

# WHITE CROSS NEWSLETTER

November 2020

White Cross Business Park, Lancaster, LA1 4XQ  
[www.whitecrossbusinesspark.co.uk](http://www.whitecrossbusinesspark.co.uk) • 01524 585 360  
<https://whitecrossbusinesspark.co.uk/news/>

## 9 YEARS ON!

Welcome to the Winter edition of the White Cross Newsletter. We can't believe it has been 9 years since its launch. We are so pleased the Newsletter continues to be a successful quarterly publication with lots of support from companies on site so a big 'Thank You' for your input.

I hope you are keeping safe and well and welcome back to those of you who have returned to White Cross after lockdown. It is great to see familiar faces again! Please let me know if you would like a copy of the Landlord Covid Operational Guidance for the estate and I look forward to receiving your company's Covid 19 Risk Assessment. As a reminder, could I please ask that staff wear a face covering in corridors and communal areas and follow the guidance at all times. It would also be appreciated if you could let me know if you are continuing to work from home, thank you.

With regards car parking, can you please remember to provide updates/amendments for the permanent database and also inform the estate office of daily visitors. This can be done by emailing the car parking email inbox – [wxcarparking@lancashire.gov.uk](mailto:wxcarparking@lancashire.gov.uk)

A big thank you to the companies who have supported the newsletter with their articles and helped to make it the success it is Please continue to send your good news stories through to us. Thank you also to those businesses who completed the recent tenant questionnaire

Best Wishes to you all,

Janet Nielsen,  
Estate Manager

## LANDLORD INFORMATION

White Cross Business Park has a facebook page now so please check it out, follow us and request to join the group.

We will post information, events and news on our page. So please let us know if you want anything posting or mention us in your own posts. Please send us your news, promotions, events or express interest in your company being in the "spotlight" by contacting us at [whitecross@lancashire.gov.uk](mailto:whitecross@lancashire.gov.uk)

Alterations to office/workshop of an electrical/mechanical or structural nature: Please advise the estate office in order for Landlord consent to be given. Contractors MUST obtain a contractor permit to work from Reception prior to any works on site.

## FORTHCOMING WORKS ON SITE

Roof works to various areas  
Gutter and drainage clearance



# FGH SECURITY



**In the lead up to lockdown, we, like many others were unsure of the implications or effect that this virus would have on us. But when it started to affect our regular work on over the one-hundred sites we cover weekly, we had to take it seriously. It was mid-March when some of our events started to cancel; first, it was an April Pokémon Go concert, then the LFC Premier League Parade, then Glastonbury and then our entire events division. Alongside our work in high time economy (pubs, clubs and bars), we lost 90% of our work. With a workforce of 250 people, this was catastrophic.**

On Monday the 16th of March, and we sat and had a large team meeting at HQ; all the senior management team, account managers, trainers, even some of the supervisors came to the office. We calculated we could cover our usual running costs for about 4 months if everybody cut their salaries by 50% and we sold every vehicle we owned- this was with just 10% of our regular income from security guarding. We made a team decision that no matter what job you usually do, this week was "sales rep week", in total, over 1000 calls were made from our office at the start of that week, and several hundred emails sent out.

Thankfully, it worked.



On Wednesday, the 18th March we received an order to assist with security guards at 100 Morrisons sites. Starting when? The very next day.

That day and that night, we drafted in extra help and re-mobilised the workforce. Everyone dug in. We needed risk assessments communicating, re-training completing, uniform delivering. By the next morning on Thursday, we had covered 90% of the stores already and had a plan to fulfil the rest.

For us, we had achieved our goal of keeping most of our team at work. Furlough was still not announced. At the back of our mind was always the families and children of the team – we could imagine the thought of them having no work. They gratefully received the work offers and chance to become local lock-down heroes themselves at the supermarkets.

Later that same day, we had another call "can you also cover 100 Waitrose sites?". Supermarkets and retail security were not in our usual areas of work, but we already had a delivery network of twenty smaller suppliers, the use of these delivery partners was approved, and so we began to call fellow companies who were struggling. Our goal was to save as many jobs as possible.

