



CHRISTCHURCH CHAMBER CHAT

Issue 5 - Nov 2021

Free Courses to Help Businesses Bounce Back

Christchurch Chamber is delighted to have been awarded a grant from BCP Council, to run a range of courses to help businesses throughout the conurbation recover from the economic effects of the pandemic. The courses, which are all listed on the back cover of this publication, have been chosen to help with a variety of management topics as well as practical subjects such as First Aid, Social Media and Fire Safety.

The trainers are all excellent, well-qualified local specialists who will be taking the (mostly) half-day courses in the comfortable surroundings of the 4-Star Captain's Club Hotel in Christchurch. All this is provided totally free of charge to you and your staff but numbers are limited, so if you are interested in any of the courses – and you can attend as many as you like – then don't hesitate to contact the Chamber Secretary at sueharmonsmith@gmail.com for more info or to book for you and your staff.

So have a browse through the list of free courses on the back cover and get in touch – the only criteria is that your business needs to be within the BCP Council area.

Start your Christmas in Saxon Square this weekend

Saturday 27th and Sunday 28th November

The Christchurch Chamber of Trade and Commerce are pleased to announce that we have created a Christmas Community Event in Saxon Square

You will be able to get into the Christmas Spirit, listen to Christmas Music and watch entertainments.

Pizza, Bratwurst and Chilli Stalls

Children Tea Cup rides

Entertainments to include the

Highcliffe Charity Players,

Royal British Legion Band,

the singing trio Fifiellas, Gems Belly Dancer and lots more

Craft stalls in the Druitt Hall and the Priory

Do come along and enjoy - and **shop local**.

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Look out for our New Year 5 o'clock Club...

The Christchurch Chamber of Trade and Commerce has for many years run the 5 o'clock Club as a chance for local business people to get together socially.

It enables our members (and those who might be interested in becoming members) to meet up with friendly like-minded people who have businesses in town where we can chat about what we do over a glass of something refreshing after work once a month.

Keep an eye on our facebook page for the date of January meeting at the Captains Club Hotel. Please do come along. All our existing members are welcome and we can't wait to see you again. If you are not a member yet, but would like to use this to come and see us, then please do. It will be a friendly, pleasant, and even fun experience.

There's also the opportunity to sponsor the event and promote your business if that is what would like to do.

If you would like to have a chat about the format or sponsorship or how better it might be set up Suzanne Kadziola, our Events Officer, is more than happy to speak to you. We really do want to make this as far reaching and popular as possible so everyone is welcome. If you have any feedback, ideas or suggestions please let us know.

Suzanne can be contacted on 01 202 484242 or events@christchurchchamber.co.uk

Your New Year's resolution - sorted!

I know it is so easy to put off, but no excuses, start the New Year as you mean to go on – Join the Chamber now. Become part of your local business community.

To make it ridiculously easy, we have enclosed the application form and standing order. Our year runs from 1st January, so put your application in and you will have a full year's benefit.

Whatever your business, be it big or small, be it retail, service provision or manufacturing or anything else, we are here to help you—help you to talk to others, keep in touch with what is going on, find suppliers and promote your own business.


We are a non-profit subscription-based association of local businesses that support one another and represent our combined interests. We cover the whole of the former borough of Christchurch from Highcliffe to Hurn.

You will see in this newsletter some of the many things we do - we are even offering free locally based courses. We also have friendly, informal social events (such as the 5 o'clock club mentioned) to enable you to meet other business people in Christchurch as well as an opportunity to showcase your business by sponsorship. We are always keen to listen to what our members want for the Christchurch area to help their enterprises.

The Chamber is working closely with BCP Council and are well represented on their Economic Development, Tourism, Planning Strategy Committees and other organisations important to Christchurch's future.

To join us, fill in and return the enclosed form or go to our website www.christchurchchamber.co.uk and follow the link to join. Membership starts from only £35 per annum! What have you got to lose?

Sue Harmon-Smith
Secretary, Christchurch Chamber of Trade & Commerce



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Stop press – Christmas free parking

BCP Council have just confirmed the following Free Parking times over Christmas in Christchurch Town Centre Car Parks at the By-pass, Bargates, Leisure Centre, Bridge Street, Saxon Square, Christchurch Quay, Priory, Wick Lane, Bank Close, Pit Site and Mayors Mead.

Thursday 2nd, 9th, 16th and 23rd December 2021 - 4 p.m.-10 p.m.
Sunday 28th November and 5, 12, 19 December - 10 a.m. - 6 p.m.

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Christchurch BID success

The results of the ballot for the Christchurch Business Improvement District (BID) were announced on the 3 October and it was a resounding YES!

