
From: Colin McLauchlan
Sent: 10 August 2007 00:59
To: Willie Gallagher; Mike Connelly; Colin McLauchlan
Subject: RE: Open for Business

Willie got to add we are seeing at all levels in the tie CEC interface and especially with CEC Comms/Media team who are mis-representing meetings, engagements and agreements and we are working positively on it but its smacking a wee bit of a campaign and whilst that may be the conspiratist in me its consistent since the announcement 12th July....

May just take them time to settle down agree new differentiations and responsibilities - but be assured we are being collaboratively deviant and cooperative.....

-----Original Message-----

From: "Willie Gallagher" <Willie.Gallagher@tie.ltd.uk>
To: "Mike Connelly" <Mike.Connelly@tie.ltd.uk>; "Colin McLauchlan" <Colin.McLauchlan@tie.ltd.uk>
Sent: 09/08/07 21:08
Subject: RE: Open for Business

Mike,

Don't worry, it is typical Andrew. The text would almost suffice for the paper.

Q - How do we know if we are winning in this area, do we need to set ourselves some qualitative and quantitative targets?

Over to you,

Willie

-----Original Message-----

From: Mike Connelly
Sent: 09 August 2007 21:02
To: Willie Gallagher; Colin McLauchlan
Subject: RE: Open for Business

Willie & Colin,

It would have been helpful if Andrew had been more specific. It seems as though every time I have a meeting with the retail working group (last Tuesday) Andrew or someone else in the Council gets some negative feedback which doesn't come across at the meeting. Is it the shopper hopper bus provision as they are still going on about? Wendy Bailey from CEC was present at the meeting and contributed nothing.

1. At Tuesday's meeting we discussed the current situation regarding the construction works in Leith and this was presented by Andy Malkin AMIS and John Casserley (sub for Graeme Barclay). No problems there.
2. We discussed the customer information programme and what had been issued to customers in terms of information. Customer packs were supplied to everyone. We gave information on level of calls to helpline. Fact is that very few have been received to date. We confirmed that the stakeholder team were talking to every single business face-to-face. Businesses at the meeting suggested that we must be doing something right.
3. Discussed the current situation regarding the business rates scheme. Graham Russell FSB mentioned that he had spoken to the Lothian Deputy Assessor who mentioned to him that most

businesses will not get anything near to 20% reduction. I have a meeting with the Assessor on Thursday to discuss methodology and practices which his team will use to make decisions and inform individual businesses. This will then be conveyed to the group. Reality is that nothing has been paid yet as the works out at Ocean Drive have not yet had any significant impact on property values. There are only 6 or 7 businesses in the vicinity of these works. The works that started on Monday should be different hence the reason for meeting with Assessor next week. Only the FSB that seemed to have a problem.

4. Small Business Support Scheme: mentioned that application packs including applications (translated into several languages) will be personally hand delivered in the 3rd week of the Leith Walk works. I provided the group with a process map for the receipt and processing of applications which included a 2 week KPI from receipt to cheque being posted. Other than negativity from FSB no problems mentioned.

5. Open for Business Marketing: explained that we were now proposing to utilise the support and services of TEL/Lothian Buses where Iain Couper is now supporting the marketing strategy. Iain discussed how he could help and distributed some recent draft leaflets which he had designed for Open for Business. This is the first occasion for the group to have the benefit of someone experienced in marketing. Iain's involvement was welcomed by everyone. I am pulling together all of the priorities which the businesses had suggested previously to Suzanne and this will be circulated prior to the next meeting. This will include advertising, leaflets, web design, etc. On the basis of these suggestions we intend to progress these. Shopper Hopper Bus was raised by the promoter Robert Winter from Princes Mall. I mentioned that we need to park this to one side for the present as the Council was looking again at the costings of this provision but unlikely to change the already calculated costs. Andrew confirmed this at our meeting with him 2 weeks ago. Interesting comment from Douglas Logan representing the tourist industry where he said the suggestion was mad!

In the meantime I will put together a report of where we are with the three areas you identify.

Sorry about the length of response.

Mike

-----Original Message-----

From: "Willie Gallagher" <Willie.Gallagher@tie.ltd.uk>
To: "Mike Connelly" <Mike.Connelly@tie.ltd.uk>; "Colin McLauchlan" <Colin.McLauchlan@tie.ltd.uk>; "Donna Reid" <Donna.Reid@tie.ltd.uk>
Cc: "Renilson, Neil" <NRenilson@LothianBuses.co.uk>; "david_mackay" <david_mackay@>; "andrew.holmes@edinburgh.gov.uk" <andrew.holmes@edinburgh.gov.uk>
Sent: 09/08/07 18:53
Subject: Open for Business

Mike,

At today's TPB, Andrew raised a concern on the "Open for Business" campaign. He has had feedback from the retail community which is worrying him. Can you please clarify the recent discussions and status of the campaign. Also, could we perhaps have a short paper for next DPD on Open for Business, Business Support (Rates and Grants) and the other initiatives we are managing in this area. We will then take it forward to the next TPB for information.

Thanks,

Willie