

BUSINESS MATTERS

@BarnsleyBIC

AUTUMN 2017

Claire stitches up dream Dragon investment

BarnsleyBIC's own Claire Gelder, founder of Wool Couture proved that hard work does pay off recently, as her business took another huge leap by securing an investment from Dragons' Den tycoons Touker Suleyman and Tej Lalvani.

After leaving the NHS, Claire was working from her Wakefield home before her bank manager put her in contact with BarnsleyBIC which then lead to her becoming a tenant at the Wilthorpe site. She had taken her hobby and passion of working with yarn and knitting, and produced a unique and creative business. She was looking to grow the business even more, and the move to the BarnsleyBIC was the next natural step.

15 months and encourages any upcoming or new business that needs help with contacts and office space to get involved at the BarnsleyBIC site as it provides a great platform to build upon. "Kevin and the team have been really flexible and helped us with regard to office accommodation, they also have contacts in the area, they know people who know people. The networks they have are very good for any upcoming or new businesses."

For any new or small businesses, problems will arise at some point and they may not have the experience to deal with them - BarnsleyBIC offers that support and advice from the team.

"We needed help with our website and BarnsleyBIC then put us in contact with the right people and assured us we wouldn't encounter any issues." From working from home to Dragons' Den, Wool Couture is living proof that any business with the right resources and people around you can take off and be bigger than ever imagined from the start. Wool Couture shows no sign of stopping with its growth in the business world, with the business exporting 30 percent of its products to the USA; and Claire sees the international market as a really big opportunity, especially with the help of Dragons' Den investors Touker and Tej.

Claire's determination and ambition hasn't stopped, she only sees bigger things for the business and feels they are on the right track to where she wants to be, so watch this space.

"We want to be a great British crafting brand and I think we're on the road there."

Find out more:

www.woolcouturecompany.com



"The team at BarnsleyBIC have been really flexible and helped us with regards to office accommodation, they also have contacts in the area".

Part of Claire's personal drive, alongside her excellent business acumen, is being an impassioned supporter of helping mental illness. She has always believed craftwork is great therapy to combat forms of anxiety and depression and found great pleasure in inspiring people to get involved with crafts and also use it as their therapy.

"Knitting, crochet and crafts have always been my therapy, for me it was really satisfying to design something, and people being inspired to make something that I had designed or to buy something that I had made" said Claire.

Claire has been at the BarnsleyBIC for around



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www.bbic.co.uk

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WELCOME

to BarnsleyBIC: Let us help you improve your chances of business success!

Hello and welcome to the first edition Business Matters @BarnsleyBIC We're delighted to be working with Script Media, one of our newest virtual tenants here at BarnsleyBIC to bring you this exciting new publication.

Business Matters features just a taster of all the latest news and successes in and around our centre and we are keen to include as much variety as possible ... If you have a story or news of a recent success that you or your business has won, please let us know, we'd love to hear about it and include it in the next edition. You can contact us on 01226 249590 or send your item to hello@bbic.co.uk

Business Matters is published quarterly and is printed on the award winning press based at the Barnsley Chronicle Newspaper Group. As well as a traditional high quality tabloid newspaper you can also download the paper as a pdf, or if you prefer to read via a page turning application visit www.issuu.com

If you would like further copies of the printed publication please drop us a line via email: hello@bbic.co.uk and we'll get them delivered to you. So much more than a serviced office facility, the BarnsleyBIC offers expert support and assistance designed to boost the future potential of its tenant businesses. Our mission is to stimulate, assist, promote and encourage the development of innovative technology and knowledge based businesses in order to generate new employment opportunities and create economic growth in the Barnsley area.

Many small businesses start at home where it can be difficult to make connections. The BarnsleyBIC offers a step-up from this and provides a professional environment in which to invite clients as well as the opportunity to collaborate with other businesses on site. Our success is our tenant's success,

which is why we hold regular events to help share expertise and promote local businesses. (See page 5)

We want to help develop businesses, whether it's a start-up or a more established business needing an extra push. We provide tailored business advice, specific for each individual business. At BarnsleyBIC, tenants build business connections with the businesses around them, both to utilise their services and to offer their own. This winning formula provides a convenient and supportive working environment to help mutual progression.

The BarnsleyBIC offers a range of business support to its tenants from individual coaching and mentoring, to networking, a marketing self-help group and surgery, finance surgery and workshops on numerous business topics.

We also offer sponsorship opportunities to potential high growth businesses that wish to base themselves in Barnsley. The package includes free rental of an office up to 500 sq ft, mentoring from both a sponsor and BarnsleyBIC management, and potential investment from the sponsor.

