows the main hall and the arch (which is an iconic, highly photographed landmark for Manchester) but few know what's going on inside or appreciate the variety and versatility of it all.

"500,000 people visit the venue each year, with over 200 events taking place. The wider economic impact for the city is £150 million pounds a year. For every pound that is spent in the venue, another £5 is spent in Manchester - for example - the taxi companies, the bars and restaurants,

shops, hotels and retailers.

"Furthermore, with business tourism being so critical to Manchester, Marketing Manchester have just launched their business tourism strategy to grow the region's overall business tourism numbers in the next 5 years. It's critical to Manchester's success because those business tourists come back as leisure tourists.

"They may also make a decision to invest in Manchester - to open an office, begin a research facility and so on. We see ourselves as a stimulant for this legacy effect."

Why don't you utilise the space and add permanent bars and restaurants?

"Our clients want a blank canvas as far as the main hall is concerned. Flexibility is crucial.

"Around our location however is a thriving hospitality sector. Saying that there is the potential for more and more businesses to appear and even to take up space to grow within us too - for example Manchester Gin have set up, as one of our tenants, in one of our railway arches with a distillery, bar, restaurant and warehouse. There are a couple more arches that are available too as we speak!"

For further information www.manchestercentral.co.uk

or contact the team on **0161 834 2700**

Email: info@manchestercentral.co.uk

To hear the full interview on podcast or video please visit our website
www.gmbusinessconnect.co.uk



preview

Venturefest 2019

British Entrepreneur and former 'Dragon' Jenny Campbell joins speaker line-up at Venturefest North West 2019

Former banker turned award-winning entrepreneur Jenny Campbell will deliver a keynote address at this year's Venturefest North West, which returns to Manchester for its sixth year this autumn.

Organised by GC Business Growth Hub at Manchester Central on Wednesday 20 November, Venturefest North West is the region's biggest annual innovation conference and exhibition.

The event will once more welcome North West business owners, entrepreneurs and investors who are looking to grow and build their businesses, whether they are starting out, scaling up, or already well established.

Jenny's keynote speech will focus on 'breathing fire into' challenges and opportunities for businesses

located across the North West. She joins a line-up that includes Nitin Rai, founder and managing director of Elevate Capital, based in Portland, Oregon, as well as business commentator and successful entrepreneur Professor Vikas Shah MBE.

Jenny said: *"The North West is recognised around the world for its entrepreneurial spirit and I'm proud to have my roots in this burgeoning region."*

"Small, high-growth businesses – like those found across the North West – are the backbone of our economy; driving jobs, productivity and national prosperity."

"Building and maintaining a business takes an incredible amount of energy, hard work and resilience. Even with the steeliest determination, running a business can be a lonely experience – which is why events like Venturefest are so important."

"It promises to be a day well spent with like-minded individuals, reflecting on progress, learning from each other, and hearing from some of the leaders in their respective fields."

"I'm looking forward to visiting the exhibition villages and meeting some truly inspirational businesses and entrepreneurs from all backgrounds at Venturefest and celebrating the North West's unique role in UK plc."

More than 1,100 delegates attended last year's Venturefest North West, as GC Business Growth Hub, part of The Growth Company and part-funded by the European Regional Development Fund, joined forces with regional partners Cheshire & Warrington Growth Hub, Cumbria Growth Hub, Liverpool City Region's Local Growth Hub, and Boost, Lancashire's Business Growth Hub.

GC Business Growth Hub Director of Business Growth Richard Jeffery said: *"It's fantastic to have Jenny Campbell join the line-up for Venturefest North West, our flagship annual event in support of business development across the region."*

"Thanks to the ongoing support of all our partners, headline sponsor NatWest, stakeholders and exhibitors, we're able to once again invite North West entrepreneurs, business owners and investors to Venturefest."

"Opportunities on this scale and with so much expertise under one roof are few and far between, so we urge as many North West entrepreneurs as possible – whether representing start-ups or fully established organisations – to seize the opportunity and attend this inspirational event."

Heather Waters, Enterprise Manager at Venturefest headline sponsors NatWest, said: *"We are delighted to once again support Venturefest. It's a fantastic event*



Jenny Campbell

which helps entrepreneurs from across the North West region access new ways to develop their businesses further through new connections. Jenny Campbell is a wonderful role model who will no doubt offer some interesting insight into what it takes to succeed in business."

To register your free place at Venturefest North West 2019 go to www.venturefestnorthwest.com.

Businesses looking to access specialist support can visit www.businessgrowthhub.com for more information about the organisation's extensive range of services.

This and other GC Business Growth Hub projects are part-financed by the European Regional Development Fund (ERDF) as part of the GM Business Growth Hub project designed to help ambitious SME businesses achieve growth and increase employment in Greater Manchester. The Hub is also supported by the Greater Manchester Combined Authority and Greater Manchester local authorities.



Nitin Rai



Vikas Shah MBE





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A business built on recommendations

In 2017 GM Business Connect met Tricia Bullman. Managing Director and Founder of Halecroft Recruitment, she gave us an in-depth interview on herself, her team and what it takes to be one of Greater Manchester's fastest-growing recruitment businesses.

Right from inception, Tricia's vision for the company was clear - a business built on recommendations and referrals providing executive search and selection recruitment for senior level appointments - and we were keen to see how Halecroft Recruitment had grown and developed since our initial meeting.

Chatting to them in their new, larger offices in leafy Hale, Cheshire, it's clear to see the last two years have been both busy and fruitful. A leader in senior level appointments, they've sustained consistent growth and this is seen, most notably, in their increase of staff.

Sat next to their newly appointed

Head of Commercial Recruitment, Lydia Whitelegg, Tricia tells of how their success has come from grit and determination coupled with an unparalleled ethos of becoming 'more than just a recruitment company' to their clients. "The majority of the time has been spent establishing the relationship with existing clients" she explains.

"Going forward, we are getting out there and demonstrating that we are the go-to place for every aspect of the business - recruitment, PA and support too."

It certainly seems to be a winning formula. Even with Tricia's background and years as a specialist recruiter, it appears to be not only her expertise that has driven Halecroft forward but her exceptional reputation too. It is

clear to see this is a business built on quality work and referrals from existing clients and something that has seen her meet her five-year targets in only three and a half years.

"We've reached some great milestones in the past two years and our expansion plans have grown at a much faster rate than originally thought. I think the key milestone was reaching over £million turnover, much sooner than expected, and it's our ethos and culture which we have applied to the business, and followed over that time, which has played a huge part in our growth."

This growth has seen them relocate from their managed office space into prominent shopfront premises - something they're incredibly excited about. In a competitive industry,

they understand the importance of visibility and being positioned in the heart of Hale Village - an affluent area with a high proportion of inhabitants holding high level positions - is ideal for them in being placed in front of their prime audience of both candidates and clients.

Whilst the core of the business is 'executive search and selection', growing subsequent divisions under the umbrella of Halecroft Recruitment is something that has always been Tricia's vision.

Lydia's appointment comes with the development of their Commercial Recruitment division - a department that has been born out of demand from their clients looking for help sourcing Personal Assistants, Executive Assistants and Senior Business Support roles.

Initially a little added extra they would dabble in, this division has developed into a key area of Halecroft's business and one which Lydia is excited about. "As an experienced commercial recruiter specialising in PA and business support roles, the responsibility of heading up a rapidly expanding commercial division was something I couldn't wait to take on", said Lydia. "I'm passionate about providing our clients with quality PA and business support candidates.

"It's crucial to understand the importance of what PAs and EAs contribute to each business - from supporting Directors and multitasking to becoming a right-hand person and an integral part of the business - and the match-making process of candidate to client is enjoyable."

It is this understanding of each role's requirements that allows Halecroft to build long-lasting relationships with businesses and clients and is undoubtedly key to their success. "Our executive candidates quickly become our clients, and these are the people who engage our services to help source these Senior Business Support roles", says Tricia.

