



MEETING
DATES
2004

(First Wednesday)

7 July

4 August

1 September

6 October

3 November

1 December

2005

(Second Monday)

10 January

14 February

11 April

9 May

13 June

REVIEW

June
2004

Review of the Chamber Meeting - 2nd June 2004

LEEDS-BRADFORD AIRPORT UPDATE

- Growth in number of destinations, aircraft size and passenger numbers.
- New international check-in hall and new express collection car park.
- Working with all concerned to improve bus links from Airport to Harrogate.
- Car parking stated to be "mid-priced" compared with other Airports.

ROYAL MAIL SAGA CONTINUES

- Royal Mail cannot cope with the number of complaints received!
- Meeting with Royal Mail in Ripon brings assurances of improvement.
- Surcharge of 20% for franking mail turned to 20% discount with Mailsort.

MEMBERS NEWS

- Harrogate Business Development Centre moving to Hornbeam Park.
- Plans for a new Harrogate Business Incubation Centre are well advanced.
- Architects offer to visit and advise in return for a donation to charity.
- Chamber Monthly Meeting Dates changing to second Monday in 2005.

Future Meetings 2004

Wednesday, 7th July: Cedar Court Hotel, Park Parade, Harrogate

Legal Update: Employment Law - Back to Basics - by Berwins Solicitors

Many smaller employers have problems with the law on employment contracts, policies and procedures. Now you can get advance warning on new rules applying from October.

Wednesday, 4th August: Ascot House Hotel, Kings Road

Members' Networking Event - safari style: start at 7 tables; "all change" when bell rings

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

IT Update – Computers & Communications – presentations by members

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

Joint Chambers Meeting

President, Peter Armitage, and Chief Executive, Brian Dunsby, recently hosted a meeting of officers of all Chambers in the Harrogate District at Nidd Hall Hotel.

Other Chambers represented at the meeting were **Boroughbridge, Knaresborough and Ripon**, with Nidderdale sending their apologies this time.

The discussions covered various ways in which co-operation between the Chambers could benefit all members, currently totalling around 500 businesses.

Suggestions included reciprocal attendance at each other's meetings to **facilitate networking** over a wider area and joint events incorporating members from all the District's Chambers, and more shared mailings.

Christmas Lights

The Soroptomists are already working hard and are now co-ordinating groups working together arranging Christmas lights in different parts of the Town Centre.

The Chamber's offer to **donate £912** towards the organisation of the Harrogate Christmas Lights has been gratefully received. We have also donated the remaining stock of old lighting fittings held in store.

If you want to help, or find out who is responsible for your area, please contact the Soroptomists direct.

Pat Shore Tel: 01423 526077

E-mail: pandjshore@btinternet.co.uk

Unitary Status update

The Boundary Committee has now published their recommendations. In the event of an elected Regional Assembly being favoured in the forthcoming Referendum, then there will be a requirement for new Unitary Status local Councils across North Yorkshire.

Out of the four options that were considered at the Chamber's Debate over Dinner in February, the Boundary Committee have chosen these two options:

- a) **All County Option** - where everything reverts back to North Yorkshire County Council and the current District Councils are dissolved.
- b) **Three Way Split** - where Harrogate joins with Craven, Hambleton joins with Richmondshire, and Ryedale joins with Scarborough.

For more information visit the following web site: www.boundarycommittee.org.uk. Document 10315

Harrogate International Centre

HIC are running demonstrations of their new on-line Tourist Information System on Monday & Tuesday 14th & 15th June from 10.00 – 12.00 and 14.00 - 16.00 at the Harrogate Tourist Information Centre.

Members with an interest in the tourist industry should find a visit worthwhile. More information from: Hayley Jones, Tourism Promotion Manager. Tel: H-537275 e-mail: hayley.jones@harrogate.gov.uk

Electrical work certification

New member Ron Clayton of electrical contractors **Millfox Ltd**, wanted to draw members' attention to a forthcoming change in the Building & Planning Regulations Part P. **This change will require anyone having electrical work carried out to have it certified.** This is a similar arrangement to the CORGI requirements for work carried out on gas fittings.

The change will be implemented early next year and the Chamber has asked the Council for information on how and when the new certification will commence.

Any members concerned should ask the Secretariat to send further information when available.

Royal Mail update

Following the recent changes at Royal Mail and the many complaints raised by members both with the Chamber and direct with Royal Mail, the Secretariat has received an automated reply from Royal Mail - *by e-mail!* It thanked us for our enquiry and apologised for the delay in their response, because they have "*recently experienced exceptional volumes of e-mails!*"

Past President, Mark Lancaster, reported on a recent meeting held by Ripon Area Business Association (formerly Ripon Chamber of Trade) convened following **problems with post** experienced by their members.

