

ISSUE 4: NOVEMBER 2017



# Connections

FOR MEMBERS OF THE CLIFTON MOOR BUSINESS ASSOCIATION

## Tuning in to Clifton Moor

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**YOUR CITY • YOUR FEEL GOOD STATION**

**INSIDE:** FOCUS ON: PHILIP LEWIS OGDEN • JDL TURN 10 • PENSION ADVICE



WELCOME TO CONNECTIONS, THE NEWSLETTER FOR MEMBERS AND FRIENDS OF THE CLIFTON MOOR BUSINESS ASSOCIATION.

Published twice a year, this newsletter is packed with your stories to help promote the Clifton Moor business community.

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

Please remember, this is your newsletter and we want to hear from you. So if you have a story to tell, or a photo to take, please get in touch.

Email Katie Smith at Red Publications on [katie@redpublications.com](mailto:katie@redpublications.com) or call 01904 479500.

ON OUR COVER: York has taken another exciting step towards its digital future with the launch of a new dedicated digital radio station. And it's right here on Clifton Moor. Turn to page 8 to learn more.

This newsletter is designed by RED Publications, 01904 479500.

# It's getting personal

There's simply no getting away from General Data Protection Regulations or GDPR for short.

"Data protection rules impact on every aspect of your business, from HR to marketing, so it's time to start planning now," said Marie Horner, Employment Partner at Harrowells on Clifton Moor.

She added: "GDPR comes into force in May 2018, bringing new rules concerning the storage, handling and use of data by organisations.

"If you think these are simply about asking permission to send emails to prospective customers, think again.

"The main focus of these new rules is on how you store and use all types of personal information about individuals, whether it is held digitally or in paper format. This includes information about current employees, former employees and prospective job candidates, in addition to suppliers, contractors and of course, your existing and prospective customers.

"It includes personal data, such as names, addresses, date of birth, etc, as well as

more sensitive data, like employment history and performance, financial details/records, medical information, social media activity and 'online history'."

For many organisations, the new requirements will not necessarily be onerous, but will require some planning and documentation that needs to take place in advance of the May deadline, which is why you should act now.

Harrowells are holding seminars on different aspects of GDPR planning, including some briefings focusing on the management of employee data, and other sessions looking at wider compliance issues, particularly for those organisations that handle sensitive information. Visit [www.harrowells.co.uk](http://www.harrowells.co.uk) to find out more.

Alternatively, you can get in touch with Marie Horner, Employment Partner, for any GDPR & HR queries: [marie.horner@harrowells.co.uk](mailto:marie.horner@harrowells.co.uk)

Or you can contact Matthew Rowley, Specialist Compliance Solicitor, with any GDPR or wider compliance issues: [matthew.rowley@harrowells.co.uk](mailto:matthew.rowley@harrowells.co.uk)

## DEVELOP AND IMPROVE YOUR MANAGERS

Do you employ what the Chartered Management Institute call 'accidental managers'?

Perhaps they were promoted because they were good at their day job, rather than because they had experience leading a team?

The HR Dept Vale of York, based at Tower Court, Clifton Moor, helps to plug any skills and knowledge gaps through a series of practical, enjoyable, half-day workshops that help managers to improve their confidence and willingness to tackle issues.

There is something for every manager, with a wide range of topics, including: Effective team leadership; managing performance, communicating with confidence; recruiting staff; managing absence; discipline and grievance; and managing conflict. Workshops can be taken individually or can be combined to create a comprehensive development programme.

The workshops are offered at various venues across the region, or they can be tailored to be delivered within a company.

Carl Nickson, Managing Director of Eboracum Security, chose to focus on tackling conduct issues with a bespoke

workshop, designed and delivered by HR Dept Vale of York Director, Jane Coope.

Carl said: "The proposal from Jane met our exact requirements and was very good value for money. Managers loved the realistic case studies and 'professional but open' delivery style." Feedback following the course has been that staff have put the skills they learnt into practice and a delighted Carl is seeing the company benefit from a consistent and proactive approach from managers.

Jane would love to hear from you: to find out more about the forthcoming workshops or how HR Dept Vale of York could tailor a session for your company, please call Jane Coope on 01904 557640 or email [jane.coope@hrdept.co.uk](mailto:jane.coope@hrdept.co.uk)

Jane has also offered discounts to any CMBA members that might be interested.



Eboracum Security staff



# Focus on... Philip Lewis Ogden, Chairman of the Clifton Moor Business Association

MANY PEOPLE RECOGNISE THE FRIENDLY FACE AND CHARMING PERSONALITY OF PHILIP LEWIS OGDEN, THE CHAIRMAN OF CLIFTON MOOR BUSINESS ASSOCIATION (CMBA), BUT FEW KNOW ABOUT HIS LOVE FOR HORSE-RIDING, PIZZA WITH LOTS OF TOPPINGS... AND EIGHTIES DISCO MUSIC. SO WE PUT PHILIP IN OUR QUICK-FIRE Q&A HOT SEAT TO LEARN MORE. HERE'S WHAT HE HAD TO SAY.



