

Autumn 2015

Business LIFE

The Magazine of East Lancashire Chamber of Commerce

YOUR EAST LANCASHIRE

PENDLE

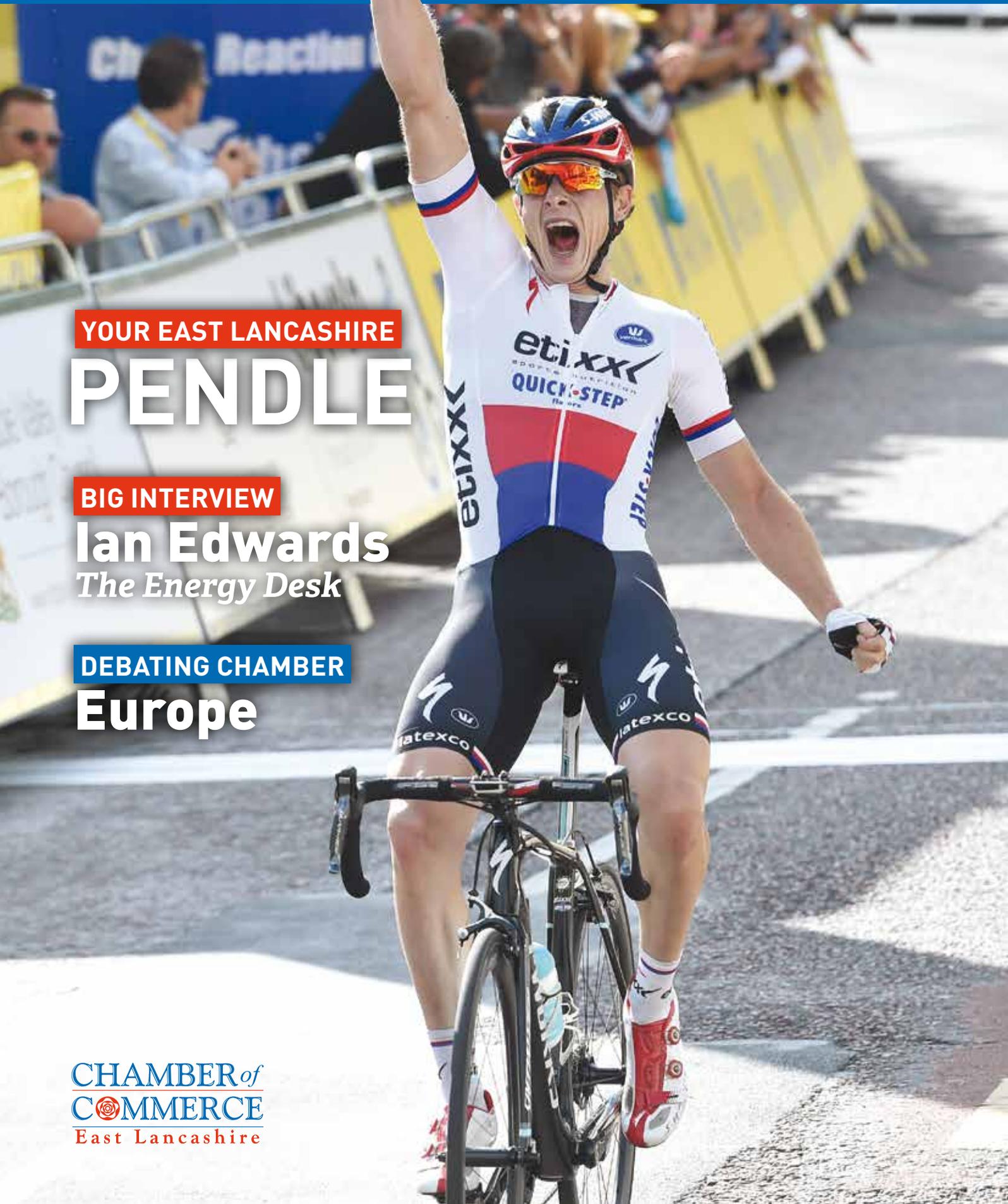
BIG INTERVIEW

Ian Edwards
The Energy Desk

DEBATING CHAMBER

Europe

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WELCOME & CONTENTS

President's welcome...

Welcome to the Autumn 2015 edition of Business Life. In what are very challenging times for business it is good to read about some of the many successes of our member companies.

In our policy section, Chief Executive, Michael Damms highlights some of the challenges we face and some of the work your Chamber is doing to encourage economic development across the region.

Our debating chamber looks at the topical question of the European referendum and it is clear that more concrete information is required before we can take a final decision.

We talk to Ian Edwards, a former tour manager to Bon Jovi, Bryan Adams and Status Quo who now runs The Energy Desk from his office in Padiham.

Finally, we highlight a couple of local companies, who have been successful in receiving grants from Lancashire Business Growth Fund. The fund, operated by the Chamber, aims to accelerate the growth of jobs and bring forward projects on a bigger scale and with a larger impact than otherwise would have been the case.



David Sharpe



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EAST LANCASHIRE SECURITY RISK SPECIALIST AT MONACO YACHT SHOW



We use a bespoke approach to identifying the risks, looking beyond what is obvious...

Visitors to this year's Monaco yacht and super yacht show, which launched in Monte Carlo's iconic Port Hercules marina were introduced to one of the UK's leading security risk management and control specialists, Braniff Partnership.

The business, which has offices in East Lancashire, High Holborn, London and a base in the Western Mediterranean, featured alongside 500 of the world's leading luxury yachting companies including builders of such jaw-dropping vessels as Eclipse, the 180-metre vessel owned by Russian billionaire Roman Abramovich and known as 'the \$1.5 billion yacht'.

Braniff Partnership are gold accredited security specialists, working with leading insurers and was invited to become part of the prestigious yacht show by top European yachting industry magazine The Islander, as part of its special Monaco Yacht Show edition.

Edward Cusack, founder and MD of Braniff Partnership, explains "We are now being

There are huge advancements in technology-led security solutions for the maritime market.

asked by our private clients not only to look at their risk and security profiles for their property and assets in the UK, but also to look at their overseas property portfolios which often now requires marine security.

"There are huge advancements in technology-led security solutions for the maritime market. A professionally executed risk assessment is a vital element of health and safety management.

"We use a bespoke approach to identifying the risks, looking beyond what is obvious and applying the same core principles to maritime security as we do to protecting residential and commercial property assets"

SPIROFLOW AT THE DOUBLE WITH COMPANY OF THE YEAR AWARDS

Spiroflow Ltd is celebrating a double achievement after winning two 'Company of the Year' Awards in a matter of months, adding the Food Processing magazine accolade to the prestigious SHAPA Company of the Year Award.

The Lancashire business beat off incredibly strong competition for the SHAPA title - given to the UK organisation that has achieved the most in any category, relative to their size, by promoting best practice, setting aspirational industry standards and increasing sales.

Success for Spiroflow is nothing new. Sales have rocketed in recent years and they are on target for a further 20% increase in 2015. The company trades on a solid reputation in customised powder handling equipment. The gross profit has allowed for investment in infrastructure, namely IT, Health and Safety and training as well as taking on more staff.

Marketing Director Cathy Podevyn, says she's thrilled with the awards: "It's made me realise just how much we have achieved over the last three years. Good profits, steady sales growth (particularly exports), a solid and growing bank of key customers and a new technology centre for testing and machine demonstration."

As well as providing a comprehensive range of equipment and testing facilities, an

outstanding level of customer service is part and parcel of the Spiroflow experience and is one of the reasons why companies in the food, chemicals and process industries return again and again to Spiroflow for their filling, discharging and conveying needs.

Recruiting graduates from universities in the area, Spiroflow provides opportunities for aspiring design engineers in the region as well as training a new generation of sales engineers, marketing and IT staff.

Cathy Podevyn says "It's one of the most rewarding aspects - the recruitment of young, energetic personnel. Their questioning minds, tenacity and fresh ideas have altered the dynamics of the company. They bring with them mind-blowing IT skills."



CHALLENGES AHEAD FOR BUSINESS

It is worth reminding ourselves that the backdrop to the Chamber lobbying for its members' interests, working with partners and providing business services in order to create a helpful business environment could not be more volatile.

World politics are becoming complicated, with the West and the Russian bloc on divergent paths in the Middle East, population migrations, and China flexing its economic muscles. The global economy is suffering a downturn, led by minerals and commodities, including slowing in China and reverse gears in the recent darlings of the 'BRIC' countries. The European Union's economic performance remains sclerotic and disjointed, and the VW fiasco has hardly helped the cause, and there is of course the prospect of the UK referendum.

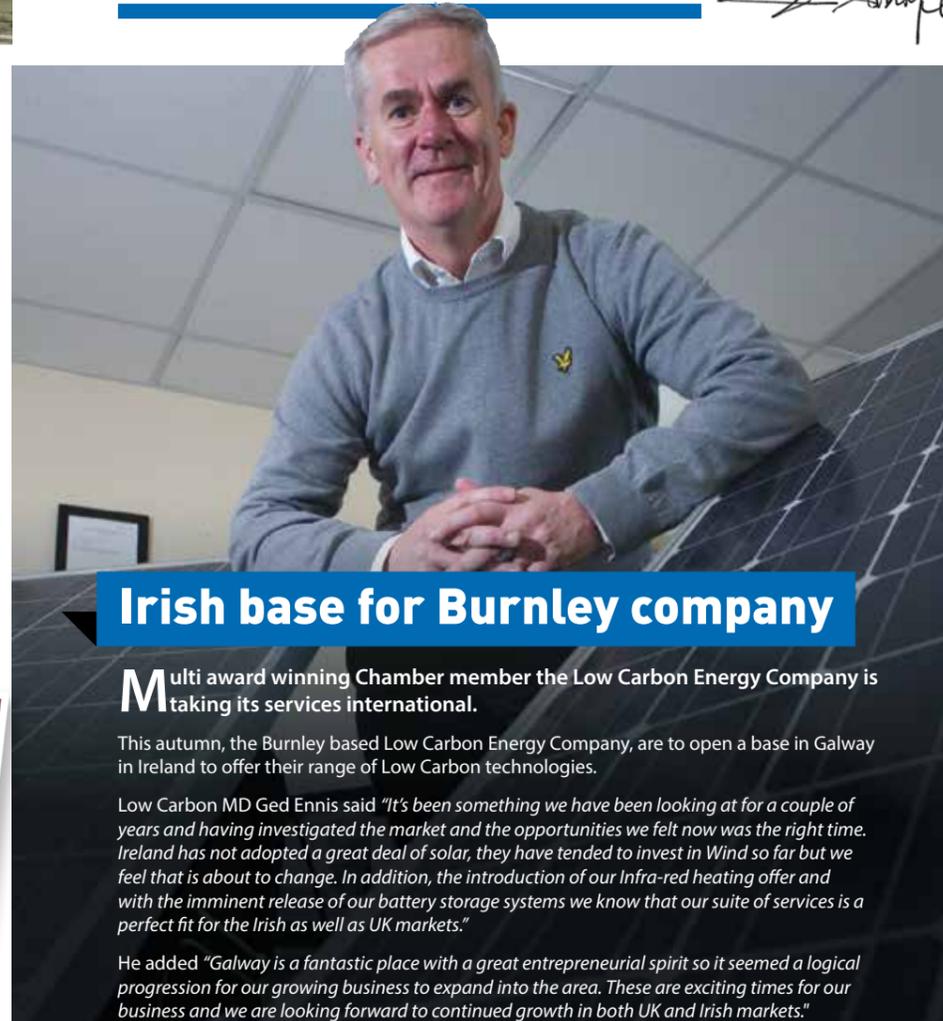
In the UK, the new Governments reforms are continuing apace and the outcome will have a direct impact on business. Devolution, Combined Authorities, strengthened LEPs, Area Reviews of Colleges (F.E.), 'the Living Wage', energy policy (or lack of), Northern Powerhouse, and the new European Structural Fund programme will directly affect policy and investment on education, skills, transport, technology/ R&D,

labour availability and other factors that are relevant to productivity.



