6 BUSINESS THURSDAY OCTOBER 31 2013 WESTERN MORNING NEWS

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### **Compensation can help** the injured to cope

So-called compensation culture has come under scrutiny, but says **Alan Scott-Davies**, senior legal claims adviser at South West personal injury solicitors Harris Fowler, where there's a claim, there can be a victim that might otherwise lose out

A welcome development in the tighter controls continues law meant that abuse victims There will always be the could seek compensation many who argue that the real fault to ANDY NOTMAN, years after the alleged abusæll these compensation claims OPTIMUS PERFORMANCE took place and those enquiries the 'no win no fee' cultur MARKETING, PLYMOUTH are still on going. The Court of hich is ruining the country Appeal ruled that injured solCompensation claims are al-Andy Notman has undergone a diers' families could sue that gedly responsible for taking ries of promotions since MOD for failing to provide the away scarce resources from the joining joined Plymouth Sciright equipment to front-lines, insurance premiums are ence Park-based Optimus Persoldiers who were injured rising in every sector and busiformance Marketing as an ac-Thousands of women are purnesses are being squeezed be count manager in July 2011. suing compensation following cause of compensation paid to The company specialises in the PIP breast implant scandalinjured workers. I hear this at he provision of account manand those cases are also head gument on a regular basis but agement support for mering to the courts. wonder if those that do so might chants who want to grow their

The number of cases where take a different view if the sales and customer base. people are claiming for asbeswere seriously injured because With a previous career in tos related conditions continuent the negligence of someonesmall business banking and ues to rise many years afterelse. When they are recovering retail, Andy has flourished they were exposed to asbestosin hospital after major surger within the digital marketing in the workplace. Negligencorconvalescing at home unable sector which, says managing claims against the NHS also to work for many months director Mark Russell, has continues to give cause for conwithout any salary, what willbeen challenged by a shortfall cern and comes at the very time they be thinking? They might of candidates with the right when the 111 Service is failing trying to figure out how they skills sets. to deliver what was promised. will pay their mortgage and "One of Andy's strengths has Health tourism is an emotive household bills, or supportproven to be his huge ability to topic with the drain on NHS their family, and being able toake on board the many daily funding being much higher seek professional (free) legalsks and processes of the busi than first thought and minis advice leading to an opportunness as well as seeing the big ters have finally published aty to secure some financiabicture," says Mark. report that outlines its plans dompensation suddenly seems charge migrants to use the like a really good service. | global in nature, I knew I NHS. A&E departments are

enough. Whatever the changes ligent acts of others.

they will come too late for many-families who have seen loved Harris Fowler has a specialist department dealing ones seriously injured and with the whole range of personal injury and even killed by out of controdinical negligence claims. Free and confidential dogs. This month, the tragidegal advice is available on 0800 213 214 or visit case of Jade Anderson was our website www.harrisfowler.co.uk Harris Fowler highlighted in the nationals a trading name of Harris Fowler Limited and is news when the owner of the authorised and regulated by the Solicitors four dogs that killed this love explain Authority no. 558271.

14 year-old girl walked free

sentence. The campaign for

### The Range targets an ambitious store roll out

Dundee, Dumfries, Maidstone, working for us."

starting from November 15. into one of our busiest times of evenue tenfold in the firstion.

This will take its portfoliowear with Christmas very year of managing them. "Man

stores to 85. The Range alreadymuch on its way. It is imporemploys 5,000 staff ant during these times that w The openings are part of a have dedicated staff on board PLYMOUTH CHAMBER three-year plan to create 6,75hat give 110% and we are ex-

jobs in an ambitious push cited to invite our new em north that will see it recruptoyees to our already strong Lesley is by some consider- "It had been a very hectic DEVON A 1,750 jobs in Scotland. work force." able distance the best employfour days with multiple visit EXETER

In all, it will open a further Earlier this week, the chaine that has ever worked for for the delegation, all organ45 stores across the UK. announced that its Christmas me in my career spanning 30 ised by Lesley, with them due Adam joined Devon Air Ampounder Chris Dawson said:
TV ad would be created by Ben "There is so much more to Wheatley, director of the films ations," says Plymouth Sunday morning. during this period made his covers for shop staff during come from The Range, this is Sightseers.

Alley Via Its Charley Shops. He helps empty collection boxes in areas that don't have voyears and six different organ to leave Plymouth at 9am on a bulance just 16 months ago but lunteers, and sometimes during this period made his covers for shop staff during come from The Range, this is Sightseers.