### Q. What do you do at Harrowells on Clifton Moorgate?

A. I'm a solicitor and partner in the commercial department, dealing with all kinds of legal work for businesses in York and the surrounding areas. We deal with everything from setting up a company for a new starter, contracts for the business as it grows, right through to selling a business for somebody.

### Q. How long have you been at Clifton Moor?

A. I moved to Clifton Moor when Harrowells opened the office in 1995 and I've been here ever since. Back in the day, people thought we were mad to move away from York city centre to an out-of-town business park, but we've enjoyed huge success here and now lots of companies have followed suit.

### Q. Have you always been a solicitor?

A. Yes. I went off to university as soon as I left school to study law as part of a joint honours degree with French (and I also ended up doing German and Maths at the same time). From there I went to the Law Society's College of Law in Chester. After that, I had to do a two-year training contract,

then called 'Articles', which is similar to an apprenticeship. I qualified as a solicitor in October 1987 so I'm celebrating my 30th anniversary in this profession.

### Q. How long have you been Chairman of the CMBA?

A. It's over 12 years... as long as I can remember. Even before we incorporated CMBA, I was secretary, so I have been involved for over 20 years now. I enjoy being Chairman and it's become almost second nature now.

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

A. Come and join us. We give companies a chance to talk to each other, network and do business together. We've created a great community and a sense of togetherness. And it doesn't cost much to get involved (£60 per year). We've got a great website, a fantastic newsletter and monthly networking meetings attended by great people. There are no disadvantages.

### Q. What do you do in your spare time?

A. I try and spend as much time as possible with my wife Jane and my three daughters. My daughters and I all ride horses, and Jane would like to get back into it. The horses take up most of our free time. And we love it; it's what we all do together. I was in the horse riding club at university and did a bit of show jumping and cross country. I also had the opportunity to work in France in an equestrian centre. In my early 20s I took part in amateur point-to-point horse racing events. Nowadays I just ride for fun, but this year I decided to join in with my daughters and don a jacket (for the first time in 30 years) and enter a few competitions. I managed to win a first place in a first-timers' dressage class at Ebor Vale Riding Club which was amazing; and I get emphatic eye rolls from my daughters, who groan that they'll not hear the end of it! I also recently won first place in the seniors beginners' class at York and Ainsty South Hunt Show.

### Q. What's your favourite food?

A. I've not really got a favourite food as such, but I love pizza, with lots of toppings.

### Q. What's your favourite song?

A. At the moment it's Barbra Streisand – Woman in Love. It's not so much the song, but the musicality that's amazing. She's got such a strong, powerful voice. But I have always been a bit of a bopper though and had loads of 80s disco records. The girls hate the dad-dancing and still love to hear about the split tuxedo trousers at a party a few years ago!



CMBA Chairman Philip celebrates success on his horse Notorious Dream, or Tori for short, at the York and Ainsty South Hunt Show in Howden.

# HAPPY 10TH BIRTHDAY JDL!

A DECADE AGO BARACK OBAMA ANNOUNCED HE WAS RUNNING FOR PRESIDENT AND APPLE CHANGED THE WORLD, RELEASING THE FIRST-EVER IPHONE. IT WAS ALSO THE TIME WHEN JDL ELECTRICAL BURST ONTO THE SCENE.

On 17 September 2007, JDL Electrical was founded by Directors James Whelan, Dominic Johnson and Liam Rapp. In 2011, Robert King also joined as a Director to assist in the growth of the business.

Since the beginning the company has grown from three tradesmen with three vans, to a well-established SME. Liam Rapp, Director explains: "We have tried to keep our growth measured and calculated so that we can maintain our reputation of being a high-quality, honest and trustworthy contractor, who goes the extra mile to ensure any work we undertake is finished to a standard that surpasses our clients' expectations."

Liam continued: "As the years have progressed, we have continued to listen to our clients' needs and continue to

grow accordingly. We also identified a gap in the market and introduced the offering of plumbing and heating as an additional service."

JDL Electrical now have a strong, proactive back office team, as well as 24 working engineers. This, coupled with new office and workshop facilities, allows the team to react to enquiries quickly and efficiently.

The company is now made up of a number of divisions and each one deals with its own specialities. These include a Minor Works team, covering all electrical and plumbing works for smaller, commercial and domestic installations; a Projects team, which deals with larger scale installations; the Estimates team, primarily dealing with tendering; and a new Bathroom team, headed up by our bathroom planning



and design consultant, concentrates on delivering domestic customers' requirements from concept, through to design and installation.

Liam added: This year, to mark our 10th anniversary, we have changed our name from JDL Electrical to JDL Electrical, Plumbing and Heating, which we feel is a better representation of our business. Although our name has altered, our ethos hasn't and we continue to run our company as professionally as any other large multi-national, while maintaining the close relationships and care you would expect from a family-run business.