The one constant throughout though is that it is business that creates wealth and employment and we've got some great companies in East Lancashire who are carrying on our history of tenacious trading in this complex environment. The excellent take up (£3m leveraging £15m already) of the Regional Growth Fund Scheme operated by the Chamber shows that there is a will to invest. Working in finance I am aware of increasing appetite from banks and other lenders to support businesses and to provide the match funding required for successful LBGF applications, all of which is encouraging.

So, here's to relishing the challenge and hoping that your families and businesses thrive as we head out of 2015 and into 2016.



Irish base for Burnley company

Multi award winning Chamber member the Low Carbon Energy Company is taking its services international.

This autumn, the Burnley based Low Carbon Energy Company, are to open a base in Galway in Ireland to offer their range of Low Carbon technologies.

Low Carbon MD Ged Ennis said "It's been something we have been looking at for a couple of years and having investigated the market and the opportunities we felt now was the right time. Ireland has not adopted a great deal of solar, they have tended to invest in Wind so far but we feel that is about to change. In addition, the introduction of our Infra-red heating offer and with the imminent release of our battery storage systems we know that our suite of services is a perfect fit for the Irish as well as UK markets."

He added "Galway is a fantastic place with a great entrepreneurial spirit so it seemed a logical progression for our growing business to expand into the area. These are exciting times for our business and we are looking forward to continued growth in both UK and Irish markets."



Business First centres are at the cutting edge of modern office space designed to nurture productivity and innovation. Equipped with the latest technology and designer facilities, Business First centres are the ideal base for start-ups and established companies, with excellent road and rail access, ample free parking and state-of-the-art security.

Located across the UK with plans for rapid expansion planned for next year, Business First dedicated and multi-use centres offer tenants a warm welcome with manned reception areas, stylish break out spaces, boardrooms with the latest equipment, refreshment facilities, modern kitchens and toilets plus lift access to every level. Experienced centre managers take care of everything, leaving tenants to concentrate on running their core business.

With more than 1,000 office suites across the UK ranging from 500 to 12,000 sq ft to accommodate the needs of businesses of all sizes, Business First is leading the way for aspirational, contemporary commercial space.



DIAMOND AMBASSADOR



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PLAYFAST™

CORNER JOINT TECHNOLOGY BY
mitre®



GEORGE METCALFE, MANAGING DIRECTOR OF SAMBA

“WE’VE REALLY ENJOYED WORKING WITH MITRE ON THIS PROJECT. THROUGH THIS PARTNERSHIP WE’VE BEEN ABLE TO DEVELOP A PRODUCT THAT IS TRULY UNIQUE AND ENSURES COACHES CAN FOCUS ON THE GAME RATHER THAN A PROLONGED SET-UP TIME.”

JOIN THE GOAL REVOLUTION

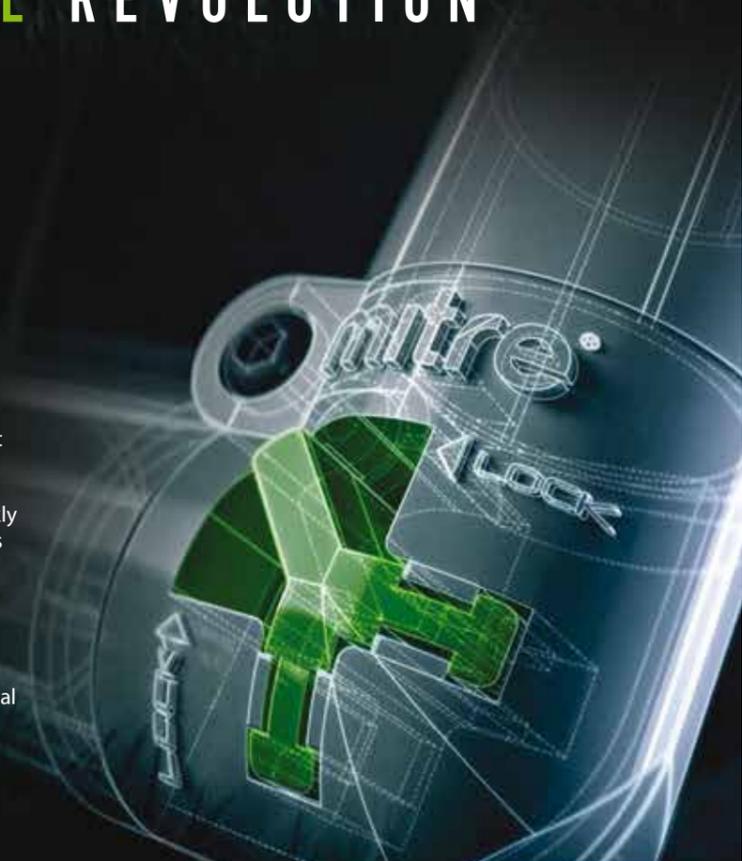
SAMBA PLAYFAST GOALS

Colne based Samba Sports has been manufacturing football goals for over 18 years. Over this period they have expanded to become the No.1 supplier of high quality, portable uPVC goals in the UK and Europe. Samba goals are used in many Premier League academies including Manchester United, Arsenal, Chelsea and Everton.

Following development with their partner Mitre they launched the new PlayFast goal which features an innovative fast folding joint that enables the PlayFast goal to be assembled in less than 60 seconds.

The technology enables the goal to be folded away and stored quickly and efficiently, benefitting recreational users at home and grassroots clubs with limited storage facilities.

This new product brought together Samba’s knowledge of goal manufacturing and Mitre’s innovative technology to create the PlayFast goal. The technologically advanced folding joint works by allowing a part to be removed from the corner which enables the goal to be folded easily and efficiently. The joint has been designed to be robust enough to the common issues that affect goals at grassroots level such as mud and rain clogging the joint.



START YOUR GAME IN UNDER 1 MINUTE

BUSINESS NEWS

Clarets manager turns to Burnley Business for upgrade



Burnley FC manager, Sean Dyche has topped off his stunning home renovation with a suite of new windows and doors from another acclaimed Burnley institution, The VEKA UK Group.

The Group, whose headquarters and flagship processing plant is situated on the Rossendale Road Industrial Estate, is the UK’s leading designer and manufacturer of PVC-U profile for technically advanced door and window systems.

Again this year Veka was named Burnley Business of the Year, recognising its contribution to prosperity, economy and employment in the town.

Managing Director, Dave Jones showed Mr Dyche round the Group’s production plant earlier in the year, when the Burnley FC manager chose the company’s products to upgrade his windows and doors as part of a complete home renovation.

“Sean’s a man of exacting standards – a desirable quality in a football manager – so we’re thrilled

that he selected our products for his home”, Dave explained. “We provided the windows and, what’s more, two members of our renowned installer support organisation, Network VEKA, handled the fabrication and fitting.

The quality of products and service I’ve received from The VEKA UK Group has been second to none throughout

“Not many companies can offer an unbroken chain of quality from manufacture to installation. We’ve now been able to show Sean the process from start to finish, and are proud to see how pleased he has been with the results.”

Mr Dyche commented: “The quality of products and service I’ve received from The VEKA UK Group has been second to none throughout. I now know about Network VEKA and all its associated benefits too, and I’d have no hesitation in recommending them to anyone looking to upgrade their windows and doors.”

Thought of SELLING ONLINE?

Chamber member TymeOnline are offering a fully managed service to enable businesses to sell online.

Specialists in multi-channel commerce and routes to market such as Amazon and eBay they analyse the market and research competitors in order to capture market share for your business.

The business contains highly skilled personnel with many years’ experience of using cost effective methods to customise web presence and manage sales pipelines for businesses that simply don’t know how. This powerful and ever-advancing B2B service currently collaborates with SME’s in the North West creating new routes to market in order to maximise sales and ensure it is a sound business investment.

TymeOnline has become the partner of choice for any businesses wishing to get involved in the rapidly growing e-commerce world.

If you want to find out more about the service you can contact Ian Moore on 01254 870330.



Tyme online



*H*ays is the UK’s leading specialist recruitment group, helping professional, skilled people into permanent, temporary and interim roles. Our passion lies in helping people develop their careers. It is this that makes Hays a world-leading expert in powering the world of work.

We believe that the right job can transform a person’s life and that the right person can transform an organisation - with over 40 consultants across our four Lancashire offices (Burnley, Preston, Lancaster and Wigan) we have the depth of expertise and local knowledge to support you and your organisation. We have experts recruiting for professions including Human Resources, Accounting, Construction & Property, Office Support and Education.

Fuelled by energy and passion, we look to find the right cultural match that enables both individuals and organisations to flourish.

We are Hays – recruiting experts.

To find more about Hays in Lancashire and the services we offer, visit our website www.hays.co.uk or call the team on 01772 204428 or 01282 412058





'GETTING TO KNOW YOU'

Simon Brierley, Managing Director, 2BR & The Bee

What gets you out of bed in the morning?

Philosophically speaking, I'm so lucky to be doing a job that I love so it's not a chore to get up and get to work. On a practical level, my day always starts with my bedside clock radio going off – tuned to either 2BR or The Bee on alternate days. I'll normally catch the 7am news so I'm across what's going on locally – then do battle with the school run and sometimes the gym before heading into the office.

Which individual inspired you most in your career?

Wow what a question! Our group CEO William Rogers has been a huge influence on me and the way I run my business. The first time I met him he set out how our company's core values are the most important element to our business and if we work to them, success will automatically follow. It was a really powerful lesson to me and opened my eyes to the benefits of true staff engagement and real autonomy. Give an individual real responsibility and the ability to make their own decisions and they will always far exceed their and your expectations. Luckily, William doesn't read Business Life Magazine, so his ego will remain unflattered.

If you weren't in your current role, what would you be doing?

Radio was always just a hobby for me which luckily evolved into a full time occupation. Prior to that, I worked in Production Management for British Steel, Heinz and Crown Wallcoverings. So I'd probably be making tomato soup somewhere!

What is the biggest highlight of your career?

There have been so many personal highlights that it's a hard one to call. I am hugely proud of the team of passionate, engaged radio professionals that we have assembled at 2BR/Bee – right now I think the best ever. It was a real privilege to celebrate their achievements and take everyone on a weekend trip to Tenerife earlier this year. We expect so much from our people, so it was a real privilege to be able to give something back.