To find out more please visit our website www.bbic.co.uk or call 01226 249590

Barnsley Business and Innovation Centre Limited

Wilthorpe and Head Office, Innovation Way, Barnsley, South Yorkshire, England, S75 1JL, Tel: 01226 249590

Barnsley Business and Innovation Centre

Snydale Road, Cudworth, South Yorkshire, England, S72 8RP
Tel: 01226 715555

E: hello@bbic.co.uk T: 01226 249590

www.bbic.co.uk

[@BarnsleyBIC](https://twitter.com/BarnsleyBIC)

[/BarnsleyBIC](https://facebook.com/BarnsleyBIC)



Ultra-Fast Broadband Arrives at BarnsleyBIC

BarnsleyBIC has introduced a telecommunications service for on-site businesses in partnership with one of its resident businesses Phase 5 Communications.

BarnsleyBIC Telecoms offers both telephone and internet services on a monthly agreement. This allows customers the flexibility of adding enhanced services as and when they are required, and not having to commit to some of the lengthy contracts that other suppliers require.

A small number of standard packages are on offer starting with 20 Mbps broadband & a direct dial phone for £25 per month. Customers requiring ultra-fast speeds for broadband, both download & upload, can tailor a package starting at £47.50 for 100Mbps, rising to 300Mbps.

With an on-site support team, the offer includes a rapid response to faults, and guaranteed 99% uptime from the leased line infrastructure installed.

Phase 5 Communications is also offering a range of IT support packages which include both telephone & broadband for even greater value.

BarnsleyBIC Chief Executive Adrian Waite is delighted with the new offer. "We were looking to introduce a telecommunications service that matched the flexibility of our managed office agreements, but also future-proofed communications on our two sites. Indications are that businesses will require ever greater upload speeds over the next ten years as virtual and augmented reality services become commonplace, so we needed to be prepared.

Even now, the need to do online backups, transfer large files to customers, or even connect remotely from home requires higher upload speeds. We have also been plagued in the past by slow internet speeds at peak times, but not anymore!"

The new service has been well received by businesses based at the BarnsleyBIC with over 55% now using at least one of the packages.

You can find out more about the full range of services at:

[@ https://phase5.uk/bbic](https://phase5.uk/bbic)

Flat bottle idea matures nicely

Sarah Greenwood, Packaging Consultant at Sarah Greenwood Packaging and one of BarnsleyBIC's Virtual tenants is currently working hard with awarding winning inventor of slim-wine bottles, Garçon Wines.

Sarah is a packaging technologist with a background in physics and polymer science which gives her that edge when working through the technical limitations of packaging. She is currently helping them develop bottles slim enough to fit through a

letterbox yet tough enough to withstand the postal system without the huge amount of protective packaging needed for a standard glass bottle

"The project is very exciting, it really is cutting edge and shows real innovation" said Sarah. The whole project is still in development but keep an eye out and watch this space. With Sarah's experience in the packaging industry, we'll all be getting our wine through the letterbox in no time.

Find out more by visiting:
[@ www.scgreenwood.co.uk](http://www.scgreenwood.co.uk)



Are you getting more from LinkedIn than simply linking in?

LinkedIn has over 500 million professionals registered and is viewed by many as the go to platform when looking to build networks and connect with industry professionals, influencers and potential clients. However, many have not changed their approach to using the platform in line with the most recent changes to its algorithms and users can often be found bemoaning the lack of reach of their posts. However, the changes to LinkedIn which mean that broadcast posting is increasingly ineffectual and posts no longer appearing in chronological order can result in your content being 'lost' just call for a more structured and strategic approach when looking to get the maximum from the platform.



Pamela Hopkinson,
Social Media Solutions

As with many social media platforms users of LinkedIn can often overlook the "social" aspect which is key to increasing visibility and engagement amongst their peers. Now, I am not saying for one moment that you should start sharing pictures and content with no relevance to your business or industry; however, what I am suggesting is that being more social on the platform will help to get you seen and provide you with the opportunity to connect with relevant individuals and be seen as an expert in your industry. Finding quality groups and contributing to them on a regular basis by providing both new content to the group and interacting with existing members will help to increase your profile views and establish you as someone that participates in the group and in turn allow you to promote your industry expertise.

Also interaction outside of your existing connections and groups can help you maximise people's awareness of you. LinkedIn allows you to add a note when reaching out to individuals and asking to connect, this is underused by many, but has been shown to increase the acceptance level from those being asked to connect. In addition to this should someone reach out and ask you to connect, if they fit within the demographic that you are looking to connect with, accept the invitation and then go back and respond to them. This can be with a simple thank you for the invitation but this is also an opportunity to ask them why they have looked to connect with you.....in essence this is a warm lead as they have already taken the first step and reached out to you. Happy linking in!

