



# ANDOVER TOWN

July  
2015

# CENTRE NEWSLETTER



## Town Centre Partnership turns 1!

As you may be aware, we recently celebrated the milestone of the Town Centre Partnership being in existence for one year – and we are delighted that we already have 100 members! Looking to the future, we have a number of events and activities, all aiming to make the Partnership even stronger and focusing on Andover eventually becoming a Business Improvement District. Our message to businesses is therefore clear – please join the momentum for ongoing developments and let's enact as many long-term and sustainable improvement projects in our town as we can!

## Andover Businesses Against Crime (ABAC)

Having taken over the management of the ABAC system, the Town Centre Partnership has recently worked with ShopSafe to upgrade the town centre radios to incorporate digital technology. If you are not yet part of the radio system, then we urge you to get in touch with Chris Gregory using the details below and arrange to sign up.

### Marketing update

As part of our ongoing work to promote the town, we recently produced a marketing flyer with the theme 'Savour Andover'. Featuring high-quality images of Andover eateries, the flyer aims to promote the range of places to eat and drink and is being distributed in both hard copy format as well as via digital media.



## Pride of Andover Awards Sponsorship

The Pride of Andover Awards is seeking the support of local businesses as it actively looks for sponsorship for the Heart of Gold & Teacher of the Year Awards. The category sponsorship package includes profile-raising activities on social media platforms and through press coverage. Your business logo would also be prominently displayed on the Pride of Andover website and at the glamorous awards evening hosted by celebrity supporter Dame Esther Rantzen. Sponsors will also receive complimentary tickets to this event. For more details of all its sponsorship packages, email Harriet Southwood at [pr@prideofandoverawards.org.uk](mailto:pr@prideofandoverawards.org.uk).

## Roadworks update

The improvement works in the upper High Street area are running according to plan, with a projected completion date of August 2015. The project is being carried out on behalf of the County Council to improve pedestrian access and slow vehicle speeds and includes a number of street enhancements. For further details, please contact Mildren Construction on 0845 603 5633.

## Newsletter sponsors

We remain grateful to Mark and the team at Cartridge & Personalised Print World on Bridge Street for sponsoring our newsletters.



## Events

The Town Centre Partnership is delighted to announce its forthcoming events:

Sat 1<sup>st</sup> August  
**Savour Andover**  
*Food & Drink Market*

Sun 27<sup>th</sup> September  
**Andover Festival of Motoring**  
*Vehicle displays, music and entertainment*

We are also continuously working on the development of new events to drive footfall into the town.

## Recent TCP Members

We are delighted to welcome **The Copper Kettle, Dorthe Thomas Spa, Santander** and **Talbot Walker LLP** as recent members of the Town Centre Partnership, which takes us over the 100 mark – for a full list of members, please see [www.andovertcp.co.uk](http://www.andovertcp.co.uk)



## Equality Act 2010

Members and businesses are reminded that the Equality Act provides people with disabilities with the same right to their services as everybody else. Shops have to make “reasonable adjustments” for assistance dog owners and have to consider making changes to “physical features” which may make it unreasonably difficult for disabled people to use their services.

## An Interview with Councillor Sandra Hawke

*Councillor Sandra Hawke is the Cabinet Member for Housing and Environmental Health at Test Valley Borough Council and a Conservative Councillor for Millway Ward in Andover. She has lived in Andover for 20 years, choosing to settle here after a lifetime moving around the world with the Army.*

### 1. What do you think are the most important challenges facing our area?

Growing population and economic activity have changed over the past few years so it's important that we focus on the key issues for our residents. Supporting our town centre and local businesses is vital and ensuring a decent supply of new homes will further encourage new business to relocate to the area. We want to make sure that our parks and leisure facilities are the best possible as well - life is not just about work!

### 2. How is Test Valley Borough Council trying to help secure a prosperous and successful future for Andover and the surrounding area?

For future projects in the Corporate Plan “Investing in Test Valley”, see [www.testvalley.gov.uk/aboutyourcouncil/corporatedirection/corporateplan](http://www.testvalley.gov.uk/aboutyourcouncil/corporatedirection/corporateplan). We will be working with a variety of partners, such as the Town Centre Partnership, to ensure we create and maintain the right conditions to make our town centre thrive and expand, support our residents and show that the Test Valley area is a great place to live and work.

### 3. What specific plans are there to attract investment and businesses?

We want our market towns to enjoy their heritage, whilst making them profitable. We realise it can be really difficult for small businesses to get off the ground, so we plan to develop a number of practical initiatives together with the business community. For example, we want to continue our successful pop-up shop projects and there are always a variety of grants available to provide a helping hand. In Andover we have the Andover Vision initiative, which helped organisations like the Encounters community engagement project. Their event got people really involved and is one small way to help the town to keep on growing. Modernising our Business Parks is an attractive proposition for new businesses, which is another priority. Andover is a great place to live, work and do business and we'll continue to support the town to be “the best”.

### 4. Can you name a person who has had a tremendous impact on your life as a leader? Why and how did this person impact your life?

My father, an Army man, had the ability to be at ease with everyone from Generals to private soldiers. This trait taught me not to be afraid to stick my head above the parapet, even if it did get blown off (at least I would have tried). I also admire Winston Churchill, who always did what he believed to be the right thing for his country regardless of popularity ... a favourite African saying of mine..... “a weak man goes where he is smiled at!”

