



REVIEW

**May
2004**

Review of Chamber AGM on 5th May 2004

ANNUAL REPORTS

- Membership has steadily increased - networking events very popular
- New format for meetings with Councillors is proving effective both ways
- Focus Groups have become a key element with members' feedback
- Overall goal of the Chamber is to help promote Harrogate businesses
- Updated Chamber Brochure, REVIEW & Web site are raising interest
- Good financial results with a surplus to expand Chamber activities

NEW VICE PRESIDENT + MANAGEMENT GROUP

- Martin Wilks of Courtyard & Lords elected as a new Vice President
- Brian Haines and John Hart re-elected as Vice Presidents
- Brian Dunsby, Perlex Associates re-elected as Hon Sec & Chief Exec
- Newly elected members of the Chamber Management Group are:-
Michael Best, Keith Gaunt, Sara Lamper, Cecilia Trehy & Robert Whiteley

Future Meetings 2004

Wednesday, 2nd June: Ascot House Hotel, Kings Road, Harrogate
Presentation by Leeds Bradford International Airport

Andy Judge of LBIA will discuss the Airport's present and future plans
- how Harrogate and the airport can work together for business and tourism

Wednesday, 7th July: Cedar Court Hotel
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

Members' Networking Event - safari style: start at 7 tables then "all change"

MEETING
DATES
2004

2 June

7 July

4 August

1 September

6 October

3 November

1 December

President's Report

President, Peter Armitage, welcomed members to the 108th AGM of Harrogate Chamber of Trade & Commerce, generously hosted by The Pavilions of Harrogate.

Peter said his first year of Presidency had been an interesting time. The Chamber is now settling into its new format including **meetings with Councillors** and Council Officers when the need arose, rather than the previous regular meetings. This is proving effective for all concerned resulting in positive meetings with both the Chamber and Council speaking openly.

Membership of Harrogate Chamber has steadily increased during the year, with the introduction of the networking events proving to be very popular for building business relationships between members.

Peter listened to comments from members during the networking event prior to the AGM and asked again for **members' feedback** and input if they have specific suggestions or requirements of their membership that they are not being currently provided with.

This feedback is also important for the meetings with the **Council** so the Chamber's representatives can contribute measured responses with the confidence that they are speaking on behalf of members.

The **Focus Groups** have become the key element of the Chamber, which provide feedback from members on the various aspects. The Council's Night Time Environment Committee was initiated with pressure from the Chamber's former Law & Order Focus Group and it is now run by the Council supported by the Police and other agencies.

The new Focus Group is **Promoting Harrogate**, initially focusing on generating support for Harrogate's Entente Florale entry and hopefully success in this prestigious European competition, judged on 23rd July.

Peter stressed the importance of continuing to evolve; he said, *"We should never get to the point when we think we've cracked it, because that would be the day we've lost it. We need you [the members] and your input to help us keep moving along."*

In response to a question from a new member asking what the **direction and overall goal of the Chamber** was, Peter replied that the aim of the Chamber is to help the local business community to prosper by **promoting Harrogate business**. This is now increasingly achieved by creating opportunities for members to network and new members are encouraged to join the Chamber to increase the "pool" for networking.

Peter also reiterated the need for members to pass on their **"hopes, fears and ambitions"** so these can be relayed to the relevant parties, particularly when the Chamber is asked to attend Committee Meetings as representatives of the business community. We can put forward the ideas and be driven by what our members expect.

Chief Executive's Report

Chief Executive, Brian Dunsby, tabled a report for members summarising additional services and new activities organised by the Secretariat in 2003-04, some of which are:-

A new **Chamber Brochure** has been prepared for the recent shared mailing to Harrogate Businesses. Members are encouraged to take copies to circulate to a wider network of potential members, customers, and visitors to Harrogate, etc. Stocks will be available at monthly meetings.

Brian acknowledged the original design of Chamber brochure by Colour-It-In, which had been updated and printed by Platinum Print at a 50% discount. Mailing was undertaken by Paperworks

A new **Chamber Web Site** has been designed and set-up by Tim Coleman of Artlink Design, enabling the Secretariat to input text and links to documents. A brief display of the web site was presented via a projector link provided by The Jespers Office (see page 3).

The monthly **"Review"** has been re-designed and upgraded to match the web site, including adding the "Business Briefings" section. Members and non-members alike are finding including inserts in the "Review" to be an economic and effective way to promote their business.

The twice-yearly **shared business mailing** is also proving successful - recently despatched with 15 items to 3,000 businesses in and around Harrogate District.