Find out more:
www.smsukltd.co.uk



Target showcase at Wolverhampton business week

Target Information Systems showcased their new trade stand at the Meet the Buyer Breakfast event as part of Wolverhampton's Business Week. The event held at Molineux Stadium on 29th September 2017 was a chance for businesses in the Midlands to meet the companies supplying goods, services and work which support local businesses. Target help the Procurement Team at Wolverhampton City Council by providing their contract management system Accord and a bespoke gateway tracker, to enable the team to gain control, compliance and savings. Target were invited to the special networking event in the city, on behalf of the Wolverhampton Economic Growth Board. Managing Director, Phil Atkinson and Operations Manager, Sarah

Mitchell joined the event with their new branded trade stand. "This was the first event we've done with our new trade stand and it was a hit. We received good feedback from visitors and other exhibitors on our branding and design. It was good to meet other suppliers and get to understand their compliance requirements and how we could possibly help them gain control with upcoming guidelines around GDPR." Set up in 2010 by co-directors Phil Atkinson and Daryl Greensill, Target currently occupies one of the largest single units at Barnsley Business and Innovation Centre (BarnsleyBIC) at Wilthorpe. Target works with clients such as Wavin UK, a number of NHS Trusts, Kier Group, The British Library, 2K Games and House of Fraser.

www.targetis.co.uk

What to consider when looking for vending for your business

by Katie Hall, Refreshment Systems Limited

It always feels like a dark day when you are given the envious task of sorting out vending for your company. However we are here to make it as easy as possible for you. Ask yourself these 8 questions to make sure that you are fully prepared when arranging your new vending offer:

- What do I need to offer? Hot drinks, cold drinks, snacks and confectionery or a mixture of all three? Do you have an in-house canteen or are you competing with the local high street?
- Do you want the service to be fully operated for you, so it is hassle free? Or do you have on-site caterers that can fill and clean the machine for you?
- Where is the best location to put the machine(s)? Is it a good footfall area?

- How much do you want to charge employees? Or is it to be free and a benefit to employees?
- Do employees want a quality coffee shop style drink (bean-to-cup machine)? Or are they happy with a quick value for money (instant) coffee offering?
- Do you have any dietary requirements? Should you have a range of gluten free or dairy free products?
- What level of service and maintenance cover do you require? Is your site open 7 days a week or will a 5 day cover suffice?
- Do you need the vending to bring you an additional revenue stream (with an outlay of a monthly rental and management fee)? Or would you

prefer to pay nothing (saving any hassle) and let your operator supply you with a cashbox deal, where they deal with all the machine costs and sales?

With any investment or change within a company it is so important to plan well to alleviate any problems or issues further down the line.

The biggest tip that we would offer anyone looking to introduce vending to their business would be to properly assess the type of environment where they are looking to position the machine(s) and truly understand the requirements of your end user. This will bring you the biggest success.

Find out more at
Refreshment Systems:
www.refreshmentsystems.co.uk

Follow us @BarnsleyBic



Chamber welcomes Sarah

Barnsley & Rotherham Chamber of Commerce is pleased to welcome the newest addition to their membership team, Sarah Hattersley - who joined the Chamber in July.

Sarah's role as Membership Executive is to build relationships with businesses in the Barnsley area, promoting the benefits of being a Chamber member and show how that can help your business and our local economy. Sarah comments: "I am excited



to join the Barnsley & Rotherham Chamber of Commerce as Membership Executive and look forward to working with the many companies across Barnsley and district. "For the past 12 years I have been involved in sales, fundraising and event management on both a local and national level. "My role at the Chamber is to engage with businesses to ensure they are aware of the services we can provide which focus around 5 key areas: protecting your business, raising your

profile, growing your network, sharing your views and saving you money. I am looking forward to getting out into the Barnsley area and speaking to local business owners about their companies and how we can help them as a Chamber."

In her personal time Sarah loves to explore new places and try new experiences, whether that's heading off on a random road trip to Italy for Prosecco, trying a new recipe or going out to a new restaurant. She also likes skiing, spending time with friends and family and going to the theatre. If you would like to find out more about the Chamber or the benefits of being a member, please contact Sarah on 07376 801688 or email sarah.hattersley@brchamber.co.uk.

restaurant. She also likes skiing, spending time with friends and family and going to the theatre. If you would like to find out more about the Chamber or the benefits of being a member, please contact Sarah on 07376 801688 or email sarah.hattersley@brchamber.co.uk.

@ www.brchamber.co.uk

Next coffee event dates:
23rd November - 10am-2pm
18th December - 1pm-4pm

Welfare Call shortlisted for a CYP Now Award

The Children & Young People Now Awards have become the gold standard for everyone working with children, young people and families. Now in their twelfth year, these awards provide a great source of pride and recognition for all those who strive day in, day out, to improve the lives of others. They offer an opportunity to raise the profile of projects and initiatives and Cudworth tenant Welfare Call are thrilled to have been nominated as one of the finalists in the 'Safeguarding' category.

Welfare Call can't wait to hear the decision which is due to be announced on 22nd November. The

winners will be revealed at a gala awards ceremony at the Lancaster London Hotel near Hyde Park. There's a 15-strong expert judging panel who have scrutinised all the entries to produce this year's shortlist. A panel of young judges are examining the shortlisted entries and their marks will be added to those of the adult expert panel to help determine the winners in each category. We'll reveal the outcome after the ceremony in the next edition of Business Matters.



