

MANAGED WORKSPACE CENTRES

# INSIDE THE HUB OF CREATIVITY AND COLLABORATION

## AI IN THE WORKPLACE: COLLABORATION RATHER THAN REPLACEMENT

**DIRECTORY** - FIND, CONNECT  
WITH OTHER BUSINESSES

**WELCOMING:**  
OUR NEW TEAM MEMBER  
OLIVIA ZREBIEC

**CTRL, ALT, FIXED!:**  
CHRIS RICHARDSON TECHNICAL  
DIRECTOR OF FPS TECH

**AWARDS:**  
A CELEBRATION OF SUCCESS



## INSIDE THE HUB

### EDITORIAL

Allan Rookyard  
Managed Workspace Centres Manager

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Business Development Officer

### CONTRIBUTORS THIS ISSUE

FPS TECH



OAT PRODUCTIONS, COATES COVER



MIKE YOUNG, OLIVIA ZREBIECC, NIGEL LONDON

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### Centres

#### Louis Pearlman Centre

Goulton Street, Hull 01482 612 478

#### Bespoke Centre

Zeals Garth, Hull 01482 692 494

#### Craven Park Centre

Poorhouse Lane, Hull 01482 379 514

[managedworkspace@hullcc.gov.uk](mailto:managedworkspace@hullcc.gov.uk)

[www.hull.gov.uk/CommercialProperty/  
managed-workspace-centres](http://www.hull.gov.uk/CommercialProperty/managed-workspace-centres)

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visiting the website



# LETTER FROM THE MANAGER



Dear Valued Members,

Welcome to Issue 17 of Inside the Hub of Creativity and Collaboration – and to our first edition of 2026. I'd say we have very much stepped into a new year, (how is it February!?) and this issue is very much about looking forward: embracing change, celebrating progress, and highlighting the innovation and collaboration that continues to define our Managed Workspace Centres.

Across our centres, businesses are evolving, adapting, and finding new ways to grow – and that theme runs throughout this edition. One of our key features explores AI in the workplace, focusing not on replacement, but on collaboration. It's an important conversation for SMEs, and one that reflects how technology, when used thoughtfully, can support people, productivity, and better decision-making.

We're also proud to continue showcasing the success stories within our community. In this issue, we shine a spotlight on FPS Tech, following their impressive growth journey, from a bedroom start-up to a fully equipped workshop, demonstrating exactly what can be achieved with ambition, skill, and the right environment to grow. Alongside this, we celebrate recent award wins and achievements across our centres, recognising the hard work and dedication behind each success.

You'll also find a warm welcome to our newest team member, Olivia Zrebiec, who has joined us at the Louis Pearlman Centre. Olivia brings enthusiasm, fresh perspective, and a strong commitment to supporting both our team and our occupiers, and we're delighted to have her on board.

As always, this edition includes our business directories, designed to help you connect, collaborate, and support one another - because the strength of our centres lies not just in the spaces themselves, but in the people and businesses within them.

Thank you, as ever, for being such an engaged and inspiring community. Your ideas, resilience, and willingness to collaborate continue to make our Managed Workspace Centres vibrant places to work and grow.

Here's to a positive, ambitious, and successful year ahead.

Enjoy the read!

Best regards

*Allan Rookyard*

Allan Rookyard  
Managed Workspace Centre Manager

# MEET THE TEAM



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**CARL**

CARETAKER



**TONY**

FACILITIES ASSISTANT

# Louis Pearlman Centre Licensee Directory



- |    |   |     |  |     |   |
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# Craven Park Centre Licensee Directory



