



REVIEW

**October
2004**

MEETING DATES

2004

(First Wednesday)

3 November

1 December

2005

(Second Monday)

10 January

14 February

14 March

11 April

9 May

13 June

Review of the Chamber Meeting - 6th October 2004

HARROGATE DEVELOPMENTS

- Congratulations to Harrogate in Bloom on Entente Florale GOLD!
- LibDem Spring Conference coming to Harrogate in March 2005
- Christmas Lights are coming - the Soroptimists need your support
- New mobile CCTV camera and new Mobile Police Cells tackle crime
- New BMI scheduled air services from Leeds Bradford to London City

TRANSPORT STRATEGY DISSAPPOINTING

- Atkins Report only regurgitates the same old supposed solutions
- More buses and bikes will NOT solve the problem says Brian Dunsby
- Consultation did not recognise the transport needs of local business
- A Northern Relief Road is vital to match success of Southern Bypass

MEMBERSHIP NEWS

- Black Cat Signs merging with Colour-it-in at new Ripon Road premises
- Menwith Hill visit well over-subscribed - now planning second in January
- Business Link offers members free business enquiry and advisory service

Future Meetings 2004

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

Focus Group Breakout Sessions: - review progress and update Action Plans
Business Development; Promoting Harrogate;
Town Centre Improvement; Traffic & Transport

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

Business Networking Safari 4 – a chance to promote your products or services
- with FREE Christmas Buffet (*Chamber Members and invited guests only*)

Monday, 10th January 2005 – Cedar Court Hotel, York Place

First meeting on the new day of the month. Topic to be advised.

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 Website: harrogatechamber.org

CHAMBER NEWS

Harrogate Awarded Gold in Entente Florale

You may have noticed the Stop Press in last month's Review on Harrogate's success in Entente Florale.

President, Peter Armitage, conveyed the Chamber's congratulations to Vice-President, Martin Wilks, who is also Chairman of Harrogate in Bloom, and his large team of volunteers and Council workers who helped to achieve a **Gold Award** in this prestigious competition.

Peter stressed it was a most valuable Award for the town's future prospects. He said it is now essential the success is used to maximum potential in attracting both business and leisure visitors to Harrogate.

LibDem Spring Conference coming to Harrogate

The Harrogate International Centre has announced that the **Liberal Democrat's Spring Conference** would be held in Harrogate on 4-6 March 2005.

This will bring around 1,500 delegates and focus the media spotlight on Harrogate.

The Leader of Harrogate Council, Dr. Mike Gardner, said *"Harrogate's ever growing reputation in successfully staging high profile events such as this reflects on the whole team and the commercial partnerships that ensure HIC delivers first class services for the benefit of all."*

Planning Applications

There are a several planning applications affecting businesses in the list we have been provided with this month. They all have **employment implications**.

- Application at St James Park in Knaresborough for a 5-acre development for a VW Dealership on site.
- Manse Services, Wetherby Road, Knaresborough – workshop to petrol and retail.
- Walker's Passage, Harrogate – conversion of garage and mason's yard to housing.
- Harrogate Glass, Valley Drive – workshop conversion to six flats.
- Waterside, Knaresborough – meat processing factory site development of three houses.

These latter applications show the recent trend towards **change of use of from commercial to residential**, due to the high demand for this type of property in Harrogate District.

The Council have said in the past that they try to resist most changes of use of this kind. If you have a view on this trend please contact the Secretariat so it can be represented to the Council in future discussions.

Christmas Lights

Peter Armitage commended the Soroptomists on their hard work liaising with town centre businesses in order to provide the Harrogate with an impressive show of new Christmas Lights this year.

Their campaign was gaining momentum in the lead up to Christmas and Peter **encouraged members to assist** if they are approached by the Soroptomists, or even to volunteer some assistance by contacting Mrs Pat Shore of the Soroptomists on 01423 526077.

Consultation demand difficult to meet!

Brian Dunsby appealed to members for assistance in reviewing the numerous consultation documents being received covering many different fields of interest.

For example, Harrogate Borough Council has sent us their medium-term **Corporate Strategy** for 2005-2008.

