

MANAGED WORKSPACE MAGAZINE

ISSUE TWO

2020

YEAR IN REVIEW



Hull
City Council

Bringing you news
from the Hull City Council
Managed Workspace Centres

Brought to you by Hull City Council's Managed Workspace Centres team



Hull City Council's Managed Workspace Centres are ideal for those seeking excellent office, workshop, and storage accommodation for their business needs. With the added value of a shared creative hub, on-site business support, and additional resources, our Managed Workspace Centres offer a mix of vibrant work and social space.

With buildings in West, North, and East Hull, our Centres provide furnished and unfurnished workspace for pre, early stage start-ups and established businesses.

We are here to accommodate and support your every step to help make your business a growing success.

Louis Pearlman Centre
94 Goulton Street,
Hull,
HU3 4DL
Tel: 01482 612 478

Bespoke Resource Centre
Zeals Garth,
Bransholme,
Hull,
HU7 4WD
Tel: 07702 922 771

Craven Park Training and Enterprise Centre
Poorhouse Lane,
Preston Road,
Hull
HU9 5HE
Tel: 01482 379 514

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Welcome

Here it is, the second edition of our Managed Workspace Magazine in which we bring you news from Hull City Council's Managed Workspace Centres.

For this issue we thought we'd do something a bit different and spend some time going through some of the most noteworthy moments of our 2020. In a year that saw a changeover in team members, the launch of a magazine and videocast, and tackling a worldwide pandemic, there is a lot to be said for the events of the last twelve month.

It's been a very challenging year for us all and here's to hoping that 2021 will bring fewer obstacles.

**Liam McGlone,
Business Development Officer**



Mystical Moon Melts - Unit 20, Louis Pearlman Centre

LOOKING FOR BUSINESS ACCOMMODATION? WE CAN HELP

Our Centres in West, North, and East Hull offer a selection of small, medium and large workspaces including offices and workshops. With easy terms and without the pressures of a longterm contracts, our locations provide an ideal starting point for new businesses.

For details of our latest vacancies, visit us today at:
www.hccmwc.co.uk



20 BY THE 20 NUMBERS

Managed
Workspace
Centres



26
NEW
LICENSEES

156
TWITTER
FOLLOWERS

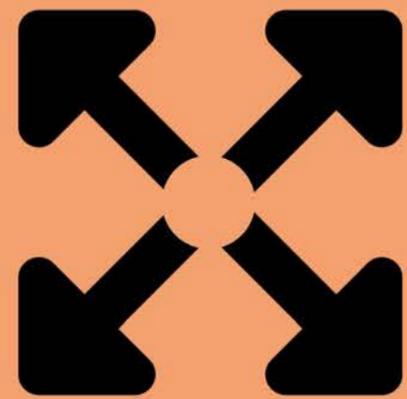


NEW TEAM
MEMBERS

4



6
EXPANSIONS



256.7k
TWITTER IMPRESSIONS



1
MAGAZINE
LAUNCHED



1
VIDEOCAST
DEBUTED



BUSINESSES
SUPPORTED
203



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Year In Review

2020 has been a whirlwind of a year for everyone, and for the Managed Workspace Centres Team it has been no different. A lot has happened throughout this last year within the Centres including the retirement of two team members, the recruitment of four new members, acquiring a third Centre and, of course, battling the Coronavirus pandemic.

The year saw continued upgrade works taking place at Louis Pearlman Centre. With the building receiving an impressive facelift and being brought well into the 21st century with a state-of-the-art interactive Tango Touchscreen in its conference room. But it isn't just Louis

Pearlman Centre that will have a new look as our East Hull Centre, Craven Park Training and Enterprise Centre, is currently going through the design stages to revamp the main reception. If plans go ahead, visitors will see a completely new waiting area when they enter the building. The current reception desk will also be demolished, with staff being moved into a transformed Unit 1 which will be converted into the new reception desk and have a cut out into the wall, acting as the new reception window for visitors needing assistance from onsite staff. These improvements, currently scheduled to start on 4th January will breathe new life into the area which has had no major development since the Centre opened in 2014.

MANAGED WORKSPACE TEAM EXPERIENCE A TRANSITION OF STAFF

In 2020 the Managed Workspace Team experienced a proverbial 'changing of the guard' as two of our most experienced team members, Helen Gooding and Tricia Rasberry, left the team to enjoy their retirements.

