

## GOVERNMENT PROGRESS REPORT ON THE ACTIONS AGREED AT THE 1<sup>st</sup>, 2<sup>nd</sup> AND 3<sup>rd</sup> TOURISM SUMMITS

<u>Action Point</u>	<u>Current Position</u>
<b>For All Departments</b>	
<p>1. Set up a more formal network of official level contacts to ensure close working on policies affecting tourism. Network members will represent the full range of departmental interests in support of Ministers (if necessary, requiring more than one official per department to take part).</p>	<p>The Tourism and Hospitality Contact Group was set up in May 2000 and has now met on five occasions, the last time being September 2002. The meetings are seen as a success in as much as they allow members to monitor progress on tourism-related issues, particularly in relation to the modernising and reform agenda for tourism following the FMD crisis and the events of 11 September. The Group's existence has been notified to Parliament through an arranged PQ and publicised through the DCMS website and the ETC.</p>
<p>2. i) March 2000: Consider the report of the Better Regulation Task Force, to be published early Summer 2000, on the cumulative impact of regulation and enforcement on the hotel and restaurant sector and how to improve co-ordination of regulation and enforcement in this area.</p> <p>ii) March 2002: On the wider BRTF recommendations, DCMS to undertake a thorough review with other government departments to pull together what had been done to implement and to flush out the reasons why if not enough had been done. DCMS would report their findings to the BRTF in the Summer.</p>	<p>The BRTF report was published at the end of June 2000. The Government's response to the report was published on 26 September 2000. This welcomed the report and emphasised the Government's determination to improve the regulatory environment for hotels and restaurants and for business in general. The Government has launched reviews of several areas of law highlighted in the report including Fire safety, Alcohol licensing and Planning reform. DCMS has set up a Government and Industry working group, which first met on 26 February 2001 and subsequently on 4 more occasions, to monitor the pace of reform and ensure the interests of hotels and restaurants are taken into account.</p> <p>The DCMS review of the BRTF recommendations was undertaken with Government bodies during Spring and Summer 2002 and completed and endorsed by DCMS Ministers in August. A number of the BRTF' recommendations have been completed or part-completed and DCMS has identified what progress has been and when outstanding actions will be completed by departments. The report was forwarded to the BRTF in September and responded to by the BRTF in October. The next step is a seminar involving the BRTF, industry and relevant Government departments.</p>
<p>3. 4th summit to be held in October 2002 to take stock of progress on Fit for Purpose, SSCs, marketing investment over the summer and RDA co-ordinating role.</p>	<p>The fourth Summit will be held on 26 November 2002.</p>

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Department for Culture Media & Sport	
<p>4. LGA to present DCMS with firm recommendations about what could be done to implement Fitness for Purpose by early summer 2002.</p>	<p>The initiative aims to create a framework within which to provide customers with a firmer assurance that the hotels, and the restaurants within them, that they use in England will be fit for trading. It is one part of the drive for better overall quality in the tourism and hospitality industry, following the events of last year. Since Autumn 2001, DCMS, in partnership with the Local Government Association, other relevant regulatory departments across Whitehall, the English Tourism Council and key players in the tourism and hospitality industry, having been exploring options for the Fitness for Purpose initiative. A Fitness for Purpose paper containing research, proposals and recommendations was endorsed by the 2<sup>nd</sup> Industry Seminar, chaired by the Culture Secretary, Tessa Jowell, on 31 July 2002. The proposals contained in the paper seek to develop a more robust approach to those businesses that consistently fail to comply with acceptable safety standards by providing them with help to improve, but also provide for a lighter enforcement touch to well-run businesses that are already complying with the necessary regulations. It is essentially about formalising a more risk-based approach to inspection and enforcement, more sharing of best practice, targeting resources towards those premises that do not meet the minimum safety standards, and making formal links between tourism and enforcement. Phase 1 of the recommendations are currently being implemented with a view to pilot studies in Spring 2003.</p>
<p>5. DCMS to set up a small public/private sector tourism research forum, with a life of some nine months, whose remit would be to identify ways of improving the quality and raising the profile of tourism data both in the short and medium term.</p>	<p>Good progress has been made in a number of areas relating to tourism data, although no specific Tourism Research Forum has yet been established - partly due to diversion of resources onto the tourism reform project. Specific examples of progress include: joint financing with One NorthEast of a trailblazer regional tourism impact study; better and prompter UKTS (overnight domestic) statistics; resumption of the important LDVS (day visits survey); preparatory work for research to support domestic marketing (e.g. consumer attitudes, demand forecasting) and production by ETC of tourism fact cards for England and the UK (as well as the existing ones for Regional Tourist Board areas). The next step will be to consider bringing together a group to consult widely upon stakeholders' data needs - and that</p>

