



Economy & Enterprise
Torfaen ~ inspiring business innovation

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Torfaen Business Voice Llais Busnes Torfaen

MAY 2018

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 Torfaen Economy & Enterprise

BUSINESS HR

NEXT EVENT | **5:00PM**
Thursday 21st June 2018

Making Property Work in Torfaen

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Notes from our chairman

Business is always a challenge whether its dealing with the snow or being snowed under with work. As the warmer weather approaches many businesses are concerned by the dark cloud that is the implementation of the General Data Protection Regulations on the 25th May 2018 and the threat of a potential 4% fine of turnover for non-compliance or data breaches.

Given the importance of IT, social media and digital marketing this is an issue that affects us all. Even businesses that still rely on paper records in a filing cabinet will have to comply as the regulations also govern data held on staff, customers or clients regardless of the format they are held in.

Nobody wants a knock on the door from the Information Commissioner and so at our next meeting, kindly sponsored by Johnsey estates, we will have a presentation and Q and A from Dr Kerry Beynon of Acuity Legal who will be able (hopefully) to provide useful advice on compliance as well as the usual chance to promote your business during facilitated networking.

Whilst the theme of this newsletter is wellbeing be aware no amount of mindfulness, hot stones or Karmic Yoga will save you from the consequences of a data breach so I look forward to seeing you all there.



Ashley Harkus

Chairman, Torfaen Business Voice

Dates for your diary

20/09/18 - Torfaen Business Voice - 5pm

06/12/18 - Torfaen Business Voice - 5pm



All of our quarterly events are held at Greenmeadow Golf and Country Club, Cwmbran

Our next event

Our next meeting is Thursday 21st June, 5pm Greenmeadow Golf Club, and we are very pleased to announce that Johnsey Estates is sponsoring this meeting.

This meeting will be predominantly focussed on facilitated networking to give new and existing members the chance to meet all in one evening.

There will also be members' spotlights from Rubin Lewis O'Brien and Awaken Coaching plus a chance to question the experts on the new General Data Protection Regulations (GDPR).

Not a member? Why not join and come along?

Call 01633 648644

Email: info@southwalesbusiness.co.uk

Click on the following link:

<http://bit.ly/TBV-business-club>

Members are entitled to 2 free places at this event, so make sure you bring along a colleague, client or business contact so that we can provide each other with valuable connections for our businesses.

Members of Torfaen Business Voice can also bring along a Pop Up banner – please indicate if you are bringing yours on the electronic booking form.

To book, please use the following link:

<http://bit.ly/tbv-june2018>

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Wellbeing in small business: How you can help

Research from the Get Britain Standing campaign highlights that we sit for an average of 8.9 hours a day. Sitting for longer than four hours a day can lead to stiffness, back pain, muscular issues and can increase blood sugar levels.

Let's Talk About It

People who are self-employed and run their own businesses are used to being self-reliant. But being self-reliant doesn't have to mean going it alone – often the simplest and first step to better wellbeing can be to talk about it, whether it's about how you feel or how somebody you employ feels. It's important for people to feel comfortable discussing their mental health, and that everyone in your organisation feels able to talk about stress that they experience, or problems that they feel are affecting them day-to-day. One thing you might consider is to find a mentor who you can talk to about problems in your business.

Job Design Matters

It is important you and your staff are able to balance work and home life, manage work pressures and feel encouraged and motivated at work. As self-employed people and small business owners, you know the value of hard work and that our jobs have a big impact on our health and wellbeing. The Labour Force Survey in 2007/08 found that an estimated 442,000 individuals in Britain believed that they were experiencing work related stress at a level that was making them ill. Having a clear policy on flexible working can increase working performance and employee engagement, and allows employees to better manage their work and home life. There are many different forms of flexible working, including homeworking, part-time working, flexitime or job sharing. You have legal obligations if employees request to work flexibly, but try and proactively think of ways in which your employees might be able to work more flexibly.

