



ANNUAL REPORT

2019 - 2020



West & North
Yorkshire Chamber
of Commerce

British Chambers of Commerce
Accredited

CHAMBER PATRONS



CONNECTING SUPPORTING REPRESENTING



It has been another good year working with the Chamber team and members. We've updated the Chamber website and had a louder voice in the media and with decision-makers locally, regionally and nationally.

Having a local focus is a strength; working through the British Chambers of Commerce, we have a national voice, and with 60 Chambers based overseas building links internationally becomes much easier.

In the last twelve months, concerns about climate change have increased and the Chamber has created an Environment Committee to share information from experts and to help companies of all sizes to make changes, including by our internal, new "green team".

It is a pleasure to meet members at events and to work various committees across West & North Yorkshire. My thanks go to everyone who has shared their time, knowledge and views to make the Chamber successful.

Finally, I would like to thank colleagues, for delivering a varied range of services to ensure we Connect, Support and Represent business.

Sandy Needham DL
Chief Executive
West & North Yorkshire Chamber

CONNECTING SUPPORTING REPRESENTING



I am delighted to contribute to the 2020/21 Annual Report in my first year as Chair of the West & North Yorkshire Chamber Board, having previously served as President of the Bradford Chamber. I would like to thank other members of the Board for their support and contributions, especially Gerald Jennings, who was Chair until September 2019, and Graham Cooper, who resigned recently, and Paula Dillon, as my Vice Chair.

The Chamber made a small trading profit for the year and you will find full details in the separate Financial Accounts to 31 March 2020 on the www.wnychamber.co.uk website.

We have achieved key aspects of the business plan, including the creation of additional serviced offices and industrial units offered on flexible terms. In addition, the Chamber International team developed a Chamber Customs Declaration service ready for the UK's exit from the European Union in January 2021. We will help exporters and importers to adjust to the changing regulations and to find new markets outside the EU.

The annual elections for membership of the Leadership Groups in Bradford, Leeds and York & North Yorkshire took place in July 2019, resulting in the recruitment of new members in each of the three geographical areas. Those groups and their sub-committees undertake valuable work sharing expertise, knowledge and views on topics of key concern to local companies of all sectors, sizes and location. Thank you to everyone involved.

The Chamber exists to support businesses and I'm pleased to report that we retained over 88% of members and achieved a net increase of 4.5% against a national failing trend in membership organisations.

I would also like to thank those who are patrons and sponsors for enabling the Chamber to run larger events, the manufacturing/education initiatives and the social impact initiative Raising the Bar.

In March as our financial year ended COVID-19 struck and we know that the next twelve months will be challenging for all of us. We are adapting and changing how we work to continue to support and work with businesses in West & North Yorkshire. Your business is our business.

Nick Garthwaite
Chair

DIRECTORS APPOINTED AT THE SEPTEMBER 2019 AGM

CHAIR



Nick Garthwaite
CHRISTEYNS
Chair of the Board and Immediate
Bradford Past President

