

WHITE CROSS NEWSLETTER

April 2020

White Cross Business Park, Lancaster, LA1 4XQ
www.whitecrossbusinesspark.co.uk • 01524 585 360

LANCASHIRE COUNTY DEVELOPMENTS LTD (LCDL)

CORONAVIRUS UPDATE

to tenants of White Cross Business Park in Lancaster and Lancashire Business Park in Leyland

26th March 2020

This update follows previous notices circulated to tenants and is aimed at tenants who are not yet currently in direct discussions with us.

We realise that these are very worrying times for our tenants, and LCDL will continue to monitor latest Government guidance and respond to the emerging commercial landscape.

We encourage our tenants to keep referring to these websites and the other business support services available:



For Government guidance and advice to businesses:

www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses#gcslocal

For assistance from Lancashire County Council's Economic Development team who offer business support and guidance to Lancashire businesses, including all grants and loans available:

BOOST (LANCASHIRE GROWTH HUB)

www.boostbusinesslancashire.co.uk

- re-orientating offer for all Lancashire Businesses (not just ERDF eligible) including advisor support #AskforHelp.
- Targeted support around three key strands:
- Physical and mental health;
- Business resilience checklist
- Help accessing the national offer(s) and further help and links for business community.

The team have also asked that we bring your attention to the following which you may find helpful:

www.boostbusinesslancashire.co.uk/askforhelp/

Fill out Boost's business impact survey:

<https://s.surveyplanet.com/oJInusAsy>

Read this checklist/to do list:

www.boostbusinesslancashire.co.uk/askforhelp/coronavirus-business-impact-to-do-list/

BOOST (LANCASHIRE GROWTH HUB)

Lancaster City Council:

www.lancaster.gov.uk/news/2020/mar/support-for-businesses-during-coronavirus-pandemic

Lancaster BID offering advance on Government's £10k grant:

www.lancaster.gov.uk/sites/business/business-support-grants-fund

South Ribble Borough Council:

www.southribble.gov.uk/coronavirus-information-business

Our aim is to continue to keep the LCDL business parks open to those companies that are allowed to operate, and the Business Park Managers will continue to update tenants on a regular basis. Please continue to communicate with them as they are here to help and please keep them notified if your office/unit is closed or your situation changes. LCDL staff are now working remotely but are available by email and will contact you as soon as they are able:

White Cross Business Park Manager: Janet Nielsen

Janet.Nielsen@lancashire.gov.uk

Lancashire Business Park Manager: David Jones

David.Jones@lancashire.gov.uk

LCDL business parks offer accommodation to a wide variety of businesses, operating in many industry sectors, so not all business will experience the same economic impact. Invoices will continue to be raised by our automated financial system and you can continue to pay in the normal way should you be able to.

However, should your business be in such a position that cash flow has been impacted and you are facing financial difficulties as a result of the coronavirus pandemic, please contact Finance Exchequer Services on 01772 532993 (corporatedmt@lancashire.gov.uk) to discuss your requirements further, which could include you wishing to suspend rental payments.

We will keep in touch, as the situation continues to develop and updates from Government remain a daily occurrence.

We wish you all good health during this unprecedented time.

Janet Nielsen and David Jones

Virgin Care Ltd have taken additional office space within Storey House, a spoke office has opened in 3-2-1 Storey House that will provide space for 0 - 19 staff to work in.



Houseclub MAKES SHORTLIST IN BIGGEST AWARDS FOR PROPERTY PROFESSIONALS IN THE UK

Houseclub has been recognised for delivering outstanding customer service to its clients, making the shortlist of The ESTAS - the biggest award scheme in the UK residential property industry.

The ESTAS, sponsored by Zoopla - the UK's most comprehensive property destination, honours the best agents, conveyancers and mortgage advisors in the UK. The awards are powered by The ESTAS' online customer review platform, which enables property professionals to demonstrate the customer service standards they deliver for their clients. ESTAS reviews can only be completed at the end of the transaction and a strict verification process ensures reviews are genuine. This year's shortlist has been calculated following the evaluation of 47,000 client reviews.

