



# REVIEW December 2004

**MEETING  
DATES**

2005

(Second  
Monday)

10 January

14 February

14 March

11 April

9 May

13 June

11 July

8 August

12 Sept

10 October

14 November

12 December

## Review of Chamber Meeting + News Update

### HARROGATE FIRE SERVICE REDUCTIONS?

- North Yorkshire Fire Brigade propose to reduce fire cover in Harrogate
- Only one fully manned Fire Appliance will be ready for immediate response
- Potential risks for Conference Centre, Exhibition Halls, Hotels & Industry
- Businesses are urged to write to the Chief Fire Officer with their concerns

### HARROGATE SUCCESS STORIES

- Business Safari 4 success - *"speed business dating"* finds customers
- Soroptimists switch on Christmas Lights - with help from the Chamber
- Harrogate in Bloom - volunteers needed to follow up Entente Florale Gold
- Chamber Members cooperate well on ISBA National Conference 2004



**The President Peter Armitage, Chief Executive Brian Dunsby & Administrator Maggie Hall would like to wish all members a very Merry Christmas and Happy and Prosperous New Year!**



## STOP PRESS: Chamber Membership List now on website!

Visit [www.harrogatechamber.org](http://www.harrogatechamber.org) and click on the link from the home page to check your company's details. All members are included, even those not on-line, whose telephone number is listed - we hope they can get access to a computer to check their information.

You may wish to review your Business Activity description\* to include key words that people may search for - don't forget to visit other members' websites while you're there!!

**Please e-mail or fax any amendments to the Secretariat.** (\*Maximum 100 characters)

## Next Meeting - 10<sup>th</sup> January 2005

**NOTE CHANGE OF MEETING DAY AND VENUES FOR 2005 !!**

**Monday, 10<sup>th</sup> January 2005 - Cedar Court Hotel, Park Parade, York Place**  
**Members' Update - Marketing & PR on a small budget**  
*"Payment by Results" by pgk advertising*

## ***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](mailto:info@harrogatechamber.org) Website: [harrogatechamber.org](http://harrogatechamber.org)

## CHAMBER NEWS

### Business Networking Safari 4

The Chamber's fourth Business Networking Safari was held on 1<sup>st</sup> December at The Harrogate Club on Victoria Avenue. It was well attended by 35 members who enjoyed the ambience of the venue and a delicious Christmas buffet, which was regularly refreshed during the evening keeping up energy levels!

Thanks to Brian Dunsby's strict time-keeping a full seven rounds of table exchanges were achieved, which meant that everybody met *everybody* during the evening to discuss their businesses and exchange business cards. It really was **speed business dating!**

At the end of the evening members assembled for a debriefing and business meeting. The general opinion was that at a future Safari they would prefer more time with each member, or no more than four people to a table, so more in depth discussions could be held, even if they do not meet everyone present.

A grateful vote of thanks was extended to Elaine Mawer of The Harrogate Club for providing the facilities and a delicious Christmas Buffet for members.

### Chamber 'Open Evening' & AGM 9<sup>th</sup> May 2005

President, Peter Armitage, announced that the Chamber's AGM on Monday, 9<sup>th</sup> May 2005 would take a new format as an "Open Evening", encouraging **members to bring along any potential members**, clients and/or colleagues so they can find out more about the Chamber and its many active members.

This event would be held courtesy of The Pavilions of Harrogate - including a FREE buffet and a drink.

Chamber Members will be able to **display literature and/or pop-up banners** to form a mini-exhibition around the room. The programme would facilitate informal networking whilst guests mingle with members. The AGM will be held during the evening.

### Harrogate Christmas Lights

Vice President, Martin Wilks, said there had been a good turnout for the official switching on of the Christmas Lights on Montpellier Hill and around the Harrogate Town Centre on 25<sup>th</sup> November, including over 50 individual illuminated Christmas Trees, from the suppliers discovered by the Chamber last year.