VICE CHAIRMAN



Paula Dillon
Immediate Leeds Past President

CHIEF EXECUTIVE



Sandy Needham DL
WEST & NORTH YORKSHIRE
CHAMBER
Chief Executive

PRESIDENTS



Suzanne Watson
APPROACH PR
President
Bradford Chamber



Amanda Beresford
SHULMANS LLP
President
Leeds Chamber



Andrew Digwood
ROLLITS LLP
President
York & North Yorkshire Chamber

VICE PRESIDENTS



Victoria Wainwright
NAYLOR WINTERSGILL
Vice President
Bradford Chamber



Mike Briffett
LEEDS BUILDING SOCIETY
Vice President
Leeds Chamber



Laurence Beardmore
YORK EMPORIUM
Vice President
York & North Yorkshire Chamber

CHAMBER BOARD



Lee Underwood
AUTOHORN LIMITED



Graham Cooper
AGFA GRAPHICS LTD



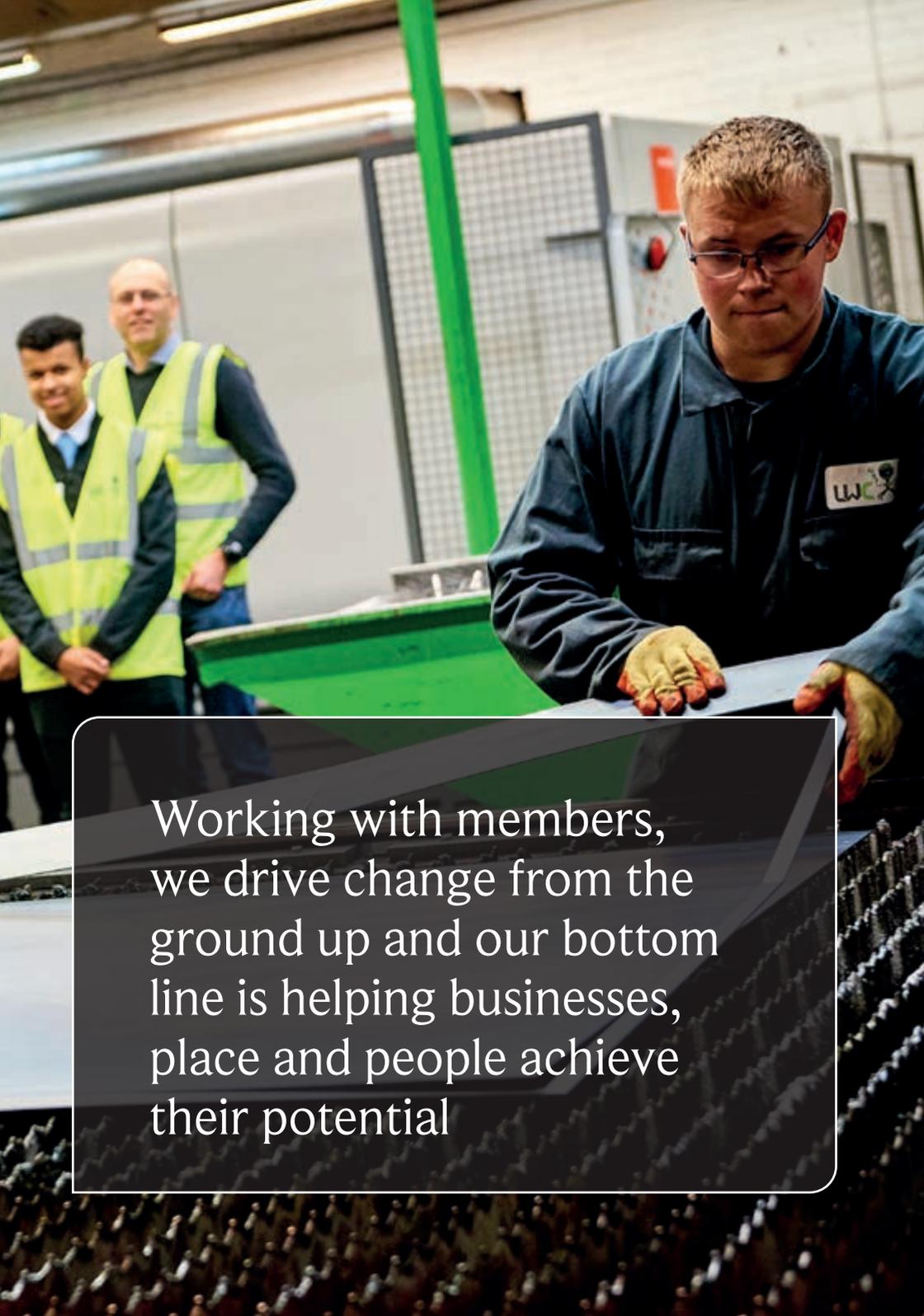
Gerald Jennings
GR JENNINGS
PROPERTIES



Andy Caton



Bridget Meynell
MINSTER FM



BRADFORD CHAMBER PRESIDENT

Working with members, we drive change from the ground up and our bottom line is helping businesses, place and people achieve their potential



DANCE UNITED YORKSHIRE

(DUY) is a Bradford-based dance and social inclusion organisation focused on connecting the very best of the professional contemporary dance world with marginalised communities across the region.

