

# PA ENTERPRISE

DeskDemon's Magazine for Executive PAs, Office Managers and Secretaries

*January 2015*

**2015 Horoscopes  
from Russell Grant**

**How to stick to your  
New Year weight  
loss resolution**

**Are you a  
Christmas  
re-gifter?**

**Discarded to Desirable -  
the new trend in Upcycling**

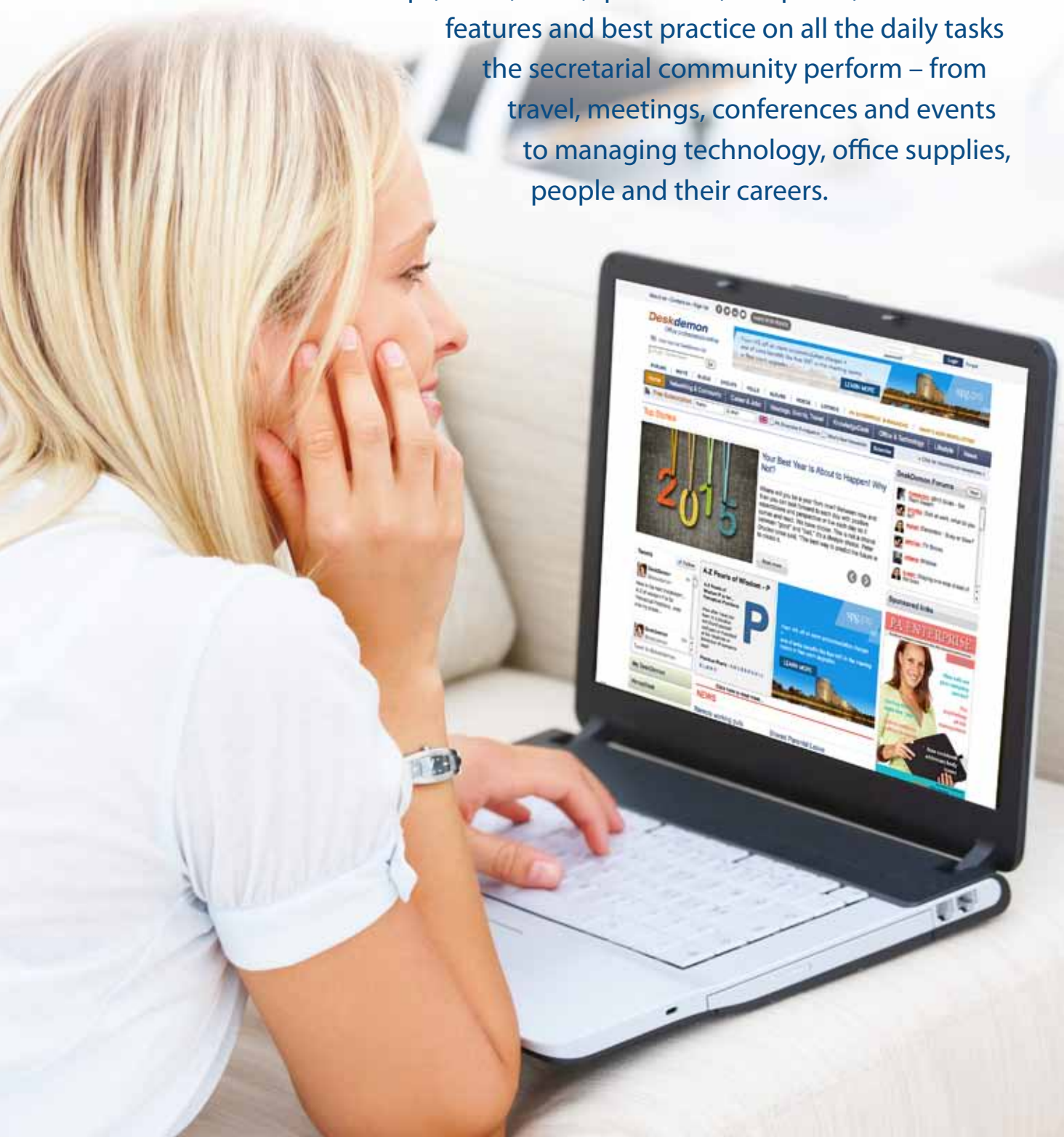
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## City Link closure has major implications for consumers and business