"We are in no doubt that the next 10 years will bring further change and if the first 10 are anything to go by, it will be eventful but we will come through stronger than ever and be the 'one stop shop' for all your electrical, plumbing and heating needs."

#TEAMJDL



JDL Directors: James Whelan, Dominic Johnson, Liam Rapp and Robert King

## Unlock your potential with business coach Ros Jones

The last thing you think you need is a business coach: you're brilliant at what you do and your business is successful. Yes, you might work long hours but that's the way it's always been – you work hard because you know only 4% of businesses survive the 10-year mark.

Leading business coach, Ros Jones, helps entrepreneurs and business owners achieve their dreams.

Small businesses face many challenges, such as finding new customers, disengaged employees and simply not having enough hours in the day.

Does this sound familiar?

If so, Ros could help you?

Ros understand the challenges you're facing and can provide the expertise, perspective and accountability that you need. She deals in measurable results and has a track record to prove it. You

can test the water with no commitment until you are satisfied this is the right option for you. Now's the time to take action.

Many businesses in North Yorkshire have used Ros: she's helped entrepreneurs in a variety of industries achieve amazing results.

"Ros' coaching has helped me change my focus and has, quite literally, changed my life."

Chris Dyson, Country Beds & Carpets.

"Ros is a brilliant business coach. She makes you think outside of the box and keeps you focused on meeting your goals, both business and personal."

Michelle Howarth, Stuart's Foods.



"When the financials are doing okay, it's easy to rest on your laurels a bit, but Ros has helped us see the untapped potential in our brokerage. Most importantly of all, she's helping us unlock the personal potentials in ourselves and aim for a better quality of life."

Chris Simpson, Fenton Simpson Financial Services.

Ros offers a fresh perspective and sound advice, based on solid, down to earth experience.

Contact Ros now for a free consultation on 01723 384 542 or 0781 864 6672. Or email rosjones@actioncoach.com <http://businesscoachingyorkshire.co.uk>



# A right royal effort for a local charity

THIS SPRING, JAMES RICHARDSON, FROM COMPLETE OFFICE SOLUTIONS ON CLIFTON MOOR, TOOK PART IN THE LONDON MARATHON, HERE HE SHARES HIS EXPERIENCE WITH US.

Having run many half marathons over the past 20 years I had always been nervous about taking on the full marathon distance, until doing so in Manchester last year.

Later that year I was lucky enough to be selected to take part in this year's London Marathon. Training began in earnest again at the start of 2017 and I ran over 450 miles between 01 January and 23 April.

The weekend of the marathon itself was very memorable: I travelled down to London with a team of runners and supporters from RunYork, a friendly, encouraging and inspirational group, headed by Richard Smith.

All the clichés about the event were evident: amazing support, the noise, crowds that were seven people deep in places – I felt like a Premier League footballer, but certainly didn't look like one. At the 13-mile mark, running across Tower Bridge, I was feeling great and up to 20-miles I seemed to be on track for the magical sub four-hour time.

Then it happened, with no preparation or warning – Pink Floyd sang about it (OK so maybe that was something different) – I hit the wall. Putting one leg in front of the other became a major challenge and no matter what I told myself, I couldn't keep running. I walked for a short time, gathered myself and picked up the pace again.

This happened a few times, including one memorable moment at the 22-mile mark where I turned down a drink



from two volunteers manning a water station: these weren't just any regular volunteers, but the Duke and Duchess of Cambridge (Wills and Kate) – my double take almost added a neck injury to the pain I was suffering.

A few miles later and in a time of just over four-hours I was on The Mall, in front of Buckingham Palace with the finish line of one of the most iconic sporting events on the calendar in reaching distance. A sight for sore legs, if ever there was one.

Thanks to the generosity of friends, family, customers and colleagues, I was able to raise almost £2,000 for York Against Cancer, a charity I have been honoured and delighted to support during many of the events I have carried out over the last 20-years or so.

James has worked for Wallis Business Services since 2003 and following the acquisition of Wallis by Complete Office Solutions in 2012, James has continued within the new company.

James works in the Complete Technology Solutions division of the company as a Sales Consultant. They provide office print solutions and managed print services. At Complete they pride themselves on keeping things simple and delivering the best hardware and software solutions, with both a local and national service capability, focused on giving customers what they want: a no drama, dependable print solutions that just work.

For more information please contact James on 01904 699 615 or email [james.richardson@complete.co.uk](mailto:james.richardson@complete.co.uk)



# DO YOU FIND IT HARD TO HIRE? You're not the only one.

Clare Hutchison, from One to One Recruitment based on Clifton Moor, reports...



Something strange is happening in the labour market: across the country, line managers, business owners and HR professionals are having the same problem – they have a lot of job vacancies but can't find anyone to hire.

The 'quit rate' (number of people quitting their jobs) is at its highest level since 2008 and unemployment levels have dropped to 4.9%. Meanwhile, the time it takes to fill those newly-empty positions has hit record highs. On average, it takes 22.9 days to fill a vacancy and the per-worker investment has grown dramatically in recent years, increasing by more than three days per opening, since 2009.