It is our mission to work with vulnerable and disadvantaged children, young people and adults who are non-dancers and living in challenging circumstances, using the power of dance to transform lives.

The company has a reputation for artistic excellence in cross-sector collaborations that increase access to high quality contemporary dance and respond effectively to the needs of statutory partners in Yorkshire.

W: duy.org.uk

In the last year the Chamber has continued to support businesses in Bradford, helping them grow and reach new markets in the UK and overseas. Following its launch in 2018 we once again delivered Bradford Manufacturing Week, and indeed extended it to take in an extra week of activity, helping Bradford manufacturers to connect with their future workforce through targeted engagement with schools across the district. We also had our first recruitment success with one of our participating companies taking on a new apprentice whom they had met in 2018's BMW. As we look to the future we must continue to do all we can to ensure we are not left with a lost generation of young people whose only fault was to leave school, college or university in the midst of a global pandemic.

News, announced by the Prime Minister in March, that HS2 and Northern Powerhouse Rail are to go ahead in full was welcomed by the Chamber, we will continue to push for a city centre station on the NPR line to ensure Bradford benefits from the improved connectivity this will achieve.

One of the features that we have seen coming through the crisis has been just how innovative Bradford's business community can be. Collaboration across the city to support the NHS and care providers has been heart-warming as companies sought to re-purpose production capacity to produce much needed PPE. The Chamber has supported Bradford businesses through good times and tough times for over 150 years, and we will continue to support, represent and connect over the years to come.

Suzanne Watson
Bradford Chamber President / Approach PR



LEEDS CHAMBER PRESIDENT

Notwithstanding the COVID-19 crisis, 2019-20 has been another strong year for the Chamber in our mission to support and represent our members in Leeds and to help build a strong and resilient economy in which business can thrive. I believe the role of the Chamber will be key in the post COVID-19 recovery period and ongoing Brexit negotiations. Throughout the year we have continued to work closely with Civic Hall and Whitehall politicians and with our local and combined authority colleagues to help shape policy and provide a voice on issues which impact business. I am pleased that we have been part of the effort that has resulted in a West Yorkshire devolution settlement finally being signed off. The Chamber is keen to see powers and funding being handed over in order to decide our own destiny. As we enter the recovery phase, it will be vital to develop our own solutions based on our own economic circumstances.

Prior to lockdown the Chamber delivered a huge range of events, from celebrating the great work businesses do over and above their day jobs, through our Raising the Bar annual awards, to hearing from inspirational speakers such as Sinead Rocks, Director of Nations and Regions for Channel 4. Like many businesses the current crisis has made us think about how we engage with you in the future and I am pleased to say that we will continue with our events programme online through the course of 2020.

Lastly, as well as being Leeds Chamber president I also sit on the Leeds Chamber Property Forum steering group and chair the Chamber's planning group. But we are blessed to have many other groups working with the Chamber to provide the business voice on matters including transport, housing, public realm and most recently the environment. I would like to thank all those businesses who give freely of their time and expertise in helping to shape our policy asks for the benefit of the wider business community. As we look to the year ahead collaboration will never be more important.

Amanda Beresford
Leeds Chamber President



THE MARKET PLACE

An independent charity established in 1989 that provides free information, support and counseling to young people aged 11 - 25 in Leeds.

The Market Place believes all young people are experts in their own lives and have the right to feel safe and secure, to be treated with respect, and to feel good about themselves.

