



REVIEW

**August
2004**

**MEETING
DATES
2004**

(First Wednesday)

1 September

6 October

3 November

1 December

2005

(Second Monday)

10 January

14 February

11 April

9 May

13 June

Review of the Chamber Meeting - 4th August 2004

NETWORKING SAFARI SUCCESS

- Members present found the event stimulating and worth the effort
- An ideal way to develop your business contacts - and your key staff
- Next opportunity is our December meeting – advance booking essential

MEMBERSHIP BENEFITS

- New Classified Membership Directory - copy enclosed for members only
- Useful websites - the list circulated with July REVIEW is now on our website – hot-linked to 160 local, regional, and national websites
- Scams and Viruses - LOOK OUT - there are even more criminals about!
- Menwith Hill Visit – sign up now for the invitation to Chamber Members

Future Meetings 2004

Wednesday, 1st September: Ascot House Hotel, Kings Road

IT Update – Computers & Communications

Presentations by members in the IT Sector with the aim of informing members of the latest technology and how it can help your business.

Some of the subjects to be covered are:

IT Security; Telecommunications; Wireless Networks; Open Source Software

Wednesday, 6th October: Ascot House Hotel, Kings Road

Grants & Guidance for local Businesses – presentation by HBDC & Business Link

Wednesday, 3rd November: Ascot House Hotel, Kings Road

Focus Group Reports & Breakout Sessions: Business Development; Promoting Harrogate; Town Centre Improvement; Traffic & Transport

Wednesday, 1st December: The Harrogate Club, Victoria Avenue

Business Networking Safari 4 - with Christmas Buffet (*Chamber Members only*)

PROMOTING HARROGATE BUSINESS

Harrogate Chamber of Trade & Commerce, PO Box 8, Harrogate, HG2 8XB

Tel: 01423 879208 Fax: 01423 870025 E-mail: info@harrogatechamber.org Web site: harrogatechamber.org

NETWORKING SAFARI 3

The meeting on 4th August was taken up mainly by the third Networking event, attended by 33 members from various business sectors.

Officers of other Chambers in the Harrogate District were invited to attend in order to stimulate reciprocal networking and we were pleased that **Judith Chilvers**, President of Knaresborough Chamber of Trade and Commerce was able to attend this time. Judith runs **Printzone** in Knaresborough.

Following the Safari Brian Haines, Vice-President and Leader of the Business Development Focus Group, asked members for their feedback on the evening's networking and format for the evening. After much discussion and suggestions for variations the members present voted that the current format worked well.

Members are divided into tables of four to six people and introduce themselves and their business for 'just a minute'. This is followed by a 10-minute discussion where suggestions are offered for possible opportunities, contacts or new ideas for each business. Then all move to the next place on their "Game Plan" and the introductions and discussions are repeated.

Members are provided with a notepad, pen, list of attendees and latest Membership Directory, so notes can be made for a more detailed follow-up after the event. Many business cards are exchanged!

During the debate the participants agreed that this type of event was very worthwhile and already certain members had identified some good business links from previous Safaris. Other members found that they could give each other reciprocal services (with no cash involved!)

Keith Gaunt, of NatWest Bank said afterwards, *"A great evening, I was worn out by the end of it - well organised, well attended and considered to be extremely worthwhile by all who I spoke to afterwards."*

A different mix of members have attended each event and companies are encouraged to send representatives who may not normally attend Chamber meetings. In this way it is hoped that the majority of our members will get around to attending one of these special events.

The different suggestions offered by members will be looked at by the Management Board and implemented at future meetings. The **next Networking Safari** will take place on Wednesday, **1st December 2004 at The Harrogate Club**, which will include a Christmas Buffet.

CHAMBER NEWS

Christmas Lights

Enclosed with this Review is a leaflet from the Soroptomists which we hope will encourage members to get involved. Your support for the Soroptomists' efforts will see the town "Bedazzled" with Christmas Lights this year!

Vice President, Martin Wilks, is our contact -
Tel: 01423 530708 E-mail: jmartinwilks@aol.com

Regional Assembly Vote deferred

Peter Armitage drew attention to the Government's recent announcement deferring the Regional Assembly referendums in Yorkshire & The Humber and the North West. The Deputy Prime Minister said:

"The Government has decided to reschedule the referendums in these areas. We have listened to concerns. It is crucial that the referendums are held against a background of confidence in the voting system. That is why we have taken this decision."

The rescheduling was because of strong concerns expressed over the postal voting system in both Yorkshire & The Humber and the North West regions.

Voting on the North East Regional Assembly will go ahead as planned.

Leeds Bradford Airport Bus Service

Brian Dunsby recently attended a meeting at Leeds Bradford International Airport attended by various parties interested in establishing a new airlink bus service between Harrogate and Leeds Bradford International Airport. The conclusion was positive.