The following is an excerpt from a letter of thanks the Soroptomists wrote to the Chamber:

*"May I take this opportunity to thank you for your support with this venture. As you know there has been a good response, for what we anticipate will be the first year of a five year project, to 'light up' Harrogate town centre. It is our hope that the displays this year will encourage those who have not supported us so far to make a commitment to doing so going forward.*

*Maureen Ingleton, Treasurer"*

Soroptomist International Tel: 01423 501471

### Harrogate Fire Service Cuts?

We understand that the Combined Fire Authority of North Yorkshire has agreed with the Chief of North Yorkshire Fire Brigade that severe cuts to Harrogate fire service crew cover will be made during 2005. The likely **impact of the proposed cuts** in fire cover for Harrogate has recently been brought to the Chamber's attention by some of the Fire Officers concerned.

Currently Harrogate has two immediate response fire appliances, which attend all fires and rescues, and an Aerial Ladder Platform. They all leave the fire station within one minute of calls coming to the Fire Service.

**After the proposed cuts there will only be one immediate response fire appliance within one minute** and the second appliance (on an evening and throughout the night) will change to retained status. This means that fire-fighters will have to be called from home by an alerter which they carry at all times.

This will have a **dramatic effect on the turnout** time of this fire appliance. Basically, when the first fire appliance is out at an incident, Harrogate's fire cover will be the same as Summerbridge's.

A document that was produced by the North Yorkshire Fire and Rescue Service Duty System Review Team states exactly **the risk in the Harrogate area** and the reason for the fire cover to stay as it is. They believe that **lives, property and businesses in Harrogate WILL be put in jeopardy following these cuts**. More council tax is being paid to receive less fire cover.

Senior Managers are proposing to cut the amount of personnel from each shift to enable them to carry out Community Fire Safety duties. In fact, currently they are doing a tremendous amount of Community Fire Safety without the need to reduce the amount of fire-fighters working on the current shift system.

**We urge you to contact the Chief Fire Officer as a matter of urgency and challenge him to justify these severe cuts.** Please write or phone:

Mr Eric Clark, Chief Fire Officer, North Yorkshire Fire Brigade, Brigade Headquarters, Crosby Road, Northallerton, DL6 1AB. Tel: 01609 780150.

### Harrogate in Bloom - Volunteers Needed!!

A leaflet was included in the November Review from Harrogate in Bloom asking for volunteers to fill some vacancies that have occurred in the following areas:

- Fundraising/Sponsorship
- Publicity and Public Relations
- Management of the Hanging Basket Scheme

**The Harrogate in Bloom Committee is vital to the success of the co-ordination of the Britain in Bloom campaign - as shown this year with the well-deserved Gold success in Entente Florale.**

Members with enthusiasm, imagination and the ability to help should contact Vice President Martin Wilks on 01423 530708 or e-mail [jmartinwilks@aol.com](mailto:jmartinwilks@aol.com)

## Ackrill's Newspaper Forum

Granville Simpson represented the Chamber at a recent Forum arranged by Ackrill Newspapers, aimed at finding out what readers thought of the Harrogate Advertiser and what lessons could be learnt. He said it was attended by a wide cross-section from school students to a local vicar.

Granville raised the point that the newspaper seemed to represent the Council better than its readers and it **should be more assertive in questioning some of the Council's actions**. This appeared to have been addressed in the following week's edition of the Harrogate Advertiser when the Council's follow-up to the Entente Florale success was questioned.

Another item Granville raised was that the 'Weekend' section is always hidden inside the 'Drive' section of the newspaper, meaning that many of adverts in this section are overlooked. Again immediate action was taken resulting in a mention of the contents of 'Weekend' on the front page and references within the body of the main paper.

**Please send suggestions to Granville Simpson, Rocking Horse (Tel: H-566718 or fax: H-564842)**

## SCAM WARNINGS

### Serious Credit Card Scam

During November members were warned in Security Alert No. 15 of a serious scam that affects both business and personal credit card use. If you did not receive a copy please contact the Secretariat.

In summary NEVER give any details about your card to anyone that telephones you asking for information. Your credit card company already knows all the details about your card account and would NOT ring you to ask you the security number of your card.