In addition, a Consultation Document on the Council's **Licensing Policy** –members in the Hotel & Restaurant Trade could add their input to this consultation and help formulate future legislation.

In addition, we received a consultation on **Anti Social Behaviour**, how it is controlled + what is being done.

North Yorkshire Police are undertaking a **Best Value Review on Volume Crime**, i.e. criminal damage, theft of a vehicle, violence against a person, burglary and shoplifting, etc.

We ask for your feedback on these opportunities and ask that you contact the Secretariat if you have an interest in any special area and would like to contribute to future plans for the town. Comments are invited.

Local Strategic Partnership

A recent meeting of the Economic Development Forum (EDF) agreed that a representative from **Harrogate Chamber should be the official representative of the EDF** on the Local Strategic Partnership to look after economic interests. This important role may be covered by more than one Chamber Officer, which would help to spread the load of attending these meetings that are essential in order for the Chamber to be kept up to date and to have an opportunity to influence future decisions.

Vice-President, Brian Haines, asked if the EDF would be continuing. In answer, Brian Dunsby explained that the EDF would carry on, but due to its failure to attract the business community the number of meetings will reduce from six down to two. The first will be early autumn, when the **Economic Development Unit (EDU)** of the Council is planning its future strategy. That will be an opportunity for input to their **Annual Economic Development Plan**. The second meeting will be early in the New Year when consultation has been completed and a Draft Economic Development Plan will be tabled, prior to submission to the Council Leadership for approval.

To find out more about the EDU's activities visit their website at: www.harrogate.gov.uk/business

MEMBERSHIP BENEFITS

Members' Input needed

Brian Haines pointed out that in order for Harrogate Chamber to be able to speak for its members, all members should send in any thoughts they had on local **business requirements** to the Secretariat. These could then be sent to the appropriate Focus Group for discussion and dissemination to the appropriate body.

Next month's meeting will consist of Focus Group breakout sessions when members can share their thoughts with other members and formulate the way forward for the Chamber. The four Focus Groups are:

Business Development

– led by Brian Haines (brian_haines@commpete.com)

Promoting Harrogate

– led by Martin Wilks (jmartinwilks@aol.com)
& Mark Lancaster (mlancaster@harrogate.com)

Town Centre Improvements

– led by Granville Simpson
(granville@simpson4113.freeserve.co.uk)

Traffic & Transport

– led by Brian Dunsby (perlex@ntlworld.com) &
Robert Whiteley (robertw@pavilionsofharrogate.com)

Your suggestions would be welcomed by the Focus Group Leaders, either by e-mail in advance of next month's meeting or verbally at the meeting.

New Meeting Day for 2005

The number of apologies received for the October meeting was higher than usual and Brian Dunsby asked members for feedback on whether they felt the new meeting date of **second Monday in the month** would prove to be a more popular evening for attendance. It appears that Wednesday evenings clash with many other regular events and days away.

Please let us know your thoughts by e-mailing the Secretariat at info@harrogatechamber.org

Boroughbridge & District Chamber of Trade – invitation to Annual Dinner Dance

As part of our joint "Working Together" campaign with other Chambers in the Harrogate District, Boroughbridge & District Chamber of Trade have extended an invitation to Harrogate Chamber members to attend their Annual Dinner Dance on Saturday, 27th November. After dinner entertainment will be provided by The Grumbleweeds.

Tickets are available price £35.00 from their Chamber's President, Jane Barber. Tel: 01423 325808

Second Visit to Menwith Hill

Following a huge response to the e-mail reminder about the trip to Menwith Hill, we will be arranging a **second visit in the New Year**. Members on the waiting list for the second visit will be contacted later this year once we have a definite date for the visit, which is provisionally January 2005.

The first visit will take place on 21st October. Members confirmed on this trip will be notified by e-mail with instructions for a meeting point near the Base.

Business Watch Alert

Members who have **Charity collection boxes** on display should note there has been an increase in thefts across Harrogate, Knaresborough and Ripon. The Police recommend you should keep boxes in view of staff where possible, or in an area where it would be difficult to remove. You should also consider ways to secure boxes to a permanent fixture.

MEMBERS' NEWS

Black Cat Signs to merge with Colour-It-In

Peter Armitage announced that on 1st November 2004 **Black Cat Signs Limited** will be merging with **Colour-It-In** to form one of the most comprehensive design, print, display and sign making facilities in the north.

