

# FOCUS

Bangor & Holywood Town Centre Management Newsletter

AUTUMN 06

## Focus on Best Practice

Bangor Chamber of Commerce in partnership with Bangor & Holywood Town Centres Ltd are pleased to announce the publication of a Focus on Best Practice Guide which will highlight the winners and finalists of the Bangor Business Awards.

Best Practice is defined as "a way or method of accomplishing a business function or process that is considered to be superior to all other known methods." The publication will provide a guide to the strength and professionalism of the business community operating in Bangor and show examples of how a number of these operations go about their business functioning above and beyond the average.

Compiled with the assistance of Spotcheck, the mystery shopping company, who co-ordinated the judging process, the guide provides an insight into the specific criteria applied to each award and how and why the named business won their award.

"This guide will determine what exactly best practice in Bangor is. Businesses will be able to read through this guide and see the benchmarks being set by their competitors. It will also provide businesses who wish to come to Bangor with an insight into the required criteria they should be looking to meet to sustain their position in Bangor," said Evan Ward, President of Bangor Chamber of Commerce.



## From Bangor to Bregenz

A delegation of Bangor business people, tourism representatives and local craftsmen, together with the Mayor of North Down and the President of Bangor Chamber of Commerce, will be attending the International Gourmet Food Festival in Bregenz, Austria from 13th to 16th October 2006.

The Bregenz food festival - "Genuss am See" - is one of the biggest in Europe and attracts over 5,000 visitors each day. It takes place in the impressive Bregenz Conference Centre, which has the world's largest floating stage, situated on the edge of Lake Constance. Bregenz is a short distance from the Swiss and German borders and the town has been twinned with Bangor since signing a Treaty of Friendship in 1987.

During the past twenty years a number of young people from both towns have had the opportunity to visit the other country and to appreciate its people and culture through various exchange programmes. The common factor in the histories of both towns was St. Columbanus, who chose a path of self imposed exile in Europe preaching the Christian message and established a small monastery in Bregenz in 610 AD.

Following a visit to Bangor in April by the Mayor of Bregenz and officials, an invitation was extended to the Mayor of North Down and local businesses to attend the prestigious Bregenz gourmet festival and to be the primary focus of this year's festival, celebrating the 20th anniversary of the linking between the two urban areas.

The aim of the trip will be to raise the profile of Bangor in Europe in the hope of attracting more continental visitors to North Down. Bangor Chamber of Commerce will distribute information packs on Bangor & North Down at the Festival with information on places to stay, local tourist attractions and key facts and figures on the Borough of North Down.

A selection of local produce from speciality preserves to cheeses will be on display for visitors to sample and buy. Chefs from the award winning Ratz International Restaurant will be there using their culinary skills to whisk people into a frenzy by preparing traditional and innovative Northern Irish food.

Also present will be Philip Steel, a local master craftsman, fiddle maker Geordie McAdam and Wilson Davies, a puppet maker. Collectively, the three artisan craftsmen play traditional Irish, Ulster Scots and Bluegrass music. They will be demonstrating their skills as well as getting festival goers toe tapping!

"I am extremely delighted to have the opportunity to meet again with Mayor Markus Linhart in Bregenz", said Councillor Alan Leslie, Mayor of North Down. "It is a great honour that Bangor has the occasion to promote itself at the Gourmet Festival and I look forward to meeting our continental 'cousins' once again at this truly unique showcase event."

Continued on Page 3



## Where are we going and what are we spending?

Town Centre Management undertakes a footfall count in Bangor and Holywood each year in order to gauge an understanding of consumers, markets and economies in the North Down area. We compare our results year on year and use this information to support retail property analysis, economic forecasting and public policy research. Policy makers, local businesses and potential investors can use this information in making tactical and strategic decisions.

We undertook our footfall count from Saturday 24th June to Saturday 1st July and despite the World Cup and changeable weather there was a slight increase in footfall numbers from 2005. Nevertheless, many retailers reported a down turn in the volume of sales from previous years.

