

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:-

ex-Age UK – the former charity shop on Boroughgate has been let. Leeds agent Walker Singleton offered the lease at £15,750pa

Barclays – the now closed bank branch at 2 Manor Square is available To Let via Leeds commercial agents CBRE at a rent of £25,000pa. The lease expires 26th April 2026 with a break at 2021 and comprises 2,436sqft plus a basement and 7 parking spaces

Bay Horse PH – in darkness again, the revolving door of the Market Place hostelry turns once more...

Bay Horse Court – Rachel Michael advises she will be occupying the empty unit previously occupied by Flowers By Lynne. Rachel previously ran a craft collective from the same unit some years ago

Best Kebab – at long last, progress. Scaffolding went up mid-January and contractors have started internal rip out and exploration works in order to assess what structural works are required to make the building safe and presentable

Bulletin sponsorship – thanks to Otley accountant, Hollings Crowe Storr LLP, qualified accountants with offices in Beech Hill and Guseley for sponsoring this March edition.

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 with your logo(s)

Thanks also to Guest Editor, Katie Burnett for compiling February's edition of the Otley Economic Bulletin

Chamber next meeting - will be on **Tuesday 19th March 2019, 5.30pm for 6pm start**, venue the Westbourne House masonic lodge, off Bradford Road (look for the sign before the Westbourne curry restaurant). This will also be the AGM and sees the election of Chamber executive roles



Courtyard Planters – a lovely Valentine's Day gift to the town, "We've been 'flower bombing' this morning... leaving little pots of flowers for the good folk of Otley to take home and enjoy... Chatted to some lovely people along the way"

Groove Pad – cheers to the Orchard Gate beer and vinyl bar which made the Independent's list of 20 Best New Pubs in Britain <https://tinyurl.com/groovepad>

Inflation - Britain's Consumer Price Index inflation indicator dropped from at 2.1% in December 2018 to 1.8% in January 2019, the lowest for 2 years, assisted by cheaper electricity, gas and petrol prices (source: ONS)

For The Home – has now occupied the former NatWest bank branch in Manor Square, the third unit in the furniture retailer's ever growing empire, adding to their two shops on Manor Square



ex - Korks – a planning application has been lodged with Leeds City Council for the "demolition of extension to rear and construction of replacement two storey extension with internal alterations to existing building" ie the demolition of the events /music room. The applicant is Otley Bar Co Ltd, of 4 Brewery Place, Leeds LS10 1NE which appears to be the former Tetleys Brewery visitor centre, now home to a variety of businesses. The 40 Bondgate restaurant has been empty since it closed since New Years Day 2018

Leeds Bradford Airport - turnover has grown to more than £31.5m boosted by record passenger numbers of 4.1m, up 10% from 3.7 million, a record performance for the airport in the year of its takeover by AMP Capital, the Australian investment firm. The passengers were carried by 14 airlines serving 72 destinations

Meanwhile LBA based airline, Jet2 took delivery of their 100th aircraft during February, a far cry from the 4 the 4th largest UK operator started their services with in February 2003. The demise of East Midlands Airport based FlyBMI (originally British Midland) means the much anticipated Leeds - Munich service, due to commence in April wont now happen. The average passenger load on a FlyBMI flight was only 14 people

Orchard Gate - work to divide the former Beauty On A Budget and Otley Martial Arts Centre units into 4 smaller shop units is under way.