Halecroft intend to maximise on this newly uncovered area of growth and plan to see their PA and



L-R Tricia Bullman, Lydia Whitelegg



L-R Lydia Whitelegg, Melike Koylu



L-R Kay England (standing), Tricia Bullman, Sue Weighell



and referrals



Melike Koylu

Business Support sector become its own defined division and work independently, although still alongside the main business.

Even with placing candidates internationally, they've, excitingly, seen a huge demand for business support roles closer to home in Manchester as a result of the city becoming a hotspot for Head Offices looking to move out of London.

The transition from the capital to the north requires quality people within the companies to support the business move. "It's as important for them to engage with the right recruiter as it is to recruit the right candidate and we're always excited to aid these companies in this delicate period", says Tricia.

The demand has been so high, they've even been eyeing up their second



Sue Weighell (on right)

office. With a lot of their clients situated in MediaCityUK and Manchester city centre, they're keen to open an additional base close to their potential and current clients in this sector.

"It's important to be strategically placed to engage with new clients coming in as well as continuing to serve current clients. Media City in particular is a great location and such a vibrant place to work and seems to be the ideal location for us", says Tricia.

"Our business is all about people and it's essential we can facilitate face-to-face meetings for clients, prospects and candidates and this location has fantastic transport links".

With so much going on in the

business, you'd be forgiven for thinking Tricia and her team have very little time left for anything else yet, even with an incredible and fast-paced growth, they're committed to their ongoing support of charities.

"Giving back is something we're incredibly passionate about. We're keen to support both charities and our local community with events we've hosted, and we specifically help and support Smart Works", says Tricia.

Providing high quality interview clothes and training to unemployed women in need, it is perhaps an obvious choice for Halecroft to support and they actively get involved by offering free mentoring to interview candidates to maximise their interview success.

Coupled with their championing of networking and women in business, we were eager to find out if their extra-curricular activities reaped rewards.

"I find corporate social responsibility exercised by a business usually results in increased

growth for the business and supporting charities like Smart Works really does influence our profile in a positive manner. We're very proactive when it comes to networking - after all we are a business based on people - so this is very effective in us reaching out to our audience", says Tricia.

"We're also one of the sponsors at the upcoming Women's Leadership Conference hosted by the Institute of Directors in October where 250 women will get together pursuing CPD and networking. These events are very fruitful for us as it's an opportunity for us to meet new clients, candidates and ultimately develop our business."

So, what does the immediate future hold for Halecroft Recruitment?

"More staff!", Tricia exclaims. "We've seen massive growth in terms of vacancies which have been managed immediately with the appointment of two new staff but as the business continues to grow, then our Halecroft family does too. We're so excited to continue developing as a business and we can't wait to see where we are in another 12 months."



L-R Lydia Whitelegg, Aimee Michell-Cox



Janine Ambrose and Toby



L-R Lydia Whitelegg, Tricia Bullman

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review

Accounting for the music + a catch up with the

As regular partners with K-Club events GM Business Connect enjoy a great range of high-profile business speakers from many different businesses, organisations and sectors. The breakfast events are held five times a year at the AJ Bell Stadium in Salford, and are designed to allow guests the opportunity to meet other senior business leaders and like-minded entrepreneurs in a club environment.

As well as networking at the events, the guests enjoy a full English breakfast followed by two inspiring speakers. For the event at the end of September, the room was filled to capacity with over 120 attendees listening to Chris Panayi, specialist music sector accountant, and Mayor of Greater Manchester Andy Burnham.

First to speak was Chris. In April 2003, Chris Panayi was sitting in the VIP area of Earls Court as a guest of a concert promoter who is a client of his firm, watching Paul McCartney perform 'The Long and Winding Road'. He looked around. He and his wife were sitting amongst music megastars, professional footballers and prominent politicians.

The sentiment of the lyrics made him reflect on how his life's journey had taken him from a house that was torched in Larnaca, Cyprus in 1956, to sitting amongst all those famous and successful people.

Chris started his business as an accountant and business manager in October 1980 with a single client. It wasn't long though until his passion

for music created an opportunity to work with all genres of the entertainment and arts sector, and the business grew organically for almost 40 years, building up a client base of about 450 clients across the globe, trading as CC Panayi & Co. Chris created a speciality offering which covered all aspects of music, including artistes, management companies, recording studios, sound and lighting companies, publishing, record producers and writers, concert and crowd security companies and an extensive list of other music related businesses.

Recognised in the Centrip's directory of the top 25 Accountants in the Music and Entertainment Industry, Chris has a real passion for supporting music industry clients, from international high profile and rising star musicians as well as other industry related businesses, whilst providing sound business and financial advice.

He is proud to include the likes of Emeli Sandé and Guy Chambers amongst his client list.

In June 2018, CCP was voted by music managers as a Legal & Accountancy top 50 firm and in July of the same year, the business merged with Leeds-based Chartered Accountants, Hentons, with the combined business sitting within the

'Top 100' firms of accountants.

Reflecting on his contrasting life from dangerous upbringings on a personal journey from poverty and violence in Cyprus as a child, to sitting amongst celebrities and politicians as a VIP, Chris considers himself to be the 'one of the luckiest men alive'. He shares with the K-Club audience his life lesson - 'never be a victim' - and elaborated with the sentiment of always being 'forward looking' and never lamenting the past.

After finding music when he was 16 years old, it began a love affair that would lead him to start out in 1980 with his own business. Having developed his business to now having over 30 staff and a client list of many famous musicians and singers, he considers his job to be 'heaven sent'.

Business too, hasn't always been simple, he stated. For example, his business suffered very badly in 1993. Instead of falling to his knees, he decided to fight by working 15-20 hours a day and after a lifetime of success, he is now approaching 70 years old and planning to retire (although he has been doing that since the age of 55).

Chris reiterated that there was always a choice in life - to be a victim or not. He referred to having taken

advantage of opportunities, to see doors as open and not closed, to accept the help of others - to see that when others 'make it' emphasising the fact that you can too.

Feeling that it his duty to 'transmit' encouragement to young people as a father and grandfather, he has also established a football team and nurtured many careers too, reiterating the need for time and effort.

Having sold his business last year, he looked back on the many times when he was told he couldn't do things - and went on to do those very things - his own way. Having to take ownership of his own goals in life has in fact been the making of him.

"It is only now that I have entered my 70th year, that I've started to reflect on how I have gone from having holes in my shoes to winning accolades and recognition from my peers."

The road from Larnaca has certainly been long and winding, with potholes as well as beautiful straight smooth surfaces!

After Chris's very personal story, Andy Burnham was next to speak.

Andy began by acknowledging his own concerns over the current political uncertainties. However, he proposed a return to a more positive thinking approach. *"As in all aspects of life, when you go through profound change, in the end positives appear."*

Reporting on devolution in Greater



business GM Mayor



Manchester over recent years, Andy explained that he was very conscious of being able to show tangible evidence of delivery on his mission of tackling homelessness, the skills agenda and transport. He observed that devolution was essentially about thinking and acting differently to get better results for people, especially through a 'whole society approach'.

Talking on the theme of homelessness, Andy shared that since November last year, his team have seen 300 people supported off the streets and into accommodation every night of the week across all 10 boroughs. They have also secured the NHS as a funding partner and have contributions from Greater Manchester Police and the Ministry of Justice. As well as the moral issue of rough sleeping, Andy explained that he gained his support by highlighting the financial costs. He proposed tackling the problem by spending £32 per night per person to ensure they have somewhere to go, rather than spending twice the amount on services that would otherwise be required to counter the effects of rough sleeping.

Building an ambitious 'movement', Andy further cited partnerships across communities, pulling in the same direction, including Premier League footballers and music industry professionals too.

Looking at education policy and its restrictions, Andy went on to talk about how his team forged new inclusive pathways to support all young people; "35,000 of 16-18 year olds across Greater Manchester all possess an 'Our Pass' that gives them free bus travel and free tickets to events to ensure that our young people can aspire and take part in inner city opportunities - it's a matter of instilling individual hope for the future by throwing the doors open to them."