Do you have a business mantra?

Quite simply, "Make yourself indispensable". My team will tell you I'm like a broken record with this, as I think it applies to everyone in any workplace. Businesses evolve and you need to ensure you remain a valuable contributor – for the sake of the business and yourself. Our business is very much a meritocracy and if you work hard, demonstrate initiative and maintain a positive attitude you will flourish.



Rural Development Programme for England

The Rural Development Programme for England provides money for projects to improve agriculture, the environment and rural life.

Funding goes to schemes to:

- > improve the environment
- > increase the productivity of farming and forestry
- > grow the rural economy

Who can apply for funding?

You may be able to apply for funding if you're:

- > a farmer, grower or forester
- > managing land or woodland
- > a business owner in a rural area
- > a food business
- > living in a rural community

The new Rural Development Programme funding started in 2015 and continues until 2020. Find about the new funding schemes. - <https://www.gov.uk/topic/farming-food-grants-payments/rural-grants-payments>

APPOINTMENTS

New Chairman at the PIERCE GROUP

Award-winning Chartered Accountant John Green BA FCA has been appointed chairman of North West business advisory and accountancy group Pierce.

Mr Green, who joined Pierce as a senior manager in 1993, also leads the Corporate Finance and Forensic teams at the Lancashire practice. He replaces former Pierce chairman Graham Boyes, who retired at the end of September.

Mr Green said "It is an honour and privilege to be given the opportunity to serve as chairman at Pierce"



Women in Social Housing North West

A Solicitor in the Housing & Regeneration Team at Forbes Solicitors has recently been appointed as a Board Member of Women in Social Housing North West.

Amy Hunter joined the board following a competitive interview stage and will spend the first three months in the role shadowing a fellow board member to gain an insight into how the organisation operates.

At Forbes Amy represents social landlords in relation to all aspects of housing management work but deals predominantly with cases involving antisocial behaviour, breach of tenancy and hoarding.

Client Demand Fuels Appointments at Forbes

The Commercial Team at Forbes has expanded, as a direct result of increased client demand, with the appointment of four Solicitors.

Tom Smith has joined the Dispute Resolution Department as an Associate. Jenny Burke has joined the Corporate & Restructuring Team and the Employment Team has two new additions. Solicitor Laura Wilson has joined alongside Associate Tom Wood.

Gavin Wright, Forbes' CEO comments on the appointments, "Following an increase in economic activity our commercial department has seen an exciting period of growth including new client wins and a surge in deal activity, and these new appointments will be excellent additions to our team."

BETA Group Honours JULIE

The longest-serving employee at Beta Group has been honoured by her bosses after clocking up 25 years with the maintenance and manufacturing firm.

Julie Walton, aged 43, joined Beta Group in September 1990 as an office junior. She has worked her way through the ranks at the Bacup-based company and is now operations manager, with special responsibility for the firm's air filters division.



"You're Hired!".. Blackburn College explains how to get the most from your Apprenticeship Recruitment

Blackburn College is number 1 in England for Advanced Apprenticeship success. We understand that success for the learner also means success for the business – the challenge to the business is to be clear on their objectives and understand how Apprentices fit within their overall company plans.

So, what steps can businesses take to ensure that they recruit their ideal candidate? Having a clear job description will help us to understand the role and find that perfect candidate. Use all opportunities to promote your vacancy, including your website as well as our vacancy matching service. Having interviewed, offer the successful candidate a work trial to confirm that you have found your perfect match!

Claire Shore can be contacted on 01254 292550 claire.shore@blackburn.ac.uk





Mandy Lockett, East Lancs Chamber of Commerce, Jeff Taylor, Hays, Jonathan Holden, Forbes Solicitors, Michael Damms, East Lancs Chamber of Commerce, Peter Street, The Cardboard Box Company, Stephen Dunn, North West Logistics, Graham Fitton, Veka.

Momentum is now growing as the two sides in the EU debate start to flex their muscles prior to the referendum scheduled for 2017. This will be the first time the in-out vote has been put to the British people since the then Prime Minister, Harold Wilson, called a referendum in 1975. We asked local businesses to share their thoughts on the possible impact of leaving or staying in the EU.

Will leaving the EU make any difference to the level of trade and is there a case for leaving Europe?

Michael Damms: The EU is our largest market, but individually our biggest markets are America and Germany. There is an imbalance of trade within the EU, we import significantly more than we export.



Peter Street: My question to business when we consider this is objectively what benefit have we had?

Graham Fitton: Certainly in our business we don't export because everything we do is designed for the UK market. We are part of a European Group so we just see it as a general business case. I think that is probably the point. Where you sit on the question depends on where your business is positioned. There are some businesses very dependent on Europe and for others

it's nothing, so I don't think there is a general business position.

Stephen Dunn: I've been involved in the transport business for 20 years. Prior to that transport in Europe was a nightmare. It was hostile, unfriendly, and paperwork was intimidating and daunting. The EU has levelled the playing fields across Europe and made it easier to move goods in and out.

Jeff Taylor: I'm slightly on the fence. For the vast majority of my working life I haven't known any different. However, I would say we have benefitted greatly from the quality, skills and work ethic from migrants.

Peter Street: Would that have not happened without the EU?

“ The EU is not just the free movement of people but also logistics being easier and the free movement of trade. ”

Jeff Taylor: I suspect it probably wouldn't. For me it has been a real plus.

Jonathan Holden: In reality what we have done is put ourselves in a better position in what is a smaller world. However I think Europe has polarised - you have the Euro bloc which is very integrated, politically and socially. There has been a lot of talk about more

our own is probably false.

Mandy Lockett: We have always been a trading country. We will trade with any country in the world. The EU is not just the free movement of people but also logistics being easier and the free movement of trade. Documentation and paperwork is a lot easier. We are currently in negotiation with the US about a free trade agreement which so far as taken 3 or 4 years, so do we then want to start negotiating 27 individual trade agreements?



Graham Fitton: We trade with other people than Europe, and although it might be harder we do it. Is there a danger of finding ourselves increasingly inside 'fortress Europe' and ignoring the rest of the world? Is the real question 'how do we trade better with everybody'?

Stephen Dunn: I'm very much in favour of being in Europe and not just from a transport point of view. However I think Europe has polarised - you have the Euro bloc which is very integrated, politically and socially. There has been a lot of talk about more



political and economic integration and the UK is now becoming very cynical and suspicious about the future.

Graham Fitton: Fundamentally the benefits and disadvantages are probably overstated. I think the decision should be based on a balance of views, but I suspect it will be two opposing views just shouting at each other.

Peter Street: When we set off it was a common market. If they had stayed with that I would have accepted it. In Europe if you go for a loan it is all done in pencil and if it can't be paid back it gets rubbed out. The accounts have not been signed off for 20 years. What kind of system is that?

Graham Fitton: I think if we were to leave there would almost certainly be a drop off of trade in the first place but then much would depend on what's put in its place. As businesses we would have to solve the problems and I'm not convinced there would be a long term impact on trade.

Jonathan Holden: Surely the biggest concern is that it will impact the economy adversely. I know that markets run on certainty and as soon as we vote No this will lead to uncertainty and cause the markets to be jittery.



Michael Damms: It is in Europe's interest to trade with the UK. It gets more complicated outside the EU but internally it is important for Mercedes to be able to sell cars in the UK.

Mandy Lockett: I don't know how it would affect prices of what you're selling but when you go outside the EU there are duties to pay and how is that going to impact on us? Another consequence is European Funding - we do get a lot of money in funding for agriculture, fisheries etc.

Peter Street: Switzerland aren't struggling by not being part of Europe

Would we vote for Europe without any change?

Graham Fitton: I think most people think we'd like to stay but we'd like it to change. I'd like them to say one size doesn't fit all.

Mandy Lockett: I would vote yes personally.

Jeff Taylor: Even if that was the case I couldn't see a strong enough argument to vote no. I fear that if we do go out we could be the sickly relative on the outside and we won't be allowed back in again. That's what frightens me slightly.

Stephen Dunn: Do we actually know what we believe we need to change to remain in?

Michael Damms: Do we buy into the economic model of Europe? It could be argued that Germany has been very successful and that more provincial countries have done less well. And within the EU there is a north-south divide on the economic model. Even the French are changing their position and want the UK to stay.

Jonathan Holden: If you're going to change any system you're much better being at the table than not. If the EU goes 'down the pan' and we leave then we will still suffer.

“ Fundamentally the benefits and disadvantages are probably overstated. ”

Stephen Dunn: I think also, there is nothing to stop us now from trading anywhere outside Europe. We shouldn't just think we're European when we're not. Any member of the EU has an interest in trading worldwide. From an economic point of view it just makes it a lot easier.

What changes do we want from Europe to persuade us to say yes?

Peter Street: All these commissioners are un-elected, we can't remove them.... it's a shambles! We need to be able to remove decision makers as we can in our own parliament.



Michael Damms: I agree with Peter on this: if you don't have elections how can you have accountability? In the UK we have elections every 5 years and can review their record, engender more effective policies, and change government if appropriate.

Mandy Lockett: We should have accountability. Europe has so much money going through its books that the accounts have to be signed off each year.

“ - I think most people think we'd like to stay but we'd like it to change ”

“ There has to be a mechanism for changing something you do not agree with... ”

Graham Fitton: There's a core requirement that everyone buys into, but then you have elements that are different. My worry is that we get a list of minor concessions that doesn't really change anything.

Jonathan Holden: Part of our problem comes down to sovereignty - what are we in charge of? There has to be a mechanism for changing something you do not agree with rather than relying on a conference of political leaders.



Jeff Taylor: I'd like to be in a position to make an informed decision and at the moment I don't think I am. I came in with a gut feeling that leaving was not a real option but now I'm not sure that's the case.

Stephen Dunn: A couple of things come to mind. Firstly the Abu Hamza case where successive Home Secretaries struggled to deport him, and secondly if we're paying more in to Europe than we're getting out, we need full justification.

Peter Street: I don't think they will let us leave, Greece would have been better off out of it. They could have got back to tourism, back to ship building but they don't want people to leave because of the domino effect. They will do anything to stop us leaving. We're the second biggest economy!

Mandy Lockett: That's the best negotiating position to be in.



Michael Damms: There is a common message about a lack of information. I think we need some basic facts putting out. I think politically we've decided we are going to renegotiate and now we need to decide what we are renegotiating. The business community must have a voice.



YOUR LOCAL INTERNATIONAL BUSINESS TEAM

Stephanie Warrington, Mike Beckett, Mandy Lockett, Stef Heywood, Marie White

With a wealth of experience on your doorstep, why venture elsewhere for support, guidance and technical advice. Your Chamber's local International Business team will help your company develop its international presence with the objective of growing and raising the international competitiveness of your business.

Mandy Lockett, MIEx International Business Director - 01254 356451

Following a successful career as Export Sales Manager for a manufacturing company specialising in the design and manufacture of packaging machines, I travelled to countless countries around the world negotiating contracts with distributors, agents and directly with customers. With this international commercial experience I am dedicated to providing a comprehensive support and consultancy service with the sole aim to encourage and motivate companies to start or increase their international activities. My role also involves designing a wide range of international trade courses and providing an enthusiastic, interactive and knowledgeable learning environment. My desire is to connect all Lancashire businesses with the world market to enable our economy and community to grow.