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	may well lead to a Research Forum.
6. DCMS to produce Action Pack (including a video & CD ROM) for tourism businesses, giving advice about how to make the most of on-line opportunities.	UK online for business in conjunction with DCMS and the English Tourism Council has produced 'Go for IT' – a business support pack (video, cd-rom and publication) which shows small tourism businesses how they can benefit from the greater use of information and communications technologies (ICTs).
7. DCMS to tender for a major new study of the impact of e-commerce on tourism.	UK online for business, in conjunction with DCMS, is funding an e-commerce impact assessment on the tourism sector UK-wide. The report will provide a snap shot of where the sector stands with regard to the adoption of e-commerce and make recommendations for joint Government and industry action to increase the sector's use of e-commerce.
8. Provide funds under round 2 of the Invest to Save Budget for a pilot project to help small tourism businesses to use new technology to communicate with central and local government and each other. This has been superseded by a new objective setting out the ISB4 and CMF3 money going into e-tourism.	In March 2002, the ETC was awarded £3.6m over two years from the Invest to Save Budget Round 4 for the EnglandNet project. EnglandNet will enable the public to access comprehensive, quality-assured tourist information via a range of traditional and new media channels, including multi-media information on destinations and live real time information on the availability of accommodation, tours, transport and ticket bookings. For businesses, it will enable cost-effective e-business practice through access to new online marketing opportunities, more convenient inputting and sharing of product inventory data, and making bookings much easier to receive and fulfil. Improved local business networking could also facilitate greater co-operation and new product development and marketing initiatives between different tourism businesses. The project is due to be completed in March 2004.
9. With the Department of Trade and Industry discuss with relevant bodies implementation of the recommendations of the Tourism Consumer Group on improving price transparency in hotels, and in particular will consult on proposals to modernize the Tourism (Sleeping Accommodation Price Display) Order 1977.	Implementation by the hotels industry of recommendations on hotel telephone charges, handling complaints and cancellation charges is completed. Initial consultation on review of the 1977 Price Display Order ended on 31 October 2000. We are now undertaking a review of a possible update of the Order as part of the Fitness for Purpose policy initiative. We will be making recommendations to Ministers based on the results of our review of the Order and Regulatory Impact Assessment (RIA) in due course.
10. Support the English Tourism Council, the AA and the RAC in bringing more properties within the voluntary inspection schemes to secure	The National Quality Assurance schemes for accommodation have been endorsed and promoted by DCMS ministers. Targets relating to take-up of

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<p>accommodation quality.</p>	<p>the schemes have again been included in the funding agreements made with the ETC and the GLA.</p> <p>There are now national quality schemes for seven types of accommodation, all launched within the last 3 years: Hotels (Harmonized with AA and RAC), Guest Accommodation (Harmonized with AA and RAC), Holiday Parks, Hostels, Self-Catering, Campus/ University Accommodation and Holiday Villages (closely based on the scheme for Holiday Parks). In addition, the ETC has recently launched Accessible Standards to cover visual and hearing impairments as well as mobility.</p> <p>A 'Stepping-Stones' scheme has been promoted by the ETC and DCMS Ministers to encourage establishments to raise standards to the basic entry point of the quality schemes.</p> <p>The ETC and the Countryside Agency are also considering the establishment of a national sustainable tourism certification scheme with a view to integrating existing regional or tourism sub-sector schemes into a credible national scheme.</p> <p>Membership of the schemes has grown, but only slowly. A Quality Reform Group is to commence work early next year, to decide on the best way forward. Amongst the key issues they will be addressing are the harmonisation of the schemes throughout the UK (at the moment, for example, slightly different schemes for hotels and guest accommodation operate in Scotland and Wales) and the lack of public awareness, in conjunction with wider tourism reform.</p>
<p>11. Report on the outcome of the Summit to the Tourism Forum on 18 April 2000 and publish a report, subject to consulting other Departments.</p>	<p>Report made to Tourism Forum on 18 April 2000. Summary leaflet published in June 2000 following clearance by Departments. Further progress reports presented to the Tourism Forum on 21 November 2000, 11 April 2001, 7 November 2001 and 10 April 2002. All 3 Summit reports are available on the DCMS web site.</p>
<p>12. Publish a White Paper proposing to modernise liquor and public entertainment licensing law (including the 'two-in-a-bar rule'), allowing</p>	<p>The White Paper 'Time for Reform: Proposals for the Modernisation of our Licensing Laws' was published on 10 April 2000. It set out proposals for the</p>