Members wishing to express support for such a service should contact the Secretariat in the first instance, who will put you in touch with the relevant people.

MEMBERSHIP BENEFITS

Classified Membership Directory

Members at the Networking Safari were provided with a copy of the latest Chamber Membership Directory with the companies sorted by Business Sector Code.

An updated copy is enclosed with this Review for all paid-up Members. Please keep this to hand for when you need assistance from a particular sector - then hopefully you will contact a Chamber Member first!

This list should NOT be used for bulk e-mailings, tele-sales or faxes.

Please check your details in this Directory and let the Secretariat know if any amendments are needed.

Useful Websites on Chamber Website

The list of Useful Websites included with last month's Review has now been uploaded onto the Chamber's website with hotlinks to all the websites listed. Go to: www.harrogatechamber.org/harrogatedistrict.html or click on "Links" at the top of the home page and then "Harrogate District" to access these links.

Please report any broken links to the Secretariat.

Visit to Menwith Hill

We have had a good response to the proposed visit to Menwith Hill so it looks probable this visit will go ahead one evening in the autumn.

If any more Members are interested in joining the group, **please contact the Secretariat by 31st August** to be included.

SCAM & VIRUS WARNINGS

Serious Bank Internet Scam: 'Phishing'

Members have been receiving e-mails purporting to be from their Bank asking them to click on a link and confirm personal details. These e-mails look genuine with all the appropriate logos attached but they invariably are scam e-mails attempting to access your bank account to withdraw money. This is known as 'Phishing'. **Do not under any circumstances click on the link or enter your information.** Banks, Buildings Societies, etc. do not contact their customers in this way to ask for this type of information.

Stealing your identity

According to the Home Office, identity theft is growing at the rate of 165% per year. Most of these crimes occur due to carelessness: thieves raid household and business refuse for bank statements, credit card bills, receipts, etc. that can provide all the information needed for fraud. **Don't be the next victim.** Destroy your important documents with a shredding machine. Chamber member **The Jespers OFFICE** have a range of shredders available at special offer prices.

Tel: 01423 877933 or Fax: 01423 530696

Domain Name Confusion

The official registry for .uk domain names, Nominet, is concerned about confusion that has been created by the sales tactics of a company called **UK Internet Registry Ltd.** This company sends out documents resembling invoices to registrants of .co.uk names. It claims that the .com version of the .co.uk name is unregistered and offers to sell it to them before anyone else gets it.

Similarly, an American-based company called "Domain Name Registry", sends out early reminders about .com and .org domain names, possibly registered with a UK ISP. Nominet advise companies never to be bounced into registering a domain name by the pressure selling tactics of an unknown third party.

If you are unsure about the registration of a domain name, contact your usual provider, who can advise you on the best course of action. If you have received such sales letters, fax a copy to Nominet on 01865 332292 - with a copy to the Chamber Secretariat.

Credit Rating Scam

Letters and faxes are being sent out purporting to be from a company who want to help you to collect outstanding debts and ask you to ring a '0907' number to clear your credit rating. These are premium rate telephone numbers costing £1.50 a minute! One of the 'company' names involved is **Interactive Debt Collections Ltd.**

European City Guide Scam

A number of members have received this scam which asks you to check your company details and return so you can be included in the Guide if and when it is published on a CD-ROM. Completing and returning this form commits you to a charge of 917 Euros a year for at least three years before you can get yourself removed!

MyDoom Virus

The MyDoom virus is currently rampant on the internet so please ensure your Anti-Virus Software is up to date to guard against this virulent virus which comes as an attachment to an e-mail. These are arriving in the familiar way with short messages asking you to open the attachment, but also more frequently as "message could not be delivered" asking you to click on a link for an explanation. That link is to a virus-infected site where you would pick up the virus.

The following website has useful information on many viruses: www.myantivirusinder.com

MEMBERS' NEWS

wbs merge with Bentley Jennison

Chamber Member **wbs**, Chartered Accountants, have merged with Bentley Jennison, with Chamber Treasurer Mark Hunter being appointed as operational head responsible for the Harrogate Office. The merger now puts the company among the top 15 accountancy firms in the UK.

