

Dutch agency moves to Tyneside

A recruitment agency that specialises in the marine and offshore sectors, has opened an office in Tyneside, following its success in Holland.

Phoenix Technical Recruitment was established in 1977 in Amsterdam and already has four Dutch offices. The success of the agency has prompted a fifth office to be opened in the UK, where it hopes to continue to expand with the recruitment of three more staff over the coming months.

With assistance from Tyne and Wear Development Company, Phoenix Technical Recruitment viewed a number of industrial properties before selecting premises on Sunderland Road, in Gateshead.

The agency has a variety of offshore and on-shore workers on its books, covering trade specialities over a range of industry sectors. It deals with temporary and permanent placements and has a database that includes welders, pipe fitters, platers, fabricators and steel erectors.

Kevin Bowers, business development manager at Phoenix Technical Recruitment, said: "The help we got from Tyne and Wear Development Company was extremely useful, especially when the company is new to the region.

"The location of our new office is ideally situated as it enables easy access to all the major local shipyards, fabrication companies and construction firms."

Deborah Fletcher, information officer at Tyne and Wear Development Company, added: "Moving premises, and particularly for a company relocating from



Pictured L-R: Kevin Bowers and Deborah Fletcher

outside of the UK, is always a difficult process. We are pleased that we managed to find a suitable location."

The combination of offices in Holland and Gateshead allows Phoenix Technical Recruitment to offer personnel services throughout the Netherlands and the north of the UK, as well as providing marine services across the North Sea.

Motor city on International stage

Leading international motor industry experts will once again gather in Sunderland this October to discuss issues and opportunities facing the industry.

The eighth International Automotive Conference will further raise the profile of the region's motor sector, which continues to boom on the back of continued investment by Nissan in Sunderland.

The International Automotive Conference is organised by Sunderland City Council and is supported by Nissan and sponsored by TRW, along with Tyne and Wear Development Company.

To be held at the Stadium of Light on October 4-6, the conference will feature senior representatives from many of the world's top automotive organisations.

Regional property showcase

Exhibitors are being invited to register for next year's Tyne and Wear Commercial Property Show.

Following the success of this year's Tyne and Wear Commercial Property Show, organised by Tyne and Wear Development Company, plans are now underway for 2006.

Due to strong interest this year, potential exhibitors – both regional and national property agents, companies and organisations – are being encouraged to register now for the show to be held in Sunderland next March.

Tyne and Wear Development Company provides a dedicated and free service to help expanding businesses on all subjects relating to potential investment – particularly the identification and provision of commercial premises.

Heading the property bureau are information officers Michele Richardson and Deborah Fletcher, who have a wealth of experience in the sector.

Michele Richardson, explained: "The Property Show allows businesses looking for new premises in Tyne and Wear to discuss their requirements with a variety of agents and also receive help and support from the economic development departments of the five local authorities.

Visitors and exhibitors alike acknowledged that this year's event was a success and we are confident that next year's show will be larger and even better attended."

The five local authorities of Tyne and Wear are also supporting the event. Anybody interested in further information should contact Tyne and Wear Development Company.



the investor

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Jobs boost for North Tyneside

Recruitment is progressing well at the GE Money call centre in North Tyneside. Since the announcement earlier this summer that around 500 jobs would be created at the new site, over 200 local people have already started work.

The state-of-the-art contact centre, based at Cobalt Park, is the first GE Money office in the UK. Later this year, GE Consumer Finance, which is one of the UK's leading personal finance providers, will be rebranding its whole business as GE Money as it launches a range of products including credit cards and loans. Under its new name it will also continue to provide storecards for many of the UK's leading retailers.

Spokeswoman Jennifer Weller said: "The call centre will deal with more business coming our way and Tyne and Wear seemed a great place to concentrate on setting up. We are very pleased with the way things are progressing."



Site manager Adam Dalton (left) with Paul Buie.

She added: "Cobalt is a great place to be. The business park is 15 minutes from Newcastle city centre and we're based in a brand new building. It's a good mix – near the city but with a local community."

Tyne and Wear Development Company led the team that helped attract and secure the investment. Partners included One NorthEast, North Tyneside Council and Job Centre Plus. The council and Job Centre Plus are currently working with Tyne Metropolitan College to assist in the recruitment and training programme.

Paul Buie, manager of Tyne and Wear Development Company, started working on the project last October. He said: "GE is a world-class employer, and it's very exciting that they've decided to open offices in the area, creating excellent career opportunities for local people."

GE Money shares the business park with Procter & Gamble, Orange, Fujitsu and the Department for Work and Pensions.