Otley Business Awards - excitement is brewing for the Otley Business Awards 2019 on Friday 22nd March from 5.45pm at Otley Parish Church. There will be live music from pianist Elizabeth Keefe, an Indian buffet from Red Pepper, a bar, Peter Dodd from Welcome to Yorkshire will be the guest speaker and then our Stray FM hosts for the night will reveal the winners of the 12 category winners. Look out

This months sponsors



Hollings Crowe Storr LLP

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& Registered Auditors

14 Beech Hill, Otley

01943 465010

www.hollingscrowestorr.co.uk

for the next edition with all the winners photos in it

The invitations to the event have now been sent to all the nominees, sponsors and local dignitaries and you will need to RSVP online at http://www.otleychamber.co.uk/otley_business_awards-rsvp.html by Friday 8th March. Thank you if you have already taken the time to do that. We are able to offer 2 tickets per business, but we do have some



Otley Business Awards 2019

businesses holding out for extra tickets so please let us know whether you are able to make it or not. And remember you wouldn't want to miss out on the celebrations if your business wins

We would like to promote our nominated businesses through our social media channels, so if you have not already done so please send us a short biography of your business and a photo (if possible)

If you are putting posts on your own social media please use the following tags so we can find and share your posts; #OBA19, @otleychamber, @OtleyChamber

Otley Show – the Chamber is again arranging a 'Shop Local' marquee at Otley Show, free for Chamber members and BID levy payers – contact Andy at Canine Health who is co-ordinating the project, 17 Manor Square, Otley LS21 3AP, 01943 467604. (If you're a BID levy payer, it's free to join Otley Chamber, the BID will pay your membership for you). Over 30 businesses have expressed an interest so far

Peek a Boo – welcome to a new shop in Otley town centre, the children's clothes shop has occupied the former Scarlett Poppy bridal shop in New Inn Court



Peony's – with the end of a lease comes the opportunity for a change and even semi-retirement, so whilst the current clothing

and accessories business continues in occupation for now, Yeadon commercial agent, Ackroyd Dent is instructed to offer the 2 Market Street shop To Let, with the space of 253sqft available at a rent of £8,400pa

Physio Logic - Wendy Carswell reports, "I can't believe it is going to be 25 years this March since I first started Otley Physiotherapy & Sports Injuries Clinic in the parade of shops on The Gills in Otley back in 1994! So many people to thank especially all our fantastic customers many of whom walked through the door all those years ago and have become such lovely friends. Thank you for all your support and being part of the journey. I have met so many interesting and wonderful customers who haven't just attended for treatment but have also lent such fantastic support and words of wisdom and advice as the clinic grew and I was learning to find my feet in running a business



I couldn't have done it without all the staff both past and present. Since 1994 and the clinic's initial location on The Gills where I first took on staff to help as the business grew, to 4 years later and a move to the Carr Bank Cottages townhouse on St Richard's Road in 1998, before its present town centre location on Westgate in 2003, they have all been part of the journey too. I would like to take this opportunity to also say a big thank you to all the GPs, specialists, sports clubs and companies whom have referred patients to us since the business started, and to all the staff and GPs at Charles Street Surgery who made the 2009 Pilot Physiotherapy Service so enjoyable to be part of. To those whose chapter in the Physio Logic story finished as they moved on to pastures new, some as far away as Australia and New Zealand; to absent colleagues and friends whom are sadly no longer with us but stay in our thoughts and to all our present staff who are so experienced, hard working and committed to the clinic's ethos, I'm so lucky to have such a fantastic bunch of people. Thank you. Here's to the next 25!"

Retail sales volumes - jumped by a monthly 1.0% after their biggest fall in December in a year-and-a-half. Compared with a year ago, retail sales were 4.2% higher in January, the biggest annual rise since December 2016 (source ONS/Reuters). But can retail sales continue after the January sales?

Santander - another bank is set to leave many of our High Streets, with the announcement that the Kirkgate branch of the Spanish banking giant (where once stood the Bradford & Bingley Building Society until it converted into a bank and was taken over) is on the list of 140 to close. The closure comes not long after last year's refit, seemingly another example of a national banking businesses right hand not knowing what the left hand is doing. Skipton, Wetherby, Street Lane and Yeadon are also to go

Santander's UK profits fell 14% last year but still registered £1.6billion, although bank transactions by their 4.1m customers fell by 23% in 3 years whilst digital banking transactions doubled

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The Big Otley Clean Up

After undertaking an assessment of signage around the town we are in the process of cleaning, de-cluttering and removing signage which has been left to deteriorate and look unsightly, with our "Clean Up Otley" Project.