Physical Environment Matters

The buildings we work in can make a huge difference – both positive and negative – to how we feel day-to-day. 85 per cent of people in England agree that the quality of the built environment influences the way they feel. Improving the environment you work in can be one of the easiest things to do – but it could also make the biggest difference.

Good air quality can lead to enhanced wellbeing and health. Poor workplace air quality can lead to health problems such as headaches, fatigue, and a lack of concentration. Try bringing some extra plants into your work space. For businesses that are office based, rotating seating location so employees can share window desks and having walking-meetings are two easy strategies which can increase light exposure.

Healthy Body, Healthy Mind

The healthier you are, the easier you might find it to keep working when you need to. Taking care of your body can support both your physical and mental health. Exercise can reduce your risk of major illnesses, such as heart disease, stroke, type 2 diabetes and cancer by up to 50 per cent. Food and sleep are the building blocks of a healthy body, so it is important that we eat healthily and get the right amount of sleep. Everyone should try and eat five portions of fruit and vegetables a day and drink plenty of water. The NHS Choices website has a range of interactive tools, apps and podcasts which you might want to have a look through and perhaps share with staff.

Support for you and your staff when it's needed

Keeping yourself and your staff healthy is incredibly important – it's equally important to access the help you or your staff need if one of you develops a disability or health condition while in work. If somebody falls out of work, not only can it lead to the loss of a valued member of staff for a business, but it can lead to worse health outcomes for them and contribute to negative economy-wide outcomes. Self-employed and small businesses are relatively successful in comparison to the rest of the private sector in employing people with disabilities – it is great for you, your business and indeed your staff, if you can think of extra steps you can take to build an inclusive, supportive workplace. With an increasingly ageing workforce, it's more vital than ever for all businesses to think about how they can make jobs work. If you're creating a new position, taking on a new member of staff, or thinking about what changes you can make to existing jobs, make sure you consider how you can help ensure that musculoskeletal conditions don't prevent you from getting the best staff.

Reaching Out

Sometimes you don't have all the answers, and if you find yourself faced with a situation you don't quite understand, don't be afraid to talk to the experts. Some places to find out more are: FSB Care which is the medical and health advice service offered to FSB members. It can support members with a variety of health conditions and give advice on wellbeing.

The Ivory Tower

It's not surprising that the vast majority of employees do not know what Human Resources (HR) 'does'. For many, the only time they see HR is when they start, when something goes wrong and when they leave.

HR is often perceived as being in an 'ivory tower' detached from the reality of the workforce on the ground. This perception couldn't be further from the truth – if it involves people, it involves HR.

So, what goes on behind those closed doors?

Opening Doors

If you want an umbrella phrase to describe HR then it could be 'dealing with the whole employee lifecycle from before recruitment to beyond termination'. But that doesn't capture the essence of what HR does. Splitting HR functions into 'operational' and 'strategic' will give you more of an insight, but as we will see later, this also fails to recognise the bigger impact of effective and modern HR management.

Operational or 'transactional' HR

This refers to the administrative and operational processes – the day to day tasks that are necessary to meet employees needs and maintain functionality. Transactional HR implements the objectives that enable your organisation to achieve its long-term goals. These processes can include:

Protection:

Ensuring your organisation stays within the boundaries of employment law and best practice;

Procurement:

Planning, recruitment and selection and induction;

Development:

Training, coaching, career planning and performance management;

Benefits and Compensation:

Salary determination, payroll administration and employee benefits;

Maintenance:

Maintaining databases, contract preparation, providing the framework for policy and procedures and the tools to translate those policies into action, sustaining and improving working conditions, staff retention, employee communication, employee engagement and analysis and reporting;

Employee relations:

For example, individual casework such as disciplinary, grievance, and capability.

Strategic or 'transformational' HR

This involves long term goal setting through delivering strategy and change. It means looking at the bigger picture of your business needs and your organisation's growth as it relates to employees. For example, it could include working to review and develop employee's expertise and develop programmes in order to increase employee productivity or it could include planning restructuring options. The aim of strategic HR is to get you a return on your investment and help keep your organisation competitive and growing.