## So, what is happening?

These may be unusual circumstances but the drivers are entirely fundamental: it boils down to money and fit. As employers struggle to hire, the reasons for this come down to wages and mismatched talent. If you're buying a house you can get an engineer to look at the foundations; if you're buying a car you can take it to a mechanic but it's a different story when it comes to finding the right employee. People have so many 'soft-skills' that it's difficult to know what somebody can contribute to a company until they are actually working in it, and this process is only made harder by the lack of available talent.

According to recent data, the ratio of job seekers to job openings has been sinking for years, most recently to a mere 1.4 job seekers to every opening. With the supply of labour and number of job openings approaching parity, finding talent can seem practically impossible.

However, not all industries share this struggle.

Many employers have pointed out that it is simply harder to hire people with certain skills than others. Whether this is driven by a STEM (Science, Technology, Engineering and Mathematical) shortage remains hotly debated, but there is no question that hiring times and the labour market go hand-in-hand.

For example, according to recent hiring indicators, the three industries where job vacancies are open for the longest period are:

- The Public Sector – the average vacancy is open for 35.5 days;
- Financial Services – the average vacancy is open for 42.8 days;
- Health Services – the average vacancy is open for 48.3 days.

Compare this to the industries with the shortest timeframes and you can see a real difference:

- Administration/Resources – the average vacancy is open for 14.2 days;

- Construction – the average vacancy is open for 14.5 days;
- Leisure and Hospitality – the average vacancy is open for 19.7 days.

Glassdoor conducted an analysis on interview duration, which showed that hiring durations by industry have become longer. Public Sector jobs can take upwards of 60 days to interview for, while universities and hospitals can spend more than a month placing a single candidate. On the other hand, the retail and franchise sector can hire in as little as eight days. In today's climate, it is essential that employers speed up their hiring process to ensure they don't miss out on potential candidates.

## What can an employer do about this?

The odds of finding a highly trained applicant are getting larger. It's time to consider searching further afield. Firms who have to compete in hot labour markets are going to struggle but it doesn't mean there's no one out there; they just may not share your particular post code.

Employers in certain cities face a shortage of local workers, but they're not completely out of luck. They can consider whether it's possible to allow home working or offer staff a position at another office.

Another idea may be to train up somebody that has fewer skills; the right candidate may not initially have every skill needed to do the job, but may have the drive and willingness to learn – they may even end up teaching others.

## How can companies make recruitment easier?

To begin with, companies should focus on employee retention rather than recruitment. Keeping employees happy will reduce the need for recruitment altogether and help create a work culture unique to the company.

Companies should look to recruit internally as much as possible, especially when it comes to higher-level executive roles that are expensive to fill. Not only does internal recruitment give employees something to work towards, but it helps the company culture, as even the highest-level executives understand what it is like to work at a lower level.

However, external recruitment is inevitable; a company cannot survive on internal recruitment alone.

When recruiting externally, it is most cost-effective to recruit for entry-level positions and then provide new employees with on-site training. This will help reduce the cost of finding executive-level employees, as well as helping overcome the hurdle of not finding sufficient talent.

Companies can also utilise the networks they already have. Studies show that employee referrals are one of the best ways to source new members of staff. Any employee referral

is more likely to be qualified, faster to hire, cheaper to hire and is also more likely to stay with the company for a longer period of time. Investing in employee referral programmes will also help a company reduce costs and stress during the recruitment process. Current employees will eliminate the endless search by suggesting their friends and can be offered a benefit in return.

Companies need to think smartly and effectively about their hiring practices and cut the parts of the process that are surplus, particularly in the interviewing process. Identify whether a candidate truly needs to be formally interviewed by six different people, in addition to online surveys that determine their aptitude. In many ways, less might be more when it comes to interviewing.



If you would like any assistance when it comes to recruiting, Clare Hutchison and the team at One to One Recruitment offer various recruitment packages, including their Entry Level Service.

This service is perfect if you're looking for some initial assistance but don't want to hand over the reins completely; they will compose the job advert for you, post it on top UK job websites and promote it on social media, and then it's back over to you for the interview and selection process.

## Where would your job vacancy be advertised?



And if that isn't enough, One to One Recruitment are members of Visit York, so your advert will appear on their site too.



# What's the protocol?

RICHARD HUGILL, LITIGATION PARTNER AT HARROWELLS ON CLIFTON MOOR, WARNS THAT BUSINESSES SEEKING TO RECOVER DEBTS FROM INDIVIDUALS ARE SUBJECT TO THE NEW 'PRE-ACTION PROTOCOL FOR DEBT CLAIMS', WHICH CAME INTO FORCE ON 1ST OCTOBER 2017. FAILURE TO FOLLOW THE PROTOCOL, OR GETTING IT WRONG, MAY PROVE TO BE AN EXPENSIVE MISTAKE.

The Protocol introduces prescribed documentation that must be sent by business suppliers to debtors who are individuals, as well as extended time limits for debtors to respond to claims. Whilst it does not apply to business-to-business debts, it does apply to individuals who are trading as businesses.