Touching on work experience opportunities, Andy commented that his Bridge GM scheme addresses this lack where schools and businesses are paired to make connections. The intention is also that the businesses will influence the education system too because teachers often don't know about or see the

changing reality of business and the working world.

"Regarding challenges for businesses, this is a first step toward support for young people. Manchester is about to get its own UCAS style system - later this year we will be launching a single portal for all apprenticeships here, so that a 15/16-year-old can go online and see everything that Greater Manchester has to offer."

"We are also asking prominent individuals across the city region to join a work shadowing scheme so that a young person can get a foothold in those worlds and imagine themselves in a multitude of roles."

"Often, young people simply don't have the parental connections or support to access the worlds of skyscrapers or MediaCity and the campaign is to change that. There is also an apprenticeship match system to pair up bigger and smaller businesses to help make the best use of the money available - and not have it simply going back to the treasury."

Regarding transport, Andy posited that the challenge here is much bigger in terms of scale. "Our antiquated transport system does not support the growth of Greater Manchester, nor attract investment." Giving examples, he commented on the deregulation of the buses setting

their own routes and fares and the trains having a lack of accountability. "To cope, the aim is integration between systems, also encouraging cycling and walking. There is the need to apply Metrolink principles - accountable, reliable and affordable - to the problem and resolve the high costs of journeys where the systems are competing. People simply can't make multi-modal journeys because of the cost at the moment."

"Within two or three years we hope to have a cap on the cost of bus and Metrolink journeys like they do in London with eventually a single-ticketed system in 7-8 years. Recently at the Convention of the North the Prime Minister attended and announced that control of the commuter rail system will be given to Greater Manchester so that a single-ticket, integrated system can be achieved."

"Furthermore, trams will be arriving at the Trafford Centre next year and partnerships will be developed with neighbouring authorities to improve transport into Manchester. Walking and cycling initiatives will also help to decrease the number of short car journeys and the resulting congestion, with bike hire becoming another part of the integrated system."

On concluding his talk, Andy referred

to the EU referendum result in 2016 as an instruction from the British People to Westminster to do two things. One - rethink the relationship with Europe and two - instruct Westminster to rethink its relationship with the rest of England.

"The way people voted clearly demonstrated that the people were seeing that the system isn't fair," he said, "We are living in a London-centric country. There is a need to rebalance the economy from South to North." Although disagreeing profoundly on what they are doing on Brexit - with a no deal Brexit potentially creating huge difficulty - Andy stated that he felt aligned with the government's approach to economic growth in giving increased power to the individual cities to enhance control over destiny, decisions and direction. "This in turn would lead to a healthier country - a better way of doing politics, the beginnings of a fairer rebalanced UK including social change and the building of a positive momentum for Greater Manchester."

Ending with comments on how he felt privileged to be in the role of Mayor of the Greater Manchester city-region, Andy concluded that through positive, consistent progress, Greater Manchester would be at the forefront of the nation's future.



Chris Panayi



Andy Burnham

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focus

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interview

Change mana - identifying the need

The fourth of our series of specialist speed lectures from the University of Salford's Business School saw us interviewing Dr Kathy Hartley, programme lead for Post Graduate Human Resource Management, on the subject of change management.

As a description, the definition of change management in itself can be a straightforward idea. Most business owners would have an instinctive grasp of the need to apply this to their business in order to progress, grow and prosper.

However, the concept of change management as a teachable subject is one that needs a clear viewpoint on not just the key elements of the subject, but the efficacy of applying that teaching on real world businesses and organisations.

We asked Kathy to give an overview of the subject and also the application of that knowledge base to business - particularly in the integration of students applying those teachings.

Kathy - please can you describe your role in the business school and your area of expertise?

"I'm a lecturer in people management which involves me teaching across people management, leadership and behavioural change modules.

"I'm also the academic lead for our masters courses in human resource management, responsible for the design of programmes."

Please can you define what change management is?

"I would describe change management as a collection of processes and activities that cross disciplines. We are talking about behavioural science and project management as well - these are

the two big areas that have impact on the subject. Leadership is a big part of all of that, encompassing processes and activities that are designed to help organisations think about their structures - for example their reporting relationships, job roles, who does what, ways of organising work and teams, plus, what we might call 'general ways of working' or 'behaviours' and how we socially interact with one another.

"This is where we link into the idea of culture - which becomes a big part of change management.

"In terms of academia I'd say that change management is an area that engages academics and practitioners - and many are what I'd call 'pracademics'.

"Some of the big names within change management have started out as Harvard professors for example, who have become increasingly involved with organisations and then begun to shift their own thinking and models - as well as helping organisations shift too. It's a collaborative effort as well as an academic area of practice."

Can you tell us a little more about how business culture links with change management?

"Invariably when you are making change, whatever type of change that is, there is going to be some impact on people's way of doing things. It often involves learning. As an example - learning about how we conduct ourselves, or how autonomous we are, or how an organisation might want to decentralise and get their workforce to start being more independent.

"Usually this is a behavioural change that results in a new group mindset, being defined as our

culture, and the way we do things on a day to day basis. 'Culture' is quite a woolly or soft term, but we all have a sense of what it means, and it is something that becomes embedded over years.

"If we think about how a small organisation is set up, then the founders of that organisation will have their own sense of mission, purpose and values in what they do, and that will provide the foundation for an organisation.

"As that organisation grows, and as we think of the establishment of bigger organisations, we see that leadership changes (often on a fairly regular basis). However, culture is the mindset that is ingrained within a business, the existence of defined thought processes and 'expectations' of one another and 'how we do things around here'.

"It really links with what academics call the 'psychological contract'. Whereas when we talk about the terms and conditions in a formal employment contract, which is fairly basic in terms of what it tells us about our job roles, the psychological contract begins with our first interactions with a business or organisation. The psychological contract tends to reflect the influence of the culture.

"From looking at websites and job adverts to interviews and beginning employment, we form impressions. It starts from there and is a mind-set of expectations.

"If we start making meaningful changes to the organisation, we also start to change that psychological contract too. It impacts on the way we think we should behave and our expectations - and a lot of that is so ingrained it is almost unconscious.

"So, if we do want change it's really about changing people's behaviour. A good example is customer interaction (a common but difficult area to start to shift)."

How does change management help businesses?

"As I have said, change management is a set of processes and activities. It is quite wide in terms of models developed by both academics and practitioners.

"They are like 'recipes', they guide for change but are not a blueprint to be slavishly followed. But, the act of change has itself changed.

"Once upon a time, organisations could plan ahead and think or anticipate the change in technology or equipment, but these days due to a more service-based economy and fast technological pace, change itself is far more ubiquitous - and we are dealing with different types of problems.

"So, some organisations, for example those involved with healthcare or social care out in the community, are dealing with really ingrained issues and are trying to find new ways of working.

"This is where some of the older established models begin to lose their helpfulness and we start having to think more about collaboration, building coalitions, consulting and engaging with different sorts of stakeholders."

Is this an ongoing process or is this something you can identify and actually deliver academically?

"In some areas you can identify it, for example where there is an external driver like a change in legislation that is coming, or supply issues - Brexit is a classic case - but for others it is an emerging situation and emergent change. This is particularly the case for big global organisations where they are sitting in complex markets.

"These organisations and businesses are rapidly dealing with issues with some



University of
Salford
MANCHESTER

gement for action

areas being proactive but others being reactive, and are having to adapt accordingly.

"Some areas are adaptive problems - where we haven't worked out solutions - and that's a very interesting area, like when we are looking at environmental issues.

"The public care sector and health organisations are also good examples of these problems - where we start to make changes and find things change again, or we start to intervene and find that things take on a life of their own. This is where we need a skilled group of people coming together - that's the area of interest for me."

How can a University - specifically Salford Business School - help with applying change management to a business or organisation?

"Because change management encompasses project management and behavioural sciences, we have academics across all those areas.