The Market Place also offers free, long and short term counseling. In addition, My Plan, a one-to-one service, is delivered by the Youth Work team, who also run Drop In sessions 7 days a week and group work, including the service user participation groups SHOUT and HYPE.

W: themarketplaceleeds.org.uk



CHILDREN'S HEART SURGERY FUND

This charity supports babies and children born with a heart problem in Yorkshire. They raise money to help the Leeds Congenital Heart Unit provide superb care for its patients and their families.

In 2017, approximately 17,600 babies, children and adults passed through the Congenital Heart Unit. They were all born with heart disease and about 40% of them face a lifetime of treatment and operations.

Each year over 460 of the patients treated at the Unit have open heart surgery, and around another 700 have interventional procedures.

W: chs.org.uk



YORK & NORTH YORKSHIRE CHAMBER PRESIDENT

The current crisis has accelerated many trends that we were already seeing in the business realm - challenges to bricks & mortar retail, the growing importance of flexible and remote working and a changing culture around the workplace, and the potential vulnerability of supply chains to external events. Prior to the crisis taking over everything, we had started to see progress on areas of policy across York & North Yorkshire. York Central has taken a step forward and we continue to support the case for further investment in this important scheme. News too, that long awaited upgrades to the region's key road network, including upgrades to York Outer Ring Road and A59/A1 junction improvements will go ahead, were all welcome by the Chamber. Our political engagement remains strong, with our annual lunches with politicians in York, Malton and Scarborough becoming regular features in the Chamber calendar.

Looking ahead there are signs for cautious optimism - a famously resilient and enterprising set of businesses and people in our region have risen to the challenges and demonstrated a renewed willingness to embrace and drive change. I strongly believe there are opportunities to be had in building the recovery. A chance to look again at how to support our region's economic strengths and to promote those areas which are burgeoning despite the difficult times, towards new and renewed growth. To place a greater emphasis on getting the right people with the right skills to stay, live and work here, and to create well paid, high skilled and sustainable jobs in successful businesses that will drive our region's economy into the future. Underpinning this in York will be the need to have a Local Development Plan in place to ensure we have the housing and employment sites we need to attract and retain talent and businesses; we will continue to lobby on behalf of members to ensure your voice is heard.

Andrew Digwood
York & North Yorkshire Chamber President / Rollits LLP



EVENTS & NETWORKING

The Chamber continued to deliver a strong and relevant events programme, focusing on the needs of businesses in the region.

Event attendance has been opened up to non-members which is expected to develop membership interest. The Chamber has also seen a number of quality speakers at Executive lunches in all three cities.

James Cain OBE, Chief Executive of Harrogate Water addressed members at the well-attended AGM.

This year has seen an increased take up of learning lunches across Leeds, Bradford and York.

EVENTS

The Chamber continued to deliver a full events calendar across the region.

- Annual Dinners
- Pure Networking
- Women's Lunches
- Business Lunches
- Manufacturing Visits
- HR Forum
- Learning Lunches
- Property Forums
- Executive Lunches



DAN WALKER
BRADFORD CHAMBER
ANNUAL DINNER



SINEAD ROCKS, CHANNEL 4
LEEDS CHAMBER
ANNUAL DINNER



SIR RANULPH FIENNES
YORK & NORTH YORKSHIRE CHAMBER
ANNUAL DINNER



WOMEN'S LUNCH



MEMBERSHIP & MARKETING

MEMBERSHIP

5%
INCREASE IN MEMBERSHIP

MARKETING

803
MEMBER STORIES PUBLISHED

146
E-SHOTS SENT TO MEMBERS

269
MEDIA RELEASES

RAISING THE BAR

142%
INCREASE IN RAISING THE
BAR AWARDS ENTRIES

16
WINNERS FOR THEIR SOCIAL
IMPACT

MEMBERSHIP

Member services, from British Chambers' suppliers, continued to deliver financial savings and essential business support. Members benefited from free legal advice, free HR advice and information and also saving on employee health cover and AA breakdown cover.