Non-compliance with the substance of the Protocol will be considered by the court when it gives directions about how the case will be managed. This gives wide-ranging powers to judges which might include calling business owners and directors to court to explain to the judge why the Protocol has been ignored and also may involve costs penalties being imposed.

The impact of the Protocol on your business will depend, to an extent, on the profile of your debt book. If most debtors tend to pay in response to a Letter of Claim, then some may now seek extra seek time to pay once they have considered the rubric which accompanies the new Protocol Letter of Claim. If your debt book typically takes time to convert into cash, then cash flow may worsen if uncooperative debtors spin out longer the time before you could start legal proceedings, potentially up to 74 days.

As a business owner, there are various things you can do: Deploy credit checks before accepting valuable business from individuals (including sole traders); obtain third party personal guarantees, possibly backed by security, before accepting large orders; take the opportunity now to consider drafting new (or revising existing) Standard Terms and Conditions.

Bear in mind that any attempts to by-pass the new Protocol are likely to be penalised. Harrowells offer a fixed-fee debt recovery service which is compliant with the Protocol.

FOR MORE INFORMATION, CONTACT RICHARD HUGILL: richard.hugill@harrowells.co.uk



IF YOU WOULD LIKE ANY MORE INFORMATION, PLEASE CONTACT THE TEAM ON 01904 769142 OR EMAIL info@one-to-one-recruitment.co.uk

# TUNING IN TO CLIFTON MOOR

York has taken another exciting step towards its digital future with the launch of a new dedicated digital radio station. And it's right here on Clifton Moor.

Covering the city and its surrounding areas, YO1 Radio took to the airwaves on Tuesday 12 September 2017. The new station, situated on Marsden Park, is available online, on smart TVs, on radio streaming devices and via the free app. The station combines fresh new music with a sideways look at life in our region.

Providing a platform to showcase new artists, local business and community events, "YO1 Radio will bring broadcasting across York and the surrounding areas into the 21st Century", explained co-founder and presenter Chris Marsden.

"Our research has shown that listening habits have changed radically in the last five years. People are consuming radio very differently, through smart phones, tablets, computers and even smart TVs, but it's also clear they still want content that is both entertaining, local and relevant to them.

He added: "We've created YO1 to bridge the gap between local radio and the new ways that technology allows us to listen to it. As well as live shows, we'll be providing podcasts and specialist programmes covering a wide variety of musical tastes."

Carla Ballantine, Director and Breakfast Presenter, said: "With so much new music around, something I love to discover, and many different ways to listen, each and every presenter here can really bring a new feel to the station. We're a creative bunch and being an independent station gives us much more freedom over commercial stations."

YO1 is much more than a radio station however, with a variety of partners already on board and offering their services such as; social media, marketing, branding, podcasts, commercial activity, sponsorship and video production. Your business could benefit by getting involved with the station.



IF YOU'RE INTERESTED IN LEARNING MORE ABOUT THE OPPORTUNITIES YO1 CAN OFFER YOU, PLEASE CALL 07801 291 890 • WWW.YO1RADIO.CO.UK



Andrew Boast, Head of CAREGiver Experience and Carol Hirst, Care Manager with the Lead CAREGiver team.

## HISC: Your friend against scams

Over eight years ago, Luke Norbury set up Home Instead Senior Care (HISC) in York, with an aim of providing the best possible care, which passes 'the mum test' and is something that we would be happy for our own family members to receive.

HISC provides a range of services, from companionship and home help, to personal care, and all are designed to promote independence, improve quality of life and enable people to stay in their own homes for as long as possible.

HISC, based on Clifton Moor Business Village, has had a busy year raising the profile of scams, particularly those against older people: a subject that seems to constantly be in the news.

Older people are particularly targeted by scammers and are therefore quite vulnerable, however HISC are ideally placed to protect the elderly people they care for. They employ over 70 CAREGivers, chosen for their caring, respectful approach to the elderly. HISC look after around 120 elderly people; supporting them to stay in their own homes, by being both a friend and companion. All of HISC's CAREGivers are trained to look out for and identify scams, helping them to protect the older people they care for.

In addition to their own staff, HISC have rolled out the Friends Against Scams national initiative to community groups across the York area. They have their own Scam Champion who works alongside Trading Standards, raising awareness about the types of tricks and fraud that scammer might use, as well as how people can recognise a scam and protect themselves with some simple steps.

Do you know a community group who may be interested in a free Friends Against Scams presentation, or if you're interested in joining HISC's CAREGiver team, please call 01904 690 884.



# From apprentice to mentor:

## BEN JOHNSON CELEBRATE AS THEIR APPRENTICESHIP SCHEME TURNS FIVE.

Back in 2012 Ben Johnson Technology welcomed Pete Boden, their very first Apprentice Service Technician to the organisation and after a strong start Pete is now a fully qualified engineer and a vital member of the Technical Services team. Pete's time as an apprentice was so successful that Ben Johnson Technology has since welcomed two further members of staff under the scheme; Marcin Duczynski and Ben Senior, whom Pete mentors and trains.