*The closure of City Link, the UK's sixth largest courier, will lead to less competition and higher prices, warns Roger Sumner-Rivers, parcel delivery industry expert and founder of London based UK courier ParcelHero.*



'City Link's closure has major implications for the UK parcel market,' says Roger. The company's administrators have failed to find a buyer for the company and over 2,700 people are expected to lose their jobs following the shock announcement. Large retailers like John Lewis and Amazon have to now quickly adjust their operations to divert shipments to other suppliers. However it is SMEs - who will often not have established relationships with multiple couriers, and rely on Citylink for all their deliveries - that are in the biggest quandary. They will have to find a new supplier and set up account facilities before 2nd January or face not being able to deliver orders to their customers.

Roger says: 'SME's who depend on City Link have a major headache that threatens serious disruption which could seriously affect their businesses. We expect to see a huge increase in demand for our services as businesses turn to online couriers such as ParcelHero, as our customers do not even need to register to use us.'

Roger warns: 'There are now serious concerns as to how the carriers left in the market are going to be able to absorb the estimated 76 million additional parcels City Link delivered each year, and how quickly they will be able to sign up customers and set them up to ship. The companies will all require immediate service, which will put a huge burden on every carrier's infrastructure, from the sales department right through the network to the delivery couriers at the other end.'

[www.parcelhero.com](http://www.parcelhero.com)

## New free course for people facing divorce in 2015



*January is the coldest month of the year, and, in reality, the Arctic vibe extends beyond the temperature. Did you know that January has the highest rate for divorce? As a matter of fact, it's 50% higher than any other time of the year.*

The festive period is supposed to be a time of goodwill to all, however, it is fraught with so many unseen pressures and stress, sometimes it is impossible to play 'happy families' and as a result, sometimes these added pressures can become the breaking point for many thousands of families across the UK.

Linda Jones, a Matrimonial Solicitor at Brethertons, explains: "The pressures of the holiday season can also affect those families that have been unhappy for some time, and in some cases, this time of year can signal the final straw and start the process of separation. Couples who have been considering separating will stay together for Christmas 'because of the kids' and then make a New Year's resolution to get out of an unhappy relationship.

"Lawyers see divorce as a legal problem," Linda says, "but for the individuals involved, it's a catastrophic emotional event. Yes, they want the legal details dealt with and the financial settlement they're entitled to, but they're also frightened and upset. They need support."

Brethertons have the facility to offer exactly this type of support in the form of therapeutic group work. Female clients are invited to attend a free eight week course **New Beginnings: The Next Chapter**, facilitated by a Consultant Counsellor. The course offers the opportunity to discuss shared experiences and responses to relationship breakdown, to understand the complexity of relationships and to consider choices for the future.

[www.brethertons.co.uk](http://www.brethertons.co.uk)



## Mobile phone users confusion about business numbers

*Do you know the difference between 0800, 0808, 0870, 0845 and 03 numbers? Over half of mobile phone users don't. New research reveals great uncertainty and frustration among UK mobile phone users when calling business numbers from their mobile phone.*

- Over half of mobile phone users don't understand the difference between all the business numbers used by UK companies
- 66% of consumers have ended a call when phoning 0800, 0808, 0870, 0845 and 03 phone numbers from their mobile after hearing a message stating the call would cost considerably more from their mobile phone
- Over a third of consumers have delayed calling a bank or utility company from their mobile, preferring to wait until they could use a landline
- Nearly half have not been able to get through to a company during their opening hours due to waiting to use a landline and not their mobile phone
- 66% of mobile phone users think business numbers are just a way for companies to raise extra money
- Almost half think business numbers are frustrating for mobile use



New research from **www.makemobilecalls4less.com** reveals great uncertainty among mobile phone users, with over half not understanding the difference between non-geographic business numbers starting with 0800, 0808, 0870, 0845, 03, 01 and 02, which are used by many UK companies.