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<p>more consumer choice and increasing attractiveness to visitors.</p>	<p>comprehensive modernisation of liquor and public entertainment licensing laws in England and Wales. When publicising the White Paper the Home Secretary invited comments by the end of July. Over 1200 were received, and the majority supported the Government's proposals, although some had reservations on points of detail.</p> <p>After considering the responses, Home Office Ministers announced on 2 May 2001 that they would press ahead with reform based on the proposals in the White Paper, except for a change to the appeals system.</p> <p>Responsibility for licensing law was transferred to the DCMS following the Election, although room could not be found for the reform Bill in the congested 2001/2002 legislative programme.</p> <p>The Licensing Bill was announced in the Queen's Speech on 13 November 2002, and the Department hopes for introduction into Parliament as soon as possible.</p>
<p>13. Launch a review of gambling law which will take account of the desirability of maximising the economic benefits to the UK; and meanwhile consider any scope for interim deregulation.</p>	<p>In March this year the Government published its response to the report of the independent Gambling Review Body, which had made 176 recommendations for changes to our gambling laws. In <i>A Safe Bet For Success</i> the Government set out its own proposals for the modernisation and reform of gambling regulation, based substantially on the Review Body's recommendations. These proposals, once implemented, will remove many of the current restrictions and barriers to entry facing the gambling industry, and create a regulatory environment within which gambling should be able to flourish as a mainstream leisure activity. Balancing this will be a new single regulator, the Gambling Commission, with a brief to ensure that gambling in this country remains free of crime, fair and transparent to consumers and conducted in a socially responsible way with appropriate measures to protect children and other vulnerable groups.</p> <p>Whilst not a specific objective of these reforms, the new regulatory framework will permit the establishment in this country of resort-style casinos offering a broad-based leisure and entertainment experience for</p>

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	<p>both domestic and overseas visitors. Any proposals in terms of their location, will need to comply with both national and local planning policies. Local authorities will also need to assess the potential risks and benefits of individual schemes for local residents and existing businesses, within the context of wider local and regional strategies. DCMS is working closely with amusement and other industry interests on those changes which could impact on seaside resorts.</p> <p>The great majority of these changes will require primary legislation, and DCMS is now working with other government departments and key stakeholders to prepare a Bill in readiness for the 2003-04 Parliamentary Session. In the meantime the department is moving ahead with a limited programme of regulatory reform. For example, restrictions on the service of alcohol and the provision of live entertainment in casinos have been lifted, while a number of the prize and other money limits for bingo have been significantly increased. Prize limits for certain categories of gaming machines have been increased, and the regulatory reform order permitting the use of notes and smart cards in machines is to be introduced in the near future.</p>
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Department for Environment, Food & Rural Affairs	
<p>14. Ensure that funds available to tourism projects under the Rural Enterprise Scheme and the Structural Funds (Objective 1 and LEADER+) are allocated with knowledge of the regional tourism market.</p>	<p>The Rural Enterprise Scheme was launched on 3 October 2000 as part of the England Rural Development Programme (ERDP). By the end of October 2002, 501 applications had been received that involved encouragement of tourism and craft activities. 149 of these projects had been approved, attracting approximately £5.5m of grant aid. Local tourist boards have been consulted where necessary for advice on the appropriateness of projects to the region.</p> <p>The Rural Enterprise Scheme is not available in Objective 1 areas. Here, farm tourism projects can apply for funding from the European Agricultural Guidance and Guarantee Fund (EAGGF) under the adaptation and development measure included in each of the Single Planning Documents for Merseyside, South Yorkshire, and Cornwall and the Isles of Scilly. Currently, 8 such applications have been approved. This includes two large projects in Cornwall.</p> <p>In addition, funds for local tourism initiatives will be available under the England LEADER+ Programme. LEADER+ will complement mainstream programmes by piloting integrated bottom-up rural development strategies developed and implemented by local action groups. The Programme aims to help rural communities to help themselves in developing a sustainable economy, which can include sustainable tourism based on local distinctiveness. 25 local action groups have been approved and are starting to run projects. DCMS are represented on the LEADR+ Programme Monitoring Committee</p>
<p>15. i) Ensure proper coverage of tourism in the forthcoming Rural and Urban White Papers.</p>	<p>The Rural and Urban White Papers were published in November 2000. There are references in both White Papers to tourism, cultural, sport and media activities. Following publication of the Rural White Paper, a rural tourism strategy developed by the English Tourism Council and the Countryside Agency was published in May 2001.</p> <p>There are 260 key commitments in the Rural White Paper. As of the 31</p>