As the Apprenticeship Scheme turns five, Ben Johnson Technology caught up with Pete on his fifth anniversary to get his views on the business and the scheme itself.

### What were your first impressions of the company and how have they changed?

I was nervous to begin with as I was still young and unsure what to expect, but within a short period of time the family feel of the company became evident. The Technology division has grown a lot since I started back in 2012; we're taking on much bigger contacts, which is great experience for me and the



Pete Boden

rest of the team. We've also doubled in size over the last five years, whilst maintaining our exceptionally high levels of service.

### What was it like to be the first apprentice? And how does it feel to now be a mentor to two new apprentices – Marcin and Ben?

I feel honoured to have been the first apprentice: it demonstrates a willingness to invest and trust in young people, without having had any previous experience with the scheme – a bold move in my opinion. Being succeeded by two further apprentices shows that the company viewed my time as an apprentice positively and believe that apprenticeships are a great route into full time employment for other young people too.

I have spent a lot of time with Marcin, both in training and on installations over the last two years; as his experience grows I am not needed as much, but he does still shadow me on jobs where he is perhaps less familiar with a machine.

Ben has only been with us for around a month, so I expect to be spending more time mentoring and training him in the coming months.

### What is your perspective on the value of apprenticeships?

Everybody is different in terms of the skills they naturally possess and apprenticeships allow young people the option to choose the path that suits them best. Apprenticeships provide young people with exposure to job roles in companies that would otherwise be out of reach for them due to a lack of work experience. They also allow a company to mould an individual to fit their business needs – it's a win-win situation.



Marcin Duczynski

### Would you recommend the apprenticeship route to other young people?

I would definitely recommend an apprenticeship. I appreciate it may not be the right route for everyone but there seems to be a heavy emphasis on going into higher education. I think young people need to have more information on alternative options such as apprenticeships, to allow them to make a more informed decision.

### Are you glad you chose to go down a vocational route, rather than an academic one?

I had the option to do both, but I felt like I was ready to enter the working world. Although I will fully commit to any job, I am definitely a 'work to live' kind of person and need to fill my time outside of work with the things I really enjoy. The ability to earn money whilst learning suited me perfectly and has given me a great work-life balance.

### Given that your role is so specialist, have you learnt any transferrable skills that could make you more 'employable', which you perhaps would not have learnt in academia?

Other than the specialist qualifications I have gained, the maintenance and technical diagnosis skills I now have make me very employable within the industry. Having to interact with customers, many of whom are very senior in their businesses, has given me a degree of confidence and professionalism that I wouldn't have gained otherwise.

Russell Bratt, Technical Services Manager at Ben Johnson said: "We can't wait to see where Pete is in another five years; it's been great to see him progress and we're delighted he values working at Ben Johnson as much as we value him."

FOR MORE INFORMATION ON CAREERS AT BEN JOHNSON OR TO EXPLORE THE APPRENTICESHIPS AVAILABLE, PLEASE CONTACT [alix.hobbs@benjohnson.co.uk](mailto:alix.hobbs@benjohnson.co.uk)

# Celebrating 20 years of Service

MARK MILLS, DIRECTOR OF LOCAL TELECOM SERVICE (LTS) IS CELEBRATING 20 YEARS WITH THE COMPANY; HERE HE SHARES HOW THE BUSINESS HAS CHANGED, THEIR PLANS FOR THE FUTURE AND WHAT HE ENJOYS DOING IN HIS SPARE TIME.



## When did you start working for LTS?

I joined the company, based on George Cayley Drive, Clifton Moor, in August 1997.

## What role did you do when you started?

I worked in the office, in admin and accounts. I actually took over from my wife Sarah, covering her maternity leave, but as I had previously been a Mechanical Engineer, I soon became interested in how to make the phone systems work and dealing with faults.

## What role do you do now?

I'm now the Company Director, responsible for engineering and sales, with a bit of marketing thrown in as well. I enjoy the challenge of solving the engineering problems and love talking to both new and old customers alike; trying to find the best solution for their needs really makes me tick.

## How has the company changed over the years?

There have been many changes, including supplying telephone lines and broadband. We were the first independent company in York to offer broadband, only three days behind BT.

However, it is the technology on the phone systems which has changed the most. When I first started the only way to program a system was through a phone with paper manuals, then came laptop programming via a special serial cable, and now the only way to program systems is through an IP, which doesn't even need to be in the same country.

## What do you enjoy most about working at LTS?

It has to be the team I work with; staff members are like family and friends, not just work colleagues. We share a good joke and we're always there to support each other when times are tough. We also have some great customers and love helping them solve problems or come up with innovative solutions.

## What work achievement are you most proud of?

Although we have sold Panasonic systems for nearly 30 years now, when we became a Solutions Partner in September 2011 we joined an elite group of European

“It has to be the team I work with; staff members are like family and friends, not just work colleagues. We share a good joke and we're always there to support each other when times are tough.”

dealers, making us one of only 12 in the UK, with direct support from Panasonic and input into their long-term development plans. Six years later and we still hold the same 'Key Partner' status.