This cycle repeated itself again, and again, and again, over the coming days. First for 50 ASDA stores, then for another 100 Morrisons stores, then for more Waitrose stores and then for stewards to be placed on the stores in addition to the security.

We could not fulfil it all, and our existing network of 20 approved companies could not either. So, we worked over the weekend, with our team now focused on auditing new delivery partners.

We even partnered with organisations that had been previously competitors, or with whom we had not spoken to for twenty years. Covid brought us all together.

Our screening officers had taken a break from screening and could now be found on companies' house, running insurance checks, or verifying certificates. By Monday (after just 5 days), we still had over 90% of the stores covered (now over 450 positions, equivalent to 1500 full-time jobs). We brought in the security controllers from our festival team, who were now controlling and recording the hours worked across all the stores. We brought in our CCTV operators, who were now looking at the maps of the UK and sorting route plans down the M1 and across the M4 instead of looking at a festival site.

## FGH SECURITY continued...

For the first 8 days, a team of 12 people all self-isolated in the office together. Food was delivered, and we slept in spare rooms around the offices. Luckily, the White Cross have excellent facilities, including showers and there is an abundance of takeaways nearby.

In the second week we took over a local hotel and camped there, with a degree of normality kicking in. The new normal at least.

For the team in the office, and the teams on the front line at the supermarkets, they worked tirelessly. Many worked multiple days running. Many did not know exactly how dangerous the Covid-threat was to them but pressed on anyway, for the purpose of keeping people safe. It made them all proud to serve their communities and they are the real heroes in our eyes.



In total in the first 12 weeks of Lockdown, the supermarkets that we serviced had more than 50 million visitors to them. Now eight months in, some of the supermarkets have cut back slightly, or reduced the coverage, and people have had chance to reflect and take some time out.

Some of the things we did to assist the companies in our network include committing to, and fulfilling a weekly payment schedule, with an average time to pay of 8 days. We also ran a training program for a small number of our delivery partners (typically labour suppliers at festivals) to gain SIA Approved Contractor Status. So far, two have been approved and another four have audits booked. Our total partners included 44 companies, many of whom would have gone out of business or been forced to make many redundancies.

We are extremely proud of the work we achieved during COVID, and are so pleased that we kept so many people around the UK employed.

We know several of our neighbours in the white cross struggled through his time, and we are proud of everyone who has survived- we have all come out stronger.



# 978

BRIDGING

# CHARITY SKY DIVE



On Sunday 27th September 2020, the 978 Bridging team jumped (literally) out of their comfort zones and took part in a skydive as a way of raising money for local charities MD Simon chose to raise money for More Music in Morecambe, a local charity that delivers community workshops in music and the arts whilst Operations Manager Nikki chose to jump for Team Reece and help to raise awareness of childhood cancer. Elisha, Lettings Co-ordinator from our sister company Furness Bay, chose to take the leap for Defying Dementia, which raises funds to facilitate research into Alzheimer's and neurodegenerative brain disease. As you can see from the terrifying pictures, the team absolutely smashed the skydive and altogether, raised a fantastic £2,405 across their chosen charities. Well done to Simon, Nikki and Elisha and a big thank you to everyone that shared and donated, we couldn't have done it without you!

# THE GVT PEER-NETWORK PROGRAMME FOR WOMEN AND MORE

We don't need to tell you how hard things have been for business owners during this pandemic, and we know on top of that, women leaders have carried a heavier burden.

The Growing Club CIC has campaigned for, and secured, funding to support women running businesses and NFPs in Lancaster and Lancashire.

Below are the range of offerings designed to support you through this and Build Back Better!

Firstly, the BEIS funded women leaders programme...

Women leaders / senior decision makers of Lancashire organisations with a £100k turnover pre-covid, are invited to apply for the BEIS funded peer-networks initiative, which consists of 18 hours of small group peer action learning , plus 4 hours of one to one coaching.