Silver service @BarnsleyBIC

BarnsleyBIC tenant Silver Lady, have recently created a silver centrepiece to celebrate 100 years of women in the Armed Forces in non-nursing role. The Royal Military Police tasked the local business to create a silver statuette commissioned by the Provost Marshal. Company director Rick Jennings worked closely with the RMP over three months to create the final design. "Whilst there have been numerous events across the Army to celebrate this historic event, it would appear that The Royal Military Police are

the only Corps who have commissioned a piece of silver to mark the occasion. It was a challenging project but the finished piece looked great and was well received by all Military and civilian personnel." said Rick. The statuette features a female figure clutching the brigade flag and helmet in front of two lightning bolts as well as a poppy to remember the fallen. Dan Jarvis MP was also invited to come see the statue due to his military history.

The silver piece will now be displayed at the RMP Museum in Hampshire.

@ www.silverlady.co.uk

New offices for Yorkshire Psychotherapy

Jonathan Lee was fortunate enough to be asked to open Yorkshire Psychotherapy's new offices at BarnsleyBIC recently. This was especially pertinent to Jonathan, having lost his brother to suicide, campaigning for more understanding in relation to mental health related problems have become somewhat of Jonathan's raison d'être. He was aware of the excellent reputation of



Opening Yorkshire Psychotherapy recently

Yorkshire Psychotherapy, and was approached by Heather following an evening that he hosted at Emmanuel Church at which Jonathan told his own story and launched a viewing of the documentary short, "Hidden" that was made about him last year. You can see it here:

@ <https://youtu.be/9PsQfg2pBDY>

Jonathan is also a tenant at the BarnsleyBIC, having moved into there nearly two years ago following the excellent response to his first three novels. Jonathan was then fortunate enough to give up the day job with a daily commute to Leeds and set up offices at BarnsleyBIC. He soon took on his old PA of 10 years, and moved offices three times gradually moving up in size each time.

From the office now they run Hideaway Fall, a publishing house committed to publishing fresh, new authors from the north of England. Jonathan believes there is so much writing talent in this area and unfortunately, people do not get the recognition and chances they deserve because they simply aren't near the capital. Having been excited by the submissions so far and published one novel in the first year of trading. Jonathan and his team are looking to expand their authors and increase our output year on year.

They have also recently established MHBarnsley.org from their offices which is due to be launched early next year. This has come about after they identified a need to have a website specifically for the people of Barnsley to make them aware of the mental health services on offer in the area. After hosting an evening on mental health, it became clear that

there are plenty of services in the area but nobody was aware of them. They were also finding that when people finally plucked up the courage to go to their GP and tell them of their problems, they were being put on a seven month waiting list. Some, sadly would not be alive by the time their turn came. The website was established to counter this.

Jonathan feels extremely passionate about this, and the website is wholly funded by the royalties from his third novel, A Tiny Feeling of Fear which he is donating in totality to try and help people in the area. Jonathan would be delighted if anyone wants to donate by buying a book, they can get them here:

@ <https://goo.gl/k9mHof>

If anyone wants more information on the website please email: contact@hideawayfall.com



WHAT'S ON

Here at BarnsleyBIC there's always a great choice of regular events taking place

Our First Friday Breakfast Networkers...

As the title suggests, held every month on the First Friday from 08.30 until 10.30 this is your chance to mingle and meet with likeminded business owners and decision makers who are either tenants here at BarnsleyBIC or a part of our great little B2B community.

We also get great speakers and our December event features Brett Riley Tomlinson from tenant company Novus Marketing.

As a strategic marketing consultant Brett is able to draw on his experience to see where you are currently, compared to where you would like to be and give you advice on how to achieve this vision. Having worked with businesses ranging from utility companies, business parks and music festivals to dog photographers, business advisers, charities and many others, Brett is in a perfect position to advise you on all areas of your marketing. In his brief but information packed session we're pretty sure you will leave with loads of practical advice to give your next working week the kick start it deserves and exactly what you have been looking for.

@ bit.ly/2AuOvYS

The Bird Board at BarnsleyBIC

If you're a woman in business and looking for an all-female support group of gifted, experienced and understanding women, who will help you get to your end goal quicker, and who'll be there for you every step of the way, that's where Bird Board comes in.

Women who head a department, run their own business or manage a team, sometimes have unique challenges in their business life, and depending on what area of expertise you come from, will of course depend on how you approach things.

Their meetings create a purely supportive, safe and confidential environment for women in business. They have a tried and tested formula to help each woman with their personal and business challenges.

Their strong ethics and values have created a safe hub where women from completely different business backgrounds have got your back. The advice that they give you is with your best interests at heart, with no hidden agenda.

Intrigued? Why not come and see how it feels to fly?

The Barnsley Board is held on the last Thursday of every month from 10.00am till 12.00 noon.