Weekly Footfall Count - Holywood and Bangor

	June 2006	July 2006	% increase in footfall
Holywood	37,744	38,136	1.04
Bangor	180,666	184,644	2.2

We also undertook an informal retailer survey at the end of August to gauge the general impression of business activity during the summer. Most retailers in Holywood saw an upturn in business, which was put this down to a number of factors including better summer weather; clean streets and political stability. But they also felt that trade could be improved by reducing car parking fees and by providing more car parking spaces. Again, it was remarked that poor flow of traffic was a big hindrance, with delivery vans and cars

double parking on High Street. In Bangor, retailers also experienced a general increase in business activity during the summer months. While some businesses welcomed band parades others felt that they did not encourage increased trade. Poor traffic management was also seen as a hindrance to trade and while there were many activities to attract visitors to the seafront, retailers would like to see more town centre promotional events. Most traders felt that trade would be encouraged if the Queen's Parade site were developed. In general, most retailers were optimistic about business in the short and long term.

In the rest of the UK a survey by FootFall, an Experian® company showed that during the England v Ecuador World Cup (Saturday 25th June) the High Street saw a massive fall in shopper numbers of nearly 20% compared to 2005, hitting the retail sector much harder than expected.

The Retail FootFall Index is endorsed by the BCSC, the membership organisation that represents the retail property industry, and, as such, is regarded as representative of UK shopping habits. FootFall, an Experian® company, is a world leader in the provision of retail business information to the retail and retail property markets. The RFI now measures over 150 million shopper visits per month in over 200 retail centres throughout the UK, covering more than 12,000 retail outlets. Over 80% of the UK's population is contained within the catchment area of the basket of centres from which the RFI is produced.

## Think Twice - Get Home Safe

North Down Community Safety Partnership, in conjunction with North Down Borough Council, the PSNI and Bangor & Holywood Town Centre Management, are launching a Get Home Safe Campaign throughout North Down. The campaign, aimed at reducing the number of instances of alcohol-related assaults in the Borough, will encourage people to plan ahead for their journey home.

The Get Home Safe campaign will argue that people should act responsibly at the end of the night out on the town. People should consider the bigger picture before doing something they may regret. Anyone caught fighting or participating in anti-social behaviour in North Down may soon face a fine, be arrested, spend a night in a police cell, appear in court and face the prospect of having a criminal record. On top of that they could end up being banned from every Pub and Club in North Down for up to two years.

North Down Community Safety Officer, Martin Magee said, "This project aims to encourage people to have a good time but in a safe and sensible manner. Planning how you are going to get home is as essential as planning what you are going to wear out that evening. We are aiming to create a safer evening environment and increase awareness amongst partygoers as to the consequences they face if they act irresponsibly in the town centre. North Down is one of the best places to relax and go out; we aim to keep it that way!"

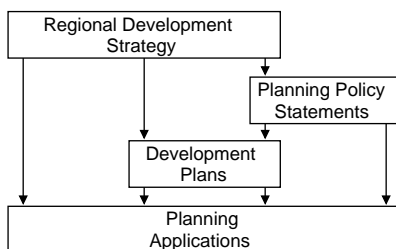
### Top tips for Getting Home Safe

- Plan your journey home - pre-book a taxi or arrange a lift with a friend or family member.
- If you're out with a crowd of friends, stay with them - don't wander off alone or with someone you just met.
- Use public transport - the FREE Get Home Safe bus runs on a Saturday Night from High Street Bangor at 1.15am and 1.45am.
- If you're out with a crowd of friends, designate a sober driver for the night.



# Government policy to protect town centres in Northern Ireland

In July 2006 the Government finally released its new draft Planning Policy Statement 5 (dPPS5) for 'Retailing, Town Centres and Commercial Leisure Developments'. The primary aim of the policy is to "sustain and enhance the vitality and viability of town centres in a manner consistent with achieving the strategic objectives of the Regional Development Strategy for Northern Ireland 2025. The draft Planning Policy Statement has been prepared in accordance with the Department for Regional Development's statutory function of providing policy guidance and advice under The Strategic Planning (NI) Order 1999. It is one of the key mechanisms for the implementation of the Regional Development Strategy.