The BID is a business-led and business-funded body that covers the businesses in the centre of Christchurch who will contribute to the funds that will be made available. As a result of the vote, the BID officially began its five-year term on 1st November 2021. It has the sole aim of carrying out agreed projects to benefit Christchurch and to boost trading performance over the next five years.

The proposed projects are set out in the Business Plan which can be viewed at www.christchurchbid.co.uk.

The BID is now undertaking the key steps of appointing the BID Manager and the creation of a wider group of levy payers to oversee the BID. A number of volunteer Company Directors will be formed from the BID leypayers to create a representative, business-led group to oversee the financial, managerial and operational activities of the BID.

The Board will be fully accountable to BID leypayers and will consist entirely of representatives from BID levy paying organisations or voluntary BID contributors.

The Christchurch Chamber has been one of the driving forces behind the creation of the BID and are very pleased to see the successful outcome of the ballot. Whilst it will be run as a separate entity from the Chamber now it has been formed, the Chamber look forward to work in harmony with the BID Board and are excited to see the improvements that it will be able to make to the town for the benefit both of the businesses and the public.



It's a wrap!

A long crusade by the Christchurch Chamber of Trade and Commerce has come to fruition in a spectacular fashion.

For many years the Chamber have been pressing for work to be carried out to improve the dingy underpass connecting Saxon Square to Bargates & Waitrose. Indeed, some years ago funding from Waitrose was set aside for the project.

After many stops and starts, over the last year the BCP Council has organised a deep clean, upgraded lighting and new stair treads and in the last week the project has come to a fabulous conclusion with the installation of the stunning wall wrap along both sides of the underpass.

The wall wrap boasts superb pictures of Christchurch and includes the recently designed map (which the Chamber helped sponsor) as well as a QR code which directs visitors to the tourism website. To appreciate the work in its full glory, a visit is a must.

The Chamber particularly want to give their thanks to Paula Sales, Economic Development Officer with the BCP Council who has worked closely with the Chamber and done so much to achieve the success of this project.



From left to right: BCP Councillor Philip Broadhead; Christchurch Chamber President Andy Barfield and BCP Economic Development Officer Paula Sales.

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Long established Christchurch Accountants based in Bridge Street, who recently celebrated their 70th anniversary in the town, have merged with top accountancy group TC who last year were the 34th biggest accountancy firm in the country. They will now be known as TC Filer Knapper.

The merger will give TC an increased presence in the area and will bring to Filer Knapper all the benefits of a larger firm. Their client have been reassured that all the partners and staff contacts at the firm will remain.

The partners at Filer Knapper collectively say: "We are very excited to be leading Filer Knapper into the next stage of its 70-year journey and to be joining TC group. This is a great opportunity for us to share in the depth of knowledge, expertise and structure a larger group offers our clients and our team. We look forward to working together with TC for the benefit of our clients and staff for many years to come."

A bitter sweet year for hospitality

By Tim Lloyd,
MD of Captain's Club Hotel & Spa.

In the September 2020 issue, one of the questions I asked was "Will the second wave be upon us?" and of course, it was, and in December 2020 we went into another lockdown.

This year has seen consumer confidence grow and being in such a splendid location we have benefited from the staycation as people were reluctant to travel overseas. Along with this, however, came its pitfalls as, like many other businesses, we were unable to maximise the potential business due to a lack of skilled staff. Trying to deal with such volume proved difficult and it overstretched even the most experienced hospitality people.

On a personal note we lost our head chef after fifteen years, our restaurant manager after twelve years, our pastry chef after eleven years and just this week, our senior chef-de-partie after fourteen years. The longevity of their employment shows that we are good employers but the thought of a re-run of the summer we have just had seemed just too much and they would rather jump ship now so that we can recruit (from where?) accordingly.

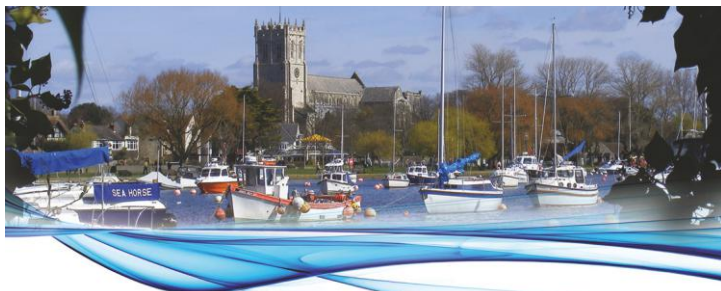
Across the industry the pain of recruitment is still with us as hospitality vacancies are soaring. Sadly the painful issue of mental health is raising its head across the industry with the heaviest burden coming from the kitchens. Long and anti-social hours are not helping with this terrible crisis and many establishments are looking at the way forward in terms of making the working week 4 days. Indeed any opportunity for change has to be looked at. It is time to throw away the traditional rule book and start all over again.