RECRUITMENT AND RETENTION

271 new members were recruited. 8 were Executive Members and one new Patron. Retention rate has gone up 2%, from 86% to 88%, on last year.

DATABASE

The Chamber invested in a new database to manage members better, enabling them to pay invoices online, book events and manage their account.

MARKETING

In March we were very pleased to launch a new Chamber website, which boasts a new level of interactivity and an easy to navigate design. This launch was pushed forward to help support members digitally during the lockdown caused by the Coronavirus pandemic.

SOCIAL MEDIA

The Chamber continued to develop its social media channels, improving the content it delivers as well as increasing the interaction and engagement with members.

MAGAZINE

The member magazine, West & North Yorkshire Business, continued to be sent to thousands of subscribers and shared at Chamber events, covering key stories on finance, technology, education, and international trade.

RAISING THE BAR

Our most successful awards celebration to date took place in November with performances from Bradford Chamber charity Dance United Yorkshire and increased sponsorship. A more simplified benchmarking tool enhanced applications.



PROPERTY

The Chamber Property team managed 104 offices and workshops across three sites in Bradford, providing a home for 80 businesses, including 18 new start-ups.

- 104 Offices and workshops
- 330 People employed by tenant businesses
- 32 Young businesses provided with a virtual office service helping them to grow
- Consistently high levels of occupancy at City Hub, Bradford Chamber Business Park and Commerce Court, usually above 95%
- Helped 11 businesses develop and grow within the Chamber's portfolio or move on to their own premises with our easy-in / easy-out terms
- Invested in LED lighting at Bradford Chamber Business Park, reducing energy costs and carbon footprint.

INVESTMENT

With the assistance of ERDF funding, invested £1.3m in refurbishing the top two floors of Devere House and constructed three brand new units at Bradford Chamber Business Park.

CHAMBER HUB

Created 12 high quality serviced offices in Devere House, Bradford.

HYBRID INDUSTRIAL UNITS

Built an additional 3 industrial units with mezzanines at the Business Park, where there were 8 units.

MEETING ROOMS

Increased usage of meeting rooms including hire across all locations.



CITY HUB



COMMERCE COURT



BRADFORD CHAMBER BUSINESS PARK



CHAMBER HUB

JOHN SPEAK LANGUAGE TRUST

The John Speak Language Trust supported 20 individuals working or studying overseas to improve their foreign language skills. Bursaries for six to 12 months ranged from £400 to £1000 and 50% of the recipients studied Spanish, not only based in Spain, but in Peru, Chile and Cuba. Students sent regular updates in their chosen language to be reviewed by a team of volunteers and translation companies, who gave their services free of charge to support this initiative. The Trust has been running since 1924 with the aim of developing languages skills that can be used in international trade.

INTERNATIONAL

£9.06bn
TOTAL VALUE OF DECLARED EXPORT GOODS

293
DELEGATES TRAINED IN INTERNATIONAL TRADE PROCEDURES

292
NEW ACCOUNTS DELIVERED BY NEW DIGITAL STRATEGY



INTERNATIONAL TRADE & TRAINING

GLOBAL BUSINESS EXPO

Incorporating the Institute of Export's World Trade Forum and sponsored by Moneycorp the event, held in September, drew 158 attendees including senior trade officials from around the world

CHAMBER CUSTOMS

A national initiative from British Chambers of Commerce to meet the increase in demand for Customs Declarations on the UK's transition from Europe.

WEBSITE

The Chamber International website grew in size to hold 500 pages and continues to be an important information resource for importers and exporters.

TRADE DOCUMENTATION

The trade procedures team successfully issued 24,000 export documents with a total value-of declared goods equaling £906,198,636.

NEW ACCOUNTS

261 new accounts were opened during the year including Edinburgh based space company Skyrora Ltd who design, manufacture and deploy rockets; Audio Visual Connections, Poole, specialists in audio visual and video conferencing; 'Miss Aniela' an award-winning British fine art and commercial photographer; Neoceuticals Ltd, specialist pediatric nutritional products for the healthcare market.