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<p>ii) DEFRA to consider how DEFRA/DCMS could cross engage more formally across departments to link the modernization agenda (e.g. the boost to quality and training and skills) into the work to re-launch the countryside and to benefit rural tourism.</p>	<p>August 2002, 115 of these commitments have been completed. A further 134 commitments are ongoing or on track with target dates that are still in the future.</p> <p>The Rural White Paper set out a long-term approach to meeting the needs of individuals, families and communities in rural areas and we continue to work towards the achievement of all the White Paper's long term goals.</p> <p>The <i>Your Countryside You're Welcome</i> campaign in 2002 has seen the formation of a partnership of over 40 organisations with the common aim of encouraging people to visit the English countryside. The campaign has been particularly successful in raising awareness, via regional media, of the interconnections between quality in rural tourism and a sustainable food and farming agenda.</p> <p>The establishment of a Rural Affairs Forum for England was a commitment in the Rural White Paper and a tourism sub-group has now been established to make recommendations on emerging issues and opportunities which affect rural tourism.</p>
<p>16. Develop a project to encourage greater links between local food producers and the tourism industry.</p>	<p>The report of a joint MAFF/Countryside Agency research project on tourists' attitudes towards regional and local foods was distributed widely among the industry and published on the MAFF (now DEFRA) website in February 2001. The results of the report indicated a positive response, and provided information that could be used as a basis for developing policies and projects at a regional/local level to encourage outlets that service tourists to stock or use more local produce.</p> <p>With support via Food From Britain, Regional Food Groups are trying to establish the link between visiting an area and the regional food specialities available. For example, Taste of the West (the Regional Food Group for the West) produce a food trail leaflet suggesting people sample local specialities or visit farm based production enterprises.</p>

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Department for Transport	
17. Review implementation of the 1995 guidance to local authorities and the Highways Agency on signing for tourist attractions and facilities in England.	The consultation on the draft revised guidance closed on 2 April 2002. Revised guidance will be issued in the New Year following the introduction of new Traffic Signs Regulations.
18. Agreed in March 2000 - Provide more money over the next three years to improve public transport, including more through-ticketing, better information and better facilities at interchanges, which will boost tourism. [Ongoing – needs to move onto SR2002 and the reviews of the 10 Yr plan and aviation white paper]	<p>The Government is committed to transforming the transport system for the benefit of leisure travellers, as well as commuters and business travellers.</p> <p>Spending Review 2000, which covered the first three years of the £182 billion 10 Year Plan for Transport, provided average real increases of 20% per annum in public funding for Transport, with Departmental spending rising from £4.9 billion in 2000/01 to £9.1 billion by 2003/04. When revenue funding for local authorities is included, annual spending on public transport infrastructure and services by both the public and private sectors will exceed £12 billion by 2003/04. This increased level of funding is enabling public transport operators to develop more through-ticketing arrangements, provide better travel information and improve facilities at interchanges for passengers.</p> <p>Spending Review 2002, which covered years three to five of the 10 Year Plan, maintains the public funding levels envisaged in the Plan. The precise allocations for these years between transport modes will be made clear in our first Progress Report on the Plan.</p> <p>The specific needs of tourism will be considered in both our forthcoming Review of the 10 Year Plan and White Paper on air transport.</p> <p>The department is committed to publishing the air Transport White paper in 2003, which sets out a policy framework for sustainable air transport for the next 30 years. We are consulting widely on these issues by means of a series of regional consultation documents launched in July, inviting views from across the UK on possible options. The deadline for responses is 30 November 2002.</p>