And, when phoning these business numbers from their mobile, 66% of consumers have admitted to ending the call after hearing a message stating that the call would cost 'considerably more'; showing that not only do consumers not understand these business numbers but many are frustrated at the costs they are being charged when phoning them.

In addition, when faced with calling a bank or a utility company from their mobile phone, over a third of consumers have preferred to delay the call until they were able to use a landline and nearly half have not been able to get through to a company during their opening hours due to waiting until they could call from a landline.

These new survey findings, follows the launch of 84800, the new money saving mobile campaign that dispels the uncertainty for UK mobile phone users when they call business numbers from a mobile phone, by guaranteeing they will be charged no more than 10p per minute – saving them up to 70% per call.

"Being able to now contact UK companies who use these business numbers, within their opening hours and at time best suited to them will help many consumers who rely solely on their mobile or do not have access to a landline. Consumers also no longer need to know the difference between all these numbers and best of all, they will have the reassurance of knowing exactly how much each call will cost them. This means no longer having to worry about being charged 'considerably more' or being shocked when they their mobile phone bill arrives."

**To start saving, if a customer already has the business number for the company they want to call (for example from a bill or statement), all they have to do is:**

**1. Dial 84800 from their mobile**

**2. When prompted enter the number they wish to dial**

**3. Their call will be connected**

**www.makemobilecalls4less.com** will soon be launching its free app where consumers will be able to access its business directory.



## Are you a Christmas re-gifter?

- *37% re-gift presents to other people after Christmas*
- *Too posh to pay? Higher social classes re-gift the most*
- *Resourceful or waste-hating? 46% of women re-gift vs. 28% of men*
- *Midlands and Scotland are re-gift hotspots*
- *Toys beat toiletries as the top re-gift*



Millions of belated Christmas presents may actually be cast-off gifts, says new research, which revealed that 41% of the highest social classes re-gift compared to 32% of the lowest social class. Women are much more likely to re-gift too – 46% compared to just 28% of men; and the prime re-gifting age range is 35-44 year olds at a high of 44% of people.

In terms of being able to spot re-gifted presents Toys are the most common, likely to be re-gifted by 69%, then toiletries by 55% and clothes by 52%.

The top two reasons people get rid of their gifts are because they already have the item or have no need for it, suggesting many gift-givers do not put much thought into who they are buying for.



## *Here are five ways to spot a re-gift:*

- **Already used** – Has the packaging been tampered with or opened in any way? Are there any signs that the present has already been used?
- **Re-wrapped** – Are there any signs that the item has been wrapped before such as sellotape marks and rips on the box?
- **Suitability** – Would this person really buy such a gift for you? Keep an eye out for toys that do not really suit your children such as a Thomas the Tank Engine today given to an eleven year old. Also sniff out toiletries that just don't seem to your taste.
- **Duplicates** – Already having a product is the top reason that people re-gift; does this person already have one of these, or did they also get one for Christmas?
- **Out-priced** – Look out for gifts costing more than you'd expect a person to spend on you – although you might not have any complaints about that one!

The research also showed that colleagues, aunties and uncles and neighbours top the list of poor gift-givers.