Stef Heywood, MIEx International Business Manager - 01254 356454

Gaining my experience in sales and marketing operations for a world-class, innovative and agile manufacturing company, I am privileged to manage a carefully selected team of industry specialists to support the ambitions and needs of the business community. With a track record of helping British business succeed internationally, seek out new opportunities and win orders through a practical support role with the aim to thriving in the global markets. My passion lies in dedicating my career to offering a one-stop-shop for all your international trade needs and challenging your perceptions and abilities on international trade.

Mike Beckett, MIEx International Business Advisor - 01254 356447

I have over 40 year's commercial and business experience with a strong background in both UK and International sales. What better way to earn a living than travelling

the world selling! I joined the Chamber's International Team just over 2 years ago and have thoroughly enjoyed working with both established members and new businesses to assist them with developing their international trade. I feel that I am particularly passionate about the values of UK Manufacturing, design and quality and I enjoy seeing these represented in overseas markets. We have some fantastic businesses in Lancashire and we really need to be sharing the products that we manufacture with the rest of the world.

Marie White, MIEx International Business Officer - 01254 356448

I started my career in international trade employed at a major confectionery company based in Blackburn, organising their exports and completing export documentation. I then joined the East Lancashire Chamber of Commerce International Business Team seven years ago where I have gained vast knowledge within international trade focusing on the background

of export documentation and HMRC. I have been fortunate to work for a great department building great relationships with my colleagues and our exporting companies. I always find it satisfying assisting our exporters with a smooth transition and helping them get their goods to the chosen overseas destination.

Stephanie Warrington International Business Administrator - 01254 356473

Having completed one year at Burnley College, I have recently joined the International Business team working as an Apprentice in Business Administration. Even though I have only just started my working career I can already see the benefits and opportunities I will get as I progress on with my apprenticeship. Working with the team has allowed me to understand the different types of businesses that we help and support and the needs of some of the businesses; such as advice on exporting, importing etc. and I have already had the experience of attending some of the courses provided by the Chamber.

The team is accredited to the British Chambers of Commerce excellence standard in international business and team members are recruited directly from industry with knowledgeable expertise.

PPE CELEBRATES 40 YEARS



PPE has capped off a memorable 12 months with a 40th "birthday party" celebrating 40 years of manufacturing excellence in Blackburn. Founded in 1975, as a small family owned business, PPE has continued to expand, and in 2010 became part of the US based IDEX Corporation, a multi-billion dollar global organisation.

Since 2010, the company has continued to grow both organically and through acquisition. In the last two years PPE has acquired two additional sealing companies, FTL Technology Ltd. and Novotema Spa. to form IDEX Sealing Solutions. Globally over 450 people are currently employed by the company.



PPE provides sealing solutions for critical applications. Often these applications have high costs or serious consequences associated with seal failure. Examples include pumps and valves for the oil & gas industry, and silicon wafer manufacturing tools for the semiconductor industry. Due to continued growth, in November 2014 PPE opened a brand new 30,000sq.ft purpose built manufacturing facility in Texas, USA. This second manufacturing facility is strategically located near Houston, Texas, the hub of the global oil & gas industry and the Californian semiconductor manufacturing base.

Tynan Carroll, Global Marketing Manager told Business Life. "Some of the largest players in the semiconductor and oil and gas industries, two of our core markets, are headquartered in Silicon Valley, California and Houston, Texas. Our new manufacturing facility, complemented by our offices in Houston and San Jose, allows us to focus on our key customers and we therefore hope to significantly grow our export revenues"

TRAVELLERS TALES

Hidden pains of US Travel

Spend a good deal of my time travelling back and forth to visit our US colonial friends across the pond, and have noticed that in recent months the US travel business seems to have changed considerably for the worse unfortunately.

You would think after 100+ business visits that US immigration knew everything about me including my inside leg measurements, but I get asked the same questions every time. What are you doing here? Whom are you working for? Are you working whilst over here, interesting question which contradicts their first one! I find this all very amusing as I used to have a green card my wife is American and we live in the U.K. and she never gets asked these type of questions by UK immigration.

My point I guess is make sure that you have your story correct when going through immigration, as otherwise the whole process which might already have taken 2+ hours can take considerably longer.

The other fact that I have noticed recently is that hotels when swiping your credit card for in their words "any incidentals" can incur up to \$100 per day being blocked on your card and it can take up to a week to have these refunded, so be aware and check your balance.

The US is a good place to do business as they truly love us and our accent. I find most of the people I visit a refreshing set of honest people to do business with, which you cannot always say about doing business in the U.K.

*Tim Holloway
Architectural Wallz North West Ltd.*



TOP TIPS for Export Documentation from your local friendly certification officer Marie White:

Communicate with your overseas customer; discuss what documents are required for them to import your goods. After all, nobody would know better than your customer.

Check country requirements on East Lancashire Chamber of Commerce website, these can be found under International trade, country guides and special documents.

Never leave organising your documents to the last minute, factor in enough time for completion, submission and certification, especially Arab documents.

Read the instructions for completing documents download from the East Lancashire Chamber of Commerce website, export documentation.

Classify your goods to obtain the correct commodity code.

Commercial invoices must satisfy everyone involved with the consignment from your customer through to Customs. Illustrate as much information as possible on your commercial invoice, commodity codes, shipping marks, generic descriptions etc.

Shipping marks must be illustrated on all documents, this refers to 'the label' fixed to the outside packaging of your goods, it may be an address or order number. Shipping marks identifies your goods at port with the documents.

Description of goods, this must be an overall generic description of the consignment, so others not from your industry would recognise the product. Trade names can't be used, i.e., Bisto, recognised description Gravy Granules.

Never use abbreviations on documents, not even UK for the United Kingdom.

All goods not manufactured by the exporter must obtain a long term supplier declaration, and examples can be downloaded from the East Lancashire Chamber of Commerce website.

Don't over complicate documents, this normally results in errors.

Finally, one which many forget, sign your documents.

**For further information contact:
Marie White on 01254 356448 or
m.white@chamberelancs.co.uk**

OH YES WE SHOULD - BE AT THE INTERNATIONAL TRADE CLUB AWARDS

Presented on Friday 4th December 2015



The Panto season is fast approaching and it's time to look behind and reflect on the many successes that East Lancashire's exporting companies have achieved in 2015.

The International Trade Awards recognise and promote the quality, diversity and ingenuity of local companies engaged in international trade. We are proud to salute some of our most talented business people through these awards. It's an opportunity for outstanding businesses to come to the attention of the wider business community.

To find out more about our awards check out awards page on the international section of our website www.chamberelancs.co.uk/international-trade. The closing date for entries is Friday, November 27th.

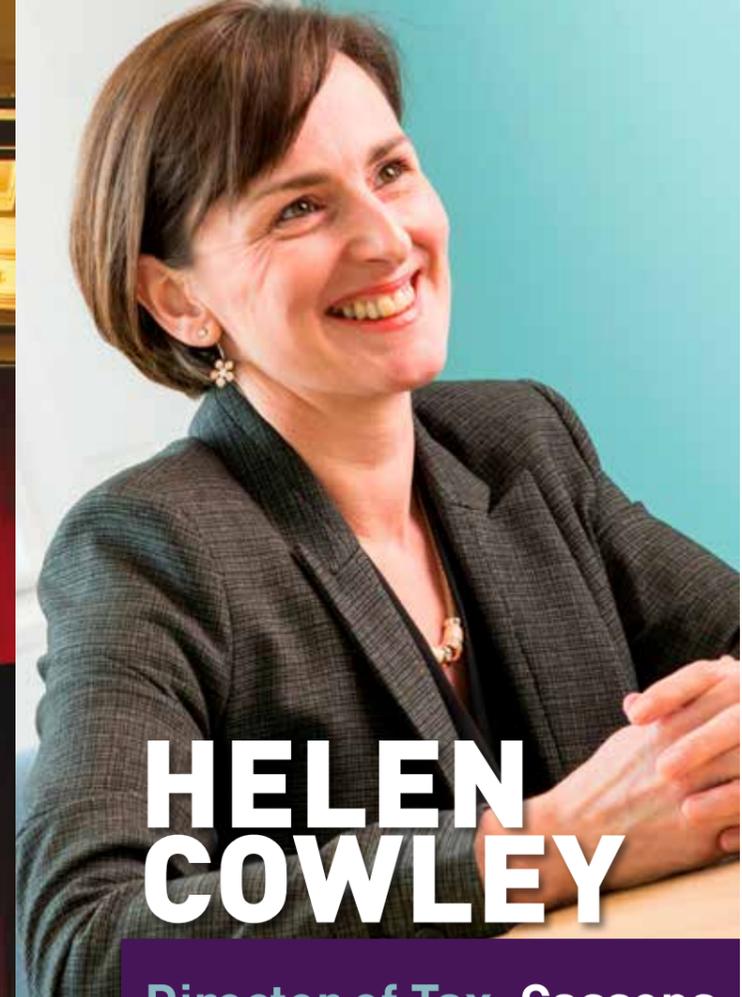
You can also join us at The Mercure Dunkenhalgh Hotel on Friday December 4th. There you can enjoy all the fun of the Pantomime, celebrate the success of our winners and tuck into a superb Christmas lunch.



To find out more about the awards or book your place at the lunch call Marie White on 01254 356448 or email m.white@chamberelancs.co.uk



Class of 2014
Colin Barnes, Pipeline Induction Heat, Cengiz Avci, Printed Cup Company, David Britch, Pipeline Induction Heat, Andrew Micklethwaite, Silmed, David Lenehan, Northern Industrial, Brian Sneyd, 247GT, Peter Millington, Sentinel Corporate Risk, John Lenehan, Northern Industrial



HELEN COWLEY

Director of Tax, Cassons

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Despite the recent slowdown, China's economic boom is one of the greatest success stories of the past 30 years and one Chancellor George Osborne is keen for Britain to capitalise on.

Following his recent visit to the Far East, Mr Osborne said UK business must "raise its game" in order to benefit from China's huge and expanding market as he outlined plans to forge a relationship which will make China the UK's second largest trading partner within a decade.

His plans include an increase in the exports of goods and services, which almost doubled between 2009 and 2014. In 2014 alone UK exports to China were valued at around £18 billion, an increase of almost 30% since 2012*.

Although China has achieved phenomenal success with its large scale, low cost approach to manufacturing, the challenge of developing its service economy remains.

With this goal in sight, the country is embarking on ambitious reforms to its indirect tax model, which has made trading a difficult and complex process for foreign companies in the past.

Historically, goods and goods-related services were subject to VAT, and services such as advertising were subject to Business Tax, which couldn't be reclaimed, but a pilot scheme launched in Shanghai has resulted in radical changes, meaning certain service sectors are now subject to VAT instead of Business Tax.

This move is key to enabling foreign businesses to trade with China, as it means they can now benefit by reclaiming VAT on their invoices.

