

**BUSINESS TO BUSINESS - IN FOCUS**

**WORKSAFE GB LTD**

your local H&S Training Provider



The Workshop will not only equip you with the knowledge to Avoid, Assess and Reduce manual handling risks in your organisation. It will also allow you to manage the legal risks and costs associated with the risk of injury from manual handling. Many businesses assume that because they are primarily in an office or shop environment that the above does not apply to them. This is a dangerous

**IS OFFERING A HALF DAY MANUAL HANDLING TRAINING WORKSHOP AT A REDUCED FEE FOR RUGBY BUSINESSES**

misconception. There is evidence to support claims that physical injuries, back and spinal pain etc are caused by continual bad lifting, twisting and stretching and not by single trauma injuries. So to avoid costly, stressful accidents, lower your insurance premiums, promote a safe working environment and culture, encourage teamwork and improve staff morale, protect your business and enhance your reputation as a responsible employer by contacting **WORKSAFE GB LTD** today.

Tel: 01788 536129 E-mail: hwl@worksafegbltd.co.uk

**CAN WE HELP YOU SAVE MONEY ON SHREDDING?**

Rugby First is always on the lookout for ways to save town centre businesses money. We are currently looking at the costs of shredding and investigating whether we can get one company to provide the service and therefore pass on

some real cost savings to you. Businesses that we think that currently shred should have already received a form asking for your feedback on this matter, if not please contact our office and ask for more details.

**FREE HUMAN RESOURCES CONSULTATION**

Do you have any HR issues? Unsure whether your employee contracts, policies and procedures are up to date? Many HR issues seem like a minefield and can be tricky to resolve. A free 45-minute consultation is



available with Consultancy Director, **Jane Ashmore** from Rugby based **HR Business Consult Ltd.**

At your consultation you can check whether your employee contracts, policies and procedures are up-to-date. Alternatively you can discuss whatever specific HR issues are concerning you: such as discipline and grievances, performance management, absence management, redundancy or employment documentation.

For more information visit [www.hrbusinessconsult.com](http://www.hrbusinessconsult.com) and to book your free consultation, call **01788 526561** or email [jane.ashmore@hrbusinessconsult.com](mailto:jane.ashmore@hrbusinessconsult.com)

lighting the way to a better future

**CUTTING CARBON = CUTTING COSTS**

- LED LAMPS & TUBES
- FLUORESCENT UPGRADES
- LOW ENERGY LIGHT FITTINGS

**FREE SURVEY FOR RUGBY BID MEMBERS**

Start Saving NOW call 0116 281 2042 or visit [www.econo-light.co.uk](http://www.econo-light.co.uk)

**NEWS**



Keeping the businesses of Rugby town centre informed & updated



tel: 01788 569436

November 2010

**LAST NEWSLETTER FOR NON LEVY PAYING BUSINESSES**

This is a reminder that this will be the last newsletter for those businesses that no longer pay the BID levy. Due to the drop in the threshold for levy payers this does affect a number of businesses. However, if you would still like to receive a newsletter and are interested in being an active member of Rugby First and its services then contact Aftab for more information on how you can continue to benefit.

**MERGER – ONE COMPANY TO REPRESENT THE TOWN CENTRE**

Now that the dust has settled on the BID vote it is now time for us to carry out a firm commitment to merge Rugby BID and Rugby First. It is clearly better for us to speak with one voice not only to Rugby Borough Council but also to Warwickshire County Council, Warwickshire Police and other organisations that can have an effect on our future.

Most of the legal work is now completed with both boards of directors and the AGM giving their approval to proceed. The plan is for all town centre business to be discussed at one meeting with all the key players around the table including the three Council representatives. There will be some cost savings from this merger from 2012 onwards. However, the main reason for putting the two companies together is not to save money but to speak with one clear voice.

So, the short term plan is that by 1<sup>st</sup> November 2010 the new company will come into being. We decided to stay with the name Rugby First as we think it's a great name and does exactly what it says on the tin. In the future we will need to operate outside the Town centre so as to secure new income streams

which ultimately will keep your levy payments down. Having a strictly town centre name doesn't help in this regard.

As far as the future management of the company is concerned a plan has been agreed by both boards of directors. Aftab will be made Managing Director on the 1<sup>st</sup> November 2011. Robin has agreed to remain as Executive Chairman until the end of January 2012 so as to ensure a smooth transition. After January 2012 Robin will become part-time non Executive Chairman for another year.



**Do you want to have a say in the management of your Town and your Company?**

You could become a member and if you so desire a director of the company. If you would like to make your voice heard please make contact with Aftab Gaffar on 569436.

# Christmas Lights Switch On

Sunday 28<sup>th</sup> November Rugby Town Centre will be packed with celebrities for the big Christmas Lights Switch On. The town will be transformed into a festive wonderland as former X Factor contestant Sean Rumsey will be taking to the stage in Market Place along with a number of other stars that will be announced shortly. Rugby FM will be hosting a day of entertainment starting at 12 noon and running all the way through until the light switch on with Rugby's Mayor at 5pm.