NEW COURSES, SERVICES AND SKILLS

A series of workshops to help businesses prepare for trade with Europe from 1.1.21 were delivered.

Three colleagues completed nationally accredited training to become qualified Customs Brokers.

The International Trade Director attended a Public Forum held at the World Trade Organisation in October.

Following a three month Internship with Chamber International, Ioanna Orfanidi, was appointed to help create a new customs duty and management service.



POLICY & REPRESENTATION

The last financial year was another busy year for Chamber policy activities with campaigns and lobbying around infrastructure, housing, skills, Brexit preparations, public procurement, devolution and the environment.

INFRASTRUCTURE

The Chamber gave evidence to two public consultations over the last year. In May 2019 we met with Keith Williams as part of his review on the future of rail franchises. In September we met with Doug Oakervee to discuss the Chamber position on HS2 as part of his review. Recommendations which subsequently led to the Government announcing in March 2020 that HS2 and Northern Powerhouse Rail would go ahead in full were welcomed by the Chamber.

We continue to push for a Bradford Northern Powerhouse Rail station, located in the city centre and to help support the case we gathered views from businesses within the curtilage of the proposed Southern Gateway where the station is hoped to land.

In York we have campaigned in support of the city council to bring forward the York Central project. This remains a priority scheme and will add over £1bn to the city's economy. Following concerns raised by members we carried out a survey of commercial premises requirements in York now and in the future. This will help guide the Chamber response to the York Local Plan and related economic matters in the city.

BREXIT PREPARATIONS

Over the course of 2019 we have been gathering business intelligence on the challenges and opportunities presented by our departure from the EU, this has been made available to regional and national policy makers. We have been working with the Home Office and the Migration Advisory Committee to provide regional business sentiment on a future points based immigration system. The new system will come into force in January 2021.



BANK OF ENGLAND BRIEFING, BRADFORD



BANK OF ENGLAND ECONOMIC UPDATE, YORK



BRADFORD PROPERTY FORUM



LEEDS PROPERTY FORUM

PROPERTY FORUMS

Managed three property forum steering groups and held meetings and events across the region.

BRADFORD

This year these events looked at the plans to change the landscape of the city, discussed the Southern Gateway / Northern Powerhouse Rail projects and featured guest speakers Cllr. Susan Hinchcliffe, Dave Baldwin and Roger Thompson.

LEEDS

The Leeds Climate Commission road map was a key topic this year and Prof. Andy Gouldson shared the plans with attending members. Panel discussions took place on investing in Leeds City Region with interactions from John Sutcliffe, CEO Henry Boot & David Shepherd, LEP.

YORK

John Orrell, Director of DLA Design shared plans on the Oakgate Group development and City of York Council, presented on the Retreat in York plans.



COMMITTEES & GROUPS

ENVIRONMENT

In 2019 we established the Chamber's Environment Group in response to declarations by local authorities of climate emergencies. The Chamber network also launched a national survey of businesses to understand their preparations and challenges in transitioning towards a net-zero economy.

Nationally, we worked with colleagues from across the Chamber network and alongside the Westminster based British Chambers' team to put across members' views on a wide range of subjects. Meetings have taken place with senior Whitehall officials and ministers on matters including planning reform, review of business rates, review of business costs, small business payment terms, major infrastructure investment, apprentice levy, and skills and education more broadly.

To find out more about Chamber policy and campaigns please go to www.wnychamber.co.uk/representation/

LEADERSHIP GROUPS

Talking to businesses across West & North Yorkshire helped us identify and develop policy positions on various local and regional issues. The Chamber continued to act as 'business ambassadors' for Bradford, Leeds and York & North Yorkshire at meetings with local councils and regional agencies.