Tricia said goodbye to the team in February, whilst Helen followed three months later in May. With a combined 52 years as part of Hull City Council, Helen and Tricia saw a lot happen in their time within the Managed Workspace Centres including a changing portfolio and numerous licensees start their journey as business owners. But as they came to the end of their paths in the world of Managed Workspace, we saw others take their first steps.

Back in April we welcomed Veronika Popova to the team. Veronika, who came into the country from Latvia at the age of 8, studied Business Administration with Hull Training and Adult Education and has been eager to dive head first into her role as a Business Development Officer. She was

paperwork, and she was paramount in streamlining the steps that are used to sign new licensees up as she was able to look at it from an 'outsider' perspective and pick out things that longer-serving members of quick to pick up the duties that came with the role such as conducting viewings and all of the necessary the team might have become blind to. Initially being based at Craven Park Training and Enterprise Centre, Veronika has since gone on to provide cover elsewhere and prove that she is a valuable asset to the team.

Six months later, the team grew to a total of eight members as Katie-Leigh Crane, Alice Stewart and Grace Baines joined us in the Managed Workspace Centres team, with each one of them bringing a unique set of skills with them. Katie came to the team from elsewhere within Hull City Council, looking to enhance her existing knowledge from over two years working in Business Administration. Thriving on being able to engage with a variety of people, Katie is always willing to help anyone who is looking to start-up or grow in business. Alice joined us after spending three years working and supervising in the hospitality industry. Due to being made redundant

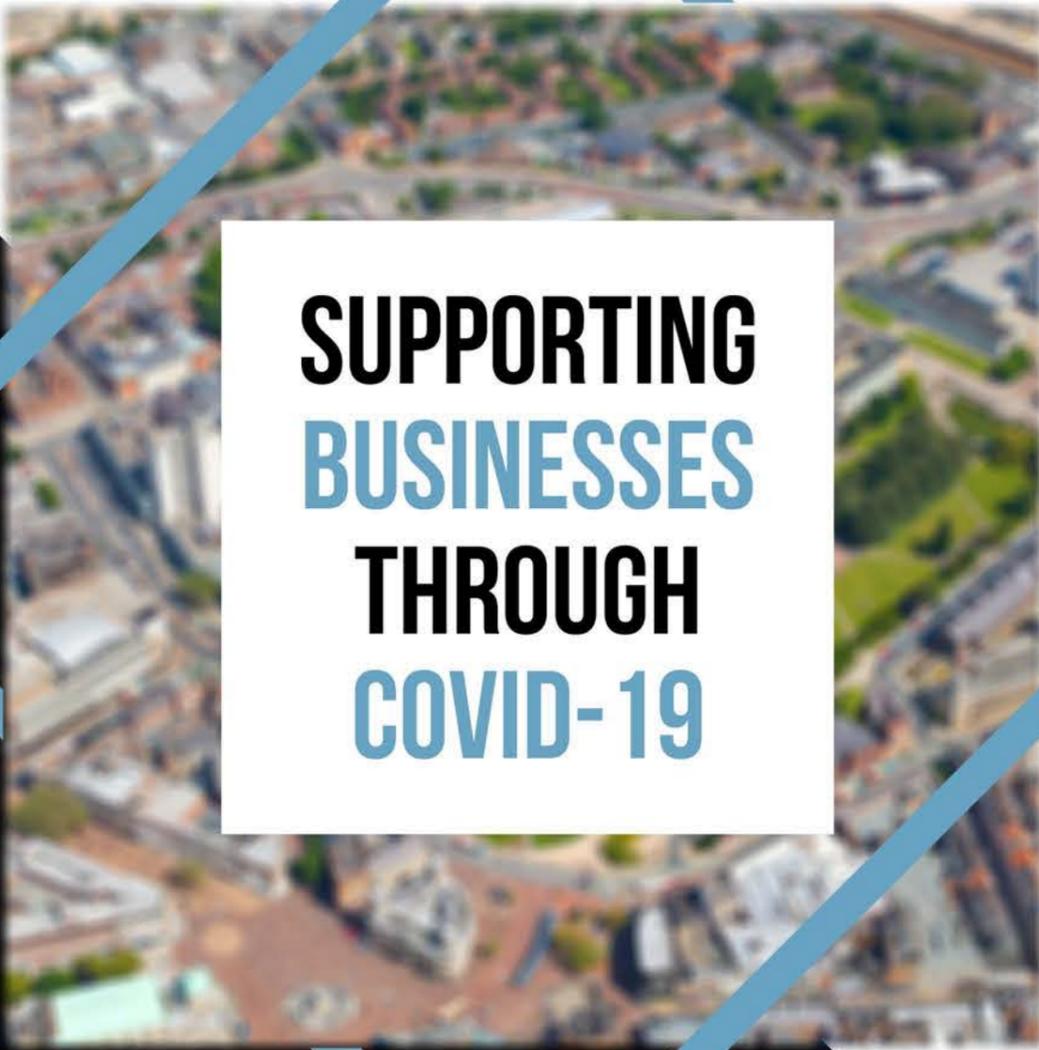
because of Coronavirus shutdowns, Alice decided to look to a different career for for new challenges and is keen to transfer her existing skills to her new role, allowing her to provide high levels of customer service, whilst she also learns valuable new skills. Like Katie, Grace had also previously worked for Hull City Council in an administrative role for Hull Training and Adult Education. She left this position to do some travelling in Australia and once she came back she was eager to jump back into the world of local government. Having an interest in business since studying it throughout school and college, Grace is now excited to continue to learn new things and take on more challenges.