Tina Steer, a self-confessed serial re-gifter and mum of two from Solihull, said:

"I regularly re-gift and see it as a form of recycling. I have a large family so it's not uncommon for one of us to receive a present that we've already got or don't want. In fact I have a stash of unwanted gifts that I keep to one side to give as late Christmas presents or

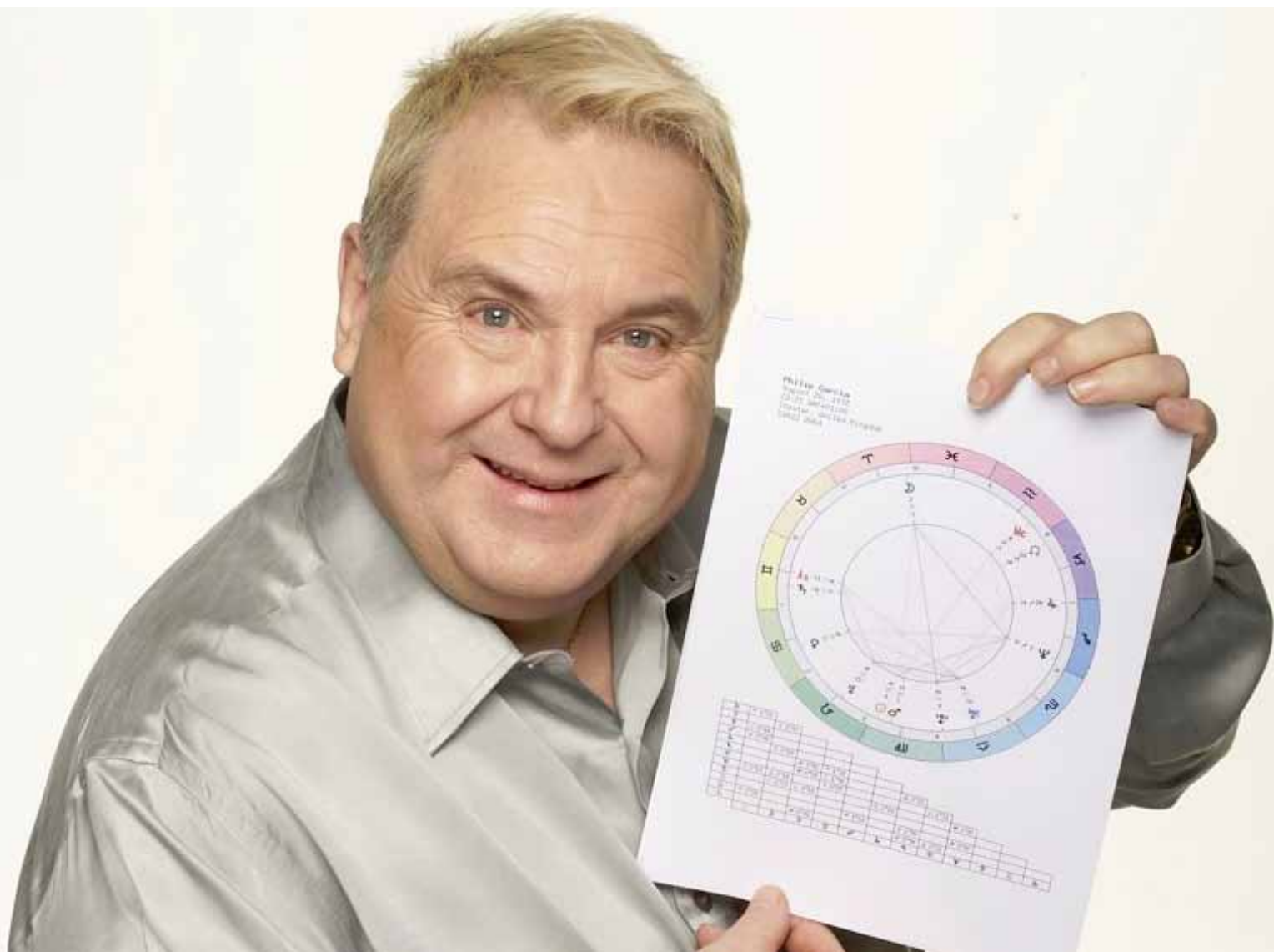
for birthdays. The trick is to remember who gave you what and to make sure you don't re-gift it to them in the future. I'm sure everyone does this really, they just might not admit it."