### Year Planner Advertising Scam

Trading Standards have sent out warnings about the activities of a person called Jimmy Day and a company called IPA Advertising. It is alleged they are contacting local businesses inviting them to take advertising in a calendar or year planner that they claim is to be sponsored by the Fire Service possibly with a Drink Driving Rehab theme.

North Yorkshire Fire Service has no arrangements with this person or company for such a publication. Similar claims have been made in the past for School Books.

Please notify the Trading Standards Service if there are any attempts to gain advertising by this person or company. If you need further advice please contact:

North Yorkshire Trading Standards  
Tel: 0845 330 3313 Fax: 01609 768649  
E-mail: [trading.standards@northyorks.gov.uk](mailto:trading.standards@northyorks.gov.uk)

## MEMBERS' NEWS

### National Conference success - with help from Chamber members

Perlex Associates organised the Institute for Small Business Affairs (ISBA) National Conference 2004 in Newcastle. The event was a great success with a record-breaking attendance (426 registered) and a high level of delegate satisfaction. Perlex have been retained to organise next year's National Conference at the Hilton Hotel, Blackpool on 1-3 November 2005.

Perlex wish to extend their thanks to the following members of Harrogate Chamber who assisted with the promotion and organisation of this major event:-

- Artlink Design** - graphic design, website set-up
- ASE Computer Services** - colour laser-jet printer
- Colour It In** - business cards and colour copying
- Enid Taylor** - digital printing and copying
- The Jespers Office** - several items of stationery
- Harrogate Photo Labs** - banners and posters
- Microworld** - wireless computer networking
- Ottaways "Man & Van" service** - carriage of delegate packs and proceedings to venue
- Paperworks** - collating items into delegate packs
- Platinum Print** - printing postcards, brochures and mailings and stationery.
- Rawcliffes** - Stewards Bibs

(Note: The Perlex Team is perhaps better known to members as the Chamber Secretariat.)

## NEW MEMBERS

### ACAS (*Employment relations advice*)

James Ward, Marketing & Publicity Manager  
The Cube, 123 Albion Street, Leeds, LS2 8ER  
Tel: 0113 205 3800 Fax: 0113 205 3868  
E-mail: [jward@acas.org.uk](mailto:jward@acas.org.uk)  
Web site: [www.acas.org.uk](http://www.acas.org.uk)

### Interprint Ltd (*Printers*)

Robert Reeve, Chairman  
Market Flat Lane, Scotton, Knaresborough, HG5 9JA  
Tel: 01423 868011 Fax: 01423 798470  
E-mail: [r.reeve@interprint-ltd.co.uk](mailto:r.reeve@interprint-ltd.co.uk)  
Web site: [www.interprint-ltd.co.uk](http://www.interprint-ltd.co.uk)

### Posh Paws Pets & Supplies Ltd (*Pet Retailer & Pet Care service*)

Jennifer Hendrick, Managing Director  
34a-b Leeds Road, Harrogate, HG2 8BQ  
Tel: 01423 530343 Fax: -  
E-mail: [jen@poshpawsonline.co.uk](mailto:jen@poshpawsonline.co.uk)  
Web site: [www.poshpawsonline.co.uk](http://www.poshpawsonline.co.uk)

### Reed Employment (*Recruitment Agency*)

Simon Buckden, Business Manager  
Parkside House, 17 East Parade, Harrogate, HG1 5LF  
Tel: 01423 503194 Fax: 01423 503135  
E-mail: [simon.buckden@reed.co.uk](mailto:simon.buckden@reed.co.uk)  
Web site: [www.reed.co.uk](http://www.reed.co.uk)

## **BUSINESS BRIEFINGS**

### **Licensing Act - Fees announced**

The Department for Culture, Media and Sport (DCMS) has published the proposed fees for the licences, certificates and notices that will be required for venues which serve alcohol or play live music when the Licensing Act 2003 comes into force early next year. Under the proposals, a temporary event licence would cost £21, a personal licence £37 and a full licence £80 to £500. The DCMS is consulting on the proposed fees until 21 December.