Colour-it-in Sales & Marketing Director Mark Lancaster says "*clients can now enjoy the result of a 12-month investment programme that has seen the introduction of new production processes coupled with increased customer service capabilities*".

If your business needs a local company to cope with all of your print requirements call 01423 531565 or visit their **new combined premises on Ripon Road**, opposite the Massingberd VW garage.

Compliments to Sinclair's China

We are pleased to report a Bermudan visitor to Harrogate was so delighted with the service she received at **Sinclair's China** in Parliament Street (which she looked up following an earlier visit to the shop when it was Browns) that she telephoned Harrogate Chamber to tell us. She was so pleased with the customer care that she is telling all her friends "*Harrogate is the place to go – where the individual still matters and the shop assistants still try to please!*"

The store's customer care is commended and is an example of how to promote the positive retail aspects of Harrogate.

The Old Swan Hotel

A series of Murder Mystery Weekends are being held at The Old Swan Hotel up till December 2004 and Christmas Disco Party Nights can be booked throughout December 2004 and January 2005 from £17.50 per person.

Various other **winter offers are available** if you have clients visiting town or whom you wish to entertain.

For more information Tel: 01423 500055 or e-mail: oldswan@countrytown-hotels.co.uk

Paul Berwin completes Triathlon!

Congratulations to Paul Berwin, Managing Partner of Berwins Solicitors, who completed his **Half -Ironman** challenge with personal best times – raising nearly £6,500 for four local charities. Paul swam 1.2 miles, cycled 53 miles and ran 13.1 miles in under 6 hours!

Business Link York and North Yorkshire



George Pye, Head of Marketing and Communications and Ian Rhodes, Adviser Manager of Business Link York & North Yorkshire gave an informative presentation on their services.

Business Link York and North Yorkshire is a private sector led company, which operates as part of a national network of Business

Links. They were established through a partnership between North Yorkshire County Council, the City of York Council and York and North Yorkshire Chamber of Commerce. They cover the 3,200 square miles of York and North Yorkshire and provide services to the 34,000 businesses and all potential start-up businesses in the area.

Role of Business Link

Their role is to provide access to independent objective information and advice on all aspects of starting and running a business.

The months leading up to the launch of a new business, and the first few years of trading, are some of the most important. They are a time when the quality of support and guidance received can have a huge impact on future prosperity.

Business Link ensures entrepreneurs can gain easy access to the kind of support, information and objective advice they need to establish and grow their business to its maximum potential. In the past twelve months more than 4,700 people have contacted them with the entrepreneurial spirit to think about starting up a business.

Their work with established businesses is provided through teams of Information Specialists and Business Advisers. There is a wealth of information and support available to businesses and their teams are able to ensure that clients gain quick and easy access to the most relevant sources for their needs. Where appropriate, this includes finding quality assured specialists to work with businesses as part of their business development and growth.

What can you can find help on?

These are just a few of the topics they have been asked to help with: -

- Where to find appropriate training
- VAT and Tax implications
- Protecting designs and ideas

- Issues and queries surrounding Employment Law
- Details of exhibitions relevant to particular businesses
- Overseas markets and how to access them

Areas of advice

Business Link also provides independent and objective help and advice in areas including: -

- Finance
- Sales and Marketing
- Design
- Information Technology and Communications Systems
- Human Resources
- Exporting
- Product and Process Innovation

Sectors of expertise

Their expertise also spans a wide spectrum of business sectors: -

- Manufacturing – from cottage industries to production lines
- Engineering - from automotive to scientific
- Technology – from bio science to electronics
- Food – from processing to restaurants
- Rural businesses – from farms to tourism

Workshop Programme

Business Link offer a comprehensive programme of workshops, run throughout North Yorkshire, designed to alert businesses to key business issues, new opportunities and best practice.

Delivered by experienced business people with specialist knowledge of the topic area, they focus on practical business application, not just theory. Their workshops are ideal for existing businesses looking to develop and gain expertise and new ideas. They are also a great opportunity to network with other businesses.