For all businesses the time has come to start repaying government loans that helped the industry get through the pandemic so it was welcome news, in the recent Rishi Sunak budget, that business rates would be reduced by 50% for a further 12 month period. Prices, however, are rising. Utilities are a big problem and as an example our own electricity bill here at Captain's Club has increased from £10,000 per month to no less than £18,000!

Hospitality had a reputation for poor pay and long hours and this is definitely being addressed with many hotels, restaurants and care homes offering significantly increased salaries, but it is not always about the money but about the way people are treated and looked after by employers. Along with an increase in food and liquor prices, it doesn't bode well for the amount we will be paying to go out and eat, but there promises to be more money in our pockets.

Whilst VAT rates on accommodation and food in hotels is currently at 12.5% (5% during the pandemic), this is set to increase back up to 20% in March 2022. The hospitality industry is lobbying government hard to keep VAT at the lower rate on a permanent basis to help with the economy and support this sector. It could be referred to as tourism tax rather than VAT. We just hope that this will be the case.

So it has been a bitter sweet year, sales were unprecedented, never to be repeated (partly because of the help with VAT) but the toll it has taken to get here has been relentless, difficult and very painful. We just hope that we can settle down to some form of normality and the books will balance themselves over time. Watch this space, I am sure I will have more news for you next year.



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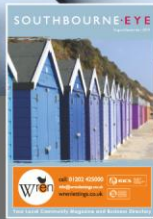
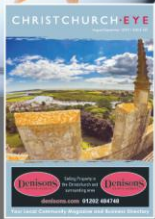
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Presidential thoughts

Your chamber continues to influence the decision makers on behalf of members.

1. We continue to meet regularly with the economic development team of BCP council to understand what grants are becoming available and how to access help for small and large businesses and continue to direct businesses to the help available.

2. Our training for businesses under the BCP ARG 3 fund is well under way and if you are interested in attending one of our businesses courses or wish to present at one and promote your company please get in touch.

3. The BID has been voted in by the Town Centre businesses, the BID manager has been appointed and we are looking forward to collaborative working to enhance the consumer experience.

4. The underpass wall wrap is in place and looking marvelous.

5. The Police Station site has been granted planning permission, which will bring much needed affordable housing next to the town centre and the development will also release over a million pounds for local charities in Christchurch.

6. We continue to assist members with any problems they may have either being able to assist directly or signpost to the organization that is best fit, promoting a B2B community in Christchurch and promoting the trade local and spend local philosophy.

On a personal note, I have been thinking about our Town Centre and trading areas of Highcliffe, Bargates, Walkford, Barrack Road, St Catherines Hill, Fairmile and the Grove and I am becoming more aware of the important part these trading areas contribute to Christchurch and what they all provide us with. They all contain shops that enhance our conurbation where we on a daily basis Live, Work, Study, Play and Visit and provide us with all our daily and weekly needs. I know I shop in them all whenever possible, and my Xmas wish is that you do as well.

In the lead up to Xmas please support your local shops.

I look forward to seeing you at one of the training events, or our 5 o'clock catch up and chat club where we informally gain insight, share experiences, knowledge and advice.

Wishing you a happy and prosperous
December and New Year

Andy Barfield
President of Christchurch
Chamber of Trade and Commerce



Bournemouth Airport – 80 years old and still going strong.

Bournemouth Airport is looking forward to a year of growth in 2022, with 33 destinations currently on offer to 15 countries for the 2021/22 season.

That's on a par with what the airport had scheduled at the start of 2020, before the pandemic hit and global travel restrictions were introduced.

Mostly recently confirmed were Ryanair flights from Bournemouth to Bergerac in the Dordogne in France, and Zadar on Croatia's Dalmatian coast, adding to an international list that continues to grow.

For airport Managing Director Steve Gill the return of so many destinations is evidence that airlines and tour operators have growing confidence in a post-pandemic bounceback.

Steve said: "Because of covid restrictions people have had to forego their traditional foreign holiday for two years running in some cases, so it's not surprising we're seeing pent-up demand as those restrictions are eased.

"We're working closely with our airline and tour operator partners to bring new destinations to Bournemouth and that means we can offer even more choice to people from their local airport, whether they are looking for winter sun, a short city break, or for their main summer holiday.

"We've also seen demand on inbound routes from places like Edinburgh, Liverpool and Belfast from people choosing to holiday in the UK, and we hope we will see some of these domestic routes return next year, which is good news for Dorset's visitor economy."