"We have expertise in strategic management, project management - for instance people with engineering backgrounds and so on. These are key areas, but we also have colleagues specialising in information systems and technology too."

"Many of our academics were in industry before entering academia, so we know it's not all about the written word. They can consult and mediate, as well as provide communication and organisational learning to understand aspects of change."

When is change management needed within a business? Are you able to look at a business and advise accordingly?

"We can absolutely provide this as a service, and many of our students are able to sit as an intern within a business or organisation to facilitate this.

"Our task is to academically enable them to identify a need for change management which would involve looking at ways to apply those changes. It can be our MBA or post-graduate students who can help, for example, a small business to review its position in the marketplace - and look at strategies to re-align that position to the advantage of that business."

What specific areas are you looking at? Marketing? Methodologies within the business? Manufacturing?

"We cover a great range of areas of business that are all relevant to ensure the health of that business.

"For example, information systems - we have technology experts who specialise in cloud based technologies who can make massive differences to those systems. We also have academics with engineering, marketing, accounting and finance, procurement and supply-chain backgrounds too. A full range of services is on offer.

"With change management we often find we are delving into many of these areas concurrently, especially with complex situations, and we are unsure where the project will take us.

"We may also engage our legal colleagues who can help us address things such as ethical issues on the journey.

"It's an interesting relationship between different areas and skillsets, and a holistic approach to problem solving is often the best way forward."

Dr Kathy Hartley,
programme lead
for Post Graduate
Human Resource
Management
Salford Business School,
University of Salford

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interview


BANGING DRUM

Banging the drum for proper design

GM Business Connect Magazine caught up with Julian Emery, director of Banging Drum, and asked about what it means to run a design agency amongst what has always been a busy sector in Greater Manchester.

Julian - tell us about the history of Banging Drum and how you eventually landed in Manchester?

"I set up Banging Drum with Andrew Rowson, a colleague that I have worked with for over 20 years.

"Andrew and I met whilst working in various London brand houses such as Landor, Brand Union, and Coley Porter Bell to mention a few. We later teamed up to form a London agency called Uncle.

"It was quite successful and gained some great clients such as The London Stock Exchange, Aon, Investec, Clear Channel, and Estee Lauder.

"Following some tough times, I moved to Manchester and have been here for 10 years now. I've worked for a number of agencies and set up an e-commerce business which I ran for a number of years.

"But, Banging Drum was always on my mind and I decided to get the old team back together and that is where we are today - producing great design that works."

Manchester has always been heavily populated with advertising and marketing agencies - how have you found working in such a busy sector?

"It appears that Manchester is bursting at the seams with 'have-a-go', fresh-faced design companies, churning out 'oh-so' solutions for disappointed clients with higher expectations.

"Manchester seems awash with vanilla looking design. You might think, that's a bit strong so, don't get me wrong, there's plenty of great agencies out there, but a large number seem to be inexperienced and naive about the value of good design."

So, how do you make the right decision when commissioning your creative project?

"Youth or experience - your choice. Strong creative ideas that stand the test of time are essential whilst creativity, problem-solving and strategy are the cornerstones of great design.

"So, however you decide who's the right design agency for your project, remember this, hard work and collaboration create outstanding work."



Julian Emery



Andrew Rowson

Why Banging Drum? What makes you so different?

"In a word, experience. Andrew and I have worked with some of the biggest companies out there as well as small one-man-band businesses.

"Our years of experience have given us a wealth of knowledge, enabling us to instinctively know what is the essence of a brand, its values, its spirit if you like.

"We have a team of seasoned designers and digital developers, system architects, 3D modellers, and animators whom we have worked with for years. Together we are Banging Drum.

"Our agency can deliver pretty much everything - branding, print design, and digital projects, from a simple online

banner to a beautifully designed HTML email. We offer corporate websites to fully loaded e-commerce solutions, and the increasingly popular explainer videos.

"We all work remotely. This means we don't have fancy offices paid for by our clients, which in turn means we are competitive on price which is a win-win. In return, our clients get top-level design and web build services for more competitive rates than larger agencies can offer.

"Expertise isn't just about what we produce, it extends to how we run our business. Trusted, reliable people that are easy to work with. So, show a wide berth to those who fall short on experience and professionalism and remember, proper design doesn't have to cost the earth."



www.bangingdrum.com

Email: julian@bangingdrum.com

focus



Jobs4Teens saves hundreds of pounds to businesses recruiting young people

Specialist Recruitment Company Jobs4teens Limited has launched a new recruitment business concept which focuses on helping businesses connect with pre-screened, employment ready, young people who are looking for an opportunity to work.

With 1,000 vetted young people on their database, Jobs4Teens provide Greater Manchester businesses a stress-free service helping them employ teenagers and young people.

The new service also helps reduce annual recruitment costs.

A study by Oxford Economics has shown that the cost of recruitment can grow into the thousands annually. Jobs4teens offers Membership Packages to suit all sizes of business starting at just £30 for any business that might want to give an opportunity to a bright, enthusiastic young person

A membership gives access to

pre-screened candidates on an ongoing basis, saving both time and money.



Nicola Sherriff,
Business Development Manager, Jobs4Teens

"Employing teenagers and young people has its merits and advantages." Said Business Development Manager, Nicola Sherriff.

"The enthusiasm and keenness of youth is often of huge benefit to a company or organisation."

"The relatively high cost of recruitment and the greater than average turnover of employees does mean that some businesses struggle to keep up with the process of finding, vetting and interviewing candidates on an ongoing basis."

"Our existing clients have already discovered that using our is a lot simpler and less expensive than they had experienced previously."

The prospect of taking on a young person or teenager can be daunting. Jobs4teens has the knowledge and resources to assist young people to become job-ready for any business that is considering hiring.

Business owners with the most to gain from the new recruitment business model are those who regularly employ between two and ten teenagers or young people at any given point in time.

Nicola added: "With a Select

Membership subscription, you get pre-screened, employment ready candidates ready to present for interview quickly.

"Without the need to advertise the vacancy or employ a costly recruitment consultancy, HR Managers find the process effective, productive and stress free.

"So, if you are a business owner looking for young candidates to fill roles as full-time employees, trainees, apprentices, interns or part-time employees, then contact Jobs4teens today.

"We have thousands of registered candidates from all over the United Kingdom looking for an opportunity.

"Our database is divided into three age categories: 13-15 year olds, 16-17 year olds, and 18+ Which means we can supply the candidates you are looking for, whatever the roles on offer."

Jobs4Teens provide a great service aimed at helping to get teenagers into work. In an increasingly challenging jobs market, this a great way of helping find the right kind of work for young people.

The company helped us find several members of staff who have since gone on to complete a high standard of work.

The service is run by people who really care about getting teenagers into work. This is a great company who are excellent at what they do.



Daniel Hazel, Serve Legal Ltd.



Pictured is Ellie Carding, who works part time for Jobs4teens, when she finishes school she will be taken on full time to do an apprenticeship.

To find out more visit www.jobs4teens.co.uk
Contact us on **0161 706 0431** or **07387 758056**
or email memberships@jobs4teens.co.uk

focus

BEST PARTIES EVER.COM

Motivate your staff with the Best Parties Ever!



The office Christmas party is the most important event you'll organise all year. Not only does it reward your team's hard work, it's a great way to keep spirits high and encourage a positive mind-set for the year ahead.

In a recent employee survey conducted by workplace consultants Peldon Rose, 54% of respondents reported they experienced Christmas workplace stress, while 69% said that such parties help them bond and build relationships with colleagues.

Reduced productivity is all too common over the winter months, as shorter days and miserable weather cause a slump in office morale. By treating your team to an extraordinary night of entertainment as gratitude for all their hard work, they'll return to the office motivated to perform in the knowledge their efforts are recognised.

So for those tasked with organising

their annual office bash, the pressure is on not to mess it up! But as businesses rush to complete their workload ahead of the holidays, Christmas can be a stressful time for employees and employers alike.