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Office of the Deputy Prime Minister	
<p>19. i) Agreed in March 2000 - Publish soon a research report into the effects of planning on tourism and launch a wide debate on the findings.</p> <p>ii) Collaboration between departments on the planning green paper to ensure that the partnership had value and did not allow duplication of effort</p>	<p>Planning Policy Guidance note 21 (Tourism) is being reviewed, in consultation with DCMS. This review was outlined in the Planning Green Paper and confirmed by the Deputy Prime Minister earlier this year. ODPM intend to issue a consultation paper on planning guidance for tourism before the end of this year which will draw on the findings of the earlier research report.</p>
<p>20. Agreed in March 2000 - Continue to focus on regeneration of coastal resorts through the Single Regeneration Budget, working with the ETC Resorts Task Force and improving bathing water quality.</p>	<p>In response to '<i>Tomorrow's Tourism</i>', in which the Government outlined its commitment to regenerating our traditional resorts, the English Tourism Council (ETC) published a strategy document, '<i>Sea Changes - Creating World Class Resorts in England</i>' in February 2001. The ETC continues to work with the British Resorts Association and other key partners to take forward the implementation of the report's key recommendations.</p> <p>In addition to European funds and the SRB (subsumed into RDA Single Pot since April 2002), the Neighbourhood Renewal Fund provides a significant proportion of funding for a number of major resorts. Eligible authorities include: Blackpool, Brighton &amp; Hove, Great Yarmouth, Hastings, and Southport - these resort authorities have been awarded some £30 million. Regional Development Agencies (RDAs) now include the promotion of coastal resort regeneration in the development and implementation of sustainable tourism strategies.</p> <p>A record of 83 British beaches were in early June 2002 awarded European Blue Flags for their water cleanliness, management and visitor facilities. At the end of 2001, we announced the best ever water quality results in England with the 2001 season achieving a new record of 98% compliance with the European Bathing Directive.</p> <p>The Minister for Tourism, Kim Howells, undertook a tour of seaside resorts during summer 2002. Regional visits to East Anglia, Yorkshire &amp; Humber, Lincolnshire, the North West, and the South West have helped to raise the</p>

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	<p>profile of resorts, highlight best practice and promote more effective joined up working at local and regional level.</p>
<p>21. Agreed March 2000 - Consider the scope for streamlining and improving the effectiveness of fire legislation affecting hotels and restaurants.</p>	<p>The Government remains committed to the reform of fire safety legislation. A consultation document setting out the Government's proposals for the reform was published on 30 July 2002. The consultation period ends on 22 November.</p> <p>The reform will provide for a new general duty of fire safety care on employers and owners and occupiers of almost all premises (except single private dwellings) to provide and maintain adequate fire precautions. The new duty which would, of course, apply to the operators of hotels and restaurants, would be goal based, not prescriptive. Any new legislation would simplify the existing law, repealing and consolidating existing legislation where appropriate.</p> <p>The consultation document can be accessed via our website:  <a href="http://www.safety.odpm.gsi.gov.uk/consult/index">www.safety.odpm.gsi.gov.uk/consult/index</a> .</p>