Another growth area for the airport is cargo. Since October 2020 there have been up to six flights a week operating between Bournemouth Airport and JFK airport in New York, primarily supporting the logistics and e-commerce industry.

And in the early months of the pandemic Bournemouth Airport became a gateway for urgently needed PPE equipment with operations set up to fly an estimated 80 million pieces from Malaysia and China, destined for frontline healthcare workers in the UK and regular services to China continue to operate. The airport was also used to store 42 British Airways airliners during global travel restrictions.

This year Bournemouth Airport is celebrating its 80th birthday having started life as RAF Hurn in 1941, and is installing an exhibition charting its history in the main terminal building.

Countries reached directly from Bournemouth Airport in 2021-22 include: Barbados (fly/cruise), Croatia (Zadar), Cyprus (Paphos), France (Bergerac), Greece (Corfu, Crete, Kefalonia, Rhodes, Zante), Hungary (Budapest), Italy (Bergamo), Ireland (Dublin), Lapland (Enontekio, Pajala, Ivalo), Norway (fly/cruise), Poland (Krakow, Wroclaw), Portugal (Faro, Lisbon), Spain (Alicante, Girona, Gran Canaria, Ibiza, Lanzarote, Malaga, Majorca, Menorca, Murcia, Tenerife), Switzerland (Geneva), and Turkey (Antalya, Dalaman).

Find out more at bournemouthairport.com.



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Highcliffe High Street regeneration

In a great boost for our local area, Lymington Road in Highcliffe has been picked as one of the three BCP High Streets to benefit as part of a pilot regeneration project.

With the help of government funds, BCP Council is planning to invest in the 19 district centres across the conurbation to ensure that they continue to flourish and BCP Council have chosen Highcliffe as one of three pilots. If the project works well, then the improvements tested in Highcliffe could be rolled out across other district centres.

Highcliffe & Walkford Ward Councillor Nigel Brookes is likely to be closely involved with the venture. Proposals as to what will be undertaken have not yet been published but there has been talk about 're-purposing' closed retail units for the benefit of the local community. It is understood that the funds available are to be spent by the end of March, so the improvements should be taking place soon.

This investment is in addition to the finalisation of the Highcliffe & Walkford Neighbourhood plan which is now with the BCP Council for final assessment and which also includes a number of ideas for Highcliffe High Street. In due course, the Neighbourhood Plan will be put to a local referendum for approval.

Friday 10 Dec - Christmas jumper day!

Help make Christmas Jumper Day a fully inclusive Christchurch community event. Let's raise some much-needed cash and get into the festive spirit together.

This is an open invitation to you, business owners of Christchurch large and small, from Pro2col to unite and raise money for Save the Children on this year's Christmas Jumper Day – Friday 10th December 2021.

“Christmas Jumper Day has previously been about wearing a jumper and putting a donation in a pot,” said Pro2col founder and Managing Director James Lewis. “That's great for big businesses with lots of staff. But we wanted to create an opportunity for smaller businesses and franchises to join together in a community event for this important cause.”

The Christchurch Christmas Jumper Day Party will take place in Saxon Square on Friday 10th December from 11am until 1pm. There will be a selfie board for photos, a keepy-uppy competition, children's design-a-jumper craft stand and more. The highlight will be at 1pm, when we'll all get together in our festive knitwear for a community photograph.

Pro2col will also be hosting a pay and play games tournament in their Saxon Centre head office. You can compete with colleagues on classics that no-doubt featured on your childhood list to Santa: Scalextric, Jenga and Mario Kart. (Watch this space for details of how to sign up and the all-important prizes).

All offers of help in running the day would be fantastic. Let's make this a Christmas Jumper Day to remember and raise funds for a very important charity. Please get in touch with Michelle or Katie at Pro2col on 0333 123 1240 or email info@pro2colgroup.com.



[About Pro2col – the Chamber's newest member.](#)

Pro2col is a small company striving to make a big difference. They live and breathe the company values of courage, curiosity, commitment and community through charity activities, environmental work and business engagements.

Pro2col specialises in a niche software called managed file transfer. MFT enables businesses to transfer data securely between systems, automating workflows and integrating with different applications. This helps companies deliver cybersecurity and compliance requirements. Pro2col works with organisations in central and local government, financial services, retail, logistics, healthcare and other industry sectors. They are based in Christchurch, Dorset. Visit: www.pro2col.com.

Coach Friendly Status bid for Christchurch

Plans are underway to achieve Coach Friendly Status for Christchurch.