There is not always a clear line between operational and strategic. For example, training may fall into the operational category but has a strategic intent. Operational and strategic HR are intertwined and an ineffective operational function will hinder the strategic function and vice versa. In an ideal world, operational HR should function in the background whilst allowing strategic HR to move your organisation forward. However, the reality in most cases is that operational matters can take over, especially when things go wrong. This may be due to inefficient systems and processes or lack of resources (knowledge, financial or human) but when things go wrong they demand your immediate attention and time. Moreover, those matters 'hold court' until they are resolved. Equally, strategic objectives that are ill-thought out and in misalignment with your organisation's objectives only serve to hinder the practicalities of the day-to-day operational functions.

The Wider Community

Modern HR, both operational and strategic, has an important role to play in the success of your business. It has an impact on how your organisation is viewed within your local community, the wider community and within your industry sector. Aside from the obvious, that HR works to keep you inside of the legal boundaries and outside of the employment tribunal, there is also your reputation to consider.

Your reputation is an essential element of your business remaining competitive and successful.

Your reputation as an employer has an impact upon your reputation as a business. This starts as early as the recruitment process and continues after the employment relationship has ended. From how you respond (or don't respond!) to potential candidates to how your employees feel about you as an employer. Most of you will probably have contractual clauses or policies in place to protect yourselves from reputational damage whilst a person is in your employ (or for a short period after they have left).



But what stops potential candidates who never heard back from you after applying for a job (or worse, interviewees who you never got back to) using social media platforms to air their views? This information is out there, it's in the public domain for all, including your clients and your competitors, to read. Similarly, there are various websites where ex-employees can post their views about their former employers and, whilst some comments may lack substance, mud sticks and it's mud that is being thrown by your disgruntled ex-employees. There are many things that may have led to them feeling that way, such as lack of management skills, ineffective communication, unsatisfactory working systems and processes or a disagreeable company culture or ethos. Whilst HR is not a panacea, it does work towards alleviating these issues.

Businesses no longer view HR solely through an operational lens and see it only as a back-room function. Modern and forward-thinking organisations know that effective HR management opens the doors of the ivory towers and ventures into the wider community – protecting and growing businesses.



Employers: are you ready for the new auto-enrolment requirements?

The Pensions Regulator (TPR) recently revealed that over eight million employees have now been enrolled into a workplace pension scheme. However, with further changes in the pipeline, employers should ensure that they are up-to-date with the latest developments.

Auto-enrolment duties for new employers

Under pensions auto-enrolment, employers have a duty to enrol eligible employees into a workplace pension and pay a minimum contribution into the fund. Eligible employees are those aged between 22 and the state pension age, and who have qualifying earnings over the auto-enrolment earnings trigger of £10,000.

The law came into force for large employers on 1 October 2012 and has been rolled out gradually with staggered 'staging dates'. However, from 1 October 2017 new employers must immediately comply with their auto-enrolment duties by enrolling any eligible employees into a workplace pension scheme, from the first day a member of staff begins employment. This is referred to as the duties start date. Employers will still be able to postpone some of their duties for up to three months.

Minimum contribution rates set to rise

All businesses are required to contribute a minimum amount towards employees' pensions. Employees also contribute a set minimum amount. These rates are set to rise from 6 April 2018.



From 6 April 2018, the employer minimum contribution rate will increase from the current level of 1% to 2%. It will then rise again on 6 April 2019, reaching 3%.

Meanwhile, the employee minimum contribution rate will increase from the current level of 1% to 3% by 6 April 2018, rising again thereafter to reach 5% by 6 April 2019.



So by April 2018, the total combined minimum contribution rate will reach 5%, rising to 8% from 6 April 2019 onwards. While in most cases the employee will need to contribute, an employer may choose to pay the full 8% or even higher.