As you can see we are literally on a mission to clean up Otley!

If you know of some signage which needs a good clean, making more visible or needs removing please contact us, or alternatively we'd be delighted if more people could get involved and get their mops, buckets and shears out and help make Otley sparkle again!

We have been:

- Cleaning the Welcome to Otley style signage on the routes into the town, to make them readable and more attractive to our visitors.
- Making more visible directional signage by cutting down overhanging trees and bushes.
- Requesting the removal of historic excess signage from Leeds City Council, for example the New Road Layout signage which is now old news.
- Removing street litter which has built up over the months.



Street Furniture Maintenance

In line with the signage clean up we have also been assessing areas where the street furniture around the town needs some TLC. We have therefore arranged the following:

- Scaffolding has been removed from the Market Square which housed the Christmas Tree.
- Unsightly concrete bollards will be replaced by black conservation bollards outside Nam Jai Thai on Manor Square.



Get Ready for Spring/Summer Events

With a big Spring/Summer programme of events on the horizon, Otley BID is encouraging businesses to be ready to welcome thousands of visitors. We should be giving visitors to our town a reason to come back by making sure every building looks its absolute best.

Whether you have a shop front or office, on the ground floor or even on the first floor or above, please take a moment to consider what you can do to help the town look inviting & somewhere visitors want to come back to time and time again.

Winter Street Gritting



We have been pleased to see footpaths being gritted via a quad bike out of LCC Yeadon depot. We will continue to monitor this on behalf of businesses, ensuring Otley is always open for business, whatever the weather!

Business Rates & How to Reclaim

Tenants – issues surrounding rent reviews and repairs, etc can be a problem for businesses operating from leasehold premises. Tenants are often reluctant to challenge a rent review, demand for repairs or even a notice to quit. They either take what they are told by their landlords as 'gospel' or assume that seeking advice will be too expensive, even though this may save them money (or even their business) in the long run. This needn't be the case.

Otley BID and Otley Chamber of Trade are considering setting up an advice service to assist levy payers/members access the services of a local experts to support tenants by helping them understand their rights, mediate to resolve disputes and negotiate to achieve fair settlements on rent. This advice could also extend to rates valuations and appeals.

If this would be useful to you and to give your view on this please contact admin@otleychamber.co.uk or 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.



Three years ago Otley had 7 banks and building societies, but from 16th May now there will only be three, and the loss of another cash point ATM is especially unwelcome. Little comfort but with the recently announced withdrawal of Barclays from Grassington and Pateley Bridge in May those will now have no banks at all

Shake – Shane of the Market Street milk shake bar advises, “It’s time for us to say goodbye. As our lease comes to an end, we have taken the difficult decision that Shake will be closing for the last time on Saturday 9th February. We’re gutted to be leaving but really want to thank you all for your continued support and encouragement over the last few years. I have made some great lifelong friends, created many happy memories and had lots of laughs. We’ll miss you!!! Shane and the Shake team. X. PS – Please continue to support your local independent businesses. Otley needs you!”

With a limited range of facilities for the younger generation this is a loss to the town but well done to Shane and his team for his contribution

Now cleared out, Yeadon commercial agent, Ackroyd Dent is now instructed to offer the Market Street shop To Let with a new lease on the 377sqft space available at a rent of £11,400pa

Silver Mills Riding Centre – the equestrian stables and riding centre looks set for an upgrade with planning consent now in place for ‘Demolition of various stable & store buildings onsite & Erection of replacement purpose built stables, store & tack room’

Stead & Co - congratulations to Stephanie Stead of the Otley based Chartered Architects, who has been awarded an MBE in the Queen’s New Year’s Honours list, receiving the award for her services to the architecture and construction industry. Other recipients of awards included cyclist Geraint Thomas, model Twiggy, naturalist Chris Packham, England football manager Gareth Southgate and broadcaster Michael Palin. Enjoy your trip to the palace, Stephanie!