Royal Mail representatives attended the meeting and tried to reassure those present that **services would be improved** and the recent changes would work - given time. One aspect that concerned him is Royal Mail's belief that the recipient of the mail is NOT their customer. It is only the person who has posted the item whom they consider is their customer. Mark said this is a serious barrier to their proper Customer Care.

Mark recommended that members who were having **problems with their mail** should diary the sequence of events over a period of say a month and then submit the results to Royal Mail to show the extent of the problem. For more information on how to assemble this information e-mail the Chamber `Secretariat.

Brian Dunsby said that several Members had been affected by a major change that Royal Mail has made to prepaid franking services. The cost of this service has been **increased by 20%** over the cost of postage, to cover the staff time taken to carry out this task.

Brian recommended members who regularly send out 4,000+ items by post to use Mailsort - this service actually makes a **saving of about 20%** on the cost of postage. Chamber member **Platinum Print** (881158) offers this service (the recent Shared Business Mailing was despatched by them using Mailsort 3). **Scriven Park Services** also provide this service. (506473)

Briefly, the procedure involves sorting the client's database by postcode and bagging items accordingly ready for collection by Royal Mail.

Please send copies of complaints about local Postal Services to the Secretariat for forwarding to Postwatch

Members' Meeting

Proposed date change for 2005

At the recent meeting of the Management Group, it was agreed to move the regular monthly meetings to the **second Monday of each month**. The current date in the first week of each month is frequently affected by Bank Holidays, resulting in lower attendances.

It is also proposed to **move around several venues** in Harrogate. It has proved to be beneficial to members with suitable venues to host meetings, because more prospective customers see their premises.

Members are asked to e-mail their views on these proposals and on any preferred alternative venues.

Rotary International contacts

The Chamber is keen to attract Rotary Groups to Harrogate for their annual conferences. The recent Thames Valley District event was a great success, bringing over 1,000 delegates and their spouses into the town over a weekend in March swelling local trade.

Any Members with contacts in Rotary International are asked to contact the Secretariat with information on any District Governors throughout the UK.

MEMBERS' NEWS

Harrogate & Craven Business Development Centre

John Kennett confirmed that H&CBDC are moving on 11th June to Sceptre House on Hornbeam Park.

They plan to have several "starter units" within the new premises for "**incubating**" **small businesses**. These will be short-term lets to enable the occupiers to move on to larger premises, or revert to working from a home office, without being tied into a long-term lease. Office support services will also be available. Further details from H-529966 or by e-mail to jk@hbdc.co.uk.

Nidd Hall Hotel

The Joint Chambers meeting mentioned earlier in this "Review" was held at **Nidd Hall Hotel** at Ripley, which has excellent facilities set in beautiful grounds.

The Chamber would like to convey their thanks for their hospitality for this event. Tel: H-771598

Architect in the House Week

Member Tim Wilson of **Wilson Kennett Partnership** would like to advise you that 18-27 June 2004 is RIBA (Royal Institute of British Architects) "*Architect in the house week*". WKP and other practices will visit you at home and discuss possible alterations, extensions etc for a minimum donation to Shelter of £20.

If anybody is interested they should register on: www.architectureweek.org.uk

NEW MEMBERS

ASE Computer Services Ltd (*I.T. Sales and Service*)
Sallye Ellis, Director/Company Secretary
Unit 3, Hags Farm Business Park, Hags Road,
Follifoot, Harrogate, HG3 1EQ
Tel: 01423 870050 **Fax:** 01423 879169
E-mail: sallye@asecomputers.co.uk
Web site: www.asecomputers.co.uk

Rich Complements Ltd (*Chilled Food Distributor*)
Howard Dean, Director
Barker Business Park, Melmerby, Ripon, HG4 5NB
Tel: 01765 641566 **Fax:** 01765 641561
E-mail: rich_sauces@hotmail.com
Web site: www.richcomplements.co.uk

Romans Motor Co (*MG Rover Dealership*)
Michael Harrison, Dealer Principal
Harrogate Business Park, Wetherby Road,
Harrogate, HG3 1RR
Tel: 01423 885999 **Fax:** 01423 885350

LEEDS BRADFORD INTERNATIONAL AIRPORT

Andy Judge, Head of Operations at Leeds Bradford International Airport gave an interesting presentation on the various aspects involved in running this **expanding local airport**, covering the Operations background; Growth in aviation; Development strategy; Recent Changes and Surface Access strategy

The recent developments at the airport include a re-designed terminal access, new check-in hall, improved bus-stop access and **new "express collection" car park** which allows 10 minutes free waiting time.

LBIA together with North Yorkshire County Council, the Government Office for Yorkshire & Humberside, Jet2, West Yorkshire PTE and Harrogate Chamber of Trade & Commerce are **working to improve bus and rail links to the airport**. Good progress is being made, but this is a long-term objective.