## What's in store for LTS' future?

I'm really looking forward to some of the new Panasonic solutions in the pipeline for later this year and early next year, which will help make the office phone systems work even better for businesses.

On the other hand, I really want BT Openreach to get a grip on broadband for businesses and business parks like Clifton Moor in York, so that they can get a great quality service at a reasonable price. They need to stop trying to sell a copper based service at a lower cost, as it really isn't up to the job any longer. So many businesses rely on the internet and their options are either a cheap, copper service or Fibre Leased line at £300 or more, per month. There should be a middle-priced offering, which still offers quality and guaranteed repair times.

## What do you like doing outside of work?

I like to stay busy and I enjoy cycling, gardening, walking, sailing and basically anything outdoors. I don't even mind a bit of bad weather as long as I'm prepared for it; it makes it all the more exciting, you just need to match the activity to the weather.

## Finally, tell us something about yourself that might surprise us?

I once drove a 160-metre long, 11,000 tonne, UK Warship with 600 men on board – all from a room with no windows!

# BACK TO SCHOOL WITH THE UNIVERSITY OF YORK'S STRATEGIC LEADERSHIP PROGRAMME

WOULD YOU LIKE TO MAKE YOUR WORK PRESENTATIONS MORE POWERFUL? OR DEVELOP YOUR COMMUNICATION SKILLS WITHIN YOUR BUSINESS?



Peter Taphouse

The University of York may have the solution. It runs intensive practical courses designed for new, middle and senior managers, business owners and entrepreneurs. Here, we chat to Peter Taphouse, co-founder and Operations Director of York-based cloud and dedicated hosting specialist Bytemark, about his recent experience of the University's York Strategic Leadership training course.

## What motivated you to sign up for the training?

I wanted to invest in some personal development training that focussed particularly on tactical management. The continued growth of Bytemark had induced an air of stress at the top end of the company because of the ever-changing business demands.

I knew it was a common hurdle for companies of our size to struggle to grow further so I decided to find some training that would give me the skills to properly address where the company was going. I wanted help with how to develop Bytemark's strategy and how to work with our managers within the company.

After a chat about my requirements, I enrolled on the York Strategic Leadership Programme (YSLP), one of the University's executive development courses.

## Was it what you were expecting?

Before starting the programme, I wasn't wholly convinced by leadership and management training courses – I initially agreed to take the course because it seemed the right thing to do. But once I'd started the course, I was surprised at how relevant and useful the programme was.

## Which parts were the most useful – and why?

My favourite modules were Challenge of Change – the resilience training day – and Powerful Presentations. Challenge of Change was really good! It made an immediate impact on how I work with the other director, how I perceive other people's communication and how I handle them. It made an instant and noticeable improvement with regard to how I communicate with other members of staff. This module

actually solved the problem that I'd had regarding disjointed communication within the company. I also consciously applied the skills I'd learnt on Powerful Presentations while delivering a recent presentation to the company. These are just a couple of the tangible effects I've identified from my experience on the YSLP.

## How has the course affected your business?

I recognise how I've developed both personally and professionally from the course. My understanding of leadership has also altered. At Bytemark, we're now considering making the Management in Action and Institute of Leadership and Management (ILM) 3 award mandatory for any new managers, even if they are only managing one person.

Over the years, we had never questioned what it takes to manage only one person but now I am actually convinced that training will make a difference. I feel more equipped now; there are a lot more things that I'm aware of that I wasn't previously.

The University of York is a satellite centre of the Institute of Leadership & Management (ILM), which is a professional membership body.

The York Strategic Leadership Programme provides delegates with the skills required to operate in today's changing business environment. Once delegates complete the course they are awarded with the ILM Level 7 Certificate in Leadership and Management.

Management in Action is a practical and skill-based programme, designed to help understand and meet the challenges facing those who are in supervisory, first-line management positions or new to management. Delegates that complete the required assignments gain the ILM Level 3 award.

- More information on the University's executive development courses is available at: [www.york.ac.uk/cpd](http://www.york.ac.uk/cpd)
- More information on Bytemark can be found at: <https://www.bytemark.co.uk/>

# Quizzing for the young

In September, the team from Begbies Traynor on Clifton Moor hosted another successful annual charity pub quiz at the Lysander Arms, which raised £1,200 for the Martin House Children's Hospice.

The event was attended by around 80 professional companies including; accountants, solicitors and banks, all from the York area

and before the quiz they enjoyed a late summer BBQ.

This year saw Harrowells (last year's champions) give way to Hethertons solicitors who fought off strong competition from 19 other teams to pick up the winning trophy.