The first steps saw the return of coach parking with the instalment of three coach spaces at Two Riversmeet Leisure Centre last year. The aim is to align Christchurch with the accredited status, already achieved in neighbouring Bournemouth and Poole.

A preliminary audit of the town took place at a meeting with Tim Lloyd and Sue Harmon-Smith of the Christchurch Chamber of Trade and Commerce representing the town's business interests and work will now begin to facilitate the actions needed.

Sue Harmon-Smith explained “Coach travel has always been very important to this town's tourism economy. We're delighted that we can now offer designated coach parking to further enhance the town's offering. It is not only the attractions that will benefit but also all those within the hospitality sector such as hotels and restaurants. This will give the travel trade a much-needed boost.”

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Date	Session	Course and Brief Description	Trainer
10 January	Morning	Resilience Training – Identify how your business deals with difficulties and how to Develop resilience strategies. Learn to remain positive and motivated even when the going gets tough as well as developing strategies for the future.	Locomotion
10th January	Afternoon	Apprenticeships & Skills Support for the Workforce – benefits to the employer recruitment solutions and incentive grants. Fully funded training available through Skills Support for the Workforce	Locomotion
11th January	Afternoon	HR & Basic Employment Law for Managers 1 - The course will cover the legal basics of Employment such as understanding employment status, job descriptions, contracts, pay rates etc. It will provide you with valuable knowledge, to avoid costly mistakes in the early stages of the employment life cycle.	Olyvetree HR
17th January	Afternoon	Using Social Media for your Business - Whether you already have social networks set up for your business and need some guidance or want to start completely from scratch, this will set you up to successfully run your business social media, and start to generate incredible results.	South Coast Social
18th January	1000-1100	What are the signs of Financial Distress and the 10 Top Tips for Debt Recovery Antony Batty & Co are a Turnaround Restructuring and Insolvency practice with offices in Bournemouth & Salisbury. Clive Fortis Director and Elaine Wilkins are pleased to share their experiences on the signs of financial distress & some tips for debt recovery.	Antony Batty & Co.
18th January	Afternoon	First Aid for Mental Health - This course, which is suitable for everyone, will tell you what First Aid for Mental Health is and give you the knowledge to identify suspected mental health conditions and the skills to signpost someone towards professional help.	1st Response Training
3rd February	All day	Emergency First Aid – A hands-on day learning Emergency First Aid which covers CPR, use of an AED (defibrillator), anaphylaxis, heart attack, epilepsy and many other ailments and treatments. Statistics show that you are more likely to save a life of someone you know than that of a stranger, so make sure your knowledge is up to date!	Juliet Pull
7th February	Morning	Supporting Remote (WFH) Teams – Have your staff been working remotely and you want to continue this, find a hybrid way of working or bring your staff back in to the workplace? This course will show you how to achieve effective management of your staff.	Locomotion
7th February	Afternoon	How To Manage Your Time – This course will show the importance of managing your time effectively and how you prioritise your activities make a massive difference to productivity and effectiveness.	Locomotion
8th February	Afternoon	HR & Basic Employment Law for Managers 2 – This will introduce how to undertake induction, probation & training; employment policies; objective setting and managing performance; statutory entitlements and legal basics of equality, discrimination & absence.	Olyvetree HR
21st February	Morning	Managing Team Performance - The course will help you understand your team and how to effectively manage it which is a crucial skill to ensure your business performs at the highest level. Having clarity about the different personalities and skills within your team can impact on your own leadership style.	Locomotion
21st February	Afternoon	Managing Conflict - Conflict within your business can have a detrimental effect on your personnel and ultimately your productivity. This course will explore the principles of conflict management, how to reduce potential conflict within your team and how to decide on the appropriate course of action.	Locomotion
22nd February	Morning	Fire Safety Awareness & the Use of Fire Extinguishers – This QA Level 1 Award in Fire Safety Awareness is a nationally recognised qualification for those who want to increase their knowledge of fire safety in the workplace and teaches basic fire safety principles.	1st Response Training
22nd February	Afternoon	HR & Basic Employment Law for Managers 3 – This course covers dealing with conduct Issues; workplace Investigations and the disciplinary process; handling & managing grievances; dealing with absence and the legal basics surrounding fair and unfair dismissals.	Olyvetree HR
1st March	Morning	Apprenticeships & Skills Support for the Workforce – Benefits to the employer recruitment solutions and incentive grants. Fully funded training available through Skills Support for the Workforce	Locomotion
7th March	Afternoon	HR & Basic Employment Law for Managers 4 – Straight forward advice on how to terminate employment; handle redundancies; restructure your business; change T&Cs; the role of ACAS and find out about employment tribunals	Olyvetree HR