The LBIA web site is easy to navigate and carries a wealth of information on the different facilities at the airport, including current arrivals information and details of the many airlines that operate out of the airport. Go to: www.lbia.co.uk

In answer to **members' comments about the high car parking charges**, Mr Judge demonstrated that the charges at LBIA were in fact mid-priced in comparison with most other UK airports.

Members with questions or feedback for LBIA should send their comments via the Chamber's representative on the LBIA Consultative Committee, Steve Wright, who will be happy to pass on your comments:

Steve Wright of Rawcliffes Ltd **Tel:** 01943 463875
E-mail: swright@rawcliffes.co.uk

A few copies of the handouts from the presentation and the new LBIA Timetable are available. If you would like copies please contact the Secretariat.

BUSINESS BRIEFINGS

Insurance renewal code being flouted

Small businesses are still being given insufficient time to renew their employers' liability insurance, despite industry guidelines stating that at least three weeks' notice should be given before a policy expires.

The Federation of Small Businesses (FSB) says that in more than 50% of cases, the code of practice set out last year by the Association of British Insurers (ABI) and the British Insurance Brokers' Association (BIBA) is not being met. The FSB has called on the ABI to enforce the code, and has voiced concern over the fact that a quarter of small firms are finding it difficult or even impossible to find suitable insurance cover.

For more about this, go to:

<http://www.fsb.org.uk/news.asp?REC=P2004/22>

Retailers confused over chip and PIN

More than a quarter of UK retailers are still unsure of the benefits of moving to chip and PIN, according to a recent survey by software firm Retail Logic and the Retail Bulletin. And more than 20% of retailers are planning to put off upgrading their systems until the next time they replace point of sale terminals, which means it could be 2010 before all retailers can accept the new cards. This is despite the fact that from 1st January 2005, individual retailers could be liable for any costs associated with fraudulent use of old-style swipe cards.

Meanwhile, 41% of consumers now have cards with PIN capability and 55% of retailers now have the technology to accept them.

Get the goods on the chipandpin.co.uk barometer here: http://www.chipandpin.co.uk/reflib/A4_CPBMTR_MAY_C.pdf

For more news on chip and PIN, go to:

<http://www.chip-and-pin.info/news.asp>

Small Business Tourism Support Unit

An Enterprise Unit has been created to help small businesses benefit from the marketing and other work of Visit Britain, the UK's tourism board. The new unit will offer products and services that firms involved in the industry will be able to customise to meet their own needs. In addition, clubs will be set up to enable businesses to share ideas, best practice and development news.

To find out more, click on press releases and the Visit Britain developments item at:

<http://www.visitbritain.com/corporate/links/visitbritain/press.htm>

Information Security fact sheets

The DTI has published a series of fact sheets covering information security, following the recent publication of its Information Security Breaches survey. The fact sheets cover a wide range of topics, including backing up and recovering lost work, dealing with viruses and malicious software, preventing intrusion and protecting identity, and managing spam.

Get the fact sheets at: www.dti.gov.uk/bestpractice/technology/security.htm#viruses

Freelance Guide

The Professional Contractors Group (PCG) has published an updated edition of its Guide to Freelancing. The free guide includes an overview of limited liability partnerships and the new VAT flat rate scheme, along with sections on marketing and networking.

Download a free copy of the guide from: www.pcg.org.uk

Jury Service Net Widens

More people have become eligible for jury service and many could be required to take time off work to perform this function. This follows changes to the Criminal Justice Act that came into effect this month. New guidance will help the Jury Central Summoning Bureau to strike a flexible balance between the needs of the individuals and the legal requirement that they serve on a jury.

For further information, go to:

<http://www.gnn.gov.uk/gnn/national.nsf/CF/081D0ED92025825380256E6C007EBE87?opendocument>

Taking the stigma out of bankruptcy

The way bankrupts are treated in England and Wales is undergoing major change, under measures in the Enterprise Act 2002 that came into force on 1 April. The Act modernises insolvency law for both companies and individuals. The changes mean most bankrupts who meet certain conditions will find themselves discharged within a year, instead of the previous two or three years.

To get more information, go to:

<http://www.insolvency.gov.uk/legislation/enterpriseact/Aims%20of%20the%20Insolvency%20provisions.htm>

Money laundering law in force

The Money Laundering Regulations 2003 are now in force. The new law, which replaces the Money Laundering Regulations 1993 and 2001, will affect anyone working in a sector that handles sums of £10,000 and over in a single transaction. This includes estate agents, jewellers, casinos, tax advisers, car dealers, auditors, and lawyers.

For more details, go to:

<http://www.ncis.gov.uk/ukta/2003/threat06.asp>

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