



# OTLEY ECONOMIC BULLETIN

The Newsletter of Otley Chamber of Trade

President: Keeley Kear

Issue 116, February 2019

Otley Chamber of Trade is a nonpolitical, independent, not for profit body of volunteers that seeks to represent and assist the local business community and promote the town. This Bulletin is a monthly summary of local economic news relating to Otley and its business activity:-

**Beauty Businesses in Granville Court** - a quartet of businesses have moved into 2 Granville Court in recent months;

**MEMI Cosmetics** - MEMI is a UK Cruelty-Free & Vegan makeup brand that aims to redefine luxury beauty by creating beautiful products that don't break the bank.

**GK Aesthetics** - Co-directors Grace and Kelly are fully qualified registered nurses who specialise in aesthetics and skin care. Who are fully insured and part of the ACE Group, Their aim is to deliver the best results in the most relaxed and professional environment possible, ensuring you have peace of mind through out all procedures. Providing a confidential individualised service creating bespoke treatments and aftercare packages tailored specifically to you. Call 07951 539940.

**KW Nails & Beauty** - Kate Willet offers a range of nail and beauty treatments including being PHIBROWS CERTIFIED to create natural beautiful brows using the best microblading methods and standards. Call 07731 708980.

**Skin Renew Otley** - Laser tattoo removal, IPL Hair Removal, Carbon Facials and more at excellent prices! Call 07850 468257.

**Bizarre Bazaar** - an unfortunately short life for this gift shop as personal circumstances forced a premature closure.

**Brexit** - as the date of departure from the EU approaches businesses may wish to look at [www.gov.uk/business-uk-leaving-eu](http://www.gov.uk/business-uk-leaving-eu) which has a simple questionnaire which will lead you to information about how your business may be affected. Some businesses who import or export to the EU, are reliant on EU funding or an EU workforce will no doubt have spent many months preparing while other businesses might not feel it will affect them very much. Time will tell....

**Bulletin sponsorship** - if your business would like to sponsor an edition of the Otley Economic Bulletin this is available at £60. If you'd like to share an edition with another business for £30 each, please contact [admin@otleychamber.co.uk](mailto:admin@otleychamber.co.uk) with your hi-res logo(s).

**Chamber of Trade Membership** - January sees the renewal letters for Chamber of Trade membership being delivered by your friendly street representative. The £52 fee is once again being paid by Otley BID for any levy payers. We hope you agree that negotiating this benefit allows you to be part of two business minded organisations for the price of one. These are the benefits of Chamber membership;

- Access to our bi-monthly meetings with speakers and local information to help you run your business smoothly
- A listing on the Chamber of Trade website - soon to be updated!
- Access to Otley Show Shop Local marquee
- Preferential publishing of articles about your business in the Otley Economic Bulletin
- Access to the Friends of Otley Cycle Races scheme
- The friendly ear of your local street rep who will pop in to see you each month
- Access to information about legislation, training, funding and other relevant matters
- The chance to be a part of the Otley Business awards
- Networking & mentoring opportunities with other members
- Your opportunity to contribute to the ongoing development of Otley

However, we are always open to suggestions of other ways we can support the Otley business community and would also be interested in hearing if we do things that are of no benefit to your business. Email your responses to [admin@otleychamber.co.uk](mailto:admin@otleychamber.co.uk).

Please note that being a BID levy payer does not mean you are automatically a Chamber member, we need to receive a membership application form to set you up on our systems. Membership forms are available on our website [www.otleychamber.co.uk](http://www.otleychamber.co.uk).

**Chamber Next meeting** - will be on Tuesday 19th March 2019, 5.30pm for 6pm start at Westbourne House. The meeting will include the AGM where new officers are elected and the Chamber accounts for the year will be presented.

**Christopher Little & Co** - On the 1st of January 2019 Christopher Little & Co Financial Advisers moved into their new home on Bondgate. Business owner and Financial Adviser Tom Hatley said "It's another important step forward for the business and testament to the support we have had from the local community".

## This months sponsors

**Dowgill House**

— 1753 —

Quality guest accommodation  
in the heart of historic Otley

[www.dowgillhouse.co.uk](http://www.dowgillhouse.co.uk)  
5-7 Bondgate, Otley LS21 3AB  
01943 850836



Christopher Little & Co have been based in Otley, above Savage Crangle Solicitors, for over 20 years. Tom Hatley has been advising clients for 7 years, taking over the business 3 years ago. Tom added "Royal Oak House has been a great home for us and whilst it is sad to leave, we couldn't turn down the opportunity to acquire our own premises which will allow us to expand in the future. Our new office has a 'shop front' and we look forward to welcoming new and existing clients during 2019 and beyond".