Throw in the last-minute headaches that inevitably come with finalising your party plans, whether it's negotiating with suppliers, wrangling entertainment or fixing the catering – even the most organised are stretched to breaking point, at what is



the busiest time of year.

So take the stress out of arranging your big night, and leave it to the professionals.

Established for over 20 years, Best Parties Ever has been taking 200,000 guests on unexpected journeys every Christmas, with its unique array of themed festivities that turn traditional corporate events on their head.

The UK's largest Christmas parties company, its shared events are perfect for smaller groups seeking a festive extravaganza on a budget, while its exclusive parties for larger businesses offer a bespoke, all-inclusive occasion with a twist.

Its team of event experts bring the fun to over 20 locations, including Manchester where 2019 sees the stunning Midnight in Monte Carlo theme come to Event City.

All the exquisite menus are designed by award-winning catering partner Tapenade Cuisine, every dish prepared freshly on-site from locally sourced, seasonal and Fairtrade produce.

With sustainability now being the issue on everyone's mind, it's more important than ever to ensure you organise your party responsibly.

Although Best Parties Ever is committed to throwing a great party, it's just as committed to reducing the environmental impact of its events. Over the last few years, the team have worked to dramatically overhaul the way they organise their parties - minimising their carbon footprint and cutting single-use plastics.

The team have said no to plastic straws and pulled the plug on crackers, forcing them to think outside the box to replace them with fun, environmentally friendly additions, such as ice cream theatre,

interactive desserts and festive cocktails.

As a result, Best Parties Ever is working towards BS8901: the new sector specific British standard for achieving sustainability in the events industry.

As every event planner will tell you, seeing the smiles on people's faces enjoying your party can be incredibly rewarding. But when everything is riding on the success of your office festivities - its success determining whether you return in the New Year a hero, or zero - the pressure to make it one to remember can be overwhelming.

So why not enlist the tried and trusted talents of Best Parties Ever, and sleep soundly in the knowledge you'll be the talk of the office until next Christmas!



For more information and to request a brochure, visit **BestPartiesEver.com**



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exporting

Preparing for Brexit...

to be no nearer a clear exit plan for the UK's departure from the EU.

In fact, new legislation has just come in which makes the case for a further extension to the leaving date from 31 October 2019 to 31 January 2020.

GM Business Connect caught up with Bryn Atherton, Commercial Director of Allseas Global Logistics, and asked him about what impact Brexit was having on Allseas;

"Whilst Westminster continue to wrap themselves up in knots over how to handle Brexit the rest of us can only sit back and wait for the outcome and consequences or

benefits of what that will bring.

"The Manufacturing sector and exporters are obviously concerned on what impact the decisions over the coming months will have, and importers will no doubt have similar concerns.

"Within the freight and shipping community we are in the dark as much as everyone else.

"I have attended various meetings, open forums and talks which to be honest seem to give no real answer as to what will happen.

"We however are not worried about how to support our clients' business.

"70% of our shipments are outside the EU. Also, our European partners very much rely on UK business.

"In the short term if or when Brexit

hits, there may be slight delays in transport in and out of Europe whilst new procedures are enforced, however it is felt the infrastructure and systems are not yet in place to make a major difference and any new measures would be introduced in stages rather than overnight.

"If there is a sudden switch to customs clearing cargo in and out of Europe we already have the systems in place to accommodate, and training will be given to staff in order to ensure the smoothest flow of business.

"From an operational point of view the situation feels much like the Millennium bug scare stories of 1999.

"We don't fear change, and are ready to continue supporting our clients through the next few months whatever happens."



Bryn Atherton, Commercial Director,
Allseas Global Logistics

As we publish this, the UK political landscape has gone through yet another seismic shift, and we seem

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Turbulence and strategy

by Tony Goodman MBE

It would be hard to find anyone in the UK who did not accept that we live in a time of turbulence and most people I speak with find it impossible to penetrate the miasma of polemic discourse to enable them to navigate a route for them and their businesses. So lets go back to basics.

Can I tell you what will happen with Brexit? No. Except...I continue to forecast ongoing confusion and uncertainty.

Will everyone be affected the same way? No. Absolutely not.

Will every business be affected? No. And if you have carried out your risk assessment correctly and can't see an impact for you, then your path forward should be clearer. Move forward.

For me, the biggest problem for many if not most is the uncertainty. But with uncertainty comes opportunity.

Uncertainty creates tactical problems, but strategic opportunities.

Who will prosper in this world of turbulence? Those that grasp the strategic opportunities with both hands.

A major strategic opportunity comes by exporting. This may not suit every business, but for those it does there are a plethora of sources of help to guide you and assist you through the process, starting with the Government, but also trade bodies, Chambers of Commerce and a phalanx of advisors.

Why should you export? Because it is in your interest and in the national interest.

Finding new market opportunities is

beneficial as it enables businesses to expand their turnover, which in turn can have a positive effect on their marginal costs and so on their bottom line. Concern is often expressed that exporting results in margin sacrifice; whilst this can be the case if you chase the wrong kind of business, however in my 30 years' experience of exporting it always added to the bottom line.

Exporting is the affirmed aim of the Government who have committed in their recent Export Strategy to increase the level of exporting from 29% to 35% of GDP. The UK is lagging woefully behind similar countries and there is no reason why it should not increase much more.

How can you achieve both of these?

It is sometimes missed or ignored in all the polemic backbiting by our politicians, media and leaders that the UK has major strengths: we are the 5th biggest economy in the world, with a thriving national economy, record levels of employment, long term growth, low inflation and a vibrant and talented population.

The UK has a world renowned finance sector, stable banking sector and a legal system respected throughout the world. We are leaders in technology, pharmaceuticals, aerospace, IT, services, fashion, manufacturing, education and



Exporting continues on next page



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Continued from
previous page

exporting

Turbulence and strategy

so much more. Our products are recognised for quality, reliability and innovation. The strength/weakness of the pound, though a curse for many (I am abroad as I write this!) is a tremendous opportunity for exporters.

This all misses one of the greatest assets we have: the English language and culture. There is demand for British products around the world, they are respected and admired, but more than that we have the advantage of being widely understood.

I also hear concerns that now is the wrong time to be exporting to the EU with such uncertainty around Brexit. I am not even going to try to justify an EU based strategy today, save to say that there are still and will remain, massive opportunities for exporting within the EU. But for today, lets just look further afield.

Naturally, finding the best markets for you completely depends on what

products or services you have. But the world outside the EU is where you will see real growth and opportunity.

Concerned about the logistics? The UK has world class logistics companies that can move anything from one part of the world to another and assist you with the paperwork along the way.

My favourite exporting tip: whichever market you sell to, you should be able to find a local distributor to partner and help you reach your target customers.

Search, if possible, for one who is already importing goods from the UK; they will be able to hold your hand through the whole process and ideally will buy from you ex works, UK. This not only dramatically reduces your paperwork and risk, but also cuts all your admin costs and potentially improves your cashflow.

Even if you don't find the right partner, there is plenty of help, including with Government backed

export finance, to assist you.

Selling is never easy, whether it be in the same town, across the country or across the world, but the issues are always the same:

Right Product

Right Price

Right Place

Get these right and you can find that exporting transforms your business.

You don't believe it could be possible? Then head over to the DIT website and look at the numerous examples of companies that have already done it.

Speak to one of my fellow DIT Export Champions, who regularly speak at events to encourage others (There are over 60 of us in the North West from a wide range of industries and company sizes).

It will cost you nothing to find out more and could be just the Brexit strategy you have been looking for to calm the turbulent world.