More importantly, it also means that certain cross-border services can be zero-rated for the first time.

UK business must "raise its game" in order to benefit from China's huge and expanding market

The success of the Shanghai pilot scheme has seen the new regulations introduced nationally, with remaining service sectors due to make the move to VAT within a few years.

These changes will make China much more accessible in terms of international trade – great news for businesses looking to move into the rapidly expanding Chinese market.

As with all cross border transactions, the precise tax treatment will depend on a number of factors, including the type of services supplied, so seeking professional advice is a must.

Notes: *Figures are from the Office of National Statistics.

IAN EDWARDS

From Rock 'n' Roll to Energy

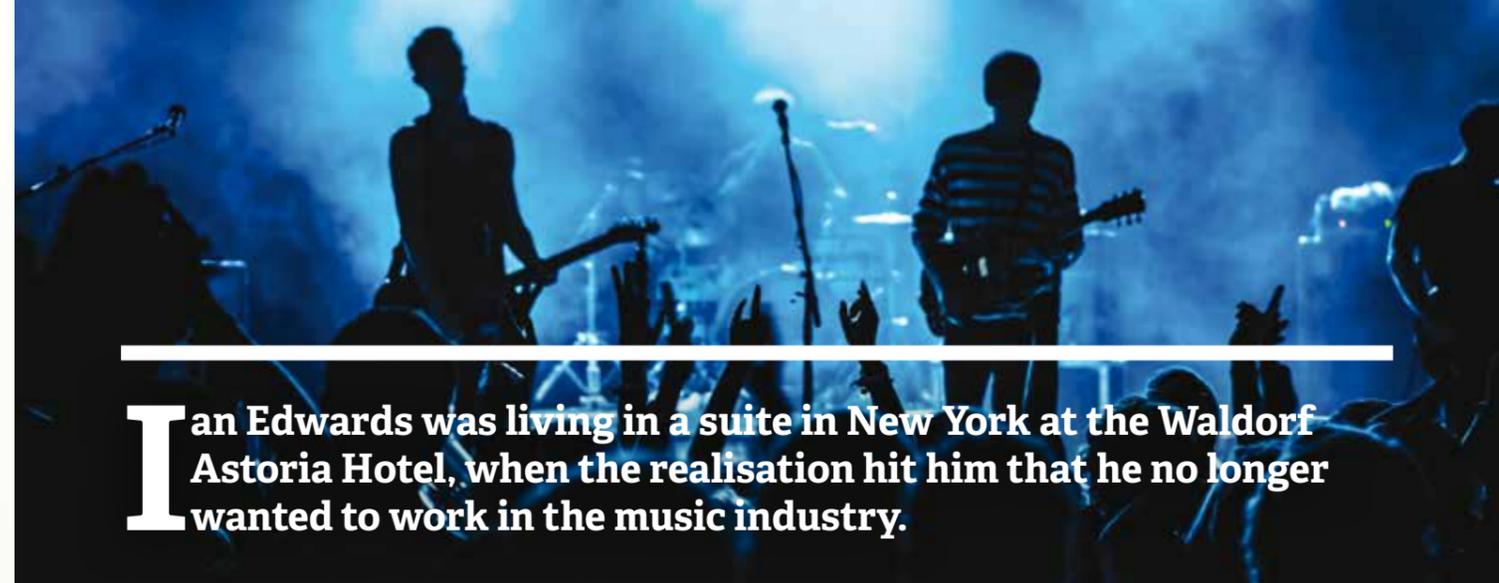


ME AND MY CHAMBER

"We decided to join the Chamber as it is a great way to network with like-minded business people and make good contacts for ourselves, but also where you can collaborate and help each other.

"It also gives us a voice and an opportunity to shape what is happening in our local community.

"We are proud to be a Diamond Ambassador for the Chamber and have discussions about how we can best work with local companies to enhance their energy position and keep them in front of the energy market."



Ian Edwards was living in a suite in New York at the Waldorf Astoria Hotel, when the realisation hit him that he no longer wanted to work in the music industry.

Burnley born music fanatic Ian had carved out an unlikely career – starting as a merchandise seller as a holiday job, and ending up as tour manager for some of the biggest names in the music industry.

Bon Jovi, Bryan Adams and Status Quo are just some of the names that he worked closely with, and still counts amongst his friends.

Now 49-years-old and living in Rossendale, Ian has established another successful new career as CEO of The Energy Desk (TED). The business works with SME's to large businesses, providing solutions in energy procurement, energy services and renewable solutions.

In the past year TED, based in Padiham, has achieved over £1.6 billion client partner energy procurement, and is becoming regarded as a leader in renewable solutions and technological areas of energy.

All this is a far cry from his early days working in the music industry selling merchandise.

Ian said: "After I finished university it just so happened that I couldn't get a job. Then a friend of mine rang and asked if I fancied coming out on the road with a band for a week or so to sell merchandise.

"What started as a trip around Europe selling t-shirts for £25 a day, ended up with me stepping into the roll of tour manager for a band after their tour manager was taken ill.

"I was guided by the band and ended up getting through the tour – only just, as I nearly got killed four times, there were coach crashes and all sorts. That was my initiation into Rock and Roll!"

His big break came when he ended up working with Bob Young, harmonica player for Status Quo, during which time he ended up helping to organise a world record of four arena performances in one day.

Soon Ian was touring with big name acts all over the world, acting as road manager for Bryan Adams, Bon Jovi and then living in the USA for more than two years with Hootie and the Blowfish, who were the biggest band in the USA at the time.

At the end of 1997, after 12 years on the road, Ian decided the time had come to move back home to start a family.

But success didn't just land at his feet. After moving back to Burnley in 1997 Ian started at the bottom of the ladder selling gas and electricity door-to-door.

"I had been living in the Waldorf Astoria In New York for about three or four months when I decided that enough was enough"

"I had been living in the Waldorf Astoria In New York for about four months when I decided that enough was enough. I had achieved everything that I wanted to do. I just got to the point where I wanted to settle down.

"I came back to Burnley and pondered what I was going to do. Whilst looking at the paper I saw an advert for an energy sales person in a new deregulated market.

"I started selling gas and electricity to households door-to-door. I really enjoyed the freedom of the job and discovered that I was quite good at it and was promoted to area manager. But soon after the company made everyone redundant."

Not long after he was approached by another company called Swalec, and was soon fast tracked to regional manager.

The following two years he worked for a local company doing business utilities, which helped him get to grips with B2B sales.

Despite such a career shift, Ian says that his career in the music industry has taught him a lot.

"One of the biggest thing I learned was how to deal with people and how to motivate myself and others. This has been very useful in sales as you need to deal with all kinds of people and motivate your staff.

"I don't think that you could get two worlds further apart than music and energy. But both jobs deal with multiple personalities and ego's."

In 2006 he set up his own company with the aim of being a main aggregator. Ian felt that the market needed an end-to-end energy management company, that could deal with everything from buying the energy to reducing their energy usage. And so The Energy Desk (TED) was born.

TED works with both the private and public sectors, covering everything from solutions in energy procurement, new connections and infrastructure and energy reduction services.

They also deal with renewable solutions, such as solar, and are currently the second largest biomass fitter in Scotland and northern England.

The company has also established Ask TED, the customer-facing name that is going to be developed as a big brand in the next two years, and created TED funding as a finance arm.

Ian added: *"We are very excited looking to the future. We are continually evolving and developing ways for businesses to stay in front of the energy market and to be as energy efficient as possible."*



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- Maximising Performance and Effectiveness
- Why Excellent People Skills Matter
- Leading change
- Managing Demand
- Coaching as an Effective Leadership Style

For information please contact **Linda Jamieson** on **01254 356400** or email l.jamieson@chamberelancs.co.uk

“Good Neighbours”

It's sometimes said that good fences make good neighbours. A clear demarcation of territory and boundaries, knowing your own space and how far you can go before you impact on each other. In doing so, it can enable both neighbours to come to the fence and exchange views and opinions, whilst living side by side in harmony.

In a traditional Customer-Supplier relationship, a good fence means a good contract, clearly stating the expectations and dependencies of each party, negotiations will be made and the fence will be built to the specification of the party with the most leverage, and providing both parties are satisfied the fence can be installed and will provide the basis of a solid relationship.

As Procurement professionals that would be job done, but is that all we can aspire to, or could there be something more...?

In a Strategic Partnering environment, with less obvious leverage, both parties may have fairly equal footing and brokering a deal can become more difficult. In this case, a paradigm shift may be necessary; a determined change of mind-set from both parties away from a 'win-lose' mentality, where both parties try to protect their own interests first, to a joint commitment to finding a 'win-win' position. This could be a completely left-field way of thinking that replaces the immediate and perceived needs of both parties with a new outcome, one with a combined benefit of more than the original requirements added together. In the case of out-going CIPS president, Babs Omotowa, and his company Nigeria LNG Limited, what began as a straightforward tender to build ships became a strategic partnership with world leading organisations. Through a different mind-set the normal boundaries or fences that may have resulted in a good Customer-Supplier relationship resulted in a Partnering environment which brought investment into Nigeria creating thousands of new jobs.

So go and check your fences. Whilst they may be protecting your interests, they may also be preventing you and your neighbours from enjoying a much bigger garden...

By **Stuart Quinn** Chair, CIPS Branch





STAGE TWO ATTRACTS AROUND **200,000** SPECTATORS!

Tens of thousands flocked to watch the Aviva Tour of Britain in Pendle and Ribble Valley giving a massive boost to the local economy. Pendle Council and Ribble Valley Borough Council jointly hosted Stage Two of the prestigious Tour of Britain cycle race.

And estimates by event organisers and police are that as many as 200,000 people may have watched Stage Two along the route from Clitheroe to Colne.

"That's a lot of people spending their money in our shops, cafes, restaurants, accommodation and pubs!"

"It confirms that Pendle Council made the right decision to invest money in our local economy by bringing this prestigious and world famous cycling event here," said Councillor Mohammed Iqbal, Leader of Pendle Council.

SweetSpot, organisers of the Aviva Tour of Britain, also highlighted that up to a further 1m people will have watched the television coverage in the UK on ITV4 and British Eurosport, in addition to viewers in more than 100 countries worldwide.

“Research shows that events like these encourage people of all ages to lead healthier lifestyles and take up cycling.**”**

Councillor Iqbal added: *"The sun shone and the television footage of Pendle looked fantastic – everyone did us proud. This was a unique opportunity to put our hidden gem on the map internationally. We're working hard to ensure that our investment and the legacy of hosting the Tour have a lasting impact."*

Pendle Council thanks all of the local businesses who sponsored Stage Two and helped to make the event a huge success. Nick Rudge, Managing Director at Welcome Cottages, headline sponsor of Stage Two, said: "We are already seeing the longer term benefits of welcoming Tour of Britain to Lancashire, with increased interest in holiday accommodation in the area. It was a truly fantastic event and we were extremely proud to join the local community and visitors in cheering on the riders as they passed through our beautiful region."

Commenting on the stage, Race Director Mick Bennett said: *"The crowds truly turned out in force across Ribble Valley and Pendle to welcome the race and they were rewarded with an exciting day of action. We were delighted to see the number of people in Clitheroe and Colne, and lining much of the route, and would like to thank everyone for their fantastic support!"*



Pendle celebrates winning an Enterprising Britain award!