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Department for Work & Pensions	
<p>22. Work closely with the hospitality industry to customize New Deal provision to the needs of the industry, challenge perceptions about the industry and address skill shortages, and provide practical support for the second Hospitality Careers Festival in October.</p>	<p>Phase 1 of the First Choice Working with New Deal was completed at the end of September 2000 with the achievement of 1,000 New Deal placements. The success was celebrated at a Ministerial Breakfast Event attended by Tessa Jowell where she asked the industry to help formulate future plans.</p> <p>Phase 2 of the pilot initiative, extended to a variety of other locations, commenced 1 October 2000 with an aim to place another 2,000 New Deal clients into the hospitality industry.</p> <p>Phase 2 of the 'First Choice Working with New Deal' met its target of 3,000 job entries by the end of March 2002.</p> <p>Agreement was reached with the industry to continue the work from April 2002, by maintaining work in targeted locations, particularly with local hospitality employers through the Gateway process and measuring progress beyond New Deal. At the end of September 2002, an additional 1,898 New Deal clients had started work in the hospitality industry, against a target for the year of 2,175.</p> <p>The BHA Employment committee, comprising senior industry representatives, have endorsed future plans. The Employment Service (Jobcentre Plus from April 2002) has been invited to become a permanent member of this influential group. This provides a forum to ensure the ongoing work maintains a high profile.</p> <p>Bob Cotton, Chief Executive BHA, has asked the 75 BHA local hotelier associations, representing SMEs at local levels, to help further extend the joint agenda. He met with the Jobcentre Plus District Manager in Brighton, where he lives, to reinforce his personal commitment to an initiative to design and pilot a recruitment model for small and medium hospitality employers.</p>

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	<p>John McNamara, Chief Executive, British Institute of Innkeeping (BII) and Martin Buxcey addressed the British Beer &amp; Pub Association (BBPA) HR Committee on 10 September. They talked about the work Jobcentre Plus has done with the wider hospitality industry and the possibility of creating similar initiatives specific to the licensed retail sector.</p>
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<b>Department for Education &amp; Skills</b>	
23. DfES to work closely with DCMS in developing the framework set out in 14-19 Green Paper to ensure that it meets the needs of the tourism industry.	See item 26 below – SSC to have real influence in articulating skills needs and shaping provision
24. It was agreed that a numeracy and literacy toolkit for employers would be launched later in March 2002, which should also benefit the tourism and hospitality industry.	Over 2000 Employer Toolkits have been sent out to employers in a variety of sectors, including the hotel and restaurant sector, since the launch in March 2002 . The Hospitality training Foundation (HtF) have approached the Adult Basic Skills Strategy Unit with a proposal to pilot the toolkit with a limited number of organisations. This would enable qualitative information to be gathered about how useful the advice and resources in the toolkit are for the employers it is intended to help. Employers are now being contacted and preparatory work is currently being undertaken.
25. i) Continue to support National Training Organizations in hospitality and tourism, including the Hospitality Training Foundation’s training initiative for micro-businesses.	<p>The DfES have developed a new sectoral approach to training and skills which has involved the 70 National Training Organisations being dissolved, and the intended introduction of 25-30 wider focused SSCs. DCMS have been working closely with employer leaders in the tourism and hospitality industry and with the Sector Skills Development Agency (SSDA) to establish a strong bid for an SSC for the sector. The employer consortium submitted a formal expression of interest to the SSDA on 25 June, and employers were subsequently pleased to learn that on 22 August the SSDA had approved the tourism bid to go forward to the development phase.</p> <p>SSCs will be employer-led, strategic organisations with more involvement, authority and impact than National Training Organisations. The overall aim of an SSC is to improve productivity and raise standards. They will work across the UK and will receive up to £1m core funding per annum from DfES to undertake a range of demand-led labour market intelligence and skills development functions in sectors.</p>

