



the investor

The Newsletter of Tyne + Wear Development Company

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Flagship centre draws on marine skills



Paul Buie (right) with Trevor Harrison

A pioneering Marine Design Centre has opened on Tyneside. The £2.3 million Marine Design Centre (MDC), which is based close to Newcastle's Central Station, received support from Tyne and Wear Development Company.

MDC is the first centre of its kind in the UK and will be a focal point for the ship design industry. The region has a long history in shipbuilding and retains a large pool of ship design talent. The new centre will allow these strengths to be combined

in a bid to win naval and commercial contracts.

Experts predict it will create a substantial number of new jobs and add anything up to £100 million to the marine and defence industry by 2016.

Trevor Harrison, managing director of Northern Defence Industries (NDI), which will run the centre, said: "The largest companies in all sectors of the global marine market are increasingly seeking access to 'clusters of capability' to fulfil

their requirements. The MDC is structured to provide precisely this capability and will act as a single point of contact for them."

Facilities will allow companies to place up to 40 designers at any one time into the centre to work on contracts, supported by three full time industry experts. Future contracts could include the Royal Navy's two new aircraft carriers and contracts in buoyant civil and naval markets such as Australia, Malaysia and China.

David Hewitt, a director of the MDC, said "There is a vacuum where the region's shipyards used to provide a focus for the supply chains in the marine sector. Our vision is to make the North East a centre of the worldwide marine industry, by building on all the key knowledge and experience that we have from the past."

Tyne and Wear Development Company was able to help in the delivery of the MDC project by working with Trevor Harrison to identify and secure appropriate premises. The project also received funding of £1.5 million from One NorthEast.

Paul Buie, manager of Tyne and Wear Development Company, said: "This is a fantastic facility that will hopefully be the birthplace of some of tomorrow's leading ship designs. It heralds a bright new future for the region's marine sector."

Success in the pipeline

Swedish firm Trelleborg epros has relocated its UK factory to Follingsby Park in Gateshead.

Tyne and Wear Development Company supported the relocation along with One NorthEast. The move sees the firm, which specialises in environmental protection systems, create 11 new jobs as it looks to double sales to over £25 million in the next three years.

Danielle Colligan, operations manager in the UK, said: "Tyne and Wear is an excellent base for us. The facilities here are good and we have access to a ready-made workforce with first class skills."



Deborah Fletcher (left), Ian Ramsay and Danielle Colligan

Brush manufacturer sweeps into Monkton

A family owned brush manufacturer that's been based in Sunderland for almost 150 years is on the move. Cottam Brush Ltd – formerly Cottam Bros – is run by the sixth generation of its founding family and is investing in new premises at Monkton Industrial Estate in South Tyneside.

It has moved from its previous home on the Sheepfolds Industrial Estate, where it has been based since 1858, to make way for regeneration plans in the city, having sold its old base to Sunderland arc.

The move sees Cottam Brush swap an old factory – made up of several separate buildings – for a new, modern 22,000 sq ft industrial unit with all facilities under one roof.

Managing director, Ben Cottam, a great great great-grandson of the founder of the company, said: "This is a massive opportunity for us. As a manufacturing company we have to look forward. Bringing everything together in one place means we can operate more efficiently, turn around orders in less time and increase sales."

The £3 million turnover company with a workforce of 30 has signed a 15 year lease on its new home after undertaking an exhaustive search of properties across the region supported by Tyne and Wear Development Company.

Ben added: "They were first class. We had to move quickly when we agreed to sell our old site and they were with us all the way – identifying suitable premises, arranging viewings and signposting potential financial support."



Ben Cottam with Paul Buie

The company hopes its move to Monkton will enable it to increase sales and explore new markets in Europe and the US. It specialises in manufacturing industrial brushes for everything from painting and decorating to oil and gas pipelines.

Paul Buie, manager at Tyne and Wear Development Company, said: "Cottam Brush Ltd has a long and proud history in Sunderland. Relocating the business a few miles down the road will help to secure its future in the region by providing the facilities it needs for success."

CBL's green light for growth

An expanding data recovery company is trebling its office space and investing in new premises as it looks to win more business.

North Tyneside-based CBL has moved to Orion Business Park on the Tyne Tunnel Trading Estate. The Canadian-owned firm, which has been in the UK for six years, has moved into a 2,200 sq ft office at the Hedley Court development after outgrowing its premises at the nearby Centre for Advanced Industries.

The move follows a period of sustained success for the company in which partnership deals have been agreed to provide support for blue chip firms including Toshiba and Western Digital.

Frank Priest, CBL general manager, said: "We reached a point where we'd simply outgrown our old office space. Our new premises give us the room we need to grow and the facilities with which to do it. We see the North East as the ideal place to expand our UK client base."



Deborah Fletcher with Frank Priest

CBL specialises in data recovery from media including hard drives, flash cards, tapes, lap tops and disks. It was able to tap into the expertise of Tyne and Wear Development Company to identify a site close to its former base.

Deborah Fletcher, information officer at Tyne and Wear Development Company, said: "CBL is an international firm with a strong reputation. Tyne and Wear has played an important role in the

company's success in the UK and we want to do all we can to help sustain this. Knowledge-based businesses like this have a key role to play in the regional economy."

Frank added: "We're appreciative of the support we've had from Deborah and the team at Tyne and Wear Development Company. As soon as we contacted them they immediately put the wheels in motion to help us find a new base."

New training centre for contact centres

The future of the region's contact centre industry looks bright after the opening of a new training centre on Tyneside.

City of Sunderland College has opened its second training facility at Segedunum in Wallsend to help train contact centre workers of tomorrow.

The centre will provide training and recruitment assistance for people who are unemployed to help them find jobs within the industry. It will also help contact centres to develop employees' skills through training. The investment has been made with the support of Tyne and Wear Development Company, which helped the college to identify its new home.