Chamber of Commerce "She insisted on driving interact and is a much respected holidays."

# Shortlist talent will be vying

The shortlist for the 2013 Western Morning News Business Awards has been announced with a host of companies vying to win in 15 award categories. The awards final will be held on November 21, in Plymouth. This week, we profile the companies contending the Green Achievement, Innovation and Employee of the Year Award categories

### **Employee of the year**

"Given that our business is It is for the Government offneeded to find an individual overstretched leading to more the day to introduce legislatiwh the skills and personality allegations of poor service and at will make us all safer onto coordinate and run the Ply-GPs are now part of Clinical the roads, in the workplace, omouth office while I devoted Commissioning Groups. when we're under the care the more time to the strategic de-

There has been much talk of NHS. The role of the personal velopment of the business.

changes to the dangerous dogs injury lawyer is to challenge While focus of the business
legislation but it is a territhose laws where necessary is upon leveraging the power of slow process and many argue and represent those people who the internet as a sales too Top, Adam Short, second right, is an asset to Devon Air Ambulance while, that the proposals do not go familier as a result of the negraditional relationship build Dove left, Lesley Allison helps to keep Plymouth Chamber of Commerce

ing is a key part of its defunning smoothly velopment, from fostering a

of tea and coffee on tap, often rapport with clients and supchief executive David Parlby.Plymouth to see them off from rustling up bacon butties, too. pliers, through to mentoring "She is extremely efficientheir hotel, making sure that Adam has been nominated junior staff.

and reliable. I never have they got on to their coach and for the hours he puts in, Andy has been actively in-check whether she done saying a final good bye on beyond his commissioned volved in the Optimus team's something that I have previ-behalf of the Chamber and of duties, including dressing up

development; from recruit-ously asked her to do. MorePlymouth. as on ment through to staff training requently she has to remind "This small but significantots. as one of the charity's mas

and appraisals giving eachme of the things that I need toact was extremely well appre- So far this year he has vomember of staff a weekly task do." ciated by our American guests, lunteered in excess of 74 hours

When not updating and ex- which Lesley simply treated asover and above the hours he is "Andy's input has helped to ecuting and her to do listspart of what she does. paid, mainly at weekends, and ensure there is maximum com- Lesley, consistently goes the Lesley studied in her own has even got his partner

munication of all the key eleextra mile, according to the to achieve a range of skillemma involved, too.

ments of the job across the David.

based qualifications, from Adam's line manager, fundworkforce, "says Mark. "Clock watching is not forhealth and safety to an NVQ raising director Caroline
Andy also devised a bonus Lesley," he says. "She only willevel 7 in management. Creer, said: "Nothing is too scheme that is now into itsfinish her day's work when she An innovative thinker, shemuch trouble for Adam. He second quarter of operation has completed the tasks she contributes to decision embraces everything he does which has helped boost rev-needs to do in readiness for the aking processes over Cham- with enthusiasm and a smile.

Retail chain the Range is gearenly the beginning. We have enue growth and enhance the following day. I often receiber matters and events, also has earned the respect of ingup to create 1,050 jobs this ever opened so many stores team's focus upon its perform emails from her written aftermaintaining a keen eye on cost his work colleagues, our vomonth as it opens seven stores in such a short space of timeance.

8pm on a weekday evening control.

1unteers and peers. He even in November.

and it will take a lot of hard Managing 13 clients of hisabout work matters."

She is very focused on the plans his holidays around our

The Plymouth-based dis- work however we are confident own and overseeing 10 staff, Lesley is also a valued brandteam, always striving toquieter periods." count retail empire will openthat it can be achieved as weAndy has doubled his own in- ambassador for the Chamber ensure that we are a happy and Adam has also taken over new stores at Milton Keynes, have such an excellent team voiced revenue for the busiwhen it comes to dealing with efficient ship," adds Davidesponsibility for the health ness year on year. He helped members and also delegates "She is sensitive to individuad safety of the charity's pool Derby, Bedford and Southend, He added: "We are heading increased one client's affilifatom outside of the organisaals' needs, works out ways how cars, ensuring regular serto get the best out of people and ices and general mainten"Many examples come to has a brilliant sense of including weekly and

mind, but my favourite is when humour.

monthly checks of tyre preswe hosted a visit from a del- "Lesley is a huge pleasure tosures, oil and water levels." egation of 20 people from Plywork with." mouth Massachusetts in Oc

ADAM SHORT, DEVON AIR AMBULANCE, tober 2012," says David.