Daniel Ball, spokesperson for Wax Digital, said: "Re-gifting could be a good thing if it means presents go to people who really need them and will put them to good use, rather than them being stored away in a cupboard. However it's not so good for the recipient who may suspect that the person has put little thought or effort into the gift or has had to re-gift because they have forgotten to buy them a present."



# 2015 Horoscopes

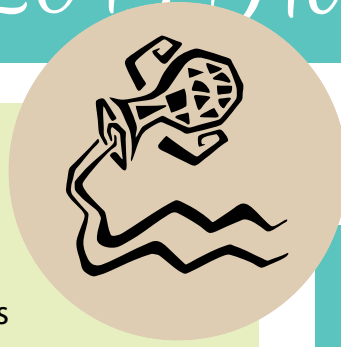
## 2015 Horoscopes from Russell Grant



*The UK's favourite astrologer Russell Grant has revealed what's in store for your Starsign for 2015! Whether you're looking for love, considering a career change or just looking for direction in life Russell's Year Ahead Horoscope will give you guidance for the New Year!*

# 2015 Horoscopes

## Aquarius (Jan21/Feb19)



It's important to be discerning about your social circle, especially between January and the middle of June. Someone who keeps breaking promises and missing appointments isn't worth your time. You need to surround yourself with wise, witty people who can both give and receive. If you're looking for work, who you know will be more important than what you know. Don't hesitate to ask influential friends to write letters of recommendation. Although you'd rather get a job on your own merits, you can't afford to be idealistic in this economy. Your career prospects will improve greatly between mid-June and late September. Take this opportunity to apply for a high powered position in your desired field. By projecting intensity and determination during an interview, you'll land this plum position. The final four months of 2015 are ideal for pursuing a cherished dream. You might have to cut back on social pursuits to reach this goal. Happily, this won't seem like much of a sacrifice. You're ready to advance to the next level of success. Keep your eyes on the prize.

**You can now buy Russell's Year Ahead Horoscope book at [www.russellgrant.com](http://www.russellgrant.com). Each book is produced based on your specific date, time and place of birth so no 2 books are the same. The Book contains a Monthly Horoscope plus a Daily Horoscope for every day of 2015 - What better way to start a New Year with your Daily Guide to 2015!**



## Pisces (Feb20/Mar20)

You'll continue to exude magic and mystery throughout 2015. Be sure to make plenty of time for creative pursuits, as they will bring you great happiness. If you play your cards right, you'll find a wonderful job in your desired industry between January and mid-June. You'll be able to uplift and inspire your team, achieving an unprecedented level of success. This position will involve quite a lot of travel, which will be stimulating. You will be homesick from time to time, but this will be a necessary sacrifice. Luckily, you'll have an opportunity to stay close to home between June and late September. The opportunity to study with a seasoned expert will arrive. Although your lessons won't come easily, they will serve you for a lifetime. Learning a foreign language, software program, or other advanced skill will increase your value on the job market. By late September, you'll be back to work, putting in long hours at the office. Don't get so wrapped up in your professional responsibilities that you neglect your family. They're the reason you've come this far.



# 2015 Horoscopes



## *Aries (Mar21/Apr20)*

It's important to play by the rules between January and mid-June. Resist the urge to cut corners or demand special favours. By showing respect for authority, you will pave the way for future success. It can be difficult for an impulsive character like you to wait your turn, but it is a lesson worth learning. The powers that be are watching your progress closely. They need to know you can be entrusted to follow the rules, as well as enforce them. Your focus will shift to an intimate relationship during the second half of June, when you'll be forced to share resources with a lover or business partner. Are you single? This is your opportunity to build financial security. Paying off a debt will be challenging, but you can do it by mid-September. Once you fulfil your obligations to creditors, you'll be free to pursue a course of study or go on an overseas trip. Be sure to do something that will expand your horizons any time between the second half of September through to the end of December.