Outstanding innovation and ambition shown by Pendle Council and Pendle Vision has led to an Enterprising Britain award.

Together they've helped to create the business environment, skills and confidence needed for small businesses to start and grow.

Councillor Iqbal, Leader of Pendle Council, said: *"Through our Gearing up for Growth programme we have a fantastic track record of helping new businesses to start-up and grow and I'm delighted that our hard work has been recognised."*

Pendle Council and Pendle Vision jointly developed the Gearing up for Growth programme which received a Judges Highly Commended Award.

Dennis Mendoros, Chairman of Pendle Vision Board, added: *"We have some challenges in Pendle including being 41st most deprived area on the Index of Deprivation."*

"That's why we need to encourage new businesses to start and grow, nurture existing ones to become more innovative and attract inward investment."

"As well as offering a bespoke range of support, our Gearing up for Growth programme aims to raise the aspirations of young people and help them get into work."

"By working closely with our business community we can ensure that our programme meets their needs and provide a skilled workforce."

In just two years the Gearing up for Growth programme has helped 121 businesses start up or expand and has created or safeguarded 473 local jobs!

The awards celebrate the wide range of activity across the country that stimulates and supports enterprise.

Small Business Minister Anna Soubry said: *"I want to congratulate all the winners of this year's competition for promoting enterprise across the country."*

Flavour-packed festival a sunny success

The Nelson Food and Drink Festival thronged with thousands of visitors flocking to the town centre. They were rewarded with a full day of foodie fun and the chance to sample a wide range of delicious treats at the fabulous free festival with a real multicultural flavour.

Mayor of Pendle, Councillor Nawaz Ahmed, who officially opened the festival, said *"I believe there were easily eight to nine thousand people here in Nelson today."*

"I am really pleased to see the town so busy - at one point there were so many people in the food market I could hardly move. This has been a very different kind of event for Nelson and it has really brought the whole community together. I hope to see more events like this in the future."

With more than 20 stalls selling everything from sausages to samosas and cupcakes to charcoal grilled chicken, the Worldwide Food Market was busy from the off. Highlights of the day were live cookery demonstrations in the outdoor cookery theatre. Central to these was entertaining celebrity chef Richard Fox, whose easy-going down to earth and amiable style was a real hit with the Nelson crowds.

He performed three of the demonstrations himself and hosted two others given by local restaurant Spice of India and the festival's main sponsor, Nelson and Colne College. After each session the spectators were invited to sample the delicious dishes which had just been created. A visual highlight was a colourful and energetic half-hour performance by the Punjabi Roots Dance Academy.

Scores of visitors also arrived at the festival in style aboard a classic 1968 Leyland Titan double-decker bus.

As the festival drew to a close chef Richard Fox commented: *"What a great day! I've had a really friendly welcome from the people of Nelson and Pendle and what wonderful food we've seen cooked and on sale here today."*

Pendle's focus on business programme

Following last year's successful Focus on Business programme November sees a second series of free workshops, drop-ins and seminars aimed at boosting the borough's business growth..

It's again been organised by Pendle Council and Pendle Vision in partnership with a range of business specialists.

Focus on your Business is to boost business growth in Pendle. We want to encourage the borough to buck the trend in economic growth.

Aimed at both new and up-and-coming businesses to well established companies, the programme of events has something that will be of use to everyone.

We're seeing a number of local businesses invest in growth projects and staff development.

"We're seeing a number of local businesses invest in growth projects and staff development. The workshops and seminars will support local businesses in their development, however big they are and whatever stage they're currently at."

And we're launching this year's programme with Eds & Tails Mobile Dog Wash, which has been running in Pendle since June 2014.

Erden 'Ed' Atilgan, who runs Eds & Tails Mobile Dog Wash with his wife Robbi, said:

"We're coming along to one about improving your business sales through clever marketing. We're really looking forward to making the most of everything we learn."

Councillor Paul White said: *"The overall aim of*

This year's topics include:

- > Lancashire Business Growth Fund
- > Protecting your business from Cybercrime
- > Benefits of apprenticeships
- > Are you ready for business
- > Growing your business using social media

Hanna Latty, Business Development Officer at Pendle Council, said: *"These workshops and seminars help companies gain the skills to develop their business"*

ROSENDALE

Facelift for Bacup

The centre of Bacup is set for a major facelift in the next six months as work begins on a £2 million project to improve and preserve prominent buildings.

The first phase of detailed works and the timings of when they will be carried out as part of the Townscape Heritage Initiative (THI) have just been announced.

RIBBLE VALLEY

Brewing giant take-over

Ribble Valley MP Nigel Evans has welcomed the takeover of brewing giant SABMiller by its rival AB InBev, in one of the biggest deals in corporate history.

AB InBev is a major employer in the Ribble Valley through its brewing site at Samesbury which employs almost 300 people, and produces some of the world's most recognisable beer brands such as Budweiser, Stella Artois and Beck's.

HYNDBURN

Pre-Christmas jobs boost

Around 200 new jobs are to be created by one of Hyndburn's biggest employers.

Express Gifts, based on Mill Street, in Church, have announced plans to recruit around 200 people in the run up to Christmas. The roles will be based at the direct mail order business contact centre in Clayton-le-Moors.

BURNLEY

Business support opportunities

An event outlining what grants and support there is for growing business is being held on Thursday 12th November 2015 at Moorhouse's Brewery, Moorhouse St, Burnley.

Representatives from Growth Accelerator, MAS - Manufacturing Advisory Service, Lancs Business Growth Fund and Burnley Council will be available to answer any questions and to get you started.

BLACKBURN

TV star to revive textile industry

A TV star is leading the way to revive Blackburn's textile industry after saving a historic clothing company and announcing major expansion plans.

Great British Sewing Bee judge Patrick Grant, 43, who is famed for his style and exacting standards on the BBC2 cult show, has bought clothing manufacturer Cookson and Clegg on Shadsworth Business Park.



Grant Funding Available to Local Businesses

East Lancashire Chamber of Commerce and delivery partners Regenerate Pennine Lancashire and North & Western Lancashire Chamber of Commerce have £8 million from Round 6 of the Regional Growth Fund to stimulate enterprise across the County by providing grants to businesses with the potential for economic growth.

Introducing Lancashire Business Growth Fund

The programme aims to accelerate the growth of jobs and encourage companies to bring forward projects on a bigger scale and with a larger impact than otherwise would have been the case.

The programme is able to offer grant assistance worth up to 20% grant of the total project costs with a minimum grant of £10,000. The grant can be used to purchase machinery/plant acquisition, property improvement or acquisition, building expansions and infrastructure improvement.

There is also an international trade dimension which further supports businesses, with their ambition and capacity to grow internationally, to get tailored support. Companies that are looking to reach more customers, increase turnover or expand their international supply chain can access a range of support measures including:

- > International market research to find buyers or partnerships
- > International agreements to trade safely with distributors and agents
- > International quotations with terms and conditions

- > Specialised in-house training covering various topics
- > Specialised support from an experienced International Business Advisor
- > Guidance on payment terms and credit reports
- > Networking with international traders across the County

The criteria for accessing either the grant or the international trade support includes being based in Lancashire with an ambition to grow and create new jobs and working within these sectors Manufacturing\ Engineering, Aerospace, Digital and Creative, Business and Professional, Energy and Environmental, Food and Drink.

In addition companies wishing to secure a grant should looking at a target figure of around £10,000 per job created, be committed to apprentices/graduates/staff-training and to making efficiencies in energy and carbon saving. The programme is particularly keen to invest in projects that will lead to an increase in export potential and benefit local supply chains.

If you want to find out more or would like an informal chat call the International Business Team at East Lancashire Chamber on **01254 356473** or visit www.chamberelancs.co.uk/LBGF

LBGF secures future of Sanderson Bros

The boss of a fifth generation bespoke timber frames firm said without the help of the Lancashire Business Growth Fund, his business could have closed.

Sanderson Bros in Inglewhite, just outside Preston, has been in the family since it opened in Silk Mill Lane back in 1898.

And the firm has just secured a £30,000 grant from the Lancashire Business Growth Fund as part of a major investment in a new building. But the grant wasn't the first time company boss Ian Sanderson had accessed a grant. Mr Sanderson said: "Two-and-a-half years ago we got a grant of £32,000 towards a new Windowline machine – the first of its size in the UK – which saw us go from five staff to 10.

"But after receiving a complaint about the noise generated by the machine, we have had to look at yet more investment to combat this."

Mr Sanderson will use the grant to build a new building to recycle the air and reduce noise, which will house an architects' meeting room, showroom, a new wood processing area and more new machinery.

The investment, the remainder of which has been funded through business loans, will create a further three jobs at the firm. Mr Sanderson said: "This investment will help us to attract bigger jobs, improve our health and safety compliance, streamline wood processing which does tend to bottleneck at the moment and, through a new extraction facility help us to reduce dust."

Mr Sanderson added: "My son has recently come on board as an apprentice and, to be honest, without him and without the grant from the Lancashire Business Growth Fund we probably wouldn't have made this investment and the business may well not have been able to continue.

"The Chamber has been very helpful. I cannot speak highly enough of all the people who have helped with the grant."



SJA to invest £400,000 with the help of LBGF

SJA Film Technologies Ltd. has been trading since 2003. It began as a slitting, rewinding and film supplier company and quickly developed the business portfolio to include stocks of many substrates including plastic films, cast polypropylene, oriented polypropylene, degradable films, polyester, sandwich lidding film, release liner and paper.

SJA currently have two spool winding machines. One is a 12 head which was bought in 2006 and the other is a 24 head which was purchased in 2009. They produce their own products on these machines and they also trade spool their customers' products as a service. In order to grow the business they needed to increase their capacity which meant a second 24 head spooling machine at a total cost of £400,000.

The company, who recently exhibited at the ICE 2015 exhibition in Munich Germany, are sure that there is potential for much more export business which they plan to exploit. They contacted Lancashire Business Growth Fund requesting assistance with the investment and have been awarded a grant of £70,000 to assist the company with their expansion plans.

The directors at SJA Film Technologies, Tim Proskitt, Dave Hoy and Jon Harvey said "We're really excited about this development within the business. The funding will enable us to increase our capacity and grow the business. The grant from Lancashire Business growth Fund has made a real difference."

Mandy Lockett, International Business Director of the East Lancashire Chamber of Commerce said: "We are so pleased we have been able to support local businesses with their growth. This investment will help finance new machinery that in turn will safeguard 2 jobs and create a further 7."

"The money is only on offer for 18 months so we need businesses in Lancashire to take advantage of it as soon as possible. So if you're a business based in Lancashire please give us a call to discuss your project ideas."



NO TIME TO STAND STILL!

The Chamber, like our local companies who 'do things', aims to add direct bottom line value by providing International Trade, Purchase & Supply (CIPS), Leadership Training and Internet services to over 1000 businesses each and every month, as well as mentoring hundreds of would-be start-ups through the New Enterprise Scheme.