He has also trained on how to PAT test small electrical tion is able to sell these items safely via its charity shops. He

As a small team, everyone is used to mucking in with the

running of the operation, but

Adam's organisational skills

of pressure" from other team

His strengths include event management and logistics,

overseeing the organisation of display stands at agricultural

and town shows, including the

He brings along his camping stove to events to ensure all

staff and volunteers have cups

Devon County Show and Tav-

members' shoulders.

istock's Goose Fair.

are credited with lifting "a lot

## for WMN's business awards

### **Green Achievement**

The Environmental and Re newable Technologies Hub (EaRTH) based at Bicton College is a centre for environmental and renewable energy technology education and training for businesses, students and the wider community throughout the South

The training centre was created from two redundant agricultural buildings on Bict Trenython Manor's composter is installed

College's Home Farm, testing the skills of the local build

**Innovation of the Year** 

Torrington-based Helitune

supplies innovative products

to the aviation market, focused in particular on helicopter

rotor track and balance. Heli-

copter rotors are routinely

action. Each tuning process

the University of Bristol, Heil-ity.

£7,000 per flight.

tuned every 100 flight hours or after specific maintenance ensa Engineering MD Simon Lomax

tile situations, such as Aformased near Truro, is now the Awards 2013.

architects and contractor AND SPA RESORT

who worked on the project.

It has a vegetable garden forwhich were all taken to The Nearly 95% of the materials Trenython Manor Hotel and Children to show them how Devon County Show where the court process and assum-apetition for the winding up or and companies for the build Spa Resort, near Fowey, is a 22fruit and vegetables are grownthey won the Gold Medal in the will be given bankruptcy of the business.

were sourced from the South bedroom hotel with 37 self-cawith the wildlife this attracted ower Tent. In January 2013 judgement if the person who This can take a further West. The centre has a wealth tering lodges set within 25 eading to the creation of a bedeermoy's invested in a largeowes you money does not pay of innovative renewable and acres of parkland and ancientand butterfly garden. solar PV system to reduce itsin 14 days. month but once these proceedings in the process of parkland and ancientand butterfly garden. sustainable features, include aThe resort's entertainment carbon footprint as well as cli-One that time period has be very expensive and difficult ing: a 3,000 litre rainwater habeisure club, a spa, restauramptogramme includes den mate change levy and utility lapsed you can ask a certified but not impossible) to stop vesting system, 10kW of solarbar and kids club. Trenython building, archery, rock poobills.

10kW of solar PV panels, has been providing holiday ac-ing, mini-beast safaris and Fermoy's has invested in a premises and cease goods. lems.

10kW of solar PV panels, a commodation since 1978 and bird watching excursions, bore hole to help store and The court will also sended- For example, once a petition

50kW biomass boiler fed by since 2006 has been owned by which are all free and designecollect rain water so it can beails of the claim to a central advertised the bank will pick woodchip, an air source heat CLC World, one of Europe's to get guests outdoors. used as a grey water irrigation list that is picked up by credup on this and freeze the bank pump, underfloor heating and leading holiday companies. All raw and cooked food system. Water from its car reference agencies. accounts of the company that passive cooling design features The business has a strong waste is recycled via its compark and roof filtrates through This will badly affect the wes you money. After the pe-

throughout. EaRTH was de- commitment to lowering its poster, with the resulting comthe soil into an underground credit rating of the person who ition has been issued any dissigned to be low energy and environmental impact which postideal fodder for its gardesst-ream and then into an unis helping to boost its bottoing team. derground reservoir.

Working in partnership with improving safety and reliabpan-European competitors patients a year undergoing

# Legal action is often required to recoup cash

### BUSINESS MATTERS

Electricity consumption ha been reduced by 30% in the last Thomas, insolvency practitioner at Plymouth five years and gas by over 16% based Neville & Co looks at the options that are with guests also encourage to available to reclaim the cash

Fermoy's has worked with

SRA DEVELOPMENTS

erations.