During the afternoon Rugby will also see Rugby FM host this year's Choir Idol and see winner of Rugby's Got Talent, Thomas Millet, perform. There will be a huge range of activities to keep the children entertained

including a static bird display, live reindeer and the opportunity to learn some new skills with the Have a Go Circus Workshop. For the adults there's the chance to have a horse and carriage ride through the town and hear music from Big Help Music Academy and the Beatlegs, a Beatles tribute band.

Building up to the switch on there will be a procession and Santa will make a guest appearance along with his reindeer! Rounding up the evening will be a massive firework display and traditional Christmas Carols with the Salvation Army.



# Operation Christmas Cracker 2010



Last year the National average for shoplifting and retail crime was up 20%. However, in Rugby Town Centre we were very successful and managed to hold our figures well below the average despite a significant influx by professional travelling gangs. We recovered thousands of pounds worth of stolen goods and managed to see a large number of arrests. This year we intend to build on our success and to plan and prepare for the inevitable by creating a swift and equal response using all of our resources, experience and expertise.

This operation is in support of the businesses and will act as an awareness campaign for visitors and shoppers. It is a joint operation with Warwickshire Police and builds on the security workshops that we are running for Managers and staff to make them more aware of the resources that Rugby First have available to combat increased criminal activity during the months of November and December.

The activities of our Christmas Cracker Operation will include:

- Security Workshops
- Issue of anti theft measures to the businesses and public including cats' bells
- Ranger patrols in retail premises over the 4 weeks leading up to Christmas
- Active targeting by Rangers and CCTV
- Increased use of the speaker system for warnings
- Increased Police activity in the Town centre particularly at weekends.

The main visible deterrent will be Rangers patrolling the businesses. Rangers will carry an additional radio allowing them to listen in to and react to shopnet incidents and a patrol programme will run at irregular intervals during the working day and each high risk business will receive a number of patrol visits. Rangers will also actively target a top 10 list of criminals who are currently engaged in criminal activities. CCTV/ANPR will also target travelling gangs and work closely with the Police control room to generate a quick an effective response.

# Christmas Window Dressing Competition

A tradition that we will be continuing this year will be the Christmas Window Dressing competition as we get our town centre ready for the festive season. The competition will be judged on the day of the big Christmas Light Switch On in town and if you want to join in then please contact Aftab.



# Relaunch of Gift Vouchers for Christmas

We will be relaunching newly designed gift vouchers in time for Christmas. Those businesses who do accept the Rugby Town Centre Gift Vouchers will be advised of the new designs in due course.



# CHRISTMAS OPENING HOURS & LATE NIGHT SHOPPING

Opening hours over Christmas for Clock Towers Shopping Centre and Asda are now available. This should help give your business an indication of your own Christmas opening hours. Clock Towers are having late night shopping on Thursdays during December until 8pm

DATE		ASDA	CLOCK TOWERS
Fri 24 <sup>th</sup>	Christmas Eve	Close 7pm	Normal
Sat 25 <sup>th</sup>	Christmas Day	Closed	Closed
Sun 26 <sup>th</sup>	Boxing Day	Closed	10am to 4pm
Mon 27 <sup>th</sup>	Bank Holiday	8am to 8pm	10am to 4pm
Tue 28 <sup>th</sup>	Bank Holiday	8am to 8pm	10am to 4pm
Wed 29 <sup>th</sup>	-	Normal	Normal
Thu 30 <sup>th</sup>	-	Normal	Normal
Fri 31 <sup>st</sup>	New Years Eve	Close 7pm	Normal
Sat 1 <sup>st</sup>	New Years Day	Closed	9am to 5.30pm
Sun 2 <sup>nd</sup>	-	10am to 4pm	10am to 4pm
Mon 3 <sup>rd</sup>	Bank Holiday	8am to 8pm	10am to 4pm



# LATE NIGHT SHOPPING ON THURSDAY 9<sup>th</sup> DECEMBER

A number of Independent retailers have contacted us about holding Late Night Shopping in the town. The date that we are working to is Thursday 9<sup>th</sup> December where shops are planning on staying open until 8pm. In order for us to ensure that our promotion includes as many businesses as possible please can you let us know if you will be joining in for the late night opening so that we can include you in any potential marketing campaigns.

# Benchmark survey gets new pool of respondents

The annual Benchmark Survey, which has taken place every October since 2005, will be recruiting a new set of respondents and introducing additional questions about the night-time economy.

The Benchmark survey has highlighted the improvements that the town centre has been making as a result of our services over the last five years and the new pool of respondents will give us an opportunity to continue delivering a high standard of services that make a real difference to our town centre.



# Partner another town centre business for Window Swap

We are currently investigating a new promotional initiative that will see local Rugby retailers pair up with another business to promote each others business. The idea is that they each display a promotion or product for their partner business in their windows. We believe that this is a great way to promote our businesses through our very own network and to make best use of communicating with those customers already in our town. If you're interested in this idea and would like to be part of it then please let us know so that we can get a list of potential partnerships together over the coming month.

# Additional First Aid Courses run to meet demand

The first aid courses that we advertised recently in the newsletter were so successful that we have had to book an additional two courses to accommodate the initial response. Over 40 delegates have now attended and the businesses that have sent staff have also saved money.

Due to the great response we are now looking at dates for next year. If you are interested in attending the first aid course or have any staff that need to attend then please let us know so that we can start organising dates for 2011.