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| <b>1 Reception</b>  | <b>8 Preston Furniture Solutions</b><br><a href="http://www.prestonfurniture.com">www.prestonfurniture.com</a> | <b>21 Moduflow Plumbing and Heating</b><br><a href="https://www.facebook.com/profile.php?id=100050961084013">https://www.facebook.com/profile.php?id=100050961084013</a> | <b>34 Arrow Driving Academy</b><br><a href="http://www.arrowdrivingacademy.co.uk">www.arrowdrivingacademy.co.uk</a>                 |
| <b>2 UPVC Logistics Limited</b><br><a href="http://www.upvclogistics.co.uk">www.upvclogistics.co.uk</a> | <b>9</b>   | <b>22 Therapy Services UK</b><br><a href="http://www.therapyservicesuk.org.uk">www.therapyservicesuk.org.uk</a>  | <b>35 Coates Cover</b><br><a href="http://www.coatescover.co.uk">www.coatescover.co.uk</a>  |
| <b>3 Hull Kingston Rovers</b><br><a href="http://www.hullkr.co.uk">www.hullkr.co.uk</a>                 | <b>10 Royal Mencap Society</b><br><a href="http://www.mencap.org.uk">www.mencap.org.uk</a>                     | <b>23 Therapy Services UK</b><br><a href="http://www.therapyservicesuk.org.uk">www.therapyservicesuk.org.uk</a>  | <b>36 Dan Pearce Fitness Ltd</b><br>Instagram @TRAINEDBYDP  |
| <b>4 Hull Training</b><br><a href="http://www.hcctraining.ac.uk">www.hcctraining.ac.uk</a>              | <b>11 Total Training &amp; Development</b><br><a href="http://www.ttd-education.org">www.ttd-education.org</a> | <b>24/25 By Design Holidays</b>  | <b>37</b>   |
| <b>5 Hull Training</b><br><a href="http://www.hcctraining.ac.uk">www.hcctraining.ac.uk</a>              | <b>12 Nexa Law</b>   | <b>26 G10 Digital Ltd</b><br><a href="http://www.g10digital.com">www.g10digital.com</a>  | <b>38 Bee Fire Protection LTD</b><br><a href="http://www.bee-firepro.co.uk">www.bee-firepro.co.uk</a>                               |
| <b>6 Hawker Construction</b><br><a href="http://www.hawkerltd.co.uk">www.hawkerltd.co.uk</a>            | <b>13 Prestige Floorcoverings UK</b>   | <b>27 121 Digital Marketing</b><br><a href="http://www.121digitalmarketing.co.uk">www.121digitalmarketing.co.uk</a>  | <b>39 Airmed Psychology Limited</b><br><a href="http://www.airmedpsychology.co.uk">www.airmedpsychology.co.uk</a>                   |
|   | <b>14 Frame and Finish</b>   | <b>28 Northern Air Conditioning</b>  | <b>40 Racing Advertising Limited</b><br><a href="http://www.racingads.co.uk">www.racingads.co.uk</a>                                |
|   | <b>15</b>  | <b>29 Levente Rog</b>  | <b>41 Yorkshire Control and Power Ltd</b><br><a href="http://www.yorkshirecontrolandpower.com">www.yorkshirecontrolandpower.com</a> |
|   | <b>16 Just Gilbey IT Solutions LTD</b><br><a href="http://www.justgilbey.co.uk">www.justgilbey.co.uk</a>       | <b>30 Airport Cars Hull</b><br><a href="http://www.airportcarshull.co.uk">www.airportcarshull.co.uk</a>  | <b>42 Haydn George Construction LTD</b><br><a href="http://www.haydngeorge.co.uk">www.haydngeorge.co.uk</a>                         |
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|   | <b>19 SJS Flooring</b><br><a href="http://www.sjsflooring.co.uk">www.sjsflooring.co.uk</a>                     |  |   |
|   | <b>20</b>  |  |   |

# Bespoke Centre Licensee Directory



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|--|--|---|
| <b>1 Rhapsody Activities</b>   | <b>10 R-Evolution</b><br><a href="http://www.r-evolution.org.uk">www.r-evolution.org.uk</a>  | <b>17 RD - Physio - Hull</b><br><a href="http://www.rd-physio-hull.co.uk">www.rd-physio-hull.co.uk</a>                          |
| <b>2 Rhapsody Activities</b>   | <b>12 Alex Carling Training &amp; Therapeutic Services</b><br><a href="http://www.counsellinginhull.co.uk">www.counsellinginhull.co.uk</a> | <b>18 Verrdi Transport Support Services</b><br><a href="http://www.verrdi.co.uk">www.verrdi.co.uk</a>                           |
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| <b>7 Reliance Community Care Ltd</b><br><a href="http://www.reliancecommunitycare.co.uk">www.reliancecommunitycare.co.uk</a>   | <b>16 Foxglove Supported Living</b><br><a href="http://www.foxglovecare.co.uk">www.foxglovecare.co.uk</a>                                  | <b>22 Brightstart Day Nurseries</b><br><a href="http://www.brightstartdaynurseries.co.uk">www.brightstartdaynurseries.co.uk</a> |
| <b>8 Reliance Community Care Ltd</b><br><a href="http://www.reliancecommunitycare.co.uk">www.reliancecommunitycare.co.uk</a>   |  |   |
| <b>9 Louise Brewer Foot Health Practitioner</b><br><a href="https://www.facebook.com/louise.brewer.foo">www.facebook.com/louise.brewer.foo</a><br><a href="https://www.healthpractitionerpaafhp0354">thealthpractitionerpaafhp0354</a> |  |   |



# WELCOMING OLIVIA

I am pleased to welcome Olivia Zrebiec to the Managed Workspace team. Basing herself at the Louis Pearlman Centre, Olivia joins us with a strong administrative background in social care, having previously worked at Kenworthy House.