Each year, profits have been reprocedures using SRA's equip

use energy wisely.
Trenython has electri vehicles on site to escort guests you are owed money by a person who owes you money to their lodge as well as cycleusiness and they will not pay Once a formal statutory racks. Guests are encouraged you back, the usual route is todemand has been served on an to travel down by train or to carapply to court. If the claim isdividual they have 18 days to less than £10,000 you can usæpply for it to be set aside (if the small claims court. is disputed) or a further three

This has the advantage of days to reach an agreement

What do you do if you are owed money by a

sbusiness and they will not pay you back? Lisa

being cheaper to pursue es-with the creditor to pay it or Ipplepen-based garden centrepecially if the debt is disputerabvide some security for the and there is a risk you may debt. local schools to spread the meslose in court.

If a statutory demand is sage about recycling. The busi- Claims above £10,000 usu-served against a limited com-

ness set up a school compet-ally require a solicitor on bophny they have 21 days to deal ition where schools were asked sides and there is a risk that wifth it or will have to apply to to design and grow a garden in you lose you may end up court if it is disputed.

line as well as improving ita recycled container. The com-paying the winners costs as If they fail to deal with the

ings have been started they can

owes you money. posal of businesses assets is

In my experience if you have void (unless later approved by get to this stage then usuallyhe court). the bailiff goes in and finds You can feel the costs there is nothing worth takingrising!
or a licensed insolvency prac- Then the actual hearing will

titioner has already been intake place before a judge to structed so it is too late. look at the claim and the busi-If you supplied goods on re-ness that owes you money tention of title and subject could be made bankrupt or put your terms of business beinginto liquidation resulting opments develops and manu- valid then usually you can just he trade stopping (if it has not facturers medical devicestake back your identifiablelready).

which are used in the ortho- goods without going to court. We can hopefully help you paedic and surgical fields. The There are a number of cred- avoid getting to this stage with business holds more than 70 itors who have privilegedyour creditors and advise you patents in markets including rights to cease goods and the sen the best way forward if such Europe, China, Japan, and include landlords owed rent proceedings have been com-America and its five-year plantM Revenue and Customs and menced or we can help you envisages a strong export the council for business rate secover a debt or start pro-They do not need to go to court ceedings if you are a creditor

The 65-strong business, esto get judgement. tablished by Dr Michael Young What other options do you

in 1993, is behind Lotus, amave? ultrasonic scalpel used by sur- If you are owed more than geons performing keyhole op-£750 and the debt is not disputed (for example you have takes three to ten flights anistan, as well as increasings's largest supplier of The 'cut and seal' techno-gone to court and got judge-complete, at an average cost of melicopter availability, regneund source heat pumps, logy is used in around 12 sur-ment) then you can serve a cing maintenance costs, andout-performing global and gical disciplines, with 20, statutory demand on the

## itune have developed an advanced rotor tuning algorithm KENSA ENGINEERING vanced rotor tuning algorithm KENSA ENGINEERING called Minimum Flight Routine which is embedded Established in Cornwall intailed business strategy. In time recognition of its innova-

into Helitune's core product 1999, Kensa Engineering, is the past year, this strategy has enion and its £600,000 new clean Buckfastleigh-based care Managing director Stephen The MFR allows multi-adjust-UK's leading ground source compassed new product devel- room was opened by the Duke ments for rotor track and balheat pump manufacturer. It opments such as the innov- of Kent earlier this year. ancing to be delivered from ahas grown rapidly with ative Shoebox heat pump; the Since 2005, SRA has county-wide guide to the esquality homely care in the single test flight, reducing the nover increasing five folksmallest and quietest heatachieved year-on-year turn tablishments.

West Devon, Torbay, Torridge,

number of dedicated flights rever the past five years, and ump on the market, which over growth of between 128 The Stonehaven Care East Devon and Mid Cornwall quired to return the aircraft soaff numbers increasing by ahas created a new category and and 14%, with annual global Group's homes have been area. We cannot relax, a serviceable state. third in 12 months, despite application for heat pumps sales currently standing by reducing the number of decline in the overall groundaunched in December 2012, more than £4 million. according to www.care-continue with our high level of tuning flights required, this surce heat pump market due the Shoebox has won the It is now working to secure home.co.uk, with its most staff training and supervision significantly reduces the risk delays in government sub-Product of the Year award at government funding to supercent acquisition, the Exeters this is the only way to funnecessary flights in hossidy programmes. Kensa, the National Heat Pump port an ambitious product de-based Dove Tree House just ensure that all of our residents missing out on a top place. are safe and well cared for."

> Tickets for the 2013 Western Morning News Business Awards are now on sale and can be booked by telephoning 01752 293174 or emailing terri.reeves@swmg.co.uk.

velopment programme.