We are uniquely influential on the LEP, Regional Leaders Board, NW Manufacturing Forum, BIS NW Oil & Gas Group. We are also honorary members of the Pennine Lancashire Local Authorities CEOs and Leaders Groups - providing business input to the Combined Authority and Devolution debate. "We really do the heavy lifting when so many other organisations are commentators."

Business Support is being reconfigured, with Growth Hubs (BOOST in Lancashire) as the favoured mechanism to provide a single access point for companies to publicly funded schemes.

The good news is that despite uncertain economic conditions the UK is expected to continue to defy the trend and to enjoy economic growth of 2%+. Here in East Lancashire we see many companies across all sectors doing well; indeed a tight labour market with skills shortages (including textile machinists) becoming an issue.



CHAMBER ACTIVITIES

Just a few of our most recent lobbying activities include:

- > Overseeing revision of 'Boost' – Lancashire Business Support Growth Hub.
- > Bringing the Space Agency, as it seeks to expand its supply chain, to Lancashire.
- > Helping consolidate the Business Bank (that BCC was instrumental in establishing). There is an extremely useful guide to sources of finance www.british-business-bank.co.uk
- > Representing business and the LEP on the Transport for the North Freight and Logistics Strategy steering group which will affect the priorities for Northern Investment.
- > The Quarterly Economic Survey, which goes straight to the MPC and Treasury, helping maintain low interest rates
- > Advised Ministers directly on the requirements of Energy Policy (which is critical to our manufacturing base) and the Northern Powerhouse (to get Lancashire included)
- > As part of the LEP chaired its SME network, approved application for an Enterprise Zone to support Lancashire's understated Chemical industry, co-commissioned the preparation of the 'Lancashire Narrative' which sets out the case for investing in Lancashire and contributes to the devolution and combined authority report.
- > Brought together Industry Leaders and Innovation specialists to start getting Manufacturing properly recognised as a creative force.
- > Partnered with Ribble Valley schools and British Chambers on a Careers Fair to prepare our youth for the world of work.

QUARTERLY ECONOMIC SURVEY

The Quarterly Economic Survey (QES) brings together results obtained from surveys carried out within the regions of the United Kingdom by individual Chambers of Commerce. The results of this survey are used by Government and the Bank of England to inform their policy making decisions.

The tables below reflect the results of the East Lancashire area. This is the first time that these have been extracted separate from the regional/national data and it is intended to make this a regular feature within our magazine.

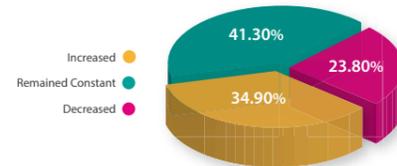
Whilst these results show the top line figures for the area, as more information is gathered we hope to be able to make comparisons over time to better understand the direction which the local economy is moving. If we are to do this it is essential that local businesses support us to allow the sample size to be sufficiently large to continue to be statistically sound.

The Q3 2015 Survey was conducted by the East Lancashire Chamber of Commerce. The survey period was between 24th August and 16th September 2015. It was completed by 132 companies across East Lancashire of which 38% were in the manufacturing sector.

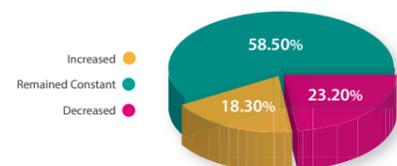
Results:

Is the economy likely to grow?

When asked if they expected sales to increase, remain constant or fall almost 35% of companies expected them to increase.

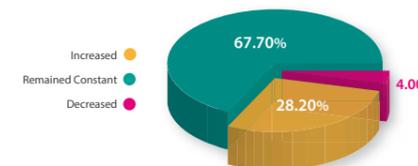


Exporting companies were less confident with a much larger group expecting sales to remain constant



Employment

When asked whether companies expected to increase their workforce over the next 3 months over 28% said they did whereas only 4% expected their workforce to fall.



Of those who had attempted to recruit staff over the last 3 months, 56% said that they had experienced difficulties in finding suitable people. This was particularly true when recruiting skilled manual and technical staff.

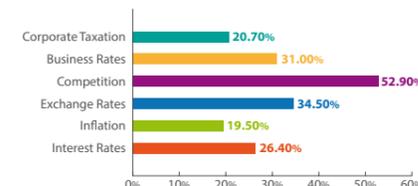
Investment & Business Confidence

When companies were asked about investment plans, the responses for investing in plant and machinery were revised up by 25% and for training by 30%. Very few companies had revised their investment plans downwards.

In the important area of business confidence, 58% of companies expected their turnover to improve and 54% their profitability. This was against a background where 73% expected their prices to remain the same and 21% saw their prices being increased.

Issues

When we asked companies what most concerned them, competition and exchange rates were their biggest concerns followed by interest rates.



Commenting on these figures, David Sharpe, Chamber President said:

"These figures continue a long pattern that the Chamber has noted of continuing steady, if unspectacular in statistical terms growth. It is encouraging to see business confidence and investment intentions remaining so positive. Companies are clearly starting to feel more confident about raising their prices, but for a significant number it is not about increasing profitability it is to maintain margins. It really is critical that we send a solid message about conditions in East Lancashire or Bank of England, Treasury and EU policy will continue to be extrapolated on information provided by other sectors and regions that are not necessarily what is needed for our industry-mix. It is also worth noting that when the unrevised national figures were talking about double- or even triple- dip recessions, the QES consistently painted a more positive picture – which proves to be the same as the official figures now they've been historically revised; thankfully the BoE took note of the surveys."

The National picture

John Longworth, Director General of the British Chambers of Commerce, commenting on the national results said:

"These latest survey results are somewhat disappointing, as both manufacturing and service firms experienced dampened growth. The real area of concern is manufacturing. Confidence is low, as growth continued to fall, and our measure of manufacturing export growth hit a six year low. Services growth, on the other hand, dipped only slightly and overall trends show the sector remains relatively strong and stable."

"Global uncertainty, weakened demand from China and the strength of the pound are some of the factors likely hindering manufacturers' performance."

"If we want to make sure this period of two-tier growth is only temporary then we must help businesses get access to the working and growth capital that they require. We must also deal with the intensifying skills gap, which is holding British businesses back."

QES Q4 FIELDWORK

9 Nov - 30 Nov 2015

Please complete the survey

<https://www.surveymonkey.com/r/ELCC42015>

AUTO ENROLMENT

In the past few years the pensions' landscape has undergone a massive transformation. Employers are now legally obliged to provide a workplace pension scheme for all eligible employees and register it with the Pension Regulator by their staging date.

Staging dates started on October 1st 2012, and by 2017 around 11 million people who have no retirement pot will be automatically put into a pension scheme by their employer.

As we begin to approach the staging date for smaller businesses, we look at what schemes are available, how they are integrated into your payroll system and your HR responsibilities.

How to choose a scheme?

Daniel Foy, auto enrolment specialist at Astute Wealth Management says "When choosing a scheme, employers must be careful to research the options available.

"Employers need to look at a number of different factors to ensure that the scheme they pick is suitable for them and their employees. These include what payroll systems are already in place, employer and employee support, how money is invested and the cost of administering their savings.

"There are many different types of pension schemes and providers offering these schemes. Most businesses will likely have access to schemes run by a large, specialist providers that are designed to be used by many different employers. But not all existing schemes can be used."

How will auto-enrolment affect my payroll system?

Lisa Kennerly, Payroll Manager at Pierce Business Advisory and Accountancy Group, says that many SME's still to meet their staging date are currently relying on the HMRC basic tools system, which does not have an auto enrolment function.

She said: "It is worth considering a payroll system that does have an auto enrolment function or outsourcing payroll to a third party.

"Using an appropriate payroll system can streamline some of the processes necessary as a result of auto enrolment. They can be used to assess employees for auto enrolment, deduct pension contributions, and upload the files required by pension providers.

"Using a fully compatible payroll system also provides reassurance that procedures are documented electronically, providing an audit trail that will satisfy The Pensions Regulator."

What are the HR responsibilities?

Jim Leaver, HR Director at Resolute People, says that the most far-reaching consequence of the Pensions Act is that every single employer will at some point need to change their terms and conditions for staff.

"Employment documentation, such as contracts of employment and the company handbook of policies and procedures, will need to be updated. This is to ensure correct information regarding the provision of a suitable auto enrolment compliant scheme.

"Employers need to be aware of their responsibilities to inform employees of the auto enrolment scheme, and ensure their personnel records for employees

are kept up-to-date. They must also be aware that it is against the law to try to influence their staff into opting out of the auto enrolment scheme.

"While employers with a salary sacrifice scheme, which allows employees to substitute salary to pay into a pension scheme, will need to update the scheme to reflect any changes in the pension provider."

When choosing a scheme, employers must be careful to research the options available.



LLOYDS BANK



*A*s area director for Lloyds Bank Commercial Banking in the North West I lead a team of 75 relationship managers who are dedicated to supporting the region's SMEs.

Together, we are committed to providing businesses in east Lancashire with the support and guidance they need to take advantage of growth opportunities, both domestically and overseas.

We provide services that are tailored to a firm's specific needs, as well as helping businesses make the strategic decisions they need to grow their business further. We work hard to understand the unique opportunities that east Lancashire businesses face, combining local knowledge with specialist industry expertise.

We are delighted to be Chamber and in particular to be chosen as a Professional Partner for the Manufacturing Group, which is a key area of activity for us.

We hold the Chamber's work in high regard and we are particularly looking forward to meeting more of our fellow members at its regular networking events.

We look forward to working with you.

Martyn Kendrick, Area Director.



Mayor Returns to Milnshaw House

Local family business, Cummins Mellor Recruitment has acknowledged the history of its head office, Milnshaw House on Whalley Road, Accrington by re-naming their newly refurbished training centre 'The Coach House' after its original purpose 148 years ago.

Milnshaw House was built in 1867 by Mr. William Entwistle, the fourth Mayor of Accrington, to house his large family of eight children, twenty six grandchildren and at the time of his death in 1909, 10 great grandchildren.

Paying tribute to the original occupant of Milnshaw House, Cummins Mellor invited Councillor Marlene Haworth and Dorothy Berry, the current Mayor and Mayoress of Hyndburn to officially open the new training facility.

Managing Director Michelle Mellor said; "The ground level now boasts a fully equipped meeting and training room which will allow us to carry out staff meetings and training sessions in a comfortable, relaxed environment. The top floor space, used primarily as additional storage, now has a walk in shower room and toilet facilities."

William's Great, Great Granddaughter, Jane Ross whose' grandmother shared many happy family memories with her as a child, commented;

"William would be delighted to know Milnshaw House is still as thriving and busy with lots of activity and people, just how my Great, Great Grandfather liked it to be.

"Being around his family was the most important to him and I can see that the people working at Cummins Mellor continue with the same real family feel"

“
William would be delighted to know Milnshaw House is still as thriving and busy...
”

POINT CONTROL ON POINT WITH FIRST AID SKILLS

When Tony Klopotoski, 57, suffered a heart attack at work recently, staff at Point Control Print Finishing Ltd in Accrington worked as a close knit team to make sure he got the care he needed as quickly as possible. With just seven staff, Point Control has two first aiders, trained by St John Ambulance, ensuring that the team has first aid care on hand at all times.