BANK OF ENGLAND BRIEFINGS

Presentations and discussion from representatives of the Bank of England at regular events with leaders from key businesses.

GOVERNMENT MEETINGS

Visits and consultations with government officials gather information with input from businesses on a range of subjects, including transport, immigration, professional services and manufacturing.



BUSINESS SUPPORT

MANUFACTURING

This year has seen the most successful manufacturing events to date with Leeds Manufacturing Festival and Bradford Manufacturing Weeks led by Graham Cooper and Nick Garthwaite respectively.

HIGH GROWTH BUSINESS SUPPORT - AD:VENTURE

This European Regional Development Funded programme has supported over 500 high-growth start-ups in their first three years of trading, within the Leeds City Region.

Supported through a tailored mix of practical advice delivered by a team of Business Advisers based throughout the Leeds City Region.

Delivery also included a series of workshops that helped businesses structure their growth plans and address challenges they faced including access to finance, which included introductions to loan schemes and grant funding provided by the programme

INTERNATIONALISATION - ENTERPRISE EUROPE NETWORK

Support provided to companies across West & North Yorkshire to do business in Europe and beyond through specialist support delivered by our Adviser team and our overseas partners.

Key points of delivery have included:

- International connections to support business growth
- Access to funding and finance
- Intellectual property rights
- Advice on regulations and standards



37
COMPANIES INVOLVED

142
WORK EXPERIENCE DAYS



21
COMPANIES INVOLVED

105
WORK EXPERIENCE DAYS



We're passionate about helping your business to trade and grow, locally, nationally and internationally

REPRESENTATION

427

businesses involved
in Chamber policy
boards

10 substantive pieces of
research, including property
demand in York and Bradford,
business transition to net-zero
carbon emissions and a study of
export destinations.



PROPERTY

Managed

104

offices and
workshops
across 3 sites

Tenant businesses
employed 330 people

32 young businesses
provided with a virtual
office

Helped 11 businesses
develop and grow



MEDIA

803

member stories
published

146 e-shots sent to members

269 media releases



INTERNATIONAL TRADE

£906,198,636

total value of declared
export goods

293 delegates trained
in international trade
procedures

31 export workshops successfully delivered



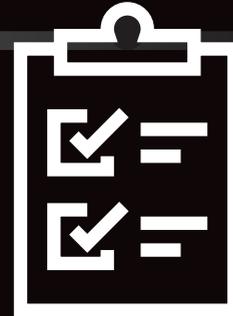
COLLEAGUES

Colleague Survey

Improved scores and
overall score from
4.5 to 4.6, putting
the Chamber in
the top 10 of 200
companies using the
independent survey.

Reviewed social
events holding a
summer function
and a Christmas
drinks event, plus
some informal
events organised
by colleagues
themselves.

Established a
“green team” to
lead on greening
purchasing, ways
of working and
awareness of issues
internally.



EVENTS

4,628

attendees

132 events held
across the region



RAISING THE BAR

142%

Increase in
Raising the Bar
Awards entries

138 booking for awards
evening



MEMBERSHIP

15,000

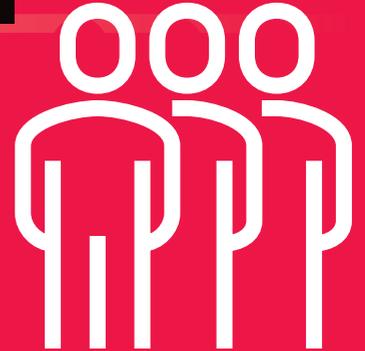
Customer
conversations

6% increase in
Executive and
Patronage membership

217 new members joined

88% member retention rate

24 members helped with Debt Recovery



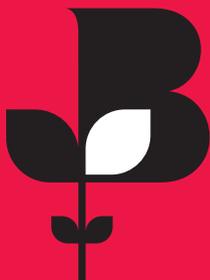


Phone 08455 240 140

Email events@wnychamber.co.uk

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