PPS5 proposes:

- A more stringent approach to retail development within the town centre and out of centre locations
- A restriction on commercial leisure development beyond town centres
- Restrict comparison shopping and/or mixed retailing to 100 m2 beyond town centres or within district centres
- Tighter control over district/local centres. Changes to the roles of existing centres or creation of new district/local centres will only be brought forward through the development plan process
- New restrictive policy for garden centres beyond settlement limits
- Introduce changes to the measures and processes to be undertaken as part of the preparation of a development plan
- Continually monitor, review and update existing retail policy in light of market changes

With many town centres struggling to compete with out of town developments it is anticipated that this draft statement will address the current trend of retail leakage to out of town developments. Any future developments will be judged against specific criteria and must indicate whether there is a specific need for such a development. Secondary objectives to the policy include:

- Promotion of sustainable development - ensuring that new developments are located where there are good public transport services
- Building design quality - new buildings should contribute positively to the townscape and be sensitive to the surrounding area
- Retail mix - should be efficient, competitive and innovative offering consumer choice and consistent with the overall commitment to town centres
- Hierarchy and network of centres - consistent with the overall commitment to town centres.

Government minister, David Cairns MP, has referred the document for public consultation and given until November for comments to be made. He said, "it will not mean no more out-of-town developments, but what it will mean is that if anyone is proposing to open a store out of town, they will have to go through a series of hoops first. They will have to demonstrate that they could not have put the same development, the same shops, in towns or city centres and that they couldn't have built on developments that are already there, and that the development they are putting in

place won't have a very severe detrimental effect on town centres and city centres."

How to give your views:

You are invited to send your views on the draft PPS5 - Retailing, Town Centres and Commercial, Leisure Developments to the Department for Regional Development by 3rd November 2006. Please note your response may be made publicly available.

Please send your response to: Kathleen O'Neill, DRD, Regional Planning and Transportation Division, Room 3-01, Clarence Court, 10-18 Adelaide Street, Belfast, BT2 8GB.

The document is available on the Internet at [www.drdni.gov.uk/shapingourfuture](http://www.drdni.gov.uk/shapingourfuture)

## From Bangor to Bregenz

*Continued from Page 1*

"This is a great opportunity for a town such as Bangor to promote itself internationally. We are extremely grateful to be invited to be the focal point of such a recognised event and we will be going out there with the aim of raising awareness of not just Bangor but Northern Ireland!" said Evan Ward, President of Bangor Chamber of Commerce.

Anyone wishing to have information distributed in Bregenz should contact either Bangor Chamber of Commerce on 028 9146 0035 or Town Centre Management on 028 9147 9651.

Alternatively, check out the Bregenz Festival website at [www.festspielhausbregenz.at](http://www.festspielhausbregenz.at)