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

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networking

First Friday



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FOREVER
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City Centre Connectworking at Peaky Blinders



FIRST FRIDAY #CONNECTWORKING



L-R Gary Harvey, Andy Whittaker



L-R Paul Mirage, Grant Rodgers



L-R Paul Mirage, Paul Warrilow

September saw First Friday Connectworking in the heart of Manchester at the infamous Peaky Blinders bar restaurant. A great place to visit for all fans of the gangster show. Although this month none of the guests were working for the underworld, well as far as we know. We started the evening all badged up and ready to go with free drinks on arrival, plus everyone attending gets entered into Forever Manchester's Tombola ticket draw, where there was a chance to win 3 nights for two in Vienna. Then it was down to pure networking. People in business getting to know each other in a relaxed atmosphere with the intention to work or recommend each other moving forward.

We then proceeded with the business card draw, where Assistant Manager Gary Harvey drew out the business cards. First drawn was the infamous GM Biz Connect bottle of Bordeaux won by Paul Warrilow of TorFX who then kindly shared his prize with his guest. Then it was Tea for Two kindly donated by Great John Street Hotel which was won by Grant Rodgers of Get Recruited. We were honoured as Peaky Blinders gave us a £50 Peaky Blinders voucher, the winner was our non-drinking guest photographer Andy Whittaker from Andy Whittaker Photography of Sale, who joined us on his second only networking event.

Following the draw, we enjoyed what seemed endless amounts of delicious food which just kept coming much to the guests' delight - especially as it was wind down time on a Friday afternoon! During this we also enjoyed live music from a suitably

themed dressed band playing both old and popular cover songs.

Peaky Blinders has been carefully designed and inspired by the period drama, with burnt wood furniture and ambient lighting. When you arrive, you're greeted by a host to ensure you feel part of the experience from the moment you step inside. With a 350-capacity bar taking full advantage of the unique characteristics of the 1920s themed building set on two floors. Inside you'll find Victorian fixtures, giant copper vats and typical Peaky decor throughout. If you haven't already tried it, we suggest you make an effort and do so, especially with live music four nights a week.

GM Business Connect Magazine is a proud supporter of Forever Manchester Charity, now in its 29th year, and is the only charity that raises money to fund and support community activity across all 10 boroughs of Greater Manchester. Our next First Friday Connectworking will be held at Manchester Marriott Victoria & Albert Hotel. At this event we will be joined by our friends from Jeffrey's Tonic who will let us taste their range of flavoured tonics with Gin. You can book simply by going onto our website www.gmbusinessconnect.co.uk or find us on Eventbrite. Hopefully we will see you there - and don't forget your business cards!

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**
jean@forevermanchester.com
www.forevermanchester.com

finance

Brexit is, well maybe, probably, almost definitely **happening**; Here's what your business needs to do to prepare



After over two years of uncertainty concerning the UK's departure from the European Union, Brexit is finally due to happen on 31 October.

We are still no clearer on whether the UK government will be able to negotiate a deal, or we leave with a no-deal Brexit. Either way one thing is for sure

- if you're a UK business trading within the EU and/or the rest of the world, you have to be ready.

Whilst HMRC are currently issuing thousands of letters to business owners across the UK, at LWA, we have summarised HMRC's support information below to help you.

Brexit pointers

If you trade with companies in the EU by importing from them or exporting to them, regardless of the number of annual transactions, you will be affected by changes that will come into place on 31 October.

- Apply for your UK Economic Operator Registration and Identification (EORI) number starting with GB - it just takes 10 minutes and unless you have one you will not be able to buy in or sell goods out of the UK.
- Get advice from a customs expert - this will help you to determine whether you can manage the completion and of customs forms with inhouse skills and software, or whether you will need to outsource.
- The rest of this article points you to resources available from HMRC's website on how to prepare your business for leaving the EU (assuming a No deal Brexit) including information on:
 - o Simplified import procedures
 - o Customs duty tariffs on imports



- o Deferring tax payments for customs and excise duties, and import VAT

No-deal Brexit advice for businesses trading within the EU

There will be implications for VAT on goods and services being traded between the UK and EU if a no-deal Brexit is the outcome of the UK leaving the EU.

Furthermore, bearing in mind the changes to border agreements and arrangements between Northern Ireland and Ireland, we advise you review the correct HMRC link below explaining how to prepare for changes to customs, excise and VAT if the UK leaves the EU without a deal.

Available on the HMRC website:

- EU-only traders in the UK about next steps to get ready for Brexit
- EU-only traders in the UK (except Northern Ireland) about EORI auto-enrolment
- EU-only traders in Northern Ireland about EORI auto-enrolment
- EU-only traders about Transitional Simplified Procedures

No deal Brexit advice for businesses trading with the EU and/or the rest of the world

As above, a No deal Brexit will affect changes to customs excise and VAT if you're a business that trades with the rest of the world as well as in the EU. Please visit HMRC's

website to review the full detail in the documents covering:

- Rest of world and EU traders in the UK about next steps to get ready for Brexit
- Prepare your business for leaving the EU without a deal

Simplified import procedures

Whether or not you are a VAT registered company that sources goods from the EU (including from outside the EU that will travel through and have to clear EU custom formalities), if you are a Sole Trader in the UK or are a limited company or partnership with a UK registered office and/or permanent premises where you carry out business activities, you can register to use transitional simplified procedures.

This will reduce the amount of information you need to give in an import declaration when the goods are crossing the border from the EU by letting you delay submitting a full declaration and paying any duty. You must have an EORI number starting with GB.

Changes to customs duty tariffs on imported goods

In the event of a No deal Brexit, there are probably going to be changes to import tariffs which will be effective for up to 12 months. Temporary rates have been published by HMRC which will be updated/confirmed on 31 October.

The rates will vary depending on the products and where you import the goods from, and it would be worth finding out if a preferential tariff rate, most favoured nation tariff rate or tariff rate quota would be applicable.

Visit the HMRC website and search Brexit for further information.

Deferring payments of import VAT and customs and excise duties

If you are a UK resident and/or have a company or partnership registered in the UK with an EORI number starting with GB, you can apply to defer payments due on VAT for imported goods, customs duty and excise duties.

All you need to do is complete forms C1200B and C1202 which can be found on HMRC's website.

Please see our June blog with specific details on import and export VAT changes for further information on stored goods, VAT refunds and VAT IT systems (MOSS).

There are major changes for your business ahead of a no-deal Brexit, and we hope the above is helpful.

Please be assured you can call our Corporate Tax team in Warrington on **01925 830 830**, or in our Manchester office on **0161 905 1801**, for any guidance.

You can also register for email alerts from HMRC and book a free place on one of their upcoming webinars.



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property



Why is the **valuer** interested in **who's in my property?**

Formal property valuations are undertaken under RICS guidance, known as The Red Book, and this sets out how the valuer must operate.

This begins with identifying the client and sending out detailed Terms of Engagement. The valuer may not be acting for you personally; they may be appointed by your bank or may be representing a body of which you are part, such as a partnership or limited company. Therefore, the duty of care may not be due to you as an individual.

One thing that will need to be considered is the occupation arrangements for the property.

Occupancy Agreements

The valuer will need to know who is actually in occupation of the property (including sub-letting)

and details of that occupation.

Many owners query this requirement, but it is absolutely essential when assessing value.

Ideally any occupancy will be properly documented (often by a lease) and this will set out the rights of the parties, the rent and repairing obligations. Quite often agreements are homemade and do not cover the basics in enough detail. Sometimes there are no agreements in place at all.

The valuer must then make assumptions as to the basis of occupation and the rights of the parties. This can hamper values where the property clearly has development potential or is required for owner occupation.

Residential Tenancies

Under recent changes to tenancy

legislation, the ability to end a residential tenancy has been severely hampered.

In order to successfully end a tenancy, the landlord needs to show that they have dealt with various compliance issues, such as protecting the deposit and providing a gas safety certificate.

Case law has shown that some actions cannot now be done retrospectively, which means landlords are not able to serve notice to terminate.

Many let houses cannot now be valued at their vacant possession value, which may be detrimental to the owner.