The new office is modern but retains the classic Grade II listed features of a stone property, including beams in the client meeting space on the first floor. Tom explained "We wanted to create a welcoming and comfortable environment for clients to come and discuss their goals and aspirations for the future. Building financial plans that deliver on those goals with long term financial security is something we are excited to continue in our new home".

Christopher Little & Co are based at number 75 Bondgate, Otley, LS21 3AB. They offer a free initial meeting and can be contacted on 01943 851080 or by emailing [advice@christopher-little.co.uk](mailto:advice@christopher-little.co.uk).

**Crossgate Garage and Woods Forge Garage** - these 2 long standing car repair workshops have merged premises so both now occupy Crossgate Garage behind the Rose and Crown, accessed via Crossgate.

**Employing Staff** - two big changes will affect wages from 1st April 2019

- on 1st April 2019 the minimum wage will increase from £7.83 to £8.21 for those aged 25 or above, from £7.38 to £7.70 for 21-24 year olds, from £5.90 to £6.15 for 18-20 year olds, from £4.20 to £4.35 for under 18s and from £3.70 to £3.90 for apprentices.
- on 1st April 2019 minimum payments into auto enrolment pension will also increase from 2 to 3% for the employers contribution and from 3 to 5% for the staff contribution meaning an overall increase in 3% going into pension pots.

**GPG Accounts** - the Granville Mount based accountant is expanding into a larger neighbouring premises.

**Graffiti Clean Up** - The Christmas period saw an unfortunate spate of over 70 graffiti attacks on private property. Whilst West Yorkshire Police have successfully apprehended the culprit Otley in Bloom and Otley Chamber worked together to rally the troops on Sunday 8th January with a successful clean up of the offending artwork. Around 25 people turned up and donated over 40 hours of time. Many residents came, but here is a shout out to the businesses who were represented; Patisserie Viennoise, Doris Dent Estates, Shake Bar, Courtyard Planters, The Junction Inn, Cranberry, Print Crew and three PCSO's also attended.



**Inflation** - Britain's Consumer Price Index inflation indicator, continues to drop month on month and stood at 2.2% in November 2018, it was 3.1% at the same time last year.

**Licensing application for 13 Orchard Gate** - Rumagin Spirits Ltd have filed an application for a drinks license on the former Otley Health and Martial Arts/Doris Dent Estates premises for alcohol sales from 11am -7pm 6 days per week.

**Otley Coffee Festival** - in spring 2020 Otley Parish Church will play host to an inaugural Coffee Festival. The festivals are 'all about the journey from bean to cup', where you can enjoy finding out more about coffee and associated products, whatever your level of expertise. Putting on a festival is expensive and tricky. It requires money and people. If you can help, let Richard know at [richard@theyorkshirewordwright.co.uk](mailto:richard@theyorkshirewordwright.co.uk). We need the following help already:



- Another coffee shop proprietor to join the board of the festival delivery company. This will involve a maximum time commitment of two to three hours a month.
- Sponsors to help with the costs. Various sponsor packages are available from £50 to £500.

More details will be released as they become available.

**Rachel's Made to Measure** - the curtain, blind and cushion maker has moved from Chevin Mill, Leeds Road to new premises at 31 Cross Green where workshops for children and parents have been launched this year.

**Training Opportunities for businesses -**

- Chamber member **White Rose Training** offered 3 free sessions of CPR and defibrillator training in January which means that alongside the 19 public access defibrillators there are another 20+ people who have experienced how to use them. Ken Creek, owner of White Rose training and Otley's lead community responder showed how the defibrillators worked and took away any fear of the unknown that might be had. Once deployed and switched on they talk to you and tell you what you want to do, it is impossible to do any harm as the machine assesses the patient and decides whether a shock is needed. The machines in Otley have been deployed (this means that someone has called 999 and been given the code to access the machines) many times, with at least one life saved, but there could be more as the recording is not totally accurate.



Visit [www.whiterose-training.co.uk](http://www.whiterose-training.co.uk) for a free report to ensure your business is meeting its first aid legal requirements.