# Hollywood Focus

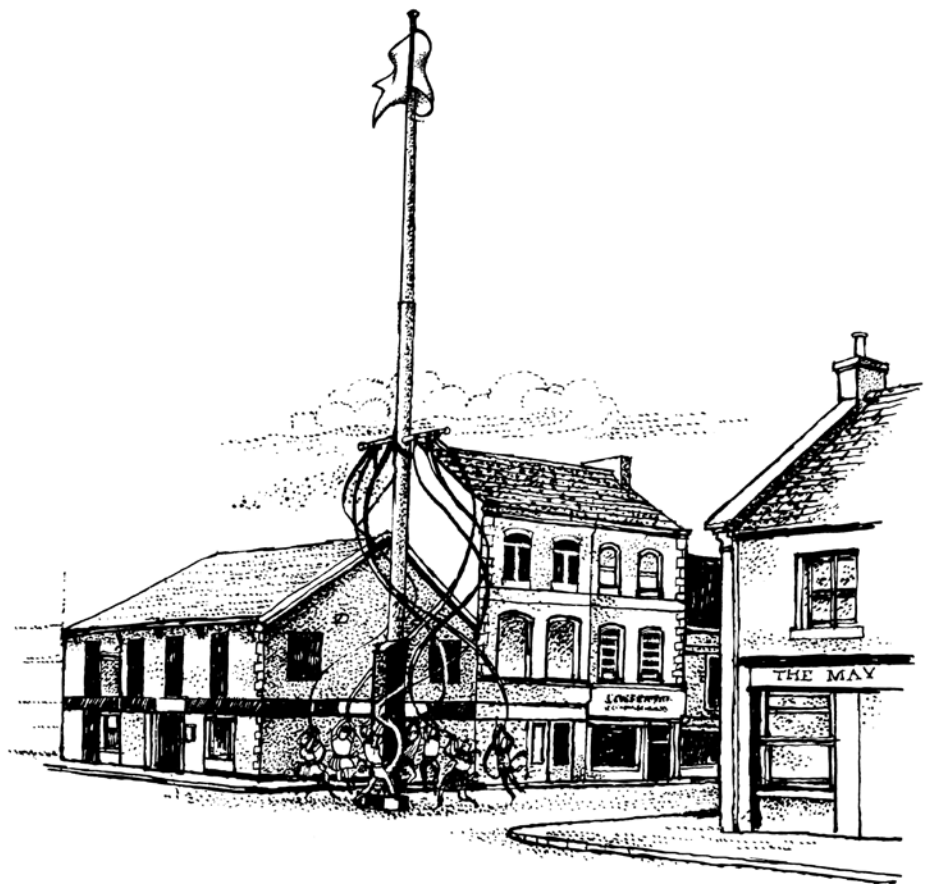
Today Hollywood is renowned as a vibrant, speciality-shopping town with established art galleries, local artists and craftspeople, all working to promote the area as an attractive place to live or visit.

Situated on the southern shore of Belfast Lough most of Hollywood district has great views of the Antrim Hills on the northern shore and the town is only six miles from the city of Belfast.

The commercial core of Hollywood is High Street, one of the town's original streets, which lay on the main Belfast to Bangor Road until the construction of the A2 bypass in the 1970's.

A number of the Province's most eminent art galleries are located in the town as are a growing number of designers and craftspeople. Indeed Hollywood has attracted a number of new town centre businesses and restaurants in the past year, including Artiqua, (antiques and artefacts) Akiva (ladies fashion), Oka (hair salon), Cinderella Slippers (ladies shoes), Living Health (beautician) and Chinese Rendezvous (restaurant).

Well-known artists and sculptors such as the late Rosamond Praeger, L S Merri eld, Maurice Wilks, Rowel Friers and others have encapsulated the spirit of Hollywood's townspeople and as part of a broader regeneration strategy, a charitable company called Hollywood Arts Trust has been set up to commission new public art for Hollywood. The Trust is working with the Arts Council, corporate sponsors and private benefactors to produce what will eventually become a "Walk of Art", bringing a new and dynamic artistic dimension to Hollywood and the surrounding area. It is hoped that the Trust's arts strategy will foster civic pride and contribute to the environmental and socio-economic renewal of the area.



## Hollywood Speciality Fair

Hollywood Speciality Fair is now firmly established as a monthly showcase exhibiting the best of organic food and speciality products and crafts for the discerning shopper. The Fair is held on Hibernia Street on the last Saturday of every month. Regular exhibitors include: the award-winning Offbeat Bottling Company, Olive Tree, Piece of Cake, Akushla Cards, Dancesmart and Cheeses Etc...

The Fair operates from 10.00am to 2.00pm and there will be a special Christmas Fair during the afternoon of Wednesday 20th December 2006.

Hollywood Speciality Fair is managed by Bangor and Hollywood Town Centres Ltd, with funding from the EU Programme for Peace and Reconciliation in Northern



Ireland, awarded through the Local Strategy Partnership. "Hollywood Speciality Fair is a must for every food-lover", said Fiona McGarry, manager of the Fair. "With all your deli needs under one canopy there's no reason to shop elsewhere!"

If you would like to exhibit at any of our Fairs please email Town Centre Management on [tcm@bangorhollywoodtcm.co.uk](mailto:tcm@bangorhollywoodtcm.co.uk)

# Hollywood Arts Trust



Hollywood Arts Trust has recently secured National Lottery funding from the Arts Council of Northern Ireland for the production of the first piece of public art to be installed in Hollywood since Rosamund Praeger's 'Johnny the Jig' was located on High Street over 50 years ago.