@ www.birdboard.co.uk

Innovation and Branding Clinics

Held on the second Tuesday each month.... Our next monthly innovation and branding clinic @ BarnsleyBIC will be hosted on Tuesday 12th December 2017, (4pm - 5.30pm) in our Phase 4 building at BarnsleyBIC, Wilthorpe site.

Our clinics are provided by the IP & Technology Law Group of 4-5 Gray's Inn Square, London WC1R 5AH - Tel 020 7404 5252 for further details. These barristers specialise in intellectual property, technology, media and entertainment and competition law. They are the only intellectual property chambers with an annex outside London



and the only ones anywhere to specialise in advising and representing start-ups and small/medium enterprises. The clinic is a free 30 minute consultation with patent counsel or one of the patent attorneys, specialist IP solicitors or other professionals who work with 4-5 Gray's Inn Square.

For more information of what to expect, visit <http://nipclaw.blogspot.co.uk>. If you are interested in booking an appointment to attend the clinic on Tuesday 12th December 2017, simply call the chambers on 0207 4045252.

Free accounts and Finance Clinics

JOIN JO IN THE BISTRO FOR OUR FREE ACCOUNTS & FINANCES CLINIC.

If you've ever wondered what on earth your accountant is saying to you, how to understand your profit and loss, your balance sheet or just need to work out the profits you are making, then this is your opportunity to obtain expert advice (without the jargon) from Jo Darling, a specialist consultant at BarnsleyBIC tenant business Brook Corporate Developments. Call Reception for details of our next clinic if you would like to attend.

Chamber Coffee Club

Find out how Barnsley and Rotherham Chamber of Commerce can help and support your business at one of our Chamber Coffee Clubs.

Pop in for a coffee and have an informal chat with Sarah Hattersley, the Chamber's membership executive for the Barnsley area. Sarah can tell you all about the services they offer and special incentives and discounts that being a tenant at the BarnsleyBIC brings. Sarah is here on:

- Thursday November 23rd from 10:00 am until 2:00 pm
- Monday December 18th from 1:00 pm until 4:00 pm

Additional dates to be confirmed for 2018...

If you fancy arranging your own meetings here at BarnsleyBIC

We have 5 meeting rooms for hire, located across two sites in Barnsley. Offering total flexibility, our staff can create customised meeting packages to suit all requirements. All rooms have free WiFi, ample power points, telephone and computer sockets and can be laid out to suit requirements.

Refreshments, room catering and a seated restaurant is available at Wilthorpe, provided by our on-site caterers.

There is also a photographic studio currently situated in our Phase Four building which you can rent by the hour for any budding or creative geniuses out there.

Our recently installed Shower Room in Phase Four has two private showers for the use of all residents. Ideal for those who cycle into the office.

All of the above rooms can be booked online using our Skedda booking system. Typical rates are :

BarnsleyBIC Wilthorpe East & West Meeting Rooms Full Day - £150 / Half Day - £80

BarnsleyBIC Wilthorpe Large North Room Full Day - £95 / Half Day - £50

BarnsleyBIC Cudworth Meeting Rooms Full Day - £120 / Half Day - £60

Please call our reception team on 01226 249590 for further details or visit:

@ www.bbic.co.uk/meeting-rooms

The Bistro at BarnsleyBIC Wilthorpe

There's always a friendly welcome at our on-site Bistro which is operated on BarnsleyBIC's behalf by P&A Food Management Service.

The Bistro offers a range of refreshments & buffets; alternatively tenants, visitors and delegates can make use of the Bistro which offers the additional benefits of free WiFi, and a small lounge area with large screen TV.

We encourage local businesses to make use of the Bistro for their staff and visitors.

P&A Food Management Service can provide an extensive range of hot or cold buffets and refreshments directly to your meeting room, or you may wish to reserve tables in the restyled restaurant.

P&A also provide;

- Weekly specials Menu and daily updates
- Delivery and take-out service for tenants
- Cafeamore - fresh coffee to take away
- A fine selection of desserts and afternoon cakes



Outstanding first year for Barnsley start up

BarnsleyBIC based business CSP Systems is celebrating excellent first year financial results. CSP Systems has reported its 12 month turnover as an unprecedented £350k, with a healthy profit margin. From a standing start in April 2016, the digital networked office solutions provider has built a solid customer base from Barnsley and the wider Yorkshire area. Operating from the BarnsleyBIC, is the CSPsystems culmination of a collective 75 years in the print, copy and scan solution industry. The two directors, Andy Bethel and Thomas Mackrill made the decision to locate the business in Barnsley as they see the town as central to the Yorkshire region. Experienced service engineer, Dean Middleton joined the team to make it one of the most skilled and knowledgeable in the area. Operating almost exclusively in the South and West Yorkshire area, CSP Systems is proud of its local credentials and will continue to focus on the region. Doing so has allowed the business to establish