Summercross - the former pub on Pool Road, forlornly empty since it was closed in October 2007, having been bought by Westward Care, the Morley based sheltered housing operator. Planning permission was granted to redevelop into a 46 room care home, which still features as a future plan on their website, but nevertheless the building has been left to rot. It is understood that Westward Care has now tentatively tabled a scheme for the site to be developed with 30 social housing units, although no planning application yet



Before ... Now...
(Photo courtesy Otley Pub Club)

Tenants – listening to businesses around Otley it’s clear that issues surrounding rent reviews, lease renewals and repairs are a problem for businesses operating from leasehold premises. Tenants are often reluctant to challenge their landlords proposed rent review, demand for repairs or even a notice to quit as many business owners either take what they are told by their landlords as ‘gospel’ or assume that

seeking advice will be too expensive (even though this may save you money, or even your business, in the long run). This needn’t be the case

If you don’t know your rent review OMV from your RPI or aren’t quite sure what to do when your landlord serves you a Section 25 notice, Otley BID and Otley Chamber of Trade can help. We are considering setting up a free assessment service to help BID levy payers/Chamber members know their rights and resolve basic issues and, if necessary, how to then access the services of local experts to mediate, resolve



disputes and negotiate to achieve fair settlements on rent

This advice could also extend to business rates, if you feel your Rateable Value assessment might not be right or don’t know how to appeal

If this would be useful to you and to give your view on this please contact admin@otleychamber.co.uk or info@otleybid.co.uk

TUI – the former Thomson travel agent at 29-31 Kirkgate is now listed by Dale Eddison and offered To Let at £27,000 for the vacant double fronted 860sqft retail unit

Unemployment – was little changed in the 3 months October to December, at around 1.36 million. The jobless rate remained at 4% (lower than that for women), the lowest since 1975. Employment set a new record with 32.6m people now in some sort of employment (75.8%), up 167,000 from the previous quarter and 444,000 more than the same time in 2017 (source: ONS)

Weegmanns – the Market Place butcher announces, “Wow! Time goes by so fast! 50 years ago today Charles Smithson took over the already well established Weegmanns butchers. This prestigious shop has now been open for 150 years, and is still run by the Smithson



family providing quality products for the community of Otley. On behalf of Charles and Richard Smithson, we would like to take this opportunity to thank each and everyone of our customers for your support over the last 150 years!”

Westbourne Spice – Leeds-live.co.uk, a digital platform that champions all things Leeds rated the Bradford Road curry house second in its list of the top 20 in Leeds. Their survey was based on TripAdvisor reviews (of which the restaurant has 508 giving a score of 4.5)



Presidents Note

Dear all,

Time has indeed flown by since I took over as Chamber President from Katie last March. It is fair to say I commenced the role with much trepidation however I would like to say that I have very much enjoyed my year as President. With the support and encouragement from you all and the Executive Committee I am confident that I have achieved my goals I set last year, to encourage new members, help support new and existing businesses and help to strengthen the foundations of the Chamber. However time has passed far too swiftly and I would have enjoyed more time to continue to fulfil these goals.

At the March AGM Vice President Sam Pinder from The Real Food Shop was due to step up to become President but although Sam has really enjoyed his time as Vice President, he has come to the decision that the combination of his business commitments and his role as a Otley BID director means he is not in a position to become president from March, and wishes to resign from the Executive committee

In the circumstances I will be more than happy to continue in the Presidents role pro tem. Should anyone object please contact the Chamber or make this known at the AGM

I would encourage you all to please become actively involved as we all have the same goal. Otley is a great town. Please continue to support the Chamber and each other

I hope to continue with business Q&As into the future and encourage and welcome all business owners in the town interested in sitting in the 'hot seat' and I will initially be visiting the businesses that I still have on my waiting list. Any others interested, we 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 has vacancies for a Junior Vice President and would be very pleased to hear from anyone interested in the position of Junior Vice President to commence in the spring of 2019,

The Otley business in the 'hot seat' this month is Trevor Backhouse of Patisserie Viennoise, situated on Westgate, Otley.