Tim Shutter, a well-known English stone sculptor, has been selected by the Hollywood Arts Trust to develop his proposal entitled 'Hollywood Gateposts' into reality. The Gateposts will be situated outside Hollywood Library giving an enduring visual impact to residents and visitors of the legacy of the town's former residents: the wealthy Belfast industrialists of the 19th century to the Anglo-Norman invaders of the 12th century. Tim has worked with Anthony Gormley on a commission for the British Library and last year was one of two artists working with the design team to develop a major public artworks strategy for a £2.3 million regeneration scheme for Chepstow town centre.

"This is very much a long-term arts project," said Deirdre Thomas, chair of the Trust. "We are working with the Arts Council, North Down Borough Council, local community representatives and other corporate sponsors to produce what will eventually become a Walk of Art. We want everyone in Hollywood to support this public art project that will bring a new dimension to the town and the surrounding area. It's expected that this project will further enhance the branding of Hollywood and contribute to the quality of



life of the local people. It will also become an additional cultural, educational and visitor resource and we hope to commission more public art works for the town in the near future," she added.

Hollywood Arts Trust has achieved charitable status and is very grateful for the private donations received to date, but would like to receive more donations from you. For every pound donated we can claim back 28 pence from the Treasury. If you would like to make a monetary donation or 'in kind' pledge for more public art for Hollywood please contact Fiona McGarry by telephoning 028 9147 9651. All contributions will be gratefully received.

## Online Retail Sales

Online retail sales in Europe will more than double in the next five years, to £184 billion in 2011, as the number of online shoppers grow to 174 million.

Fuelled by improved supply and aided by comparison shopping sites, a more confident online shopper will increase his average yearly Net retail spending to £1,050. In the UK, Net consumers will outspend even their US counterparts online. The winning Net purchase categories are travel, clothes, groceries and consumer electronics - all above the £7 million per year mark.

It is predicted that the UK will continue to head up the European league of online spenders, followed by Germany. The average UK online shopper will spend £1,200 online in 2006 and nearly £1,700 in 2002, driving UK eCommerce from £30 billion in 2006 to £53 billion in 2001, 29 percent of the total European Net retail.

## IKEA Enlargement Plan



Swedish retailer Ikea has applied for an extra 3,200 sq metres at its planned major outlet near Belfast.

The firm said its amended planning application, for an outlet of 29,000 sq metres, is a vote of confidence in the Northern Ireland market.

In January, the flat-pack giant said it wanted to open at Hollywood Exchange, near the George Best City Airport.

Ikea said the store would create 400 jobs, with another 100 in outsourced services like home deliveries.

The company said there had been a "slight delay" in the finalisation of the planning application due to the increased size of the proposed store and some unexpected delays in the preliminary site investigation process. Theresa Daly, Ikea's project manager for its planned Belfast and Dublin stores, said the company had put tremendous effort into the process.

"We believe that our application meets all of the tests of national policy as well as national and local planning guidelines."

## George Priestley OBE FCIM



George Priestley has been elected as the Chairman of Bangor and Holywood Town Centres Ltd, replacing Sir Kenneth Bloomfield, who held the position for the past six years.

Mr Priestley was until recently Chairman of the Northern Ireland Coal Advisory Service. His professional career began as an account executive with Nestle prior to setting up his own marketing company in 1971, which was eventually bought over in 1987. Mr Priestley has also been Managing Director and Chairman of Robert Roberts with the special role of developing new business including acquisitions. He was also appointed as Managing Director of Tyrone Crystal at a time when the company had incurred two years of major losses. Within a year, the restructured and stabilised company was turned into a profitable business.

Mr Priestley is a Fellow of the Chartered Institute of Marketing and was the first

member of the Institute from Ireland to be elected National Chairman. Other positions held have included Board Member of Laganside Corporation, the Arts Council of Northern Ireland, Industrial Development Board, Chairman of Craftworks and Industry Matters and Trust Member of Crimestoppers NI. Mr Priestley was appointed President of the Grand Opera House in 1993 and in the same year was appointed Visiting Professor at the University of Ulster.