unrivalled response times of typically less than 2 hours. Among its customers are Sheffield legal practice Acclaimed Family Law, fast growing Active Response Security Services and the business behind the Jump Inc phenomenon, Futures Leisure. The business is already forecasting further growth for the next 12 months, with plans to take turnover to £400k and increase the size of the team. Director Andy Bethel said: "We couldn't have anticipated such an outstanding first year of trading when we started out last April. We based the business in Barnsley because of the town's friendly business

community, excellent support services for start ups and active Chamber of Commerce. It proved to be the right decision. We're looking forward to giving something back in the next year by creating new jobs. "It's an exciting time for CSP Systems and we're all looking forward to the coming year. We have a partnership with DEVELOP which allows us to supply world class hardware into Yorkshire businesses. Teamed with bespoke service technology created by Dean and unrivalled response times, we're in a position to offer a real alternative to run of the mill print and copy suppliers." www.cspsystems.co.uk

New Job created already

CSP Systems are delighted David Farrow has accepted the position of Senior Service Consultant. "He will be a great asset to CSP Systems Ltd and to the service department, this will ensure that our incredible service levels continue. I wish David a long and happy time with CSP Systems Ltd, and I hope you will wish him all the good luck in his new employment."

David is fully trained on all the Konica Minolta Develop systems, including the additional software applications available. "I have experience of working alongside David in the past over many years, as has other members of our Service team. In fact, I believe David and Dean Middleton, who has worked for CSP Systems Ltd from May 2106, will have actually worked together in a service team for a combined total of 25 years."

BUSINESS ROUNDUP...

One of BarnsleyBIC Cudworth's longest standing tenants is Excalibur (UK) Ltd an established business innovation consultancy that assists businesses to rapidly grow in a low risk low cost way via coaching them in systems for business innovation. This approach helps businesses to:



John O'Connor,
Excalibur UK Limited

- Generate ideas that are natural extensions of your business and therefore be easier and quicker to develop – rapidly increasing your profits
- Give you advice on how to access funding and GRANTS to develop your new business ideas
- Provide coaching on how to generate ideas continuously, making your company "future proof" and able to cope with new and unexpected developments
- Improve your problem solving skills to minimise risk and maximise your opportunities
- Rekindle your enthusiasm and entrepreneurial flair to break the glass ceiling and shatter the mind sets holding your company back

Thus Excalibur helps take your business move forward, overcome growth barriers and seek success both in the UK and overseas.

Find out more by visiting:
www.excaliburuk.co.uk



All aboard the Google Digital Garage

If you are wanting tips on how to improve the social media side of your business then hop on the Google digital garage bus! The Google digital bus tour recently spent some time down at BarnsleyBIC, the bus tour offers free digital training and social media tips for anyone and everyone and best of all...it's free! So why not give it go and see what you're missing online! The bus offers daily group seminars on specific social media topics, such as writing for social media and your overall social media strategy of your business. As well as these great talks you can make an appointment and have a free face to face coaching where you can really make it specific to your business and see where you could improve your online presence. Social media is the present and the future of business

and it is amazing how many hidden secrets that you can learn in just a couple of hours, it's time to switch your digital brain on! Whether it be Facebook, Instagram, Twitter or any other social media platform... The Google digital garage has it covered! Whether you are looking to build your confidence with social media, learn skills for your next career move, just starting your business or you believe you just need a nudge in the right direction the digital garage has the solution for you and can tailor your face to face coaching session to you! So make sure you keep an eye out for next time the Google digital garage makes its way to the BarnsleyBIC. The bus tour has reached out and given free digital training to over 250,000 people in the UK and now it's your turn to give it go and see what you're missing out on!

Check out:

www.learn.digital.withgoogle.com/digitalgarage



Every brand's story is different, we help you tell yours...

scriptmedia.co.uk

Tel: 01226 734 694
marketingsolutions@scriptmedia.co.uk

'Green Shoots or Autumn Leaves? – an update

James Burgess
MKB Solicitors LLP



Commercial property: this is of course a notoriously difficult market to predict, even more to analyse

When considering what to write for this update I decided to look back upon some thoughts I had previously put to paper and in doing so recalled an article which I wrote in October 2014 entitled 'Green Shoots or Autumn Leaves?' <http://mkbsolicitors.co.uk/articles/> Basically, my article focussed on the state of the commercial and domestic property markets at that time and essentially posed the questions 'where are we now?' and 'where are we headed?'. I thought it might be an interesting notion to revisit the position and bring things up to date, particularly as since the Brexit vote, the concept of the 'Northern Powerhouse' and HS2. These have divided opinion across the board as to where we are heading and, ultimately, where we will end up as a nation driven by the construction sector and the financial services industry. So, diving in.

Firstly, domestic property, including the buy-to-let market: in 2014, I put forward the view that the market at that time appeared to have taken a significant step forward, in terms of the numbers of sales and purchases being undertaken.

I also commented upon the state of the lending market and concluded the general consensus seemed to be that the enhanced application process which was being introduced back then had not had a significantly negative impact upon the numbers of successful offers to lend being processed.