Q Please tell us about you and your business?

My name is Trevor Backhouse, although a lot of my close friends call me 'Chocolate Trev'. As a young boy, I joined the Boys Brigade and of all the activities available I enjoyed cooking the most. I still remember those days with fondness because cooking was something I was good at and I realised that I could make people happy with food

It was always an ambition of mine to start my own business. At around aged 20 I realised that by obtaining my own business, I could create something that I really wanted to do. I also realised that in order to develop the kind of business that I wanted I would need specialist knowledge. This is why I moved to France, I lived and worked in France for four years before returning to Otley. I spent many years searching for the right premises. We were looking in other towns including Pateley Bridge, Skipton, Pudsey, Morley, Ilkley and Horsforth, until a good friend of mine, Joe Teale offered to lease part of his bakery to us. His bakery was located in Otley which is where it all began. Having accomplished six years I succeeded in buying my own premises on Westgate which is where I am today.

Q How long have you been here in Otley?

Thirty three years in Otley. Prior to starting our business in Otley we 'dipped our toe' in the water to check if we might be successful. We borrowed a

bakery in Morley and worked in the evenings making chocolate Easter eggs. We wanted to see if people wanted to buy what we were making. Our very first customer was Chatters Tearooms which was at that time located in Bay Horse Court, Otley.

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

I started the business idea with a lady called Carol. We met whilst working in France together and we both knew that we wanted to start our own business. Although we talked about our new business idea we did not want to make any produce that other businesses were already selling, we wanted something unique. We then decided on making chocolates, birthday and wedding cakes. At that time 75% of our business was supplying hotels.

Q Please tell us what you do to promote your business

Following 33 years in business I realised some time ago that promoting business is now done via Facebook and the internet. However anyone who knows me will know that I do not do anything on a computer. Therefore Janet now manages the business and this includes a lot of work with the internet and Facebook

In the early days I used to offer demonstrations of making continental style gateaux. This would bring in revenue and provide an advertisement for our business. I would showcase from Gateshead to Covent Garden on average fifty demonstrations per year around seasonal events. We would also offer brochures with our demonstrations which would provide a discount voucher to be used in store. The brochures proved very popular and on occasion brought in coach trips to the shop

However, word of mouth naturally offers promotion for our business and much, much more.

Q How does being a member of OCT help you?

I have always believed that the Chamber's voice is stronger than one shop keeps voice alone, that together we can make a difference

I would say it is more what I can do for the Chamber. I first joined the Chamber of Trade in 1992 and by 1994 was voted in as President. I was keen to help make a difference in Otley. To this day I still look back at my biggest achievement as President. This was when the Chamber were canvassing Leeds City Council to have safe pedestrian crossing on Manor Square. I felt that I wanted to contribute to and ultimately make improvements to this fantastic town of ours

It is always good to rub shoulders with fellow business people as the saying goes 'a problem shared is a problem halved' and is also a good platform for sharing ideas.

Thank you Trevor for taking the time to speak with me. It was truly fascinating listening to your business story. Since my business start-up and joining the Chamber of Trade, Trevor has showed much kindness to me. He has been incredibly supportive during my year as President and I would therefore like to offer a big thanks for his interview and a personal thank you from me

As always spring is an exciting time for our business community as we continue to move forward into another year and work alongside Otley BID, Otley Town Council and Otley Town Partnership so, with Best Wishes, bye for now.

With Best Wishes

Keeley Kear
President Otley Chamber Of Trade & Commerce

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 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



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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