Estate & letting agents have been shortlisted in 20 regions around the UK. The regional and national winners will be announced at the 17th annual ESTAS ceremony at the Grosvenor House Hotel in London on 15th May. The awards will be presented by TV property expert Phil Spencer in front of 1,000 of the UK's top property professionals.

Spencer said: "The ESTAS encapsulates what your typical agent is trying to do, which is to provide an honest, transparent service for their clients, and are based on real feedback, from real clients experiencing real service from agents.

Good customer service is imperative within the estate agency industry, and there is a renewed opportunity for high street agents to show the general public that service does really matter. Traditional agents do an incredible job for their clients in a process that is littered with potential pitfalls and the ESTAS celebrates those who go above and beyond."

Commenting on The ESTAS, Charlie Bryant, CEO at Zoopla - the Headline Partner of this year's awards, said: "Zoopla shares the core principles of excellence in customer service with many agents in the UK, and we are unwavering in the delivery of our customer-centric approach. Customer service is a real measure of quality, and can bolster every business's performance, regardless of its size, scale or location. It also offers room for ingenuity - customer service is not a one-size fits all model. To celebrate our 10th anniversary of sponsoring The ESTAS we are delighted to present the Zoopla Xcellence Award which highlights those agents that have performed consistently over the last 10 years, I wish every shortlisted agent the very best of luck at the awards in May." Simon Brown, founder of The ESTAS says "At ESTAS we're creating a community for best practice property professionals who all share a passion for delivering great service and a belief that service really does matter."

John Harrison, Managing Director of **Houseclub** said "We are very proud to be shortlisted once again having won best agent in the North West of England for the past three years. We take our levels of customer service very seriously because we know clients have a choice. Hopefully we can win the regional award again in May and perhaps even challenge for national honours.

For more information about ESTAS please visit www.theestas.com or call on 01892 610245

978 Bridging Team Books Charity Sky Dive!

Three members of the 978 Bridging team will be taking part in a charity sky dive on 12th April 2020



Simon Das,
Managing
Director



Jumping for his local charity 'More Music' - a music and education charity based in the West End of Morecambe, with over 25 years of experience delivering workshops, training, performances and festivals across the district, region and beyond.



Nikki Baines,
Operations
Manager



Jumping for her local charity 'Team Reece' a childhood cancer charity which supports children with cancer and their families. Reece Holt was a 13yr old boy who fought terminal Brain Cancer and is the inspiration and founder of this fantastic charity!



**Hammad
Abbasi, Case
Manager**



Jumping for his local charity 'Intact' who provide support, advice, signposting and drop in services. A venue for community meetings, education and learning, and a range of facilities for recreation and leisure for residents of all ages.

We'd really appreciate it if you could spare a few pounds to sponsor one or all of these fantastic causes! Click on the images above to donate to your chosen charity.

Bridging & Commercial Top 35 Under 35 List



Simon Das

Managing director at 978 Bridging

Age: 34

Notable achievements:

Over the past year, Simon has grown the company from one to four people and is currently writing a training programme with the ambition to bring in four new sales team members within the next 12 months. He has created a diverse panel of lenders with the ability to finance anything from luxury yachts to a derelict house. He has offered terms on over £150m worth of business, including a football stadium, a TV sound studio and even a pirate ship. He has helped and supported numerous clients by stopping repossession proceedings and has managed to assist clients who have unfortunately been made bankrupt begin new business ventures. Simon has also completed well over 1,000 hours of voluntary work, including helping to organise the 'World's Biggest Street Party' on Morecambe Promenade, working for Leeds Children's Charity and chairing the West End Million Project for three years. He wants to bring this charitable mindset into 978 Bridging by offering a paid voluntary work scheme and partnering with BIC1-Business for Good in order to give back to his

In a bid to attract new and younger people to all areas of the specialist finance industry, Bridging & Commercial Magazine wanted to showcase some of the market's biggest success stories - all of whom are under 35. Our MD Simon at aged 34 (just) made the cut! The magazine carefully handpicked every single person who made it onto the list, with a particular emphasis on how their triumphs have also benefited the wider sector contributing to their decisions. The magazine recognised Simon's dedication to his business and how he has grown his team from one to four people in the past year, how he has helped and supported numerous clients by stopping repossession proceedings and has managed to assist clients who have unfortunately been made bankrupt.