Contact is being made with members by e-mail more frequently - please ensure the Secretariat has your **current e-mail address** - if you do not receive the monthly Agenda by e-mail then we do not have your e-mail address!

The Chamber has had extensive **press coverage** in the Harrogate Advertiser and the officers are frequently asked for comments on business matters. This results in quotes being used in the press and also several broadcasts on BBC Radio York and Stray FM.

A revised and updated **Scam Check List** has been produced and Business Watch Security Alerts are regularly sent by e-mail keeping members informed of various incidents, scams and viruses particularly relevant to businesses.

Membership has increased with 38 new members joining during 2003/04 and an **updated Membership Directory** is enclosed with this issue of "Review". This is strictly for business-to-business networking and should not be used for bulk commercial contact.

Monthly meetings have moved to various **new venues** during the year. Brian particularly thanked those venues for their hospitality: Ascot House Hotel; The Harrogate Club; Harrogate College; The Pavilions of Harrogate and Harrogate Ladies College. Also WBS and HLC for hosting management meetings.

Vice President's Vote of Thanks

Vice President, Brian Haines, proposed a vote of thanks from the floor to Brian, Beryl, Maggie and the team at Perlex who have done another excellent job over the preceding year.

"Strong administration, attention to detail and top level communication is essential for the continuing success and growth of the Chamber as the main business representation in Harrogate. The Perlex team have set a very high benchmark again," said Brian Haines. This was endorsed by the meeting.

Treasurer's Report

The Treasurer, Mark Hunter of wbs, presented the accounts for the financial year ended 31 March 2004. The total income for the Chamber in the year was £22,170, an increase of £7,917 or 55% on the previous year. Member numbers have grown throughout the year, which along with the change in subscription rates has led to an **increase in subscription income** by 25% to £16,045.

Members and non-members have taken advantage of the Chamber's promotion opportunities - inserts in mailings and presentations at meetings. This activity has generated income for the Chamber of £5,623 (before costs) and has, hopefully, generated income for those members who participated.

Expenditure for the year totalled £18,055. Postage, printing and photocopying costs have increased, but that is a direct result of the increased promotional and membership mailing activities. The new website cost £1,205 so hopefully you all have visited it at least once and agree that it works well. As always - any further suggestions for improvements would be welcomed!

Overall as Treasurer, Mark said it was very pleasing to report a **surplus for the year of £4,115**. He is confident that in the coming year the finances of the Chamber will continue to improve and the surplus will be put to good use expanding various Chamber activities.

Donation to Christmas Lights

As the Soroptomists are now working hard along with local retailers to organise the Christmas Lights for the town, President, Peter Armitage, proposed that the Chamber **donate the balance of £912** currently allocated to Harrogate's Christmas Lights Fund.

He envisaged this donation being used by giving several small amounts to the different sectors of the town centre involved as needs arose.

Members present at the meeting unanimously agreed to this donation.

If your business would like to be involved in the town's Christmas Lights please contact the Soroptomists direct as follows:

Pat Shore Tel: 01423 526077

E-mail: pandjshore@btinternet.co.uk

MEMBERS' NEWS

The Chamber web site was demonstrated to members with the kind loan of an **Acco dlp projector** for the evening from The Jespers Office. Peter Jesper had prepared selected pages from the web site to show members the flavour and the layout of the web site.

A range of three Acco Projectors for professional use are available from The Jespers Office, who can arrange a demonstration at your premises or you can drop in to their showrooms on Ripon Road.

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complete office supply solutions

For further information visit www.acco.co.uk/dlp/ and contact Peter Jesper at The Jespers Office, The Hydro Park, Ripon Road, Harrogate, HG1 2BS Tel: 01423 503998 E-mail: peter@jaspers.co.uk Web site: www.jaspers.co.uk

Ascot House Hotel Events

Several special themed dinner events are taking place in June at the Ascot House Hotel, Kings Road:

- Fresh Lobster (from Nova Scotia) two-course Dinner - either last week of May or first week in June - depending on when fresh catch arrives!
- The D.A.F.T.A. Awards "Murder Mystery" Dinner: Sat, 5th June - 4-course dinner - light-hearted "whodunnit" evening of drama, song and intrigue.
- Mr Fawly's Gourmet Dinner: Fri, 11th June 4-course dinner - eventful evening of calamity, misunderstanding and laughter with the Fawlyts and Manuel!
- A Taste of Zimbabwe: provisionally 15-17 June - 3-course dinner - specially prepared authentic dishes from Zimbabwe.