Olivia is currently completing an NVQ Level 3 in Business Administration as part of her apprenticeship, bringing with her excellent organisational, communication and time management skills. She is hardworking, positive, and passionate about supporting both the team and the wider community.

We're delighted to have Olivia on board and look forward to seeing her grow within her role - Allan Rookyard.

I'm Olivia Zrebiec, and I've recently joined the team at the Louis Pearlman Centre. I come from an administrative background in social care, but I have a real interest in business and the wider regeneration of the city.

I'm really looking forward to developing in my role here and supporting both the team and the wider community of occupiers in any way I can. As part of my apprenticeship, I'm currently completing an NVQ Level 3 in Business Administration, which has helped me strengthen my confidence, communication and has opened a pathway into working with the MWC team. I see this position as a great opportunity to continue developing both professionally and personally.

I'm a hardworking and positive individual who values kindness, responsibility, and continuous self-improvement. I enjoy taking on new challenges, as they allow me to build confidence, expand my skills, and learn from new experiences.

I'm thrilled to be part of a department made up of such talented and supportive people, and I'm grateful to be learning from them as my career develops. I'm looking forward to working with and meeting you all and I will do my best to assist your business needs.



# CTRL, ALT, FIXED!

**Chris Richardson Technical Director of FPS Tech: With years of hands-on industry experience – from operating systems and networks to databases and beyond.**

FPS Tech is a growing local business built on a passion for technology. From computer and laptop repairs to supplying new systems, site visits, and ongoing IT support, FPS Tech provides practical, long-lasting IT solutions for everyday residents and local businesses. They support customers all over the UK - From individuals needing a broken laptop screen repaired, to businesses relying on IT support to keep their operations running smoothly. No matter the size of the job, FPS Tech focuses on permanent solutions rather than temporary fixes or workarounds.

FPS Tech's journey began in 2020 when it was founded by Chris at the age of 19, the business originally operated from his bedroom within his family home. Spotting a clear gap in the local market for reliable & local IT support, Chris began helping members of the community with their tech problems. Five years on, Chris now runs the business from a fully equipped workshop unit within the Louis Pearlman Centre.

Being based in the Louis Pearlman Centre for the past year has played a major role in FPS Tech's growth. The building provides the ideal environment for a small business, with a professional setting, tight-knit community and a main reception staffed during weekday hours. This allows customers to drop off devices and collect repairs, while ensuring a welcoming and professional first point of contact. Moving into the Louis Pearlman Centre allowed FPS Tech's business to expand into ecommerce, now running a successful eBay store for Computers & Parts with over 1,000 sales.

One of the main specialities of FPS Tech is their custom Gaming computers - Built to match the requirements and budget desired. From entry level gaming PCs all the way up to fully bespoke gaming systems, FPS Tech are the local leaders in the gaming computer world.

The rapid growth for FPS Tech continues as they recently took delivery of their first branded company van and expanded their team, to help meet increasing demand. FPS Tech is excited to be growing within the local community, and looks forward to continuing to support customers with reliable, IT solutions. After outgrowing their small office space, they've officially moved into a new, dedicated workshop at the centre allowing for more space to build, test, and organise and dedicated areas for assembly and repairs.



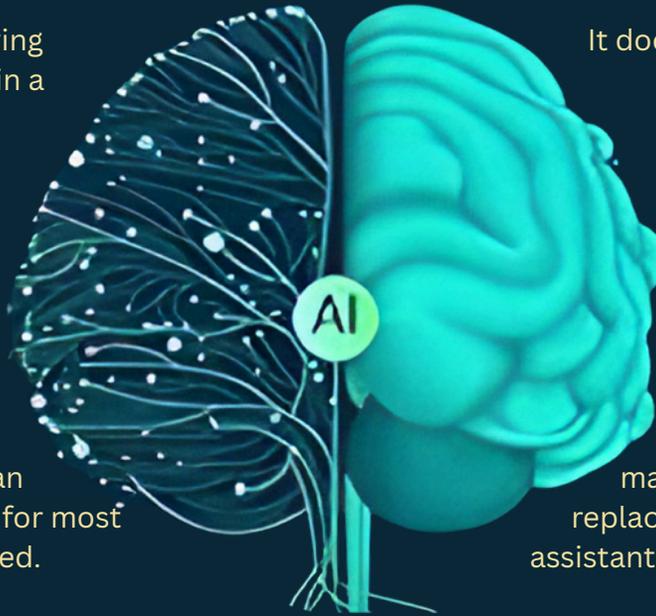
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# AI in the Workplace