Town Centre Manager, Stephen Dunlop, welcomed Mr Priestley's appointment. "We are delighted that Mr Priestley will be our new Chairman, he brings with him a wealth of relevant expertise and experience which can only benefit both Bangor and Holywood as we endeavour to reach new cultural and commercial goals. On behalf of the Board, I would like to thank Sir Kenneth for all his excellent work in guiding the company over the last six years."

## How Green is your Shopping Basket?



Leading supermarkets need to green up their act and do more to help shoppers make greener choices. This is the finding of the first consumer-focused environmental rating, Greening supermarkets, from the National Consumer Council (NCC).

The NCC put the top eight supermarkets to the test on four key green indicators - from seasonal food and organics to sustainable sourcing and cutting waste. It found that, while there are real improvements in some areas, not one of the supermarkets is doing well on all fronts.

Waitrose came top overall and, of the four largest retailers - Tesco, Asda, Sainsbury's and Morrisons - Sainsbury's achieved the best rating. Tesco and Asda, the two biggest, were disappointing performers, while Morrisons was last of the four.

The NCC is calling for simple changes by the big four supermarkets which would bring significant benefits. They want to see more recycled materials used in packaging and paper products like kitchen towels and toilet rolls. Sourcing and promoting more UK seasonal fruit and vegetables to cut carbon emission from lorries and airfreight, encouraging shoppers to cut their use of plastic carrier bags and making sure people can buy fish from sustainable sources, would all make a difference.

## Northern Bank

### Northern Bank agrees to be principal sponsor of the Bangor Business Awards 2007

Following on from their successful participation in the 2006 Awards, the Northern Bank has once again agreed to be the principal sponsor of the Bangor Business Awards. The premier gala event of the North Down business calendar, will take place in May 2007, in the Clondeboye Lodge hotel.

"By agreeing to once again be the principal sponsor of the Bangor Business Awards, the Northern Bank are continuing to show their underlying commitment to the Bangor business community. We are keen to build on the relationships which we have developed during the previous year's awards process and we are delighted to be the Principal Sponsor of the 2007 Bangor Business Awards", said Senior Branch Manager North Down, David Croft.

Evan Ward, President of Bangor Chamber of Commerce said "It is great credit to all the hard work and effort that goes into organising the Bangor Business Awards that such a reputable organisation such as the Northern Bank has agreed to be the principal sponsor for the second year running. Each year we aim to ensure that the awards process is bigger and better than the previous and we are confident that once again being associated with the Northern Bank will make sure that the 2007 Awards continues in the same fashion."

The Bangor Business Awards is a joint initiative between Bangor Chamber of Commerce and Bangor & Holywood Town Centres Ltd. The Awards working group is made up of local business managers and agencies focused on promoting best practice.

For regular updates on the Bangor Business Awards visit the website at [www.bangorhollywoodtcm.co.uk](http://www.bangorhollywoodtcm.co.uk)

# Titanic Quarter - Monumental Redevelopment for Belfast's Slipways



The slipways that bore the world's most renowned ocean liner are going to be rejuvenated into Ireland's premier waterfront development. The Titanic Quarter is a 15-year development opportunity with a vision to create commercial and residential space for over 35,000 people.

As mentioned the scale of the development is vast with:

- 14,000m<sup>2</sup> Gateway office development (due early 2008)
- 180,000m<sup>2</sup> of business/office/R&D floor space
- 130,000m<sup>2</sup> for commercial purposes
- 41,000m<sup>2</sup> of leisure development, including restaurants, hotels, cafes, bars and health and fitness clubs
- Up to 5,000 residential units including the 475 apartment scheme the 'Arc', to include various sized apartments on upper floors, with retail accommodation located on the ground floor
- Open-Access Next Generation Broad-band Communications Infrastructure.

For further information visit [www.titanicquarter.com](http://www.titanicquarter.com)

## Pay Rates on the Rise

On 1st October it's estimated that approximately 1.3 million workers (many of whom work in retail) will receive a pay rise as a result of an increase in the national minimum wage. Minimum pay rates will rise to £5.35 for the over 22s, to £4.45 for the 18-21s and to £3.30 for the 16-17 year olds.