This programme starts November 20th and will be delivered via Zoom. Details via the link [www.eventbrite.co.uk/e/peer-networks-action-learning-programme-for-women-in-lancashire-tickets-124684066399](https://www.eventbrite.co.uk/e/peer-networks-action-learning-programme-for-women-in-lancashire-tickets-124684066399)

## Women leaders of Lancaster organisations which have been running for at least 12 months,

can apply for a Lancaster City Council funded place on The Growing Club's growth and sustainability course, which starts on November 9th .

Please note, as this is a socially distanced, face to face course, following Covid guidelines the start date may be delayed .

Full details and initial registration via this link [www.eventbrite.co.uk/e/bloom-and-grow-funded-growth-and-sustainability-programme-tickets-122242784459](https://www.eventbrite.co.uk/e/bloom-and-grow-funded-growth-and-sustainability-programme-tickets-122242784459)



## Bloom and Grow - Funded Growth and Sustainability programme

Funded growth and sustainability programme for women running small businesses in Lancaster District

[www.eventbrite.co.uk](https://www.eventbrite.co.uk)

## Women leaders of Lancaster organisations which have been running for at least 3 years,

can apply for a place on the 2nd cohort of the Lancaster City Council funded, peer mentoring programme, which starts in the New Year.

This innovative programme trains you to be a mentor, which is a valuable life skill, plus you get a trained mentor to support you for at least 12 months.

Email [Jane@thegrowingclub.co.uk](mailto:Jane@thegrowingclub.co.uk) for an application form.

**And finally**, if you have had to lay off staff during this difficult time, there are 3 courses planned for women who are unemployed / unwaged, to explore their "what next?". These are popular, supportive and fun 6 session courses. The first course starts November 4th.

Full details and registration via this link [www.eventbrite.co.uk/e/the-sowing-club-employment-enterprise-skills-training-for-women-tickets-122525223241](https://www.eventbrite.co.uk/e/the-sowing-club-employment-enterprise-skills-training-for-women-tickets-122525223241)

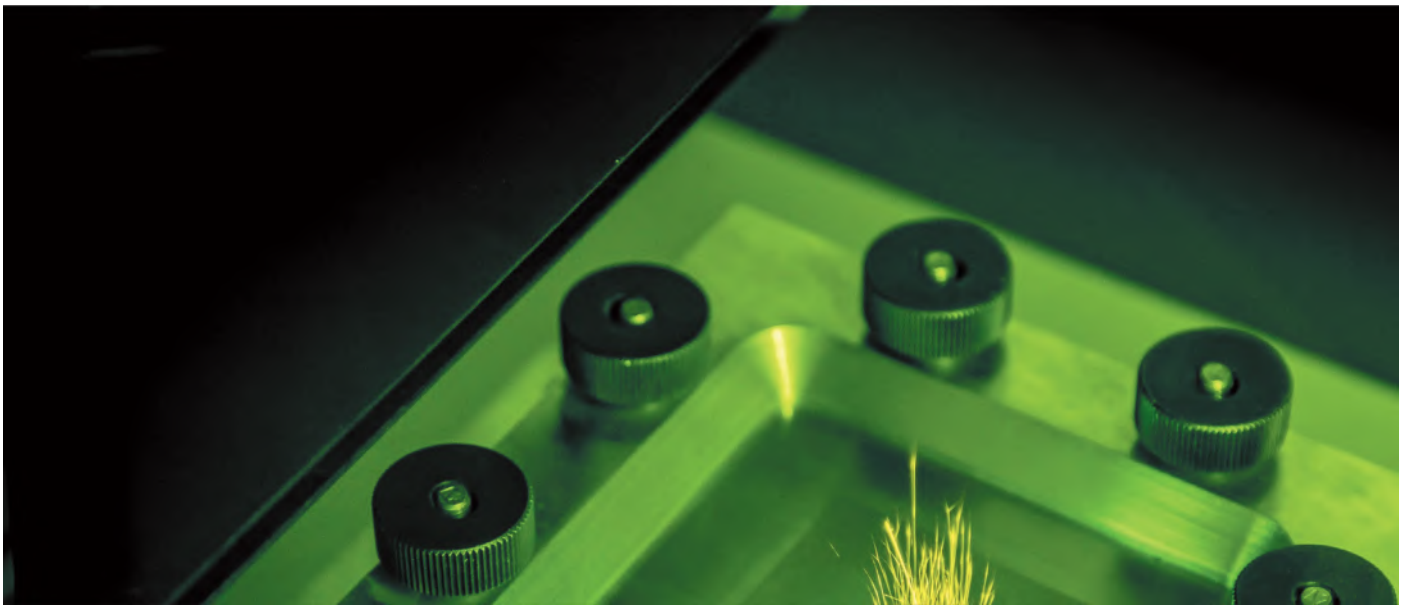
## The Sowing Club - Employment & enterprise skills training for women