More information at:

[www.culture.gov.uk/global/press\\_notices/archive\\_2004/dcms145\\_04.htm](http://www.culture.gov.uk/global/press_notices/archive_2004/dcms145_04.htm)

### **"Tax Free Shopping" System Changes**

Her Majesty's Customs and Excise has issued a reminder to retailers about changes to the VAT Retail Export Scheme, which came into force on 1 October 2004. Under the scheme, often known as "tax free shopping", visitors to the UK can claim back the VAT on purchases they make during their trip. The changes mean that retailers will get more time to complete the relevant paperwork and to review their procedures for describing goods on VAT forms.

Further details are available at:

[www.wired.gov.net/WGLaunch.aspx?ARTCL=27124](http://www.wired.gov.net/WGLaunch.aspx?ARTCL=27124)

### **ACAS publishes stress guidance**

The Advisory, Conciliation and Arbitration Service (ACAS) has published a new booklet focusing on good practice when handling stress in the workplace. 'Stress at Work' contains examples and information about what business owners should be doing when dealing with staff who claim they are suffering from stress. It also contains guidance on dealing with stress-related employment tribunals.

To obtain the booklet go to:

[www.acas.org.uk/publications/b18.html](http://www.acas.org.uk/publications/b18.html)

### **Revamp for business support**

The Government has promised a number of changes to the Small Firms Loan Guarantee Scheme (SFLG) to improve and better channel the support it offers to small businesses. The Government has agreed to implement a number of recommendations, such as expanding the lending limit to £250,000, raising the turnover limit and better targeting start-ups and young businesses with difficulty raising traditional finance.

To read the Treasury's Report go to:

[www.hm-treasury.gov.uk/independent\\_reviews/graham\\_review/review\\_graham\\_index.cfm](http://www.hm-treasury.gov.uk/independent_reviews/graham_review/review_graham_index.cfm)

### **Plain English guide to the EU**

A new pamphlet explaining basic facts about the European Union (EU) has been published. It outlines what the EU does; what the Constitution of Europe Treaty actually means; and how the EU's policies and processes work. The guidance has been praised by the Plain Language Commission for its clarity and concise approach to a complex subject.

The guide is being distributed to libraries across the UK and is online at: [www.europe.gov.uk](http://www.europe.gov.uk)

### **Public sector research can help boost small business**

A new booklet has been launched to provide businesses with detailed examples of successful knowledge transfers, where private firms use public sector research. The booklet, launched by the Office of Science and Technology (OST), provides case studies of businesses that have teamed up with public sector research establishments to develop innovative new products. The Government hopes the launch will raise awareness of the number of knowledge transfer opportunities available and how they can drive innovation.

To download the booklet visit:

[www.ost.gov.uk/enterprise/knowledge/KTP\\_CaseStudies.pdf](http://www.ost.gov.uk/enterprise/knowledge/KTP_CaseStudies.pdf)

### **New Employment Tribunal response forms published**

The Employment Tribunal Service has published its new-style employer response forms (ET3s). The new forms follow the Employment Tribunals (Constitution and Rules of Procedure) Regulations 2004, which came into force in October 2004. Although the new forms will not be compulsory until 6 April 2005, they render existing form IT3 obsolete, as this older form does not contain space for new mandatory information required since 1 October 2004.

Guidance notes on the new ET3 form are online at:

[www.employmenttribunals.gov.uk/claim\\_guidance\\_et3.asp](http://www.employmenttribunals.gov.uk/claim_guidance_et3.asp)

You can download an ET3 form at:

[www.employmenttribunals.gov.uk/pdfs/ET3\\_Response\\_Form.pdf](http://www.employmenttribunals.gov.uk/pdfs/ET3_Response_Form.pdf)

### **DDA tax advice**

The Government published a reminder about new tax breaks since the amended Disability Discrimination Act came into force on 1 October 2004. Tax allowances are available to help small businesses comply and the new guidance sets out the current tax breaks, giving examples of commonly made adjustments.

To view the guidance go to:

[www.inlandrevenue.gov.uk/specialist/disability-act-guidance.htm](http://www.inlandrevenue.gov.uk/specialist/disability-act-guidance.htm)

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