Contact information

Business Link information and adviser teams are able to guide businesses to appropriate advice and support programmes and grants, where available and eligible.

To find out how your business could benefit contact Business Link York and North Yorkshire: -

Tel: 01904 686000 Fax: 01904 686020

E-mail: info.centre@blyny.co.uk

or visit www.here4business.co.uk

FOCUS GROUPS

Town Centre Improvements

Focus Group Leader, Granville Simpson, reported on a recent **Night time Environment meeting**, with several representatives from local organisations discussing how they could make the town feel safer at night.

A useful new addition for the Police is a **"Cell Van"**. This means they can lock up offenders there and then, rather than having to take each case back to the Station, taking Police off the streets for long periods.

The Police will also shortly have available a **mobile CCTV camera** in the town to complement the static CCTV system already in place. More static CCTV cameras have also been added, although they are mainly for traffic surveillance, they can also be called on by the Police when necessary.

Granville said several Nightclub owners who were at the meeting were very positive about what they wanted to achieve in order to give the town a safer environment in the evenings.

Business Development

Focus Group Leader, Brian Haines, asked for members already listed in the Business Development e-mail group to confirm that they still wish to be involved with the Group. Can they also flag any issues they have regarding **doing business in Harrogate** to Brian via e-mail at brian_haines@commpete.com

In particular Brian is interested in hearing about any problems encountered doing business in Harrogate and how they can be overcome. Also what do you find are the **benefits of doing business in Harrogate** and how can we improve it?

Traffic & Transport

Focus Group Leader, Brian Dunsby, reported that the new franchise operator for the local railway line will be **SercoNed Railways**. Contact has been established and they have agreed to talk to the Chamber when the franchise comes into operation. However, the franchise agreement has yet to be signed and ARRIVA have been asked to carry on for the time being!

GNER have confirmed that the official bidding process for the **East Coast Mainline** has begun, so now is a good time to put forward suggestions for the benefit of the local community. Any members with specific ideas should contact Brian at perlex@ntlworld.com.

Also Leeds Bradford International Airport announced a **new service to London City Airport** commencing on 1st November. BMI will be providing four flights a day.

NEW MEMBER

Omni Management Services

(Domestic & Industrial Maintenance)

Albert Weidemann, Manager

Mahoneys Cottage, 1 Ambrose Road,
RIPON, HG4 1SH

Tel: 01765 607900 Fax: -

E-mail: albert@weidemann.fsnet.co.uk

Web site: www.omnimanagementservices.co.uk

Harrogate & Knaresborough "Integrated Transport Strategy"

A recent NYCC Area Committee Meeting considered the Report by Atkins Transport Consultants, compiled following wide consultation in the district, including a survey of Chamber members. Chief Executive, Brian Dunsby, attended the Meeting and expressed **profound disappointment with the Consultant's methodology and with their conclusions.**

Brian said, *"Traffic congestion in Harrogate is a very serious problem on both environmental and economic grounds. Queues of slow moving or even stationary traffic pollute the local atmosphere and obstruct pedestrians, whilst wasting the time of the drivers and their passengers - and delaying essential deliveries of the goods and services produced or sold in the area.*

*The Chamber had hoped that this study would seek some radical solutions, but it has only regurgitated the same supposed solutions that will have no significant impact. **More buses and more bikes will NOT solve the problem.** New railway lines and increased services will not come for many years. The Consultants have drawn the wrong conclusions in part because the Wider Reference Group **Meetings did not have a balanced representation** of both business and residential interest groups.*

*The Chamber's Traffic & Transport Study Group put forward several radical solutions that have been dismissed without adequate study and feedback, resulting in **several errors in interpretation and conclusions.** For example the suggested Inner Gyrotory Route will NOT increase the number of HGVs on Parliament Street as stated on page 48.*

*Likewise our proposal that the opening times of all local schools be delayed by between 15 and 30 minutes until after the local business traffic peak has been **misinterpreted** as "staggering school hours" which is misleading.*

***The whole economy of Harrogate depends upon business - trade and commerce is the lifeblood.** It is business that pays the wages and salaries; business that pays the taxes and which in turn pays the pensions and most of the Council funding.*