According to the British Retail Consortium the minimum wage increases will cost shop-keepers up to £1 billion and will damage the industry as the increase coincides with a rise in retailers' other costs such as energy prices.

Overshadowing the national minimum wage increase is the introduction of the age discrimination legislation, which also comes into effect on 1 October 2006. The regulations provide a specific lawful exemption enabling young workers to continue to be paid below the standard adult national minimum wage and allowing the differing rates for those aged 16-17 and 18-22 under the national minimum wage provisions.

## Retail Therapy

Retail is the third-largest employment sector in the UK, creating 18% of new jobs in the past 20 years, according to out-of-town retail property firm Accessible Retail. It also accounts for 10% of jobs in 'deprived' areas.

## Shoppers count the cost of summer spending

An article from the Retail Bulletin notes that figures released by Footfall show that the traditional post holiday lull in shopper levels has once again affected the high street.

Natasha Burton, spokesperson for Footfall commented, "In line with previous years, footfall levels fell in the first week of September as the new school term began and consumers focused on paying off summer credit card bills, counting the cost of summer holidays and the expense of the new school term. The prolonged warm weather has continued to stifle demand for Autumn clothing ranges and living costs have risen, largely due to higher domestic fuel and mortgage bills."

## Business & Retail Crime Forum up and running

Town Centre Management, in partnership with North Down Community Safety Partnership, the PSNI and North Down Borough Council, were joined by a number of retailers for the inaugural 'North Down against Retail Crime Forum' meeting on 30th August 2006.

Recent statistics show that the total cost of UK retail crime now stands at a colossal £2.13 billion. Although North Down retail crime figures may not be as high as other towns and cities in the Province there has been a significant increase in the number of such crimes over the past year.

Jill McCartney, North Down Crime Prevention Officer, gave a presentation to the group on local retail crime statistics and analysis and gave a demonstration on the town centre radio link for retailers and the positive impact it can have.

Every forum member took away a retail pack containing information on Crime Prevention, Retailer's rights, Retail theft training and Police contact information.

### Work **SMART**

#### **Secure Measures Against Retail Theft**

- Avoid working alone and opening and closing your store alone wherever possible. You are more at risk at these times.
- Get your more experienced staff to work with the inexperienced and more vulnerable staff.
- Lock up! Make it clear who is responsible for locking windows, doors, cabinets and safes, and for setting alarms.
- Handle cash with care. Do not keep large amounts of money in your till. Leave tills open and empty overnight. Vary your routine when going to the bank.
- Take care who you recruit. Get character references and limit the number of staff who have keys to your store.



- Record all incidents of crime. This will help you spot trends or patterns, and will help the police if you have to call them.
- Review your measures for fraud protection. Make sure staff know about point-of-sale checks and bank reward schemes for detecting stolen debit or credit cards.
- Clean up any damage and graffiti quickly.
- Control stock tightly and limit access to it.

## Increase Performance, Productivity and Profitability - Guaranteed

Leadership Management International, established in 1966, is a world-class management training company operating in 67 countries. LMI has just opened its doors in Bangor to meet the growing need for high quality goal directed programmes that deliver guaranteed results.

"Leadership Management International helps companies and individuals develop the leadership and management qualities necessary to increase their effectiveness and productivity, said Michael Clarke from LMI in Bangor. "Our clients achieve attitude and behavioural change in a planned, consistent process that addresses corporate goals across all levels of the organisation. Measurable results, lasting performance gains and gap resolution are outcomes of the Leadership Management International unique process," he added.

We know that long seminars and lengthy lectures don't work so LMI's approach is different. We offer short, action-oriented sessions held on a regular basis at the client's workplace - eliminating costly travel expenses and major downtime for staff.

We meet with our clients to determine exactly what they want to accomplish. Our process focuses on what's important to the participants - not on what some "guru" or a new "management fad" says is important. Our clients' goals become the driving force behind our results-centred process.

Leadership Management International is holding a series of Executive Showcases throughout the year at the Signal Growth Centre in Bangor.

If your organisation is interested in attending, then contact Michael Clarke on 028 91452576 or alternatively on 07876 394638.