- Past president Katie Burnett delivered a 3 hour business MOT workshop funded by **Otley BID** to encourage businesses to assess, develop and grow their businesses
- Chamber member **The Yorkshire Marketing Company** continues to host the Social Media Café. A small & friendly training session held monthly for local independent business owners who run their own social media. A concession is available to all Otley BID businesses who attend up to 6 sessions. The February session covers Video Marketing Tips for Small Businesses, and the March event is about How to Convert Sales on Social Media. Visit the website to see 2019's training dates & details on how to book your seat [https:// www.theyorkshiremarketingcompany.co.uk/2019-social-media-cafe-workshops](https://www.theyorkshiremarketingcompany.co.uk/2019-social-media-cafe-workshops)



- Wharfebank Mills based member **Sentient UK** can provide your business with health and safety, food hygiene, HR and management training. Visit [www.sentientuk.co.uk](http://www.sentientuk.co.uk) for more details.

**Unemployment** – December's Claimant Count for Otley & Yeadon Ward stood at 160 (1.2%) compared to November's 145 (1.1%) (source: LCC). This is in comparison to a national average of 4.1%.

### WELCOME TO THESE NEW MEMBERS OF OTLEY CHAMBER OF TRADE

**Yorkshire Runner** – 38 Bondgate, Otley.  
[www.yorkshirerunner.com](http://www.yorkshirerunner.com). Tel. 01943 666750.

A specialist running retailer who will keep you on track for New Year fitness and beyond. Supplying you with the right equipment to reduce your risks of injury.

**Otley Mobiles** – 2 Orchard Gate, Otley. Tel 07561 480044  
Retailing all the accessories you will need for your mobile phone and offering a repair service too.

**Clippers Dog Grooming** – 52A Westgate, Otley.  
[www.dog-groomingleeds.co.uk](http://www.dog-groomingleeds.co.uk). Tel 07724 518721  
Let Kelly Rose turn your wild mutt into a pampered pooch, specializing in puppy introductions and a real dog whisperer. A range of grooming options are available.

**Il Vicoletto** – 9 Mercury Row, Otley. Tel 01943 968030  
Join the Valentini family as they bring licensed Italian dining and hospitality to you for both lunch and dinner service.

**Angels Hair Beauty & Massage** –  
6 Bondgate, Otley. Tel 01943 461351  
An established hair, beauty, massage and nail salon who are up to date with all the latest fashions and techniques to bring out your best you.

**Cairn Wharf Consultancy Ltd** – 2 Boroughgate, off Bay Horse Court, Otley. Tel 01943 468922.  
[www.cairnwharf.com](http://www.cairnwharf.com)  
Quantity surveyors, party wall specialists and construction consultants.

**The Pink Teapot** – 4 New Inn Court, Otley.  
Tel 07766 469466  
Let Sonya and her team delight your taste buds in the pinkest tea room in town. Delight in the 1940's nostalgia and the fabulous lunches and cakes.

**WRM Ltd** – has moved from Wharfebank Mills to the former TSB premises. They are currently using the upper floors but have ownership of the whole building, and improved the look of the building before Christmas with a window mural by Jenny Tribillion. WRM Ltd are involved in sustainability, waste and recycling management, resource and energy management.

**Wharfebank Mills** - Pegholme top floor refurbishment completed

Two years after Wharfebank Mills, Otley, changed hands, the new owners continue to fulfil their promise to develop this picturesque and prominent estate, breathing new life into the former textile mill to make it fit for purpose in the 21st century.

This new phase of development has involved renovating the top floor of Pegholme Mill, the largest building on site, to create 4 x circa 410 ft<sup>2</sup> units and 1 x circa 580 ft<sup>2</sup> unit (two of which were let before practical completion), to meet demand from local businesses.

These new office spaces offer light, contemporary work environments while still retaining some of the old features, as a nod to the building's historical past. A communal break out area has also been installed with modern shared kitchen facilities allowing occupiers to enjoy a lunch hour away from their desk.

Further activity includes; the top corridor receiving the same branding as the ground and first floor, and the historic goods lift has been converted to a fully functioning passenger lift. This will make the middle and top floors accessible to all occupants and visitors.

Of course, this could not be achieved without the patience and understanding of our existing tenants, on the floors below, as we continue to improve Wharfebank Mills and make it a place that tenants and staff will enjoy working in for years to come. Many thanks to them for their support.

The photographs below show how quickly the office spaces have been transformed ready for new occupants.

If you are thinking of relocating, or of setting up a new office in Otley, please don't wait too long before enquiring. We are expecting these new business suites to be snapped up quickly as free parking, high speed internet and proximity to both the town centre and the local road network, makes Wharfebank Mills an extremely popular and desirable base. Call 01943 666955 to arrange a viewing.



## 2018 Visit Otley Festive Guide

We have heard from a few of our retailers that the "Make Yours An Otley Christmas" brochure, which was funded by the BID, was a great success and that it brought customers through the doors. Do you have a story to tell, have customers walked in to your shop clutching a voucher? if so share it with us.