Contact centres answer awards call

North East contact centres have been quick to pick up the telephone to take part in this year's industry dedicated awards.

The North East Contact Centre Awards are returning for the third year and organiser, Tyne and Wear Development Company has received a bumper crop of entries following the success of last year's event.

Tracy Skinner, marketing officer for Tyne and Wear Development Company, said: "The regional contact centre industry contains some exceptional employees and these awards aim to highlight individual successes and reward excellence and outstanding performers."

The Contact Centre Awards are organised in partnership with Sunderland City Council and this year have attracted significant backing from leading regional telecoms firm, Executel. Tim Price, managing director for Executel, said: "As a major supplier of telecoms solutions, we have a vested interest in ensuring that the contact centre industry continues to thrive and prosper in the North East."

Unlike other contact centre commendations, the awards seek out and reward individual frontline staff that have contributed significantly to the outstanding success of today's North East contact centre industry.

Last year, Newcastle-based Sage UK won the overall award, North East Contact Centre of the Year. Other winners included staff from Northern Rock, Lloyds TSB, Fusion, Garlands and Barclays.

An official awards ceremony will be held on November 4 2005 at the Hilton Newcastle Gateshead. Current sponsors include Adecco, Core People Recruitment, Contact Centre Professional and City of Sunderland College.

The accolades consist of nine 'Oscar' like categories and all companies operating a call or contact centre in the North East are eligible for entry.

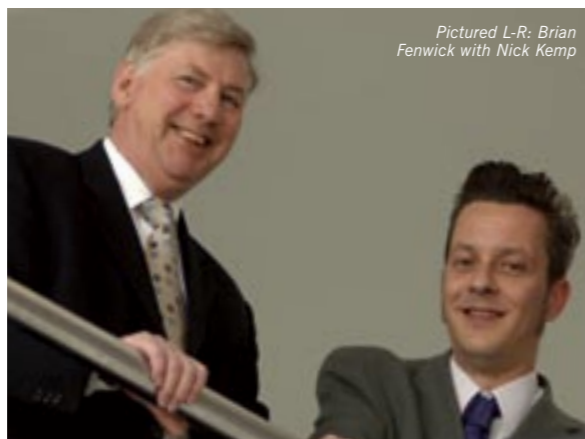
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Tyne and Wear Development Company Ltd is a controlled company within the meaning of Part V of the Local Government and Housing Act 1989. The relevant authorities are Gateshead MBC, Newcastle upon Tyne Council, North Tyneside MBC, South Tyneside MBC and Sunderland City Council.

Security Risk Management moves North

A leading UK provider of operational risk management services has expanded by opening an office in Tyne and Wear.



Pictured L-R: Brian Fenwick with Nick Kemp

With assistance from Tyne and Wear Development Company, Security Risk Management (SRM), which specialises in providing expert risk assurance and mitigation services to companies, has successfully moved to the Fabriam Centre at the Silverlink, North Tyneside.

SRM was established in 2002 in Woking, Surrey, where it has been administratively managed. By moving premises, it aims to expand several aspects of its services and to eventually locate its headquarters in Tyne and Wear.

Brian Fenwick, operations director at SRM, was advised to contact Nick Kemp, business development officer at Tyne and Wear Development Company. With assistance and advice with the move, SRM has experienced steady growth and has already recruited one full time and one part time member of staff.

Brian Fenwick, said: "We are a company that operates on a national basis and with the help of Tyne and Wear Development Company, have successfully moved to deal with the growth and demand of the business.

"Over the next few months, I anticipate further recruitment and as we market and develop our services regionally, we are looking to Tyne and Wear Development Company for further advice and assistance."

Nick Kemp, business development officer, added: "This is another example of the growing rate at which already established companies are choosing to base their businesses in Tyne and Wear, suggesting a growing confidence in the region, its economy and its workforce."

SRM provides a source of expertise within the operations risk area to manage and reduce the risks of its clients. This is achieved by offering business continuity advice, information security managed services, corporate risk management services, investigation, pre-employment screening and conference security.

Abacus keeps the Sunderland spirit

A one-stop-shop accountancy services firm recently relocated and invested in new premises in the heart of Sunderland.

The firm offers a full package of accounting and administrative services to support the growth and compliance affairs of its clients.

The Abacus Group, previously based in Silksworth Lane in Sunderland, has rapidly expanded to 21 members of staff in the last year, leading to the need for larger premises.