The Sowing Club - Skills training for employment and enterprise [www.eventbrite.co.uk](https://www.eventbrite.co.uk)

If you would like to discuss your eligibility for any of these programmes please email [Jane@thegrowingclub.co.uk](mailto:Jane@thegrowingclub.co.uk) and she will arrange a call with you.



together we grow



**LiNa Energy was founded in the summer of 2017 as a spin-out of Lancaster University with the aim to commercialise safe and affordable batteries to help accelerate the two global mega-trends of electrification of transport and decarbonisation of energy.**

LiNa's platform is radically different from the current mainstream lithium-ion battery technology as it contains no lithium and no cobalt. It is a modern, high-tech re-engineering of operationally proven sodium/nickel chemistry that was originally developed in the 1980s but at the time could not compete with lithium technology, primarily due to design limitations.

Since incorporation, LiNa has been based at the University's state-of-the-art incubator centre on campus, cTAP, which has proven to be a fantastic first home for us. To date LiNa has won two prestigious UK Government grants that have enabled proof-of-concept and the construction of a prototype stack. We have also raised external capital that has enabled us to develop a truly world-leading team in all areas of our growing business. The team comprises colleagues well known to the founders and, LiNa is proud to say, a growing number of locally based staff.

During summer 2020 as the technology made significant strides and looking to the future, it became apparent that the time had come for LiNa to 'fly the nest' and we are delighted to be making the move from campus to White Cross into a new 4,500 sq ft facility. At our new White Cross facility, we are in the process of installing state-of-the-art battery processing laboratories and testing facilities that will accelerate commercialisation of the technology.

LiNa is proud of its Lancaster roots and having been born in the University is now establishing itself in the heart of the city. Working with many locally based suppliers and partners, we aim to become an exciting NW England cleantech success story!

For more information about LiNa Energy please visit [www.lina.energy](http://www.lina.energy) or email [info@lina.energy](mailto:info@lina.energy).

## Adding that cosy touch this winter

**Shutters are more than just a beautiful interior design choice - they come with a host of benefits while still keeping your room bright and attractive.**

Shutters are so versatile; they can suit any room due to Shuttercraft's huge range of styles, colours and materials. Their more robust ranges are ideal for family spaces where they will be used regularly – plus they are so easy to clean, a quick wipe and you're away!

Did you know? You can also save up to 50% on your heating bills with shutters as they keep your house cosy during the winter months locking central heating inside where it is needed most.

With shutters, you can control each panel individually – allowing you to keep the bottom half closed for maximum privacy and open the top panels or louvres to let the sun shine in. Or why not opt for café style shutters? Café style only cover the bottom half of your window, leaving the top half completely open.

Bay windows are a beautiful feature in many UK homes, particularly period properties, but they can be tricky to dress. Shuttercraft supply made-to-measure shutters, created just for you, so you can be confident they will fit exactly to your bay windows.

If your home features an open plan area, why not consider shutters to partition the space? As well as transforming windows, they can also help reshape the spaces you love. Keep them closed to create different rooms, or fold them out of the way, joining together your living room and kitchen or dining area when required. With Shuttercraft, you will enjoy premium, made-to-measure shutters with the benefit of an expert surveyor and fitter who will guide you through the whole process, and help you choose the perfect solution for your home.