Mark Hunter can be contacted as follows:

Tel: 01423 859459 Fax: 01423 859460

E-mail: mark.hunter@wbsonline.net

Website: www.wbsonline.net

New Office for HBDC

Harrogate Business Development Centre have moved to new offices as follows:

Harrogate Business Development Centre
1 Sceptre House, Hornbeam Square North,
Harrogate, HG2 8PB

Tel: 01423 853153 Fax: 01423 853133

NEW MEMBERS

Excel Health & Safety (Health & Safety Consultancy)

Lisa Kirk, Proprietor

2 Laburnum Grove, Harrogate, HG1 4EH

Tel: 01423 548675 **Fax:** 01423 526087

E-mail: lisaj.kirk@ntlworld.com

Web site: www.excelhealthandsafety.com

Red Box Consultancy Services Ltd

(Catering Consultancy)

Neil Meadows, Director

PO Box 482, Harrogate, HG2 8WJ

Tel: 01423 548028 **Fax:** 01423 548028

E-mail: nm@redboxcs.com **Web site:** www.redboxcs.com

Sinclair Associates (UK) LLP

(Health & Safety Advisers)

Susan Sinclair, Partner

115 Stonefall Avenue, Harrogate, HG2 7NS

Tel: 01423 881320 **E-mail:** sa.assoc@ntlworld.com

Stem Computer Systems Ltd (Computer services)

Maureen Marshall, Sales Director

Units 6-8, The Coach House, Phoenix Bus. Centre,
Low Mill Road, Ripon, HG4 1NS

Tel: 01765 696900 **Fax:** 01765 696908

E-mail: maureen@stem.net **Web site:** www.stem.net

BUSINESS BRIEFINGS

Unsolicited business-to-business calls face fines of £5,000

As of 25 June 2004 new legislation has made it an offence to make unsolicited sales and marketing calls to other businesses without first checking to ensure that company has not opted out of receiving cold calls by registering with the new Corporate Telephone Preference Service (TPS).

If a business has opted out and receives a phone call it is entitled to report the offending organisation to the Office of the Information Commissioner, who can punish them with a £5,000 fine.

The new legislation does not prevent telemarketing. As a business you now have the responsibility to manage your telemarketing to ensure that any potential sales calls you intend to make are not to businesses registered with the Corporate TPS. Market Research is also not included in the legislation.

To ensure compliance with the Corporate TPS legislation, lists should be screened every 28 days. This applies to both cold call lists and your own database of customers. You can only continue to call your own customers if they have confirmed that they do not object to you calling them!

The Corporate TPS legislation does not extend to countries outside the UK, so there is a threat of organisations outsourcing their cold-calling to off-shore call centres to escape the regulations.

See the Data Marketing Association's website for more information: www.dma.org.uk

For small businesses requiring individual numbers to be checked a free service is available at www.numbercheck.co.uk

Need advice on payroll matters?

For general advice and information for employers regarding PAYE, NICs and tax credits, go to www.inlandrevenue.gov.uk/employers where you can access a wide variety of information and access the Internet version of Employer's Orderline.

Confusing VAT Rules explained

The European Directive that aimed to simplify and modernise the new VAT invoice rules has caused confusion among many businesses. The EC has published a paper in an attempt to clarify these rules, which were implemented back in January 2004.

Go to this link for the full paper: http://europa.eu.int/comm/taxation_customs/publications/info_doc/taxation/tva/vat_ec_uk_rev1.pdf

Money Laundering Regulations

New regulations came into force on 1 March 2004 which will affect many businesses and sectors. Financial firms and other businesses including casinos, law firms and estate agents will all need to implement money laundering detection and prevention procedures under the new law. In particular, the duty on firms to report suspicions of money laundering will be strengthened and criminal sanctions for failing to report imposed.

Advice and guidance are available at: www.icaew.co.uk/library/index.cfm?AUB=tb2i_51966,MNXI_51966&CFID=340165&CFTOKEN=81881982

Vehicle Safety in the workplace

Many businesses are unaware of their health and safety obligations about accidents involving vehicles in the workplace. The Health and Safety Executive (HSE) estimates that about 70 people die every year in accidents involving vehicles at work. Although employers have a duty to ensure that vehicle movement in the workplace and activities such as loading and maintenance are carried out safely, many fail to recognise the dangers until it is too late.

For comprehensive guidance on managing vehicle safety go to: www.hse.gov.uk/pubns/indg199.pdf

Do you employ Homeworkers?

If you employ homeworkers you will have to prepare for the impending changes to the Minimum Wage Regulations 1999. These changes come into effect in October and mean that employers will have to pay homeworkers 100% of the minimum wage for the number of hours it takes to complete an agreed block of work. Currently, employers are required to pay only 80% of the wage.

In April 2005 homeworkers will see a further increase in their wages when employers will have to pay the average worker at a rate of 120% of the national minimum wage for a block of work. This means that more employees - not just the fastest - will get the national minimum wage for an agreed block of work.

Employers will need to conduct tests to establish the average time it takes to complete the work. If tests show that, for example, an average worker completes 10 pieces in an hour, then homeworkers will have to be paid at least 45p per piece in order to comply with the regulations (i.e. equal to the current minimum wage rate of £4.50 an hour).

Find new trade leads

One of the best ways to find new trade leads is at Trade Fairs and Exhibitions. www.exhibitions.co.uk is a useful website to discover what, where and when. Many entries have useful trade leads, contacts and links you can follow-up without leaving your desk.

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