Contributions are generally payable on qualifying earnings between the lower threshold of £5,876 and the higher threshold of £45,000 in 2017/18.

Employers who fail to comply with their auto-enrolment duties will be subject to significant penalties. Fines range from a £400 fixed penalty, to a varying daily escalating penalty of between £50 and £10,000, depending on the number of employees.

Would you like to promote your business to local authority staff?

Torfaen Council has introduced a staff benefit scheme for employees which promotes businesses by offering an incentive for people to use their services or buy their goods. The incentives can take many forms for example a percentage discount or a free coffee when you buy a meal.

Your business will benefit from 24/7, 365 days a year marketing opportunities. All promotion and communication is taken care of and the service is free.

More information can be found on the Vectis Card website <http://www.vectiscard.co.uk>.

If you are interested in promoting your business, please contact Tina Hulme - tina.hulme@torfaen.gov.uk



vectiscard

GDPR - Sign up and stay part of our network at Torfaen Economy and Enterprise

We value our businesses, clients and members and want to keep updating you on all our business support information, events and opportunities.

From 25th May 2018 the new EU General Data Protection Regulation (GDPR) will be coming into effect. This means we need your consent to hold and process your personal information to be able to send you our updates. To continue to receive business information and support from us



You can find our privacy policy on the Torfaen Economy & Enterprise website.
<http://www.southwalesbusiness.co.uk/en/Privacy-Notice.aspx>

Meet the member

Hi! Nice to meet you, I'm Alexis - Founder and Director of Mila and Pheeb's Ltd. You may have spoken to me before where I'm overly excited about my business and love for stationery. This excitement is just a pure passion for what I do and I can't believe I've created a product that people love so much, they buy it every month!!

I've always loved stationery so it's no wonder that after ten years in banking and having premature twins, I found myself starting a business which involved me being surrounded by pretty pens and collectible erasers, I just wish I'd started it sooner because it's so much fun! Albeit twins and a business makes for a very busy lifestyle! My business is named after my three year old twin girls Milena and Phoebe so I'm hopeful they'll be proud when they're old enough to realise it's named after them.

I've had to learn things the long way around because my family and friends network are not entrepreneurs so I'm so pleased to have found Torfaen Voice where I can be amongst like-minded and ambitious people. I think that's been the most difficult part of becoming an entrepreneur (which I'm sure most of you can relate) - the loneliness.

Torfaen Business Voice Meeting Sponsorship Packages New for 2018

- Your company logo on all our marketing materials both pre and post event.i.e. Newsletter, e-shots, PR in press
- Links to sponsor website via our event booking page and e-shots about event
- Footer advert on front cover of newsletter where event is advertised
- Full page advert on our advertising screen at the front of room
- Pop up stand situated behind guest speaker and at the entrance of event
- Opportunity to talk about your business to the room for 5 minutes before the main event
- Opportunity to provide marketing material to all attendees on the day

All for just £250.00+VAT per meeting

That's why finding my support network has been the most valuable thing on my journey so far because without it, I may have given up.

A bit more about my business for you - Our letterbox friendly subscription boxes are crammed with exciting kids' stationery and fun activities and make the perfect gift for children aged 5 years and over. I'm a ninja at packing so our boxes are literally crammed full of colourful kids' stationery, crafty activities and fun projects that will keep boys and girls entertained for hours. I've created various themes from Perfects Pets to Walk the Plank and most recently I Believe in Unicorns because children seem obsessed with unicorns. The theme creativity is definitely the best bit, together with seeing customer's photos and comments. We ship world-wide now and have subscribers in America, Australia and even Romania. We've got a new website launching in soon so if you haven't checked us out yet, please do and I'll see you at the next event!



Alexis Hughes
Mila & Pheeb's

mila & pheeb's

New members

The Cwtch Animal Homestay
edwards_cathy@icloud.com

Gateway Credit Union
www.gatewaycu.co.uk

We would like to thank our contributors:

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