To find out more, contact Martin:

**01524 958 053 [www.shuttercraft.co.uk](http://www.shuttercraft.co.uk)**



# BUSINESS GROWTH



Our 'property management plus' initiative continues to endeavour to provide a one-stop shop for relevant business growth, resilience and innovation tools, including access to Finance through the offer of 6 monthly visits by LCDL staff to each business operating in our sites. The aim is to bring business support offers from Lancashire's business growth hub, Boost and other business support organisations, at your doorstep.

For further details please contact Pritam Pal, Boost Senior Project Officer via email at [Pritam.Pal@lancashire.gov.uk](mailto:Pritam.Pal@lancashire.gov.uk)

Boost is Lancashire's Business Growth Hub, working with businesses to help them improve, develop and grow.

Whether you are a start-up or an established company, contacting Boost can be the catalyst to take your business to the next level.

Boost provides a range of funded business support programmes in addition to a dedicated service that helps you navigate the local, regional and national business support landscape to find the right support for your business.

Led by Lancashire County Council and the Lancashire LEP, Boost is a driving force of the Lancashire economy and has supported over 8,000 businesses, helped create over 3,000 jobs while adding over £100m to the economy since we launched in 2013.

Businesses which have been trading for more than three years, employ more than 10 staff and have the drive and ambition to grow by at least 20% year on year, for the next 3 years could qualify for our fully funded Boost Bespoke Programme (Dependant on your sector). The programme has been designed to help you to:

- Develop and build an effective senior management team
- Attract the very best talent to fill key positions
- Articulate a clear growth story with a clear growth strategy, and implementation.
- Turbo charge your sales engine to find, win and grow customers.
- Access new regional, national and international markets
- Ensure robust financial systems are in place, including cash acceleration strategies to fuel and control the growth.
- Build on new or existing markets
- Be more resilient to change in the economy or markets that can hinder growth
- Increase productivity and minimise waste



# BUSINESS GROWTH continued

Through our hugely successful and fully funded Growth Mentoring programme, you too can have a mentor on your team, giving you access to specialist knowledge and experience when you need it the most.

Key benefits of the Growth Mentoring programme are below:

- Spend more time on rather than in your business
- Support your business through change management
- Increase your business knowledge and experience
- Maximise your business performance
- Improve your problem-solving abilities
- Build your confidence
- Develop your leadership skills
- Widen your network of business contacts
- Have someone to turn to in times of stress

We have also recently launched our Peer Networks programme which is funded by the Department for Business, Energy and Industrial Strategy (BEIS) in response to a commitment made in the 2019 Business Productivity Review.

Peer Networks is a national peer-to-peer networking programme for SME leaders that want to grow and develop their organisation for future success. Delivered locally by Boost, we create diverse -cohort groups of individuals to collaboratively work through common business issues.

The programme includes interactive action learning, trained facilitators, small groups, flexible topic selection and one to one coaching.

**“Participants are encouraged to continually expand their capacity to create the results they truly desire, new and expansive patterns of thinking are supported. Peer networks provide a platform where participants are continually learning how to learn together”**

Pritam Pal, Boost Senior Project Officer

By completing Peer Networks, you will overcome business challenges and recognise and act on new opportunities, build a trusted network of connections to support you now and in the future, and improve your long-term personal and business performance.

Our experienced relationship managers can help you find the right support for your business, offer advice on your growth plan and help you #BoostYourRecovery.

**You can contact Pritam directly or call 0800 488 0057. See where a conversation can take you this year!**



Lancashire's Business Growth Hub



**We are working hard supporting vulnerable people across Lancashire, at a time when they need us most.**

Help our Age UK Lancashire Heroes be there now and for years to come by making a donation. Thank you.



**Visit:** [www.ageuklancs.org.uk](http://www.ageuklancs.org.uk)

**Call:** 0300 303 1234



**Passionate about Later Life**

Follow us



**White Cross**