Julie Leishman, 46, who works at Point Control said, "One of the team came in to my office just after 9am and said that Tony was struggling and it looked serious. I headed to where Tony had collapsed and shouted for Tom Berwick, the other qualified first aider, to help too.

"Tom and I worked together to get Tony into what's known as the 'W' position to ease the strain on his heart and I rang 999."

Point Control is a small, close knit team and everyone wanted to help. Someone went off to get a blanket, another to the main road to direct the ambulance and a third person to a company on the estate that has an automated external defibrillator (AED) in case things took a turn for the worse. Paramedics arrived and transported Tony to Blackpool's Victoria hospital where he underwent surgery.

Tony, now on the road to recovery said 'I can't put into words how I feel about my workmates really. It really highlights the importance of first aid skills. I can't thank them enough.'

Julie concluded "This story highlights the importance of having life-saving first aid skills. You simply never know when you might need them."



Special Training Day for DIAMOND AMBASSADORS

Over 50 of the Chamber's Diamond Ambassador members attended an extra special training day. In a major coup the Chamber was granted exclusive access by manager Gary Bowyer to Brockhall Training Academy, the state of the art football complex owned by Blackburn Rovers. Brockhall has never been used for a corporate event before and the Diamond Ambassadors were treated to behind the scenes insight into the life of a major football team.

The Training Course, themed for 'Developing Winning Teams', combined a mix of classroom presentations and team activities. It was delivered by In the Zone in partnership with Chamber Business Training.

Delegates were also treated to a fantastic lunch in the players' canteen by award winning caterer Breda Murphy from Whalley.

Feedback for the day has been amazing with one delegate Daniel Johnson of The Cardboard Box Company saying "I wanted to say how much I enjoyed Friday. I thought the organisation of it was tip top, great group of people involved, best buffet/lunch I've had at one of these things and Mark the trainer was an absolute pleasure to listen to."

Diamond Ambassador is a corporate level membership made up of the region's major employers and influencers. For more details contact Darren Grantham on 01254 356433 or email d.grantham@chamberelancs.co.uk



Event photography: David Severns Jones.

View the full gallery of images at: www.chamberelancs.co.uk/gallery

Mill visit is a treat for Meet and Eat

Guests took a step back in time when they visited Helmshore Mills Textile Museum for the latest Meet and Eat in the Valley networking event.

Bailers, brats and scavengers were amongst the topics of conversation as delegates were treated to a tour of the mill ahead of the meeting and learned about some of the leading Lancashire entrepreneurs and innovators behind the Industrial Revolution, including Richard Arkwright, the creator of the water frame and Samuel Crompton, the inventor of the spinning mule.

As well as seeing the evolution of machines used in the industry, guests experienced life on the spinning floor, and discovered more about the different - and sometimes dangerous - roles men, women and children had to play there.

The museum, which is based on Holcombe Road in Helmshore, was a working textile mill until 1967 and houses a unique collection of industrial machinery.

Cassons Managing Partner Les Nutter, host of Meet and Eat in the Valley said: "Helmshore Mills was a truly inspirational venue for Meet and Eat and offered a fascinating historic insight into some of Lancashire's greatest business minds - as well as the lives of their hard working employees."



1400 companies across East Lancashire, ranging from new business start-ups to large multinationals, trust Sagar Insurances to arrange their business insurance. Operating out of smart new premises in the heart of East Lancashire, Sagars offer a reliable, efficient and supportive brokering service to all their clients.

With 30 employees, our dedicated teams help businesses understand their risks, manage claims costs and control their insurance spend.

For us it's not about being just another insurance broker, it's about being your trusted insurance advisor, one that adds real value to your organisation allowing you to spend less time on your insurances and more time on your business.

Chartered Insurance Broker status and membership of the exclusive Brokerability network, Sagar Insurances means Smart Insurance for Smart Business.



Rebecca McCann, Amy Chadwick, Bethany Paliga, Laura Marsh, Sarah Petrie, Stacey Lakeland

Trainee Solicitors Join Award Winning Scheme

Six Trainee Solicitors have been welcomed to Forbes Solicitors' triple award winning training programme.

Rebecca McCann, Bethany Paliga, Stacey Lakeland, Sarah Petrie, Laura Marsh and Amy Chadwick will be embarking on a two-year training contract with Forbes which will see them qualify as solicitors in 2017.

Forbes was awarded three medals from the 2015/2016 Lex 100, an online comparative guide to leading law firms, based on the views of past and current Trainee Solicitors. Medals were awarded for client contact, confidence in being kept on and work/life balance.

Stuart Penswick, Training Principal at Forbes comments, "Forbes recruits a high calibre of trainees every year - and this year is no exception. We are extremely proud of our training programme and it is pleasing to see that our Trainee Solicitors rank it highly too."

Crow Wood in line for 3 MAJOR AWARDS!

CROW Wood, Burnley's health and leisure business, has been shortlisted for three major awards.

The latest recognition for the Royle Lane-based business has seen Crow Wood's Health Club shortlisted for Health Club of the Year and Best Gym in the North at the National Fitness Awards.

Earlier this year the gym and health club won Technogym's MOVES campaign, winning £12,000 worth of exercise equipment for local school, Wellfield Juniors, in the process.

In addition, Crow Wood's destination eatery, Bertram's Restaurant, has been nominated as one of the three finalists in the Best Restaurant in Lancashire & Cheshire category (Lancashire Life & Cheshire Life Awards). This comes as the latest accolade for the restaurant, which only opened two years ago.

SMUK Triumphs at 2015 Chamber Awards

SMUK Solutions from Blackburn is celebrating after being crowned NW Small Business of the Year in the regional heats of the Chamber Awards 2015.



Having won the Small Business of the Year title, SMUK Solutions will now go forward to represent the North West in the national finals, which take place in London in November.

Nora Senior, President of the British Chambers of Commerce (BCC) said:

"The Chamber awards are the perfect opportunity to take stock of the outstanding performances of UK businesses over the past year."

"It's important that we recognise and celebrate these businesses and ensure that we can provide the support and assistance they need to help them realise their growth ambitions."

Jo Oliver, Regional Judge and Commercial Insurance Specialist at NFU Mutual congratulated SMUK Solutions Ltd: "We now wish them the best of luck for the national final in November."

SMUK Solutions Limited has grown to be the most competitive Modular Handrailing Component and Stainless Steel Balustrade Kit Supplier. They have built a reputation within the market for their quality, customer service, reliability and extensive product range.



New members



- 1up Web Design
- Affilius Ltd
- ASM Professional Cleaning Services
- Autumn Healthcare Limited
- Batch Brew Limited
- BidCrowd
- Bond & Bloom
- BR Testing Ltd
- Break-Free
- CWV Wallcoverings Limited
- D.B. Ornamentals
- Easirent
- Europe Transport Ltd
- Flat Cap and Ferrets
- Gardens Kept Tidy
- Instantina Ltd
- J. Hewitt ESQ.
- Janet's Laundry & Ironing Service
- Just For You
- K. Woiski Joinery
- Ken's Woodcare Service
- Knotdog Photography
- KS Gardening Services
- Lancashire West Citizens Advice
- Lloyds Banking Group
- Matt Cook Electrical Services
- Maxwell Tree Services
- Moose Media Management Ltd
- Mr Kenneth Kirkby
- NJ Murphy & SL Cross
- North West Logistics
- Paper Crafted Love
- Paul Edwards General Handyman
- Pendle Domestic Services
- RB Property Maintenance
- Ribble Film
- S. B. Decorators
- Shabb2chic
- S-Tech Design & Engineering Ltd
- The Herne's Rest
- Thomas Sagar Insurances Ltd
- Turf Moor Plastering & Damp Proofing
- Verper Ltd

Ribble Valley pupils look to their FUTURE

Bowland High, Ribblesdale, St. Augustine's R.C High School and Clitheroe Royal Grammar School in conjunction with East Lancashire Chamber of Commerce and Skills Funding Agency (SFA) joined forces in a careers event held at The Grand in Clitheroe on Tuesday, October 6th.

Pupils from all four schools the event aimed at helping pupils obtain impartial careers information and enable them to make well-informed and realistic decisions about their futures beyond school, whether in further education or employment via the apprenticeship route.

Local businesses and support agencies were on hand to advise students. Many students and their parents were interested in the apprentice option and over 50 students signed up on the 'Find an Apprenticeship' website

158 Y11 pupils attended the event plus others from Y10. Pictured are pupils who attended the event along with Julia Billington, Information, Advice & Guidance Co-ordinator for Ribblesdale High School.



How do we TRADE with EUROPE?



- > Non-EU Exports for July 2015 are £13.8 billion. This is a decrease of £0.4 billion (2.5 per cent) compared with last month but an increase of £0.7 billion (5.5 per cent) compared with July 2014.
- > Non-EU Imports for July 2015 are £16.5 billion. This is an increase of £0.4 billion (2.6 per cent) compared with last month, but a decrease of £2.2 billion (12 per cent) compared with July 2014.
- > In Non-EU trade the UK is a net importer this month, with imports exceeding exports by £2.7 billion.
- > EU Exports for July 2015 are £10.9 billion. This is a decrease of £1.0 billion (8.4 per cent) compared with last month and a fall of £1.3 billion (11 per cent) compared with July 2014.
- > EU Imports for July 2015 are £18.9 billion. This is a decrease of £0.3 billion (1.4 per cent) compared with last month and a fall of £0.9 billion (4.4 per cent) compared with July 2014.
- > In EU trade the UK is a net importer this month, with imports exceeding exports by £7.9 billion.

Programme of FREE Technology Days

Unified World Communications have announced a programme of free Technology Days for Lancashire businesses. It is delivering a number of free Technology Days to help local businesses get an understanding of the latest communications technology available from some of the world's leading communications brands including Vodafone, Sony, LG and Microsoft.

These Technology Days are taking place in the Unified World Communications Centre in Blackburn with experienced and qualified technicians on hand to offer advice and answer any specific questions.

The sessions are of a rolling format from 10.30am to 3.30pm and attendees are being invited to visit at any time during this core period. The Technology Days have been planned for Thursday 12th November, Thursday 3rd December and Thursday 21st January.

Reservations can be made by visiting: www.unifiedworld.co.uk/technology-days/ or by calling 01254 271 333.

The proportion of total exports to the EU is 44 per cent in July 2015. Over the past 18 months, this has ranged from 41 per cent to 51 per cent. The proportion of total imports from the EU is 53 per cent in July 2015. Over the same period, this has ranged between 49 per cent and 56 per cent.

Biffa

North West

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-improved service?
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Lancashire Business Growth Fund

Are you looking to grow your business?

We can help you with grants to grow your business in many ways:

- Buying plant or machinery
- Property improvements
- Buying new property
- Expanding your existing building
- Infrastructure improvement

We can offer up to **20% funding** of the total project costs with a minimum grant of **£10,000**.



Call or email **Stef Heywood** at East Lancashire Chamber of Commerce to find out how we can help. **01254 356400** / s.heywood@chamberelancs.co.uk