It aims to build on the success of the North East Contact Centre Academy at Doxford Park in Sunderland. The centre was set up by the college and is recognised as a Centre of Vocational Excellence (CoVE).

Debbie Allingham, business solutions manager at City of Sunderland College said: "We're delighted to be opening the new centre in Wallsend. It follows

the same model as the academy at Doxford, which has already played a major role in the success of local contact centres.

"It's a big investment and we're thankful for the support of Tyne and Wear Development

Company for helping to make it happen."

Paul Buie, manager of Tyne and Wear Development Company, said: "It's an industry that's thriving in the region. Having first class training facilities will help to provide the skills needed in the future."



Region's top contact centres crowned

GE Money and Parkdean Holidays are the toast of the North East contact centre industry after being named the region's best for 2007.

GE Money, which is based at Cobalt Business Park in North Tyneside, and Parkdean Holidays, from Gosforth, scooped the top prizes at this year's *North East Contact Centre Awards*.

The awards, which are recognised as the industry Oscars, were held at Rainton Meadows Arena in Sunderland, and were organised by Tyne and Wear Development Company in partnership with Sunderland City Council.

Over 500 guests attended the event, which was being held for the fifth time, to see GE Money win the prize for North East Contact Centre of the Year 2007 and Parkdean Holidays take the title for Contact Centre of the Year 2007 under 100 seats.

Paul Buie, manager of Tyne and Wear Development Company said: "We're delighted to see two new winners of the main awards. Our contact centres are respected worldwide and the competition is incredibly tough here."

Councillor Symonds, leader of Sunderland City Council and chair of Tyne and Wear Development Company said: "The region's contact centres are among the best in the world and we're proud to hold the awards here in Sunderland. Judging by the success of the awards, the industry is set to go from strength-to-strength."



A total of 10 awards were handed out on the night. Other winners included: Janet Marrs, More Than (customer service superstar); HMRC (best practice skills development); Kevin Gatens, EDF Energy (outstanding leader of the year); Jacqui Jeremiah, Northern Rock (contact centre professional); Northumbrian Water (contact centre dream team); Susan Yusof, More Than (sales star superstar); Andie Balcombe, EDF Energy (cultural ambassador) and Churchill Insurance (recruitment champions).

Sponsors of the event included Tyne and Wear Development Company, Sunderland City Council, Newcastle City Council, One NorthEast, Kelly Services, North East Employer Coalition, CEM Event Management, North East Contact Centre Academy and Contact Centre Professional.

Guests at the event raised nearly £750 for North East Children's Hospice Grace House through a charity raffle.

Premier line up for property show



Jim Malloy (left) and Deborah Fletcher from Tyne and Wear Development Company

The North East's leading commercial property show is set to return in 2008 bigger than ever. The Tyne and Wear Commercial Property Show will take place at St James' Park, Newcastle on Thursday April 3.

Exhibitors which have already signed up for 2008 include Sanderson Weatherall, GVA Lamb & Edge, GL Hearn and Hunt Kidd Law Firm.

Paul Buie, from Tyne and Wear Development Company, said: "The Tyne and Wear Commercial Property Show is firmly established as the biggest commercial property event in the region. It's a fixture in the calendar.

"The show is very successful and people come back year-after-year because of the quality of the exhibitors and the first class support that's available. The show has grown each year and we expect that to continue in 2008."

One company to reap the benefits is power and electronics company Turbo Power Systems Ltd. The company has now settled into 40,000 sq ft of industrial space at Queens Park in Gateshead as

a result of visiting the Tyne and Wear Commercial Property Show.

With further office space to be added soon, it has increased its workforce from 80 to 140 within a year as a result of its move.

Neil Ingram from TPS said: "Last year we realised that larger premises were needed to accommodate our rapid expansion plans. We attended the Tyne and Wear Commercial Property Show to look for possible sites and premises and were able to speak to all agents and developers in one day.

"Through the show, we were able to identify several properties in the area. The premises at Queens Park on Team Valley, Gateshead were clearly the best option. We worked closely with Tyne and Wear Development Company and Gateshead Council throughout the move."

For more information about attending or exhibiting at next year's show, please contact Sarah Gibson at Tyne and Wear Development Company on 0191 516 9099.

Looking to 2012

2012 will be the inspiration for the region's contact centres at next year's North East Contact Centre Conference.

Following the success of this year's inaugural event, the region's contact centres are set to gather at St James' Park on Thursday March 13 2008 to debate the future of the industry.

Taking inspiration from the countdown to the 2012 Olympics, delegates will explore how one of the region's most successful industries will look in four years time.

Focussing on team building, visioning, future technology and change management, the conference will look at how North East contact centres can stay ahead of the competition.

Organised by Tyne and Wear Development Company, the conference is again sponsored by regional development agency One NorthEast with support from the Contact Centre Advisory Board.

Peter Shields from One NorthEast explains: "This is key sector and one that's hugely successful. As competition intensifies, we need to make sure the right skills and technology are available for growth."

Paul Buie, manager of Tyne and Wear Development Company said: "The conference will explore areas critical to the development of contact centres in the North East. Last year's event provoked healthy debate and we expect more of the same this time."

In keeping with the Olympic theme, Sir Clive Woodward will be the keynote speaker. The former rugby world cup winning coach and current director of elite performance at the British Olympic Association will talk about maximising performance and building a winning team.

Other speakers lined up include Richard Reeves, Business Speaker of the Year 2007, and Michael Anderson from Capgemini. Further names will be announced at a later date. TV presenter Wendy Gibson will be compère for the day.

For further information and to find out about potential sponsorship opportunities, please contact 01642 505 181.

For assistance or information

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