Graham Bowcock MRICS



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T: 0161 941 4228

E: graham.bowcock@oakwoodvaluations.co.uk

www.oakwoodvaluations.co.uk

digital marketing

Digital us vs Real us

Whilst waiting for coffee and cake in our favourite coffee shops, we've all taken a glance around, the influence of the digital world on this real-world setting is all too apparent; Instagram handles etched onto chalkboards, JustEat stickers adorning the windows, entire tables of people from which the only noises are taps and buzzes.

Increasingly, the offline and online worlds are becoming more inseparable.

This presents huge challenges for business. We are still offline entities that trust people more than we trust machines; the transactional world still relies on meeting and greeting.

Failing that, it relies on testimonials from real people - some studies have suggested that people read a minimum of 10 reviews per online

purchase.

In a world full of digital connections, but with limited access to real people, how do businesses reach the real needs of their consumers?

This 'digital version of ourselves' is not a myth. We are different people online than we are in the real world, to some extent.

How many Facebook 'friends' do you have that you'd struggle to hold a conversation with over coffee?

If Channel 4's The Circle is the most extreme separation of the digital and real person, then does my watching Formula One highlights on YouTube, with no real intention of ever seeing a race in person, overestimate my interest in the sport?

Suddenly subtle differences between my real and digital self begins to

appear, constructing two sometimes distinct personalities.

The algorithms that determine which ads we see only act in accordance with our digital selves, meaning some messages might miss the mark.

To demonstrate this, I invite you to stop whatever you're doing and take a minute to look through your own Instagram Ads Interests.

How many of those interest groups feel wildly inaccurate?

At some point, you've acted in a way that has suggested you are interested in every single hobby, item, person or team on that list. How far would a business trying to interact with you get, leading with some of the topics that your digital self is interested in?

message. Business still works on real world connections, where exchanges over coffee or a round of golf might unveil your next best customer.

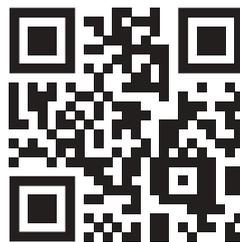
In the digital world, targeted adverts are triggered by the actions of a digital consumer; perhaps a Google search, or following a social media page. In the digital world, our predictions and strategies are often based on reflecting what people want to hear; we sell trainers to those interested in sports, and Parisian lunches to people already interested in flights to France.

By connecting with people in the real world, we have a chance to be proactive with our suggestions, make lasting impressions and build relationships that go beyond brand loyalty.

Our digital self is a shadow of our real self - it follows us, it goes where we go, and it tracks our movements. However, if low-budget horror movies have taught us anything, it's that shadows can, just sometimes, appear to be something very different from whatever casts them in the real world.

So instead of starting that internal email back-and-forth, go and speak with your colleague. Could your next conference call become a coffee catch up?

In a world where time is money, we might find there's some value in connecting with people, rather than their profiles.



How to find your Instagram ad data Please scan the QR code or visit: asone.co.uk/addata

Interpreting this data and recognising the differences between the real and digital versions of customers, is of paramount importance to business in the digital age.

Let's not forget the relevance of a real connection.

Statistically, we are less likely to speak to someone than we are to text, email or send some form of digital



Joel Rush
AsOne Digital Business Development
www.asone.co.uk



AsOne Office Warming

We just couldn't wait for Christmas, so we're starting early!

On **Friday, December 6**, we've decided to break our lovely new Ancoats office in with a little **office warming - from 2pm**, swing by and let us show you around with a beer and some bubbly.

Maybe you can share a few Manchester secrets with us?





digital business development } AsOne

wellbeing

Why don't you take your holidays?

I'm sure many of us will remember the culture of working long hours, always keen to be recognised as the first to arrive and the last one to leave each day.

It didn't matter if the hours in-between were spent roaming offices clutching a file under one arm, looking busy. We were there!

These days, with so many of us hot-desking, working from home or on the road travelling from meeting to meeting there's no time to 'look busy' as we've often very little time to waste.

In fact a recent TUC survey (2019) revealed that £32 billion of unpaid overtime was worked last year.

No wonder stress is such a 'biggie', costing UK businesses £40 billion in lost productivity, due to absenteeism, accidents and poor performance.

Taking breaks and holidays is important in managing stress, self-care and wellbeing. Why is it then that 2 million workers, or one in fourteen, fail to use their full holiday entitlement?

Is there more pressure around?

We all want to do a good job, protect our employment and see the business do well.

With appraisals and performance reviews likely to affect our salaries and progression there can be additional concern to always be available and not open the door for someone else to cover our role, do a better job or maybe discover mistakes or inefficiencies.

When time away from work is so important - why don't you take your holidays?

Fear of missing out and perfectionism can mean that we feel stressed or apprehensive and uncomfortable at the mere thought of

taking a break or holiday.

We may really need time off but feel conflicted at the prospect of being unavailable for the duration.

It's often the case that when we're constantly busy we focus our attention on dealing with the most pressing matters first.

Why wouldn't we? But gradually the less demanding areas of our lives can fade into the background, with us trusting family and friends to take care of themselves.

However, if we're frequently unavailable they can start to feel unimportant and learn to get along quite nicely without us.

It's interesting that post-holiday is the second busiest time for divorce lawyers, with post-Christmas being the most busy.

When we lose touch with our relationships we can find that spending a couple of weeks together highlights how estranged we've become.

Taking regular breaks and holidays provides an opportunity to keep communications alive and improve those relationships, so avoiding becoming too distant.

Be aware that stress manifests itself in different ways. There are a documented 360 physical symptoms of stress, potentially a new one for each day of the year!

Learning to recognise your own warning signs gives you advance notice that it's time to intervene and take a holiday before things escalate and affect your health and wellbeing.

- **One sign that you'd benefit from a holiday** is when your creative thinking becomes less effective.

You may find yourself going through the motions, working hard but not caring as much or concentrating as well, so losing the joy in what you're doing.

So, change your perspective on holidays;

- **Decide how you'd like to spend a week or two**, what you'd like to do whilst away. Whether single or partnered, with or without children it's important to include your wishes.

Consider your needs as well as other peoples in any decision-making and stop being so preoccupied with what you'd be missing at work.

- **Avoid using your holidays to catch up on chores.** If you're not going away it can be tempting to decorate the house or sort out the garden.

There may be some merit in allocating time for those things but equally find a location, hobby or interest that appeals; maybe a group holiday, one for special interests like walking, or even a retreat.

Investigate what excites or inspires you.

- **Use your holiday as time to really focus on yourself and/or family.** Do things together that you enjoy and recommit to your relationships.

Remind yourself that they're often the reason why you work so hard. Your intention was to make a good life and provide for them.

Discuss ways to maintain fun and closeness post-holiday. Maybe sharing regular family meals, hobbies and interests could sustain 'us' time once the holiday is over.

- **Appreciate that breaks and holidays should give space to switch off** and distance ourselves from routine cares and stress.

Often a break provides time to be quieter, distracted by other things, afterwards returning refreshed, with new insights and ways of doing things, perhaps even with a new perspective on a problem.

- **Learn to switch off the adrenalin.** We can become habituated to living permanently on red-alert, hyper-vigilant and programmed to constantly react and jump to attention at whatever is happening.

Adopting a calmer, more relaxed approach helps you assess and choose to respond in a more pragmatic, effective way.

Switching off with breaks and holidays is an important way to invest in your ability to live life well.

So make sure you take your holidays...