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<p>ii) Agreed March 2002 - DCMS officials would engage with DfES and the industry about the shape and scope of the SSC, and about what they could do to bring visitor attractions and caravans into it.</p>	<p>DCMS worked closely with the industry to establish a wide-ranging and inclusive footprint for the SSC, and with DfES to ensure that tourism was not grouped together with unrelated sectors. Visitor attractions and caravan parks are included in the footprint</p>
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Foreign & Commonwealth Office	
<p>26. Review regularly overseas visa sections to ensure they are as welcoming and user-friendly as possible.</p>	<p>On-going. As part of the regular round of reviews of individual overseas diplomatic posts, customer service standards continue to be scrutinised, under guidance from the joint FCO/Home Office organisation, UKvisas. A key aim is ensuring that visa applicants are always treated fairly and courteously. UKvisas plans to improve the way it interacts with the public, introducing electronic delivery of visas as part of a £7.2 million IT modernisation programme. It is also looking at ways to consider visa applications on paper without the need for applicants to attend in person. The objective is to cut bureaucracy and deliver better public service.</p> <p>UKvisas issued a complete revision to the Best Practice for Entry Clearance Work in August 2001 which was distributed to all visa sections.</p> <p>UKvisas worked closely with the organising committee for the Manchester 2002 Commonwealth Games to ensure that the athletes and visitors were given a welcoming first impression of the UK from visa sections.</p>
<p>27. Work with the British Tourist Authority and other bodies (including the Department of Trade and Industry) to provide a single channel of information about the UK to persons abroad.</p>	<p>Project completed, and successfully launched in October 2002. With support from the British Tourist Authority, British Council, Trade Partners UK and Invest UK, the FCO led a successful bid for Capital Modernisation Funds to create a UK portal site and on-line access points at strategic locations overseas such as British Embassies. The portal site - <a href="http://www.i-uk.com">www.i-uk.com</a> - is now live.</p>

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Department of Trade & Industry	
28. Government funded ENTICE network should by mid-summer link all 500 Tourist Information Centres which were currently unlinked	The ENTICE project is underway with £900,000 from the Capital Modernisation Fund. 90% of Tourist Information Centres are now linked to the Internet. 99% will be using ENTICE when the project is completed in March 2003.
29. Small Business Service to publish in the Spring 2002 a revised and expanded guide to regulations affecting businesses in the catering and hospitality sectors, which would be in accordance with BRTF recommendations about better regulatory guidance for the sector.	On hold while strategy on sector based guides is revised. This will be produced but timing has slipped.
30. Ensure the new Small Business Service is truly customer focussed and attuned to the needs of small tourism businesses, including micro-businesses.	<p>The SBS now has in place a business support strategy 'Think Small First', aimed primarily at Government Departments and built on a detailed understanding of small businesses' needs, including those of start up and micro businesses who have less than 10 employees. The many small businesses in the Tourism sector can only benefit from the renewed focus on providing the right environment for small firms which this strategy introduces.</p> <p>In addition, a number of business plans of the Business Link Operators (BLOs) local network have identified tourism as a priority for their areas and will be tailor services accordingly. In the medium term, the SBS will be happy to facilitate meetings between such BLOs and relevant tourism contacts.</p> <p>SBS is currently in the process of establishing strategic relationships with other government departments and the private sector to ensure that the service provided to Small and Medium Enterprises (SME) is both relevant and of the highest quality. SBS is working with DCMS to ensure that the interests of SMEs in the creative industries, sports and tourism sectors are reflected in our service.</p> <p>SBS has launched the Business Link Information and Advisory Service that is an access channel (website and distributed call handling system) through which small businesses receive first level information and advice. The website <a href="http://www.businesslink.org">www.businesslink.org</a> and a new distribution call system (0845 600</p>