celebrating in the team however, as this year also saw Hayley Drust take on a new role with more responsibilities when she became the Managed Workspace Centres Team Leader at the start of October. The position came available with the retirement of Helen, and Hayley is enthusiastic to utilise the knowledge she has gained from three years of working within the team and the Centres to continue to improve the services that are offered.

Each member of our team brings fresh and unique abilities and we're excited to see where these skills will take us.

It isn't just new faces that we are





SUPPORTING BUSINESSES THROUGH COVID-19

2020 Year In Review

It would be impossible to discuss the year 2020 without talking about the Coronavirus pandemic. In what has been a very challenging year, the Managed Workspace Centres have strived to be there for our licensees and local small businesses by keeping them up-to-date with any of the funding and support available as well as remaining open to provide our essential service to businesses that occupy spaces with us.

Keeping a clear line of communication with our licensees was something we have endeavoured to do throughout this year. There has been so much information being passed around that it was essential for us to consolidate the details of anything that might be helpful into one place. Emails were sent out on an almost daily basis to our licensees providing them with updates to Centre operations, opening times and staffing, as well as the latest updates to grants and loans as and when they became available. We also set up a page on our website dedicated to the latter, informing businesses owners of funding and monetary help such as the Coronavirus Job Retention Scheme, Additional Restrictions Grants, and the Small Business Rates Relief Grant. The Managed Workspace Centre Manager, Allan Rookyard, made sure he was always on hand to assist any of our licensees with applications for these, and other grants.

When the first lockdown was put in place in March, we were dedicated to keeping our Centres open in order for our licensees who are unable to work from to keep their businesses going. However, we also knew we had to keep the members of our team safe. This is why we chose to have staff members work home on an alternating basis. This allowed the staff to stay protected, but they were also keeping their mental wellbeing healthy as they still got the chance to get out and about when coming into the Centres. Staff members working from home kept in constant communication with licensees in order to make sure they were receiving

the latest updates and support. We also wanted to keep spirits up throughout the lockdown, which is why the team organised a virtual quiz night with licensees back in May. Although there were a couple of minor hiccups thanks to technology, it was a really good time and licensees were able to interact with each other as well as the team.

Another measure we took to stay Covid secure was to reduce the reception hours of the Centres. As a lot of our licensees were working from home, we decided it would be best to reduce the amount of time our team members were spending in the Centres. This was something that was reviewed on a weekly basis depending on how busy our buildings were. We also took further measures to keep the Centres Covid secure including limited the number of people in certain areas, such as the breakout areas and meeting rooms, and providing hand sanitiser at public entrances to the buildings.

When the second lockdown came at the start of November, we again had to reduce the number of staff working at our Centres and modify our working hours in order to provide a safe working environment. Throughout all of this though, we ensured that the Centres remained opened for all of our licensees to access in order to carry out their business. We again kept in constant communication with the businesses at our Centres in order to provide them with updates regarding grants and funding available to them throughout this time, walking through the steps they need to take in order to receive what they needed to.

2020 has been a tough year for many people, and the Managed Workspace Centres Team wanted to do as much as they could to make it that bit easier on our licensees and partners in order to keep life moving as normal as it could. We sincerely hope that the New Year brings fewer challenges and an easier year.

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