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

Altrincham & Sale Chamber

Breakfast Matters - Monthly breakfast networking on thursdays

7 Nov, 5 Dec

8.30am - 10.00am
Venue Cresta Court Hotel, Altrincham WA14 4DP
Cost £15

Contact 0161 941 3250

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

Bowdon Business Club

Weekly every Friday - includes full breakfast

6.45am - 8.30am

Venue Mercure Bowdon Hotel, Langham Road, Bowdon WA14 2HT
Cost Initial visit free

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 or email 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
Tracy Heatley 07812 076946

Carrington Business Park

Business Networking in the Park

Monthly Email for dates

Venue Pembroke House, Carrington Business Park, Manchester M31 4DD

Contact 0161 776 4000
lisa.graham@cbpl.co.uk

Dynamic Networking

Free Business Networking

Sale - 3rd Tuesday monthly

15 Oct, 19 Nov...

5.30pm - 7.30pm
Venue Barley Farm, Stadium Way, Eccles M30 7EY

Wilmslow - 1st Wednesday monthly

6 Nov, 4 Dec...

5.30pm - 7.30pm
Venue Hallmark Hotel, Stanley Drive, Wilmslow SK9 3LD

Wigan - 2nd Tuesday monthly

8 Oct, 12 Nov, 10 Dec, 14 Jan

5.30pm - 7.30pm
Venue Mercure Wigan Oak Hotel, Riverway, Wigan WN1 3SS

Bolton - 4th Tuesday monthly

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
www.dynamicnetworking.biz

FSB - Federation of Small Businesses

Networking Altrincham

21 Oct, 18 Nov 6.00pm - 8.00pm

Venue altspace, Kennedy House, 31 Stamford Street, Altrincham WA14 1ES
Cost FREE

Networking Old Trafford

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

Forward Ladies

Women's Networking Power Business Breakfast Club - Monthly

6 Nov, 4 Dec, 8 Jan 9.30am - 11.00am

Venue Alliance Manchester Business School Booth Street West, Manchester M15 6PB
Cost £15+VAT
Contact 0845 6434 940
enquiries@forwardladies.com

First Friday Connectworking

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

1 Nov 4.00pm - 6.00pm

Venue Marriott Victoria & Albert Hotel Water Street, Manchester M3 4JQ
Cost £15

Tickets on Eventbrite: [First Friday Connectworking](https://www.eventbrite.com/first-friday-connectworking)

Contact Paul Mirage 07708 987518
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
Contact 0161 393 4321

High Peak Business Club

Regular monthly breakfast networking with high calibre speakers

11 Oct, 22 Nov 7.30am - 9.30am

Venue Chapel-en-le-Frith Golf Club, Manchester Rd, Chapel-en-le-Frith, High Peak SK23 9UH
Cost £25

Contact edwinacurrie@sky.com
www.highpeakbusinessclub.co.uk

K-Club

Entrepreneur's networking breakfast

2 Speakers + Full English Breakfast

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

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

Mike's Mingle

Business and Social lunch with Housing Minister Esther McVey MP

25 Oct 12.30pm

Venue The Mere, Chester Road, Mere, Knutsford WA16 6LJ

Cost £47 includes lunch
Contact mikes@greatoakcapital.co.uk
07874 160944

M62 Connections

PAYG Networking

Wednesdays Fortnightly

16 Oct, 30 Oct 9.30am - 11.30am

Venue The Barley Farm, Stadium Way, Eccles, Manchester M30 7EY
Cost £10

Thursdays Fortnightly

17 Oct, 31 Oct 9.30am - 11.30am

Venue Newtons of Bury, The Rock, Bury BL9 0ND
Cost £10

Thursdays Fortnightly

10 Oct, 24 Oct, 7 Nov 9.30am - 11.30am

Venue The Sandbrook, Sandbrook Way, Rochdale, OL11 1RY
Cost £10

Contact Bill Dove 07932 044 743
m62connections.co.uk

pro-manchester

Hot topic breakfasts, Sector lunches, Economic Updates

Full listings can be found on:
www.pro-manchester.co.uk

Contact Nicola McCormick 0161 817 3483
nicola.mccormick@pro-manchester.co.uk

Shares and AJ Bell Investor Evening

10 Oct 5.20pm

Venue Macdonald Hotel, London Road, Manchester M1 2PG
Cost FREE

Contact Rebecca.smith@ajbell.co.uk

Shout! Network

Bolton Networking Group

Wednesdays Fortnightly. Breakfast Included

15 Oct, 29 Oct, 12 Nov, 26 Nov

9.30am - 11.30am

Venue Dunsar Golf Club, Egerton BL7 9QY

Cost £10
Contact 01772 935930
info@shoutnetwork.co.uk

Bury Networking Group

Tuesdays Fortnightly. Breakfast Included

22 Oct, 5 Nov, 19 Nov, 3 Dec...

9.30am - 11.30am

Venue Bury Business Lodge, Barcroft Street

Bury BL9 5BT
Cost £10
Contact 01772 935930
info@shoutnetwork.co.uk

Manchester Networking Group

Wednesdays Fortnightly. Lunch included

16 Oct, 30 Oct, 13 Nov, 27 Nov, Dec 11...

12.00noon - 2.00pm

Venue ABode Hotel, 107 Piccadilly,

Manchester M1 2DB
Cost £10
Contact 01772 935930
info@shoutnetwork.co.uk

Leigh Networking Group

Wednesdays Fortnightly. Lunch included

23 Oct, 6 Nov, 20 Nov, 4 Dec, 18 Dec...

12.00noon - 2.00pm

Venue Leigh Sports Village, Sale Way

Leigh WN7 4JY
Cost £10
Contact 01772 935930
info@shoutnetwork.co.uk

SK8 Networking

Fortnightly early networking

every first and third Wednesday

7.15am

Venue Café Unity, 228 Finney Lane
Heald Green, SK8 3QA

Cost £5
Contact Chris Jones
0161 437 5999 / 07757 710199

Stockport Expo 2020

2 July 2020

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

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

The South Manchester Business Association

Weekly networking breakfast

every Wednesday 6.45am - 8.15am

Venue Mercure Bowdon Hotel, Langham Road, Bowdon WA14 2HT

Cost FREE
Contact 0161 962 5195 smba.org.uk

TheBestofBolton Networking Conference 2019

Speakers: Graham Todd, Brad Burton, Nigel Botterill

21 Nov 2.00pm - 5.00pm

Venue Holiday Inn (Bolton Centre), 1 Higher Bridge Street, Bolton BL1 2EW
Cost £55+VAT (£45+VAT to members)

Contact 01204 382785 bolton@thebestof.co.uk
boltonnetworkingconference.co.uk

The Business Network Manchester

Business Lunch **31 Oct** 12noon - 2.00pm

Venue Crowne Plaza Manchester City Centre 70 Shudehill, Manchester M4 4AF

21 Nov, 12 Dec 12noon - 2.00pm

Venue The Midland Hotel, Peter Street, Manchester M60 2DS

30 Jan, 27 Feb 12noon - 2.00pm

Venue The Lowry Hotel, 50 Dearmans Place, Chapel Wharf, Manchester M3 5LH
Cost £45.00

Contact Helen Bennett 0870 751 7523
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 WA15 8XW

9 Jan 12noon - 2.00pm
Venue Mottram Hall Hotel, Wilmslow Road, Mottram SK10 4QT

Cost £46.80
Contact Simon Edmondson 07766 493428
Simon.Edmondson@business-network.co.uk

Trafford Business Club

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 Northwest 2019

Innovation Expo and Conference

20 Nov All day

Venue Windmill Street, Manchester M2 3GX

Cost FREE

Contact www.venturefestnorthwest.com/register

Women's 20/20

Women's networking - second Wednesday

13 Nov, 11 Dec 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

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

Altospace 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

Mere Court Hotel & Conference Centre

Address Warrington Road, Mere, Knutsford
Cheshire WA16 0RW
Contact 01565 831 000
Facilities Hotel, Conference Rooms,
Restaurant

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

Radisson Blu Edwardian

Address Free Trade Hall, Peter Street
Manchester M2 5GP
Contact 0161 835 9929
Facilities Hotel, Meetings, Events,
Conferences and Restaurant

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
56 School Rd, Sale M33 7XE
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

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

Workplace

Address 4th Floor, Churchgate House,
56 Oxford Road,
Manchester M1 6EU
Contact 0161 974 6000
Facilities Coworking Office, Events Space,
Meeting Rooms

Worsley Park Marriott Hotel & Country Club

Address Worsley Park, Manchester M28 2QT
Contact 0161 975 2000
Facilities Hotel, Meeting & Function Rooms,
Restaurant



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