Why the future is far more about collaboration than replacement



Artificial Intelligence (AI) is moving rapidly! It feels like we're living in a simulation, as though we're stepping from science fiction into everyday business reality. For many small and medium-sized enterprises (SMEs), however, it still feels unfamiliar – dare I say even intimidating. Headlines often focus on automation replacing jobs or algorithms making human roles redundant. Yet the reality for most organisations is far more nuanced.



It does not set strategy, understand context in a human sense, or replace creativity, empathy, and judgement. Instead, it operates within parameters defined by people, relying on human oversight to remain accurate, ethical, and useful.

For SMEs, this distinction matters. AI is best viewed not as a replacement for staff, but as a digital assistant that helps teams work smarter.

Rather than signalling the end of human work, AI is increasingly proving to be a powerful tool for supporting people, enhancing productivity, and helping businesses compete in an ever-more demanding marketplace. For SMEs in particular, AI represents an opportunity to level the playing field - providing access to capabilities that were once the preserve of large corporations.

In this article, we explore what AI really means for the workplace, how SMEs can use it responsibly, and why the future is far more about collaboration than replacement.

## Understanding AI in Practical Terms

At its core, AI refers to computer systems that can perform tasks normally requiring human intelligence - such as analysing data, recognising patterns, generating text, or making predictions.

In business settings, this typically shows up in tools that automate routine processes, assist with decision-making, or provide insights based on large volumes of information. Importantly, today's workplace AI is not autonomous or self-directed.

## Moving Beyond Fear: Augmentation, Not Automation

One of the most common concerns surrounding AI is job displacement. While automation has historically changed the nature of work, it has also created new roles, industries, and opportunities. The same pattern is emerging with AI. In practice, AI tends to take on repetitive, time-consuming tasks – roles such as data entry, basic reporting, appointment scheduling, or initial customer enquiries. This frees employees to focus on higher-value work: building relationships, solving problems, developing ideas, and growing the business.

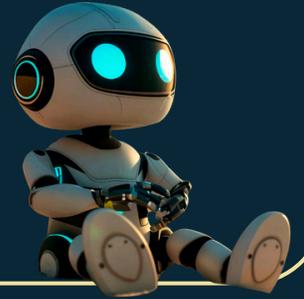


# AI in the Workplace

## For example:

- Administrative staff can spend less time on manual paperwork and more time supporting customers.
- Marketing teams can use AI to draft content or analyse campaign performance, while retaining creative control.
- Finance teams can automate invoice processing and focus on forecasting and strategy.
- Customer service teams can use AI chat tools to handle simple queries, allowing humans to manage complex or sensitive interactions.

This shift is known as augmentation: technology enhancing human capability rather than replacing it. For SMEs, this can mean improved efficiency without sacrificing the personal touch that often sets smaller businesses apart.



## Where AI Creates Real Opportunity for SMEs

AI adoption no longer requires large budgets or specialist departments. Many affordable, user-friendly tools are now available, making advanced capabilities accessible to smaller organisations.

Some of the most impactful opportunities include:

one

### Productivity and Time Savings

AI-powered tools can dramatically reduce the time spent on routine tasks such as email drafting, meeting notes, document summaries, and scheduling. Even modest time savings quickly add up, giving teams more capacity to focus on growth.

two

### Smarter Decision-Making

By analysing trends in sales, customer behaviour, or operational performance, AI can highlight patterns that might otherwise go unnoticed. This enables business owners to make more informed decisions, backed by data rather than relying on instinct alone.

### Marketing and Customer Engagement

AI can help personalise communications, optimise advertising spend, and improve website performance. SMEs can better understand what resonates with customers and tailor their messaging accordingly – and the beauty of that... no need for an oversized marketing team.

three



four

**Financial Management**  
From forecasting cash flow to identifying unusual spending patterns, AI can support financial planning and risk management. For many SMEs, this provides early warning signs that help prevent problems before they escalate.

five

**Skills Development and Training**  
AI-driven learning platforms can offer personalised training recommendations, helping staff upskill in areas relevant to their roles. This supports workforce development while strengthening retention.