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	<p>9 006) that plays a pivotal role in the delivery of joined up Government information and support services to small businesses</p> <p>The SBS has recently completed a foresighting exercise with SME Focussed Groups Business Link Operators and Regional Development Agencies, to generate new ideas for the website.</p> <p>We continue to develop and improve the website and a number of new features will be introduced in the short term. This will include</p> <ul style="list-style-type: none"><li>○ The development of Community Portals targeting Ethnic Minorities and Women in business</li><li>○ Government Procurement that will provide information to SMEs about the procurement process and tendering schemes</li><li>○ Develop a diagnostic tool that covers a Best Practice Checklist, On Line Personal Assessment and Business Performance Statistics</li><li>○ Online Consultations that will offer a common platform for Government Departments to run their consultations and engage a wider community.</li><li>○ A Client Routing facility that will enable users to access the appropriate DTI funded services</li><li>○ A National Directory of Events acting as a single service of information on events for SMEs</li><li>○ The inclusion of and Audio Visual Streaming facilities that permits a broader range of content and events to be published such as the impact of the Chancellor's Autumn Statement on SMEs</li><li>○ We are also taking forward the Manifesto commitment to reduce the time spent by small business in complying with Government regulations by working closely with DT-led, cross departmental Business.gov project.</li></ul> <p>Also in development is a new Resource Pack which will aim to provide those thinking of starting a business with a unique one stop reference guide to government regulations that they need to be aware of in setting up their</p>
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	<p>business. The regulations will be explained clearly in plain English and set within a business context with signposting to other reference sources where appropriate. The Pack will be launched around the end of March 2003 and will be distributed free via as many different public and private sector business intermediaries as can be identified.</p> <p>Following soon after the launch of the hard copy of the Pack, a website version will be announced which is likely to be hosted within the businesslink.org site. Other developments will include hard copy versions in up to 6 other languages.</p>
<p>31. Encourage the tourism industry to make full use of UK online for business (formerly known as the Information Society Initiative) to promote uptake of e-commerce amongst small firms including using the UK online for business network of advisers and marketing the e-commerce awards to the industry.</p>	<p>UK online for business in conjunction with DCMS and the English Tourism Council has produced 'Go for IT' – a business support pack (video, cd-rom and publication) which shows small tourism businesses how they can benefit from the greater use of information and communications technologies (ICTs).</p> <p>UK online for business is working with 'Profit through Productivity' to promote the take up of ICTs and e-business through the dissemination of UK online for business information. This will include a wide range of material on e-business issues such as case studies and guidance on how specific technologies can be successfully integrated into a business.</p> <p>UK online for business, in conjunction with DCMS, is funding an e-commerce impact assessment on the tourism sector UK-wide. The report will provide a snap shot of where the sector stands with regard to the adoption of e-commerce and make recommendations for joint Government and industry action to increase the sector's use of e-commerce.</p> <p>We have already placed a number of articles in the travel and tourism trade press and have made a series of award winning publications on a wide range of e-commerce issues, as well as a series of e-commerce case studies specifically in this sector.</p>
<p>32. i) Work closely with the tourism and hospitality industry under the Industry Forum Adaptation Scheme to develop a new benchmarking project</p>	<p>The Industry Forum programme aims to transfer best practice, through access to practical expertise, involving the training of company personnel in</p>

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<p>to exchange information on good industry practice.</p> <p>ii) With DCMS support, the Best Practice Forum should fully explore the possibility of Investors in People involvement in a new accreditation scheme for the tourism and hospitality sector.</p>	<p>the working environment. The Forum concept has been developed by the Society of Motor Manufacturers and Traders with the leading automotive companies. Currently eight sectors now have their own Industry Forum programmes based on the automotive model. Officials in DCMS and DTI have worked closely with industry representatives to develop the Forum proposals to improve quality, productivity and competitiveness in this sector. The programme was approved by SoS at DTI and was formally launched by Dr Kim Howells on 25 September 2001. DTI officials are looking at how IF programmes can be extended to the engineering, printing, construction and healthcare sectors.</p> <p>As part of this programme, officials in DCMS have worked closely with the SBS, their contractors and representatives of the hospitality and leisure sector and have developed a Benchmark Index and the CONNECT series of best practice CD-ROMS, 'Best Practice in Action: Tourism, Hospitality and Leisure for the hospitality and leisure sector. These tools have both been successfully piloted implemented. Copies are available.</p> <p>Building on this earlier work, the Forum has successfully piloted "Profit Through Productivity", an extensive programme of Business support. In Spring 2002, over 200 delegates from 138 businesses in Cumbria, the South West and London, engaged in benchmarking activities, attended MasterClasses and undertook visits to exemplar companies in the Hospitality and Leisure sector. This programme delivered a total of 7,000 hours of business support. This is to be extended, nationally, in January 2003.</p> <p>Research is ongoing into international best practice and critical business success factors by the Centre for Hospitality Industry Performance Research at the University of Surrey. Recruitment of 150 businesses in Cumbria, the South West and London is underway in order to undertake field trials of the benchmarking tools, workplace development tools and an accreditation process. 12 Business Enterprise Advisors have been recruited and trained to support these pilot projects.</p>
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