*So we plead for an **efficient traffic scheme to enable business to operate efficiently.** We all depend upon prompt deliveries of goods and services - and we all need large numbers of employees, shoppers, tourists, conference delegates and exhibition visitors to maintain the buoyancy of Harrogate's economy.*

*More buses and more bikes are no solution, although they may suit local commuters. **We need free-flowing traffic through mini-roundabouts and gyrotory routes, NOT an excessive number of ill-timed traffic lights bringing vehicles to a standstill all the time.** And of course, a Northern Relief Road is vital to match the great success of the Southern Relief Road."*

Members' feedback is essential on this topic

BUSINESS BRIEFINGS

Please Note - New Legislation from 1st October 2004

From 1st October 2004 the provisions of the Disability Discrimination Act applying to premises came into effect, requiring occupants of premises to take steps to make premises accessible to the disabled.

From 1st October, failure by an employer to comply with statutory disciplinary and grievance procedures makes the dismissal of an employee automatically unfair.

From 1st October, failure by employers to provide employees with a written statement of employment particulars makes the business liable to a financial penalty.

From 1st October the National Minimum Wage rise comes into force. The adult rate rises to £4.85 while the rate, for 18-21 year olds, increases to £4.10 per hour. A minimum level for 16-17 year olds of £3.00 per hour also comes into force.

Guidance and information on New Legislation

A guide to the key changes in the law has been compiled by the publishers of Business Advisers' News, together with sources of further information and guidance on how to comply. Go to:

www.cobwebinfo.com/BAD_270904.htm

The Advisory, Conciliation and Arbitration Service (ACAS) has published fresh advice to help small businesses come to terms with the new statutory dismissal and grievance procedures that came into force on 1st October under the Employment Act 2002 (Dispute Resolution) Regulations 2004. The advice contains a step-by-step guide and a series of flowcharts.

To view the document go to: www.acas.org.uk/publications/pdf/acas_disciplinary_folder.pdf

Microsoft critical security hole

Microsoft has announced a critical security hole in its software's handling of JPEG graphics files. The hole means that an infected picture sent in JPEG format and viewed using Internet Explorer, Outlook or Word could potentially enable attackers to take control of the user's machine. Windows XP, Server 2003 and Office XP are all vulnerable, although the hole is not present in XP's Service Pack 2. Microsoft is advising all affected users to download the appropriate patches immediately.

The patches and further advice from Microsoft are available at: www.microsoft.com/security/bulletins/200409_jpeg.msp

New automated system to tackle tardy payment

BACS Payment Schemes, the industry body responsible for overseeing automated payment, has launched a new campaign to help small businesses beat the problem of late payment. 'Pay Me Direct' offers advice and support for small firms suffering from delays in payment, as well as an automated payment system to help simplify the process.

Find out more at: www.directcredit.co.uk/paymedirect

.plus advice on e-invoicing

On the same theme, the Better Payment Practice Group (BPPG) has published advice on using the Internet to improve payment times and streamline the invoicing process. More businesses are using the quicker and less risky system of online invoicing as broadband availability increases. The BPPG advice is intended to encourage those businesses still uncertain about migrating from paper to e-invoicing to make the jump.

For guidance go to:

www.payontime.co.uk/collect/collect_einvoicing.html

Intellectual property protection

A new website has been launched to help small businesses protect their intellectual and industrial property in Europe. Developed by a pan-European project team, including the UK Patent Office, the site includes a range of interactive guides on how to **protect innovations** using the Industrial Property System, knowledge specifications and how best to protect your product.

To access the website go to: www.ip-europe.org

Advice on Data Protection scams

We regularly report on various data protection scams where businesses can be conned out of money by rogue firms demanding large fees to notify the data protection register. Now the following official link provides an **updated list of known scammers**, plus advice on avoiding the scam and samples of official looking letters used.

Go to: www.stopecg.org/dataprotection.htm

New Freedom of Information Law

Small businesses that regularly carry out work for local authorities are being alerted to changes in UK information law that will come into force in January. The new Freedom of Information Act will give the public access to information held by firms working for local councils and other public sector bodies. While the Act provides some protection for businesses, concerns have been raised about the regulations they will have to follow.

More information at: www.theregister.co.uk/2004/09/14/smallbiz_freedom_info

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