Also, please remember a large selection of the discount vouchers included within the brochure are still available to redeem throughout February and March. So dig them out and continue to support our Otley businesses.

## Service Sector Directory

We are often asked what benefit the BID is to our service sector businesses and that we concentrate too much on retail. The good news is that we are in the process of putting together a directory that will concentrate exclusively on the service sector. It will be an



A5 booklet that will be sent out to all the areas in and around Otley and will contain an entry for every service sector business within the BID area. There will also be an electronic copy on our website.

Each entry will include your business name, e-mail and phone number. In order to guarantee we include the correct information please drop us a line at [info@otleybid.co.uk](mailto:info@otleybid.co.uk). If you offer MOT's, trade services, financial or legal advice, sell or rent houses and anything else that serves our community please get in touch. Once this is in production we envisage it being updated and e-printed every 12 months.



## Otley Business Directory

In 2014 we produced an online Business Directory attached to our website which was intended to help promote all our businesses within the BID area however; it has proved difficult to keep up to date and it hasn't received the traffic that we originally anticipated. It will therefore be taken down in the very near future.

## Don't Suffer in Silence

The last few months have been very difficult trading times for the vast majority of customer facing businesses. The drop in footfall has hit the length and breadth of the country not just Otley. No doubt the next few months will produce more business closures as leases come to an end and businesses decide enough is enough. As a body we represent over 500 businesses. We have a voice and may be able to help you negotiate with landlords, leases and rents. We can make no promises but if you feel that we could help please don't suffer in silence - get in touch. [info@otleybid.co.uk](mailto:info@otleybid.co.uk).



## We're Here to Help

As the next 5 year term starts on 1st April 2019 is there anything that you are bursting to tell us that we should be doing? Don't keep ideas to yourself, speak to us, we may be able to make your idea a reality. Please email us at [info@otleybid.co.uk](mailto:info@otleybid.co.uk).





The votes are in, and the excitement is rising in anticipation of the 2019 Otley Business Awards to be held at **Otley Parish Church on Friday 22nd March**. A total of 449 nomination forms were received (up from 265 in 2018) and a total of 87 businesses have been nominated for an award (up from 69 in 2018). A huge thank you to all the customers of Otley businesses who took the time to fill in nomination forms.

### Here are our fabulous nominees in each category;

#### BEST APPRENTICE/ TRAINEE

Jess White (*Aura Jewellery*)  
Savanna Dabill  
(*The Dales Veterinary Centre*)

#### BEST CAFE

Bloomfield Square  
Casa Vitae  
Chippendale Tea Rooms  
Cranberry  
Java  
Little Corner of the World  
Milk Bar  
Nostalgia Tea Room  
O'Deli  
Parkgate Café  
Quench  
Rafferty's  
Salami & Co  
Sift Café & Bakery  
The Real Food Shop

#### BEST EMPLOYER

Rest Assured  
Wharfedale Embroidery

#### BEST FOOD & DRINK

A Casa di Alessia  
Hong Kong Supercook 2  
Milk Bar  
O'Deli  
Red Pepper  
The Junction Inn  
The Roebuck  
The Wharfe Traditional Fish & Chips

#### BEST LARGE BUSINESS

Althams Travel  
Bondgate Bakery  
Craftsman Tools  
Dales Veterinary Centre  
Edward Johnson Ltd  
Geo Middlemiss  
Gifted Angel  
Otley Pharmacy  
Rest Assured  
Sinclairs  
Weegmanns

#### BEST NEWCOMER

Apollo 3D  
Backcountry  
Canine Health  
DNA Audio  
Groove Pad  
L A Beauty Cabin  
Landguard Ltd Pest Control  
Puffin Pottery  
The Rookery

#### BEST RETAIL

Bondgate Bakery  
Curious Hop  
Fusion Game Xchange  
Geo Middlemiss  
Ivy House  
Jenni's Dresser  
Sweet Treats

#### BEST SERVICE SECTOR

Althams Travel  
Angels Hair, Beauty & Massage  
Apollo 3D  
Chevin View Laundry  
Club Energy  
Doris Dent Estates  
JB Creatives  
Otley Chevin B&B  
Otley Pharmacy  
Physio Logic  
R Sykes Hair, Beauty, Massage  
and Body Piercing  
Rest Assured  
The Yorkshire Marketing Company

#### BEST SMALL BUSINESS

20p Shop  
21 Again  
Alpha Male  
Angels Hair, Beauty & Massage  
Aura Jewellery  
Blue Barbers  
Canine Health  
Chevin Health & Wholefood Store  
Chippendale Tea Rooms  
Clarion Lodge Campsite