### 5. Recount an amusing incident in your life as a Councillor.

A newly elected Councillor, I was leaving my first meeting at the Guildhall proudly wearing my Councillor badge when I was approached by a lady pushing a shopping trolley. She asked if I was a Councillor and if I could help her. “Yes of course” I said. “Can you look after my trolley while I go to the toilet?” Everything a resident asks of us is important.

## In The Spotlight

***This edition, we interview Adam Phillips, the local Business Manager of the Andover Santander branch, tasked to assist the bank's local business customer.***

**How do you describe your role?**

I have the responsibility of helping people set up their local business. Part of my role is to anticipate and assess a client's business needs and providing a tailored approach to assist them, including connecting them with business contacts.

**What do you like most about your job?**

Meeting new people, getting to know their new (and always exciting!) business ventures and proposing solutions and efficiencies. And nice food at networking events.

**Without going into specifics, why should businesses come to you?**

Santander's aim is to 'To help businesses prosper'. We don't just open your account, it is about building lasting business relationships and facilitating any support required down the line. We are always thinking of new and innovative ideas in the Andover branch to help and promote local businesses. We have a professional team that care for our customers and have a genuine interest in supporting and helping customers. The focus is not on heavy selling, but on a collaborative approach.

**Describe an amusing moment you have encountered at work.**

Explaining to my Manager my "Banksy" moment when my cup of coffee decorated the walls when rushing upstairs to meet my clients and tripping. The CCTV never lies!!!

**What do you do to relax?**

I love spending time with my two girls and my fiancé, who I am marrying in August. I also do Jiu-jitsu. I've recently competed at the AMA nationals in Manchester, where I was really thrilled to have won Gold for sport Jiu Jitsu and Silver for Brazilian Jiu Jitsu. I have also been lucky enough to be selected to compete for Britain in the September WCJJO World Championships in Geneva (any sponsorship is welcome as it is all self-funded!). I also run a kids class in Jiu Jitsu, which I really enjoy teaching kids as the life skills they learn are invaluable. I also play the guitar, drums and am currently learning how to do magic tricks!

**Why the emphasis on start-ups and small businesses?**

Start-ups and small businesses are usually the most vulnerable, financially and experience wise and they often lack the credibility of an established business. That's where we step in and help. We have a good, supportive network of people with the tools to help most businesses. We offer fee free banking for a year to any start-up business, if they have been trading for less than 1 year. If they have an existing relationship with Santander they can enjoy 18 months fee free banking!

Adam Phillips



## All set for business? - By Lee Chong

In my last article, I briefly touched on distance and off premises contracts in relation to online selling. In this issue I will delve a little deeper into the provisions of the ***Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013*** ("CCR").

The CCR came into effect on 13 June 2014 and replaces the Consumer Protection (Distance Selling) Regulations 2000 and the Cancellation of Contracts made in a Consumer's Home or Place of Work Regulations 2008 (Doorstep Regulations). The new regulations implement the Consumer Rights Directive 2011/83/EU to provide a consistent approach across the European Union for consumer contracts. The new laws regulate most contracts made between a "trader" and a "consumer" and cover both solicited and unsolicited contracts.





## Consumer Contracts Regulations 2013

Consumers are covered if they enter into an agreement for cold calling or if a salesman has been invited to a consumer's home. Certain types of contracts are outside the scope of the new regulations, including contracts for banking, package holidays, residential letting and insurance and credit services.

The CCR has implications for most businesses that sell to consumers:

- By distance contracts such as online, mail-order or over the phone.
- Away from the trade premises, including the consumer's home.
- On-premises, such as within a shop.

### Action Points

This is just a whistle stop tour of the CCR. Businesses are advised to familiarise themselves with the new consumer regulations and put into place certain safeguards to avoid the risks of falling foul of the CCR.

- Familiarise yourself with the CCR
- Review T&Cs and processes for all sales channels
- Ensure your standard documentation complies with the CCR
- Assume sale is off - premises if difficult to determine
- Provide the key data required
- Provide the appropriate cancellation form
- Do not start work within the cancellation period.

**On-premises contracts:** An on-premises contract is defined simply as a contract which is not an off-premises contract or a distance contract. Most consumer contracts concluded at a trader's place of business will be on-premises contracts.

**Off-premises contracts:** The definition of an off-premises contract is very wide and can take various forms, including being concluded in the simultaneous physical presence of a trader and a client, in a place which is not the trader's business premises, on the trader's business or through any means of distance communication immediately after the customer was personally and individually addressed.

The CCR also require traders to provide certain key information as provided in the CCR and different obligations are imposed depending on whether a contract is on premises, off premises or distance selling. Information should be given on paper unless the customer agrees to provide it through another 'durable medium' e.g. email. If the information wasn't initially provided in a durable form, the trader must provide it at the point of confirmation. Failure to provide the required information, or to provide it in the way set out in the regulations, could result in cancellation rights being extended by up to a year. Non-compliance with the CCR could also lead to enforcement action being taken by Trading Standards, including criminal prosecutions and fines.

**Cancellation rights.** These are generally relevant in off-premises and distance selling contracts. Where cancellation rights are available, the CCR has extended the right to cancel from a minimum of 7 to 14 days from the date of the service contract, unless the parties agree a longer cancellation period. However if the customer has requested a service to start right away, the customer still has a right to cancel within the 14 days but must pay for the value of the service that is provided up to that point. This point must be notified to the client.



### Your Town Centre Manager

Chris Gregory is a freelance Town Centre Manager, who is contracted for 22 hours per week for Andover.

Chris varies the days he is in town, although is very keen to talk to any businesses at any point. Please therefore contact Chris using the details below to arrange a visit.