Whenever I speak to anyone working within this sector, confidence abounds. However, are things about to change? The honest answer is – who can say for certain? Typical, I know, for a lawyer to sit on the fence, but over the last few years markets (and indeed world events, such as political elections!) have become so difficult to predict that it seems best to approach matters with a cautious optimism. In 2014, I talked about an 'upward curve' being experienced in the buy-to-let market; I do think that it would be a fair assessment to say that since that time, due in part to the new Stamp Duty Land Tax rules which came in to force on 1 April 2016, that the residential buy-to-let market has over the last year or so demonstrated a downward trend, and so affecting accordingly that same curve which I noted in 2014. So, is the curve looking

like levelling out any time soon? Again, to place myself firmly on the fence (or at least half way across the stile) – only time will tell.

So, turning to commercial property: this is of course a notoriously difficult market to predict, even more to analyse, in terms of comparable trends and where we are headed. However, my position in 2014 was that, generally speaking, lender-funded purchases were rare and that many commercial investors and operating businesses looking to take on new commercial premises at that time were nervous about committing to commercial lending obligations in an unpredictable market. Indeed, we have seen that where business were doing well, albeit under stress, and where cash profit was being generated, the sensible position was to preserve cash reserves and not commit to anything risky or long-term. This included both borrowing to purchase and entering in to lengthy (and potentially onerous) lease agreements.

And what of today? Well, since I put pen to paper in 2014 we have as a nation experienced many changes, driven by the ever-shifting global and domestic

political landscape and relationships between nations across the world, not just within Europe. As at the date of writing, negotiations between the European Union and the UK are looking tense at best, with (so we are told) little progress being made on either side to progress the Brexit process. However, this commentator's view is that there is still much light at the end of tunnel to look forward to; history has taught us that we are a resilient nation full to the brim with talented, enterprising people and we (and our Government) must not forget this.

As a practitioner operating in the commercial and property markets, I do feel keenly optimistic about the future. Of course, there are going to be up's and down's and no doubt there will be more difficult times ahead. However, property markets are currently looking robust and, if we are to rely upon our nation's more recent history, these markets tend to fuel and form the backbone of our country's economy. Long may it last!

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NatWest reveals most common scams

- Customers urged to be vigilant as NatWest reveals extent of scams
- Most common scam was not receiving goods that have already been paid for

NatWest has revealed the scams most likely to catch customers out. Since the beginning of 2016 almost 7000 customers have become the victims of scams. Of these 7000, 'goods not received' scams are the most common with 2073 cases recorded. 'Goods not received' scams occur when a customer pays for goods or services but does not receive them from the seller. They typically happen on online auctions and marketplaces and they account for 3 in 10 of all scams carried out against NatWest customers.

Customers can protect themselves from this scam by checking the item description carefully and reading the website's dispute resolution policy before buying. Customers should use recognised, official payment services and never pay via direct bank transfer off-site.

While most people associate fraud with individual personal account holders, business customers can also be victims of scams. The single most expensive scam in the top ten is 'invoice fraud'. Invoice fraud occurs when a business receives an invoice that appears to be from a trusted trading partner but it is actually fake. The fraudster typically says that payment arrangements have changed and that the customer should

pay the outstanding balance to the new account, which is operated by the fraudster rather than belonging to the trusted trading partner. Each business targeted loses, on average, £30,000 to this type of fraud.

Scam	Number of cases
Goods not received	2073
Advance Fee Fraud	1700
Spoof payment requests	1084
Invoice Fraud	574
Holiday Scam	329

Fraser MacDonald, Business Growth Enabler at NatWest, said: "We know scammers can be convincing and they work round the clock to persuade their victims to part with money. We have hundreds of people working 24/7 to detect and stop fraud, but it's very important that, as individuals and businesses, we know how to protect ourselves."

To protect customers and encourage scam-aware behaviours NatWest has:

- A specially trained team of Community Protection Managers across the regions who work to protect customers from financial abuse.
- Trained branch staff how to spot the signs of a scam and how to deal with them.
- A dedicated fraud response team who are a point of contact for customers who have been victim of a fraud.
- Fraud reporting lines open 24 hours a day, 7 days a week, 365 days a year.
- An online security centre that offers support to customers.

Ransomware!