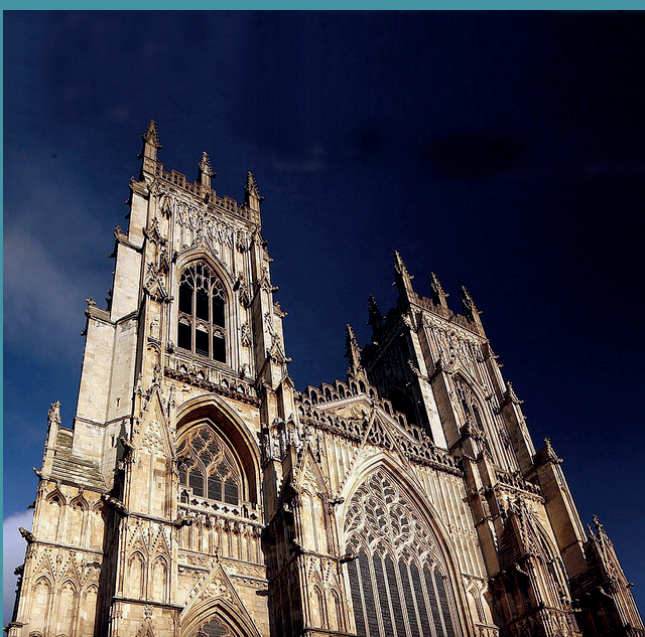
The team from Begbies Traynor are a group of licensed Insolvency



Practitioners, offering services to help companies with either rescue or closure options.

If you have any queries or would like to speak to a member of their team, please contact 01904 479 801 or email [york@begbies-traynor.com](mailto:york@begbies-traynor.com)

IF YOU'RE INTERESTED IN FINDING OUT MORE INFORMATION ABOUT LTS AND THE SERVICES THEY OFFER PLEASE CONTACT MARK ON 01904 330331 OR EMAIL [Mark@lts.co.uk](mailto:Mark@lts.co.uk)



## Culture vultures

RED Publications is championing local creative talent by sponsoring the York Culture Awards.

Writing plays a major role at RED. Its editorial team – a mix of journalists and internal communication specialists – has a total of more than 150 years of writing experience.

So the internal communication agency, based on Clifton Moor, was keen to get involved with this year's Awards – and sponsoring the Excellence In Writing category seemed the perfect fit.

Organised by Make It York, the York Culture Awards celebrate excellence in the arts and culture sector and reward outstanding innovation, creativity and quality.

The new Excellence in Writing category is designed to recognise 'an outstanding York-based author, playwright, screenwriter or poet who has had some outstanding work published or performed during 2016/17'.

It's one of 12 categories in the annual Awards, which also includes Best Performing Artist, Excellence In Media Arts and Best Cultural Event or Festival.

RED's director Andy Douse said: "We're really proud to be involved in this opportunity to showcase our city's cultural achievements – of which there are far too many to name!

"It's exciting to be part of the event and we're looking forward to seeing the winners collect their awards at the ceremony in the beautiful setting of York Minster on November 23. It looks set to be a great night."

We're really proud to be involved in this opportunity to showcase our city's cultural achievements...

# ARE PENSION COSTS CREEPING UP ON YOU?

AUTO ENROLMENT UPDATE FROM THE TEAM AT PAYROLL ANGELS ON CLIFTON MOOR.

Halloween may be over now, the big blue monster from the TV adverts has pretty much disappeared, but there are still several 'monsters' waiting around the corner that both employers and employees need to be aware of...

### Rising contribution rates

The workplace pension (also known as auto-enrolment) will be in place for every employer from February 2018, however from April 2018 the contributions for both employers and employees are set to increase, with many employee's monthly contributions likely to rise by 500% by April 2019.

- Currently the minimum contribution is 2%, of which the employer must pay at least 1%.
- From 06 April 2018, the minimum contribution will increase to 5%, of which the employer must contribute at least 2%.
- From 06 April 2019, the minimum contribution will increase further to 8%, of which the employer must contribute at least 3%.

Is your business making plans for these additional costs?

Are your team members aware of these changes, or come April will you have disgruntled employees when their net pay is reduced for higher levels of pension contributions?

Across our clients at our payroll bureau, [www.payroll-angels.co.uk](http://www.payroll-angels.co.uk), the proportion of employees choosing to opt-out of auto-enrolment has generally been very low, however with these increases on the way, only time will tell whether employers (and their payroll advisors) will see an increase in opt-outs.

Employers need to remember they are not permitted to offer incentives to employees to opt-out.

Employees who opt-out can opt back in at any time: will employers and payroll advisors have to deal with employees opting out around their holidays and the Christmas period, and then opting back in again?

### Re-enrolment

For larger employers, it is approaching the three-year anniversary of their schemes starting. Every employer has an obligation to 're-enrol' employees who have opted out and complete a declaration of compliance with the Pension Regulator.

With penalties and fines for not complying, is it time to review your payroll systems or look at outsourcing to a specialist payroll bureau?

At our payroll bureau, [www.payroll-angels.co.uk](http://www.payroll-angels.co.uk), we have the expertise and technology to keep employers compliant.

If you would like more information, please contact FCCA on 0800 599 9000.