## *Taurus (Apr21/May21)*

Budgeting is critical between January and the middle of June. This is your chance to achieve financial independence, provided you make a concerted effort to pay your bills. If you're drowning in debt, consolidate your loans into one, low interest payment. Make regular payments until you've totally wiped out this obligation. That will require cutting back on luxuries. Indeed, you may be living on a shoestring for the first half of 2015, but the sacrifice will be worth it. Your love life will require serious attention during the second half of June, when your partner will need extra help. By coming forward at their hour of need, you'll emerge much stronger as a couple. By mid-September, you'll be able to redefine the parameters of your relationship. Don't be surprised if you achieve a new level of physical intimacy at this time. If you're single, you will be able to meet someone who brings a great deal of happiness to your life. Both of you are extremely sensual and will have good chemistry in the bedroom. Life will be much sweeter thanks to this attentive lover.



## *Gemini (May22/Jun21)*

Erratic friends will prompt you to take a second look at your social circle. You will decide that quality, not quantity, is more important when it comes to social contacts. You'll begin to ease the flakes from your midst as early as January and will continue to do so all the way through mid-June. Although you hate to hurt anyone's feelings, you simply can't tolerate waiting for people who are perpetually late for meetings. Your patience will also wear thin for those who fail to deliver on promises. By June,

# 2015 Horoscopes



## *Cancer (Jun22/Jul23)*

Establishing a fitness routine is critical between January and mid-June of this year. If you detect a twinge or pain, get medical attention for the issue. You may have to alter your dietary habits as a result. At first, this will be difficult, as you will long for the days when you could just eat whatever you wanted.

The longer you abstain from the ingredients that are giving you grief, the better you will feel. Pretty soon, you will no longer crave the foods that created such digestive distress. By June, you'll be feeling so well that you'll decide to embark on a new hobby. Developing your raw talent for cooking, crafting, or refurbishing will give you lots of pleasure. If you play your cards right, you could turn this pastime into a profitable business. Be sure to resume your health regime in September, when you'll need all of your energy to tackle unexpected emergencies at work. The healthier you are, the easier it will be to move up the ladder to success.



## *Leo (Jul24/Aug23)*

an important job will start to cut into your leisure time. You'll be spending more time on an engrossing assignment that requires every bit of your focus. If you do a good job with this client, you'll pave the way for bigger and better contracts. Once mid-September arrives, you'll have more time for your personal life. This may mean spending romantic evenings with your partner, rather than going out in large groups of friends. 2015 is about establishing intimacy and getting serious about what you really want from life.

Getting serious about a casual romance will be in the cards between January and mid-June. You're no longer interested in having fun. You want to build a life with someone special. If you're already in a committed relationship, you will have to make a concerted effort to be more passionate towards your amour. It's so easy to fall into a boring pattern when you're used to being together. Don't make that mistake in 2015, when it becomes imperative to inject some passion into your life. The period between June and September causes you to make big changes to your home life. You may ask an elderly relative to move in with you, or it's possible you will move to a smaller place. There's even a chance you will be dealing with some residual pain from childhood. Working through these issues with a trusted therapist will be tremendously helpful. Things on the domestic front will settle down in late September, when you'll be inspired to develop some latent creative talent.

# 2015 Horoscopes



## *Libra (Sep24/Oct23)*

Close relatives and neighbours will be less than helpful, especially between January and mid-June and then again from the middle of September until the end of the year. If you're going away, make sure you have several names of reliable sitters for children and pets. It may take a few phone calls before finding someone who can care for your precious ones while you're away. Mechanical trouble could also rear its ugly head. Be sure to have your car serviced on a regular basis and be ready to replace any faulty wires or tires whenever a problem arises. Money will be tight between the middle of June and the second half of September. Learning how to operate more efficiently will be critical. You won't have much spare time, so make the most of your working hours. By increasing your productivity, you'll be able to withstand cuts to your department. Acquire as many skills as you possibly can at mid-year. If you're having difficulty finding work, it may be necessary to take a temporary position. Job prospects will improve from late September onward.