For further information contact:

Stephen Johnson, The Ascot House Hotel

Tel: 01423 531005 E-mail: admin@ascothouse.com

Web site: www.ascothouse.com

Health & Safety Forum - representative found!

Following last month's call for a Chamber representative to join the Health & Safety Forum, Gerald Rigler of Edmond Shipway volunteered. This representation was agreed at the meeting and Gerald has already completed and submitted his first questionnaire to the Council.

If you wish to represent the Chamber officially on an external committee, please contact the Secretariat to express your interest and the nature of your expertise.

A full list of the Committees on which we are represented is available on the Chamber web site under the 'Contact us' section - or type in this link: www.harrogatechamber.org/externalcommittee.html

BUSINESS BRIEFINGS

Burglary Warning

We have received a warning from the Community Safety Office at Harrogate Police Station, as there have been a number of burglaries of shop premises over the past few weeks. The person responsible has hidden on the premises prior to close of business, and then committed the offence once staff have left.

Please ensure you thoroughly check toilets, rest rooms and any other areas where persons could hide away to prevent further offences. Also report anyone suspicious to the Police as soon as possible by contacting North Yorkshire Police at Harrogate on 01423 539334 or call Crime Stoppers: 0800 555 111.

Environmental Law Guidance

A new web site to help small businesses understand their legal obligations to the environment has been launched.

NetRegs is a free service providing general guidance on regional, national and EU environmental legislation both in force and pending, as well as specific advice for different business sectors.

The launch of the new site coincides with a warning to small businesses from the UK's environmental regulators that they must observe environmental legislation or risk hefty 'green' fines.

The new website is: www.netregs.gov.uk

CAP code brought into line with privacy laws

Amendments to the British Code of Advertising, Sales Promotion and Direct Marketing (CAP) have been published to bring it into line with the Privacy and Electronic Communications (EC Directive) Regulations 2003. The regulations, which come into force on 25 June, give businesses the right to opt out of receiving unsolicited telephone and fax calls from marketing companies.

For the full text of the CAP code, go to: www.cap.org.uk/codes/index.asp

For a summary of the Privacy and Electronic Communications Regulations click on the link at: www.dti.gov.uk/industries/ecomunications/

Health & Safety

The Health and Safety Executive (HSE) has updated its top 20 frequently asked questions (FAQs) for businesses. Key questions such as whether a person can be left alone in their place of work and how to carry out a risk assessment are backed up with comprehensive answers and free downloads.

For more go to: www.hse.gov.uk/contact/faqs

Phishers net more victims

A study by US researcher Gartner has revealed that 'phishing' attacks, where online banking customers are sent rogue e-mails claiming to be from their banks, significantly increased during 2003. The survey results suggest that 76% of all known phishing attacks occurred in the six months up to April, which indicates the growing nature of the problem. Gartner says that Internet Service Providers must address the problem of phishing to avoid the Internet being discredited as a reliable medium for transactions.

For more on the study, go to:

www4.gartner.com/DisplayDocument?doc_cd=120804

For more on the problem of phishing in the UK go to:

www.theregister.co.uk/2004/04/26/phishing_scams

Free Booklets on Best Practice

The DTI has produced a range of free booklets and fact sheets that offer real life examples of best practice that has helped improve business performance. The publications will help small businesses to identify ideas and approaches that could streamline their processes, covering areas from general management through to IT usage. Further details at: www.dti.gov.uk/bestpractice

Guide to Business Status

A new guide to improve small businesses' understanding of the complexities of legal status has been released by Barclays. 'Make the Most of Your Business Status' aims to help those moving from sole trader to limited company status.

The guide is available free from all branches or by calling 0800 515462.

For further details at: www.newsroom.barclays.co.uk/news/data/936.html

PPC Systems & Hardware Ltd

We have received a notice that a meeting of the Creditors of the above company will be held on 28th May in accordance with Sections 98-101 of the Insolvency Act 1986. Their premises are now closed.

Any Chamber members having problems with basic computer equipment supplied by PPC may like to contact the following Chamber Members for advice and technical support:

Microworld (Brian O'Grady)

The I-Studio, 125 Cold Bath Road
Harrogate, HG2 0NU

Tel: 01423 528893 Fax: 01423 524555

E-mail: chaos@inca-internet.com

Web site: www.micro-world.co.uk

Professional Computer Services (Jane Barber)