Kay Philips, office manager at The Abacus Group, explains the valuable help it received from Tyne and Wear Development Company: "I was allocated the job of finding new offices for Abacus. I was advised to approach Tyne and Wear Development Company which provided me with a number of property details and arranged viewings on our behalf.

With assistance from Tyne and Wear Development Company, the firm has moved to Sunderland Enterprise Park with a view for further expansion.

Investors receive long-term support

A new, ongoing support package is being offered to business investors in Tyne and Wear.

Through its new Investor Development Programme, Tyne and Wear Development Company is offering free independent advice to existing investors, as part of its continuing support role.

The programme will give advice on all aspects of expansion and relocation in Tyne and Wear. It aims to raise awareness of the opportunities available to companies and to enhance their existing knowledge.

Participating companies will be provided with a full range of advice. This includes guidance on financial incentives, help with identifying suppliers and customers, provision of strategic information on regional and national incentives as well as providing networking opportunities to meet other investors.

Nick Kemp, business development officer for Tyne and Wear Development Company, said: "We have identified that many expanding businesses and investors in the region require help on an ongoing basis as part of a long-term development programme. We happily support new inward investors, but more of our effort is going into helping local investors to grow and recruit local people. These companies value our wholehearted commitment to them."

According to Tenon Techlocate, existing inward investors account for more than 50% of total investments each year.

Gifts from Newcastle's chocolate factory

Workers at Newcastle's giant Nestlé Rowntree confectionary factory have created a 'Made in the North East' gift box, featuring some of the company's most famous products made at the Fawdon site.

Factory manager Richard Martin said: "This gift box is a local initiative and the involvement of our people has been key to its success. Ultimately, we are aiming to constantly improve flexibility and production at the factory but this project also gave the workforce something to be proud of. It's a great achievement from a committed workforce."

The Made in the North East gift box includes six family favourites – Fruit Gums, Fruit Pastilles, Rolo, Caramac, Blue Riband, and Breakaway.



Wonka & gift box

Towards the end of last year management and staff wanted to shout about the region and what they have been successfully doing at the factory since it opened in 1958.

The idea was born to create a regional giftbox, which would act as the focus of an internal education project for the workforce to highlight the varied aspects of production, packaging, sales and marketing.

A team of around 50 volunteers was pulled together to manage the project. Most had no experience in this kind of work but proved keen to learn.

A number of North East businesses and organisations are supporting the gift box and its launch including Tyne and Wear Development Company.

Paul Buie, manager of Tyne and Wear Development Company, said: "Nestlé Rowntree is an important employer and economic asset in the region. We were keen to advise and back a project which supports the local workforce but also shouts about the great products made in the region."



Wonka with Clr Shipley (left) and Richard Martin

The project also has the full backing of One NorthEast's Regional Image marketing campaign established to raise the profile and improve the image of the region.

Made in the North East retails at £2.99 and any business, leisure or tourist organisation interested in further information should send an email to duncan.brown@uk.nestle.com.

NewLogic expansion underway

Inward investor NewLogic recently celebrated its first anniversary in the region with the announcement of a major expansion and the creation of more than 100 new jobs.

Phil Westoby, group managing director at NewLogic, explained: "Business is going better than forecast. We have picked up a number of major blue chip contracts that means we are accelerating our growth and recruitment plans.

NewLogic, a leading customer management group, has secured several national account wins, which means it is accelerating its original growth plans in South Tyneside.

"We have been enormously impressed by the quality of staff. We would not have enjoyed the success without the efforts of our staff and the assistance of local business support agencies."

The company invested £3m when it took over a 55,000 sq ft facility on Boldon Business Park in June 2004. The NewLogic site – previously owned by Viasystems – is now home to more than 170 people, already well ahead of original forecasts.

NewLogic is a business outsourcing centre and the Boldon Business Park facility offers a fully integrated customer management service, including database management, IT, e-commerce, contact centre and a direct marketing production unit.

The ongoing jobs growth follows NewLogic's first birthday celebrations and an official opening event attended by business leaders, civic dignitaries and personalities from the world of sport, including football pundit and former international striker Andy Gray.

The investment and continued growth has been made possible thanks to support from Tyne and Wear Development Company, South Tyneside Council and One NorthEast. The council provided significant



Pictured L-R: Paul Buie with Phil Westoby

financial support and One NorthEast contributed with a Regional Selective Assistance grant.

Paul Buie, manager of Tyne and Wear Development Company, said: "Having worked with NewLogic since the initial enquiry we are delighted with the acceleration in growth. NewLogic is a high quality business investing in the region, providing a good mix of skilled jobs."