"Ransomware!!!" The word making national and international news headlines as of late, as big companies and organizations are hit by different strains of Crypto-locker malware! But what does this mean to local businesses such as SME's in the real world? Well put simply Ransomware is basically what it says on the tin,

software "ware" that holds you to "ransom". Usually delivered by an email that seems totally innocent, the initial file may lay dormant for some time, eventually activating itself - running through a process of encrypting every file before demanding its "ransom" from the end user! Encryption used is always military grade and the only

way of getting data back is paying the ransom (never recommended) or restoring files for backups? What can be done to help prevent this? User training is paramount as is keeping all your security products and PC software all up to date! Eclipse IT Services can help any organization, small or large, to limit the impact of these events.

www.eclipseit.co.uk

5 TOP TIPS for keeping on top of your Bookkeeping

By Angela Proud, Proud Bookkeeping



- We all start out in business for different reasons, we might have been yearning to be our own boss for years, or had family commitments that were too great, or like me you might have been made redundant and thought 'I can do this on my own'.
- The one thing most small business owners have in common is that they are passionate about their skills. Most sole traders will not think I love doing admin and bookkeeping and can't wait to get started.
- And so about 6 months in the adverts come on the TV - it's time to fill in your Self Assessments (WHAT? Does that mean me?) and the panic sets in slightly. Where have I put all my receipts, I think they're in a box in the little bedroom, or they could be in the glovebox and the massive rush of receipt retrieval begins...
- When you start you will probably want to set things up yourself, so here are a few things to think about when starting your bookkeeping systems.
- **1 Set up a Good System**
- Look for a good way to record your income and expenses. Think about what you want out of them when they are done - I know the taxman will want to know what you have done - but don't you too?
- Make sure that you will be able to use it. My favourites are Quickbooks online with Receipt Bank, this enables me to analyse the numbers not just enter them.
- **2 Choose a software**
- Once you've decided on a software, then make sure that it is set up for your needs, check all the categories in the Chart of Accounts, are there enough for what your are wanting to record, you can always add more in and there are plenty of videos

out there to show you how. Make sure you put your logo on the invoice section and you are happy with everything, most of these can be changed, some can be customised if you are a css/HTML coder - I just stick to the basic ones, they are much better than a duplicate book anyway.

3 Do it Regularly

Once you've decide on how you are going to store your invoices and receipts until you are ready to enter them and you have set up your Bookkeeping software, then make sure that you put aside time to enter all your data on a regular basis.

4 Put money aside for the TaxMan

Once you are up and running with your bookkeeping and keeping on top of it, it's time to start thinking about putting money away for the TaxMan, if you are running your reports on a monthly basis then you will be able to quickly work out approximately how much you will have to pay the TaxMan.

5 Keep a check

Check on your rolling 12 month turnover. This is really important when you start earning over £60,000 a year as it soon creeps up and before you know it you have earned £90,000 and have gone over the VAT threshold.

The current threshold for VAT is £83,000 and you need to be able to let the TaxMan know if you expect to go over this threshold in the next month. I hope that you have managed to read all the way to here and that it will help in the running of your business, if you would like to discuss any of the above any further, you can book a FREE 1 hour initial consultation with me by clicking here:

www.proudbookkeeping.com

Be GDPR-Ready; First steps for employers

By Tracey Lally, Director at TSL HR & Recruitment

Most people have already heard about the General Data Protection Regulations (GDPR), which come into force on 25th May 2018. They're important for all businesses, but for employers, it's vital to ensure all HR-related information conforms to the new rules.

The regulations cover all personal data for both employees and potential employees. It therefore includes anyone who has been unsuccessful in applying for a job, but whose details you wish to keep on file. Data can come from a variety of sources and be stored/processed on a variety of platforms. Here's our quick seven-step guide to making sure your HR is GDPR-Ready.

1. Do a Self-Assessment

Carry out an audit and discover where your weaknesses are. Fully document answers to the following:

- What are your existing data handling procedures?
- What sort of information do you hold?

- How do you store information?
- When, why and how do you share information?

2. ICO Registration

As an employer, it's likely that you'll need to be registered with the Information Commissioner's Office. It's quick and easy. The ICO has a handy self-assessment tool that tells you if you're required to register, or are exempt.

3. Get Consent Right!

Data is owned by the person it refers to and they must specifically consent for you to hold, use and share it. It's no longer enough to assume consent under employment terms and conditions; for personal data, permission must be separately obtained. You must give clear information about how the data is used, stored and how long you'll keep it. You must also inform applicants and employees how they can request data be deleted or corrected.

If existing consent doesn't conform to GDPR standards, it must be retrospectively obtained.

4. Establish a Data Breach Process

What would you do, if your company suffered a data breach? Under GDPR, it'll be mandatory for you to report any breach within 72 hours, no matter how it occurred - whether accidental loss, disclosure, or via criminal activity.

5. Create a 'Subject Access Request' Procedure

Anyone can apply for a copy of the data you hold on them. Plan for how you'll respond to such requests; you'll have one calendar month to do so. Subject Access Requests will no longer attract a fee, which could mean more employees deciding to take advantage of this opportunity.

6. Appoint a Data Protection Officer (DPO)

Designate someone to take responsibility for data protection



compliance and implementation. Some organisations are required to formally designate a DPO.

7. Awareness

Make sure everyone in your organisation is aware of GDPR and the processes you have in place for data protection. This helps to minimise the risk for your company.

As the deadline approaches, TSL will publish further information about the impact of GDPR for employers, on our website. In the meantime, the ICO's 12-point plan, is a useful guide to help you get your business GDPR-Ready.

www.tsllrecruitment.co.uk