Thornycroft Farm, Minskip Road, Aldborough
Boroughbridge, YO51 9HG

Tel: 01423 325808 Fax: 01423 325807

E-mail: enquiries@boroughbridgeonline.co.uk

Web site: www.pcs-harrogate.co.uk

NEW MEMBERS

Cedar Court Hotel (*Hotel & Conference Venue*)
Simon Cotton, General Manager
Queen Building, Park Parade, HARROGATE, HG1 5AH
Tel: 01423 858585 **Fax:** 01423 504950
E-mail: sales@cedarcourt.karoo.co.uk
Web site: www.cedarcourthotels.co.uk

Spencer Ewin Mulvihill (*Solicitors*)
Stephen Ramsbottom, Partner
179 Kings Road, , HARROGATE, HG1 5JQ
Tel: 01423 509826 **Fax:** 01423 531221
E-mail: sramsbottom@semlaw.co.uk
Web site: www.semlaw.co.uk

The Power Service (*Safety Inspection Contractor*)
Nick Palmer, Director
Old Vicarage House, Vicarage Lane,
BRAMHAM, LS23 6QQ
Tel: 01937 844522 **Fax:** 01937 844522
E-mail: powerserviceleeds@yahoo.co.uk
Web site: www.thepowerservice.co.uk

The Trinity Foundation (*Partnering inspirational change*)
Stuart Pearson, Psychotherapist/Coach
Suite 2, Claremont House, Victoria Avenue,
HARROGATE, HG1 5QQ
Tel: 01423 566522 **Fax:** 01423 566522
E-mail: stuart@thetrinityfoundation.co.uk
Web site: www.thetrinityfoundation.co.uk

Election of Officers

The following members marked * were elected onto the Chamber Management Group to join the current team, so the full Executive and Management Group are as follows:

President: Peter Armitage, Black Cat Signs Ltd

Vice-Presidents:

Brian Haines, Commpete Ltd
John Hart, Harrogate Ladies College
Martin Wilks*, Lords & Courtyard Restaurants

Hon Treasurer: Mark Hunter, wbs

Hon Legal Adviser: Chris Newton, Berwins LLP

Hon Sec & CE: Brian L Dunsby, Perlex Associates

Chamber Administrator: Maggie Hall*, Perlex Assoc.

Management Group:

Michael Best*, David Newton & Co.
Keith Gaunt*, NatWest Bank
Peter Jesper, Jaspers of Harrogate
Stephen Johnson*, The Ascot House Hotel
John Kennett, Hgte. & Craven Business Devt. Centre
Sara Lamper*, Cicada PR
Granville Simpson, Dream Toys
Cecilia Trehy*, Perpetua
Robert Whiteley*, Pavilions of Harrogate

CHARITY APPEAL: Michael Best is seeking support for two sponsored walks totalling 126 miles in support of the Arthritis Research Campaign. Please ring Michael on 01423 851702 or e-mail: michael@davidnewton.co.uk for more information.

Thanks to Diana Wright

Following ten years on the Executive Committee and Management Group with her last year serving as Vice-President, Diana Wright retired as Allens has closed.

Diana was presented with a Certificate of Appreciation by the President for her support for the Chamber and he wished her well with her own future business plans.

Thanks were also recorded to the other four retiring members of the Management Group: Elaine Coulson; Nicki Hughes; Ian Rowbotham & Stephen Wright.

Networking Event

The evening's networking event was acclaimed as another useful opportunity for business promotion. In final open session it was agreed that some smaller discussion tables would be an advantage for next time.

Some "alternate" staff members took part this time, giving new people the chance to network. Peter Armitage commented on this and suggested that other members might consider sending different company representatives to the next networking event.

Health & Safety Registration Scam

Business Watch Security Alert No.13 was sent to all members and the Press by e-mail at the end of April.

This covered a Health & Safety Registration Scam warning from North Yorkshire Trading Standards about local businesses being targeted by letters from organisations purporting to be departments of the Health & Safety Executive in order to obtain false payments for documentation and consultancy.

A copy can be obtained from our web site under the "Publications" section, or contact the Secretariat who can forward a hard copy if you do not receive e-mails.

MEMBER FEEDBACK

The new Chamber Management Group are keen to do what the majority of members want - but they need more feedback from as many members as possible.

Enclosed you will find another copy of the new edition of the Chamber Brochure, as sent out to 3,000 local businesses at the end of April in the shared District-wide mailing - promoting local business-to-business.

Please look at page 2 of the Brochure that lists what the Chamber exists to do. Which do you feel are most important? What more can the Chamber do to help your business? Please use the enclosed form to say!

New Dates & Venues

Our current meeting plan on the first Wednesday of each month is repeatedly clashing with holidays and with key Council meetings. Next year we are planning to change to the "second Monday" and to use several new venues around the town. **Will this suit you?**

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