The magazine also recognised Simon's voluntary work and how he has incorporated this into his business by giving back to his employees chosen charitable causes as the business profits. [Check out who else made the list here](#)

978 Interviews



We had a huge amount of interest for our Trainee Commercial Finance Broker role receiving over 100 applications! Our Operations Manager, Nikki whittled these down to the 6 most suitable and experienced candidates and interviews took place on 11th March. All of the candidates were fantastic and it was extremely difficult to choose just one, but we really feel that we have chosen the best fit for our small and friendly team!

978

BRIDGING

Stephenson Financial Planning Ltd

David Stephenson is a professionally qualified financial adviser. He has more than twenty years' experience in the financial services industry and in 2017 was invited to join as a Partner Practice of St James's Place Wealth Management as an appointed representative.

Based in Lancaster, David has worked very hard over the years to build up a wide range of individual and corporate clients. He is also a trusted financial adviser to many NHS and private medical and dental practitioners.

David said: "I really appreciate the trust that has been placed in me by my valued clients, and I strive constantly to uphold the highest standards of professional conduct. My commitment and passion is to

ensure the client's financial wellbeing by working holistically with them to achieve this aim."

Whether you need expert advice on pension schemes, tax affairs or investment planning, you can be assured of a friendly, professional relationship, that places you and your financial affairs firmly at the heart of things.

David is a member of the Chartered Insurance Institute (CII) the UK's leading professional body for advisers dealing with all aspects of financial advice. The Partner Practice is regulated by the Financial Conduct Authority for the purposes of advising solely on the group's wealth management products and services.

David concluded: "I look forward to answering any queries or concerns an



individual may have about their finances and to working in harmony with new clients in the future"

Appointments to see David may be arranged at your home, your place of work or David's office at the White Cross Business Park situated opposite the Royal Lancaster Infirmary. Tel: **07811 216566** (Lancaster based)

STEPHENSON FINANCIAL PLANNING LTD

Commitment to quality of advice.



At Stephenson Financial Planning Ltd, we provide support for the financial wellbeing of individuals and companies covering all aspects of finance inc;

**Retirement Planning • Investment Planning
Protecting You & Your estate • Corporate Services**

David Stephenson Dip CII, CeMAP
Director

Stephenson Financial Planning Ltd

Partner Practice of St. James's Place Wealth Management

127 The Barracks, White Cross Business Park, South Road, Lancaster, LA1 4XQ

Mobile: 07811 216566 Website: www.stephensonfp.co.uk

LANCASHIRE HEALTHY YOUNG PEOPLE AND FAMILIES SERVICE

For those of you who might not have met us yet, Lancashire Healthy Young People and Families Service has based its north hub at Alston House.

The service, which has been run by Virgin Care on behalf of Lancashire County Council since April 2019, provides health visiting and school nursing services across the county.

You can find out more about what we do at
<https://lancsyongpeoplefamilyservice.co.uk/>



In response to COVID-19 we are providing these vital services to older people:

- **Support at home including shopping and collecting prescriptions**
- **Taking people home from hospital and helping them to settle**
- **Good Day Calls – a phone call every day, 7 days per week**
- **Information and Advice**
- **Dementia support for those living with dementia and their carers**

Please refer by email us on:

advice@ageuklancs.org.uk

Alternatively you can ring:

0300 303 1234

For the latest updates to our services and our response to COVID-19 please visit:

www.ageuklancs.org.uk

And follow us on social media