## *Scorpio (Oct24/Nov22)*

Sticking to a budget remains important during the first half of the year. There won't be a lot of money for extras, due to financial responsibilities. Paying off a debt, helping an unemployed relative and struggling with a higher cost of living are among the possibilities. The good news is that you have a natural ability to make your money stretch as far as it can possibly go. By finding even more ways to save money between January and mid-June, you'll be ahead of the game. Your focus will move to kicking a bad habit from the second half of June through to the middle of September. This is a great opportunity to replace destructive tendencies with healthier practices. Breaking your dependence on toxic substances and people will be difficult, but worthwhile. By the time late September arrives, you'll have a greater measure of control over your life. Saving money for a rainy day will be a good use of your time. Start getting into the habit of putting a set portion of your income into a savings account.



# 2015 Horoscopes



## *Sagittarius (Nov23/Dec21)*

It's important to take your needs seriously between January and mid-June. Instead of worrying what will make everyone else happy, put your priorities first. If this means getting more sleep or exercise, so be it. You'll have to scale back commitments to others, but it can't be helped. If you're determined to switch careers, you'll have to go back to the classroom. Spending less time with friends and family will be part of the equation. Don't back down from your goal. By the middle of June, the focus will move to your private life. Certain people who have been draining your energy will be thrown by the wayside. Onlookers will be shocked by your seemingly callous behaviour, but you really don't owe them any explanations. Do whatever is necessary to create a life of peace, tranquillity and contentment. If that means turning your back on troublemakers and emotional vampires, do it. Once late September arrives, you'll resume striving towards an important goal. There won't be much time for fun and games, but you will make tremendous progress during this fateful period.



## *Capricorn (Dec22/Jan20)*

Facing your demons will be a continuing theme from January through mid-June. Use this time to take stock of what you really want from life. Any relationships that drain you of energy will fall by the wayside. You simply don't have the patience to deal with emotional vampires anymore. Once you drive these pests from your midst, you'll have more time for solitary projects. Spending time on a hobby will be spiritually rewarding. It will be a relief to do work that isn't related to income or status. Whether you're working with fabric, wood, clay, or semi precious stones, this activity will bring profound contentment. Your focus will change during the second half of June, when you'll get involved with a prestigious charitable organisation. Donating your time and money to a good cause will renew your faith in humanity. You will also get the chance to spearhead a fundraiser. Thanks to your executive ability, a worthwhile cause will be considerably enriched. The job will be finished in late September, allowing you to resume your hobby with renewed enthusiasm.

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## How to increase the staying power of your New Year Weight Loss Resolution



New Year resolutions have a bad reputation – probably because many people have a few thoughts about what they might do and call them resolutions when they are not really resolved at all.

The good news is that research shows that when people make real resolutions, around 40% are still on track 6 months later. That's probably a higher proportion than most people think.

So how do you give yourself the best chance of being in that 40% who are maintaining or getting closer to their goal?

### *Have You Made a Real Resolution?*

Think about your resolution language.

Are you saying:

*I want to lose weight*

*I should lose weight*

*I could lose weight*

*I can lose weight*

*I will lose weight*

*I am determined to lose weight*

*I am going to lose a stone in two months*

*I am going to drop 3 dress sizes by summer*

The kinds of words you are using to make your resolution should be like those in the second half of the list.

Don't worry if you're not quite there yet, the rest of this article will help you.

## *Understand Your Motivation*

Ask yourself a couple of questions:

***What are the things that are important to me that are affected by my weight?***

***How will losing weight make my life better?***

It's worth spending some time thinking about this, you may even surprise yourself with benefits you have never really considered before. Write your thoughts down, and keep them in a place where you'll be reminded of them regularly.

Short comments, for example on sticky notes dotted around the house, or on future pages in your diary, will help you stay on track.

## *Set Goals in Small Chunks*

Whether your overall goal is to lose 10 pounds or 10 stones, break it down into bite-sized pieces. Tracey Walton, founder of Weight Loss Resources recommends mini goals of up to half a stone, depending on what suits you and the amount of weight you want to lose overall.