#### BEST SMALL BUSINESS (cont)

Dodgshons  
Ethical Jewellers  
Fink Eyewear  
Fusion Game Xchange  
Grooming by Kelli  
Ivy House  
Lita's Pins & Needles  
Otley Mobiles  
Otley Osteopaths  
Puffin Pottery  
R. Sykes Hair, Beauty Massage  
and Body Piercing  
Rafferty's  
Sift Café & Bakery  
The Real Food Shop  
The Yorkshire Marketing Company  
Wharfedale Embroidery  
White Rose Training

#### COMMUNITY AWARD

Basil Houldsworth & Sons  
Mad Night Out  
Otley Courthouse  
Stephen H Smith  
White Rose Training

#### GOOD SERVICE AWARD

Althams Travel  
Arundel Travel  
Dales Veterinary Centre  
Doris Dent Estates  
Ethical Jeweller  
Fink Eyewear  
Fusion Private Hire  
Gifted Angel  
Grooming by Kelli  
Halo Hairdressers  
Otley Chevin B&B  
Otley Mobiles  
Otley Pharmacy  
Petwise  
Prima Blinds  
Rest Assured  
Shoecraft of Otley  
Stew & Oyster  
The Yorkshire Marketing Company



## Presidents Note

Dear all,

How time does fly, as the lighter nights will very soon approach and spring beckons. It barely seems like yesterday since we welcomed in the New Year!

Well, it is that time again where I encourage and welcome all business owners in the town interested in sitting in the "hot seat" with me, I will be very pleased to hear from you.

Once again the executive committee would welcome anyone who is interested in joining the executive team. Our team have vacancies for a Junior Vice President and as always it is an exiting time for our business community as we move forward into another year and continue to work alongside Otley BID, Otley Town Council and Otley Town Partnership.

Otley chamber of Trade would be very pleased to hear from anyone interested in the position of Junior Vice President to commence in the spring of 2019.

With Best Wishes

Keeley Kear  
President Otley Chamber Of Trade & Commerce

The Otley business in the "hot seat" this month is Tom Cockshott of Pinehurst Joinery a local based Otley lad. I would like to take this opportunity to offer a warm welcome to Tom as he joins the Otley Chamber of Trade and to wish him and his business continued success in our town.

## Presidents Q&A interview

**Q Please tell us about you and your business?**

My name is Tom Cockshott and my business is Pinehurst Joinery. I have worked as a joiner for 13 years. I started my business in 2013. I am currently based in Otley and I mostly work in the Wharfe Valley area.

**Q How long have you been here in Otley?**

I have been in Otley my whole life. My business commenced in Otley in 2013.

**Q Where did you find the inspiration for your business idea?**

As a child I was always building something such as "go karts" and I really enjoyed joinery. At aged 17 I started working as an apprentice joiner for my Dad. Although I enjoyed this, I soon realised I had my own ideas on how I wanted to do things and in 2013 branched out with my own business.

**Q Please tell us what you do to promote your business**

Initially I placed advertisements in publications such as "on your doorstep". However I would say that 99% of my my work is through word of mouth . I always make sure I do a good job, then I receive more work and this is the best promotion for my business.

**Q How does being a member of OCT help you?**

Prior to this interview Tom was not a member of Otley chamber of trade. However he has completed an application online via the Chamber Of Trade website and is looking forward to being in contact with other businesses in the town. Tom is looking forward to finding out what is going on in the town "trade wise".

Thank you Tom for taking the time to speak with me.

Tom Cockshott can be contacted on 07931 350569



Otley Jubilee Tower and marketplace viewed from Kirkgate

If your business has any interesting economic news, large or small (expansions or contractions, achievements, announcements, minor victories or anecdotes) or would like any rumour or concern investigation, please email [wilkinson\\_tim@sky.com](mailto:wilkinson_tim@sky.com) and Otley Chamber of Trade will do our best.

Although by no means comprehensive, this newsletter is produced after reasonable direct research from a number of reliable sources and accordingly, this information is offered in good faith and believed to be accurate and authentic. If in doubt readers may like to rely on their own investigations.

Previous editions are available by visiting the Otley Chamber of Trade website [www.otleychamber.co.uk](http://www.otleychamber.co.uk)



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**NEXT CHAMBER MEETING  
& AGM**  
EVERYONE WELCOME - member or not  
**Tuesday 19th March 2019**  
5:30pm at the  
**Westbourne House**  
LS21 3LG  
Open networking with  
food & drinks from 5:30pm