Taken together, these capabilities allow SMEs to operate with greater agility, professionalism, and confidence – helping them compete in markets that increasingly reward speed and insight.

# AI in the Workplace

## Responsible Use: Keeping People at the Centre

While the benefits are significant, successful AI adoption requires SMEs should approach AI with clear goals, transparency, and a strong

### Key considerations include:

thoughtful implementation. focus on people.



**Human oversight:** AI outputs should always be reviewed, especially where decisions affect customers, finances, or staff.

**Data protection:** Businesses must ensure they comply with UK data protection laws and handle customer information responsibly.

**Staff involvement:** Employees should be part of the journey, understanding how tools work and how they support – rather than threaten their roles.

**Clear boundaries:** AI should assist decision-making, not replace accountability.

When introduced collaboratively, AI often boosts morale rather than undermines it. Staff appreciate tools that remove frustration and free them from repetitive tasks, particularly when training and support are provided.

## Preparing for an AI-Enabled Future

For SMEs considering their first steps, the key is to start small. Pilot one or two tools that address immediate challenges, measure the impact, and build confidence gradually.

Practical starting points might include:



Automating basic admin tasks



Exploring data dashboards for sales or operations



Introducing smart scheduling or customer enquiry tools



Using AI to draft marketing content

Equally important is to create a culture of learning, and foster enhancements. AI will continue to evolve, and businesses that remain curious and adaptable will benefit most.

Rather than viewing AI as a disruptive force imposed from outside, SMEs can shape how it fits into their organisations - aligning technology with values, customer experience, and long-term goals.

## A Collaborative Future

For me, AI in the workplace should not be about machines replacing people, though I understand this to be the case in some organisations. Rather, it should empower teams, improve efficiency, and enable better decisions. For SMEs, it offers a chance to work more strategically, compete more effectively, and build resilience in an increasingly complex business environment.

By embracing AI as a partner rather than a threat, small businesses can unlock new opportunities while preserving what matters most: human creativity, connection, and purpose. The future of work is not automated - it is augmented. Why is this? Well, simply put, for SMEs willing to engage thoughtfully, your businesses future is full of promise.



## Oat Productions

Congratulations goes to Omar and Tarik Skalli of OAT Productions as the latest winners of the The Vic Golding Youth Enterprise Award.

An annual award presented by MC4C to honour the legacy of Vic Golding, a pioneering figure in Hull's computing industry. Sponsored by MC4C.

"We are honoured to have been recognised for the Vic Gouling Entrepreneur of the Year Award which we won during global entrepreneurship week in November last year. Thanks to MC4C and the team at Louis Pearlman Centre for supporting our business growth, without their support we would not be experiencing the success we have achieved with the business so far!"



## Coates Cover

I'm incredibly proud to share that Coates Cover has been named Insurance Company of the Year 2025/26 at the Yorkshire Prestige Awards

To be shortlisted in the top 5, then chosen as the winner from over 20 nominees, is a huge honour. The judges recognised the quality of service, values, and hard work behind Coates Cover – and that means the world to me.

This award is a reminder of why I do what I do: helping individuals, families, and businesses protect what matters most, with honesty, care, and no jargon said Mizna Coates.



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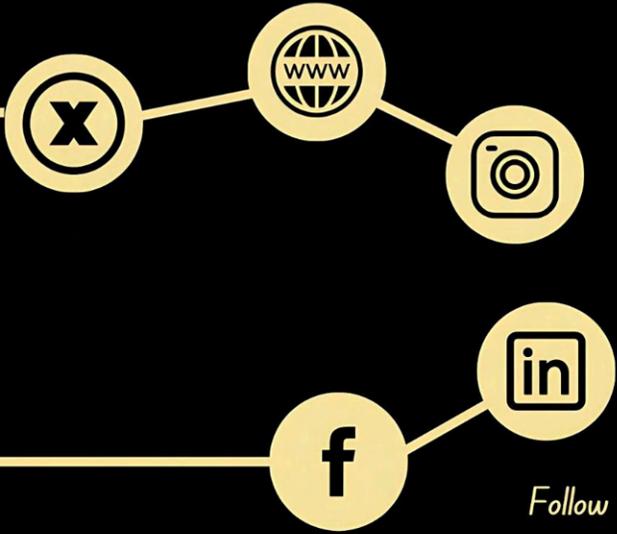
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