You can do this with other goals related to your weight loss, for example have an exercise goal that starts with the mini goal 'Take a 10 minute walk, on three days of each week, for a month'.

## *Be a Friend to Yourself*

Everyone lets it slide now and again. Imagine a phone call from your best friend, he's feeling down because he's had a blowout lunch and is a failure at trying to lose weight.

You wouldn't tell him he was hopeless and he might as well throw in the towel would you? You'd probably try to make him feel better, remind of him of how well he's done so far, help him feel better about himself.

Be that good friend to yourself, don't beat yourself up with negative self-talk. Think about what you have achieved and how you could get back on track.

## *Focus on Habits*

It's the things that you do habitually that shape your body.

If you regularly eat junk food because you're too busy to plan ahead, or you sit down most of the day because of your job, or often get the munchies because you're bored, or any other thing in your life that causes you to neglect your wellbeing – you have an opportunity to make some changes.

Small chunks are, again, the way to do it. Small changes in things that you do a lot of the time can add up to big differences in the sustainability of your weight loss resolution.

Give some thought to the things you do every day, what you eat and why, and how you could make a few changes that would work for you and your lifestyle.

Start with 1 to 3 of the changes you'd find easiest to make, when one becomes a habit (you do it on auto-pilot) introduce another change you want to make.

The WLR New Leaf Challenge 2015 is a tool to help you build habits proven to promote sustainable weight loss.



# New Year



## *Fuel for Your Resolution*

These are some ideas for changes that Weight Loss Resources Members have found helpful, in no particular order – different things work for different people and some of these may get you thinking.

*Planning meals in advance*

*Using a strategy for eating out*

*Having shopping delivered*

*Eating slowly*

*Making packed lunches*

*Weighing Portions*

*Having healthy, low calorie snacks close to hand*

*Exercising at home*

*Batch cooking meals and freezing them*

*Limiting the number of high calorie snacks*

*Keeping a Food Diary*

*Being more active on a daily basis*

*Eating breakfast every day*

*Mindful eating*

*Eating more vegetables and fruits*

*Having a strategy for dealing with comfort eating*



*Keeping a food diary can help you double your weight loss success.*

You can find lots more information and tools for evidence-based, sustainable weight loss at [www.weightlossresources.co.uk](http://www.weightlossresources.co.uk)

# From Discarded to Desirable: Convert Waste to Designer Goods

*Upcycling is a movement which is ever growing in both popularity and consumer interest*



The UK's first retail website dedicated to the rapidly expanding consumer trend of upcycling championed by celebrities including Kirstie Allsopp, Kevin McCloud and Livia Firth has been launched.

**Remade in Britain** is the first dedicated retail platform for businesses repurposing some of the 280m tonnes of waste produced each year in the UK and launches with over 300 upcycling retailers registered spanning furniture, interiors, lighting, clothing, jewellery and accessories. It aims to grow its list of retailers to more than 1,000 in the next twelve to eighteen months alone.

The term 'upcycling' was coined in Germany in the early nineties and refers to the reusing of discarded items or materials into items of higher quality and value, rather than recycling which involves breaking down items to create something entirely new.

Items listed on the Remade in Britain site range from furniture made out of discarded pallets to lamp stands created with motorbike parts, lighting fashioned from plastic drinks bottles and vintage textiles repurposed into clothing and home accessories.

He said: "Upcycling is a movement which is ever growing in both popularity and consumer interest and it's great to see Remade in Britain offering a much-needed platform to bring this vibrant community together. The beauty of upcycling is that there are quite literally no limits to what you can create and the wide selection of products and retailers showcased on Remade couldn't demonstrate this any better."

Remade in Britain provides a platform for retailers to sell upcycled products straight to consumers through their own online shop, with a commission fee taken on each product purchased. The site is designed to be a 'hub' for the upcycling community, offering a place to advertise courses, events, items available for salvage and upcycling supplies.

**For more information visit [Remade in Britain](#)**