



# REVIEW September 2004

**MEETING  
DATES  
2004**

(First  
Wednesday)

**6 October**

**3 November**

**1 December**

**2005**

(Second  
Monday)

**10 January**

**14 February**

**11 April**

**9 May**

**13 June**

**\*\* STOP PRESS - Harrogate wins Entente Florale GOLD!!**

## HARROGATE DEVELOPMENTS

- Transport Interchange development brief out for consultation until 17/09/04
- Designers propose reducing Station Parade to a single lane near the Station
- Chamber strongly objects to such traffic restriction on the A61 southbound
- Problems at Wetherby Road junction with Showground and Sainsburys
- Council Leaders met Chamber Management Group to discuss above and more

## EXTERNAL ORGANISATIONS

- Royal Mail and PostWatch admit they cannot resolve our complaints!
- Harrogate Health & Safety Forum helps local business risk assessment
- Disability Discrimination Act coming into force 1<sup>st</sup> October affects all firms
- Business Briefings cover a wide range of new regulations and publications

## MORE MEMBERSHIP BENEFITS

- IT Update presentations from local companies with useful debate following
- Members may now use a special Chamber Logo on their own web sites
- Members Classified Directory will go on to the Chamber Website soon
- Harrogate District shared mailing - only £250 to contact over 3,000 firms
- Members only visit to Menwith Hill Station now set for Thursday 21/10/04

## Future Meetings 2004

**Wednesday, 6<sup>th</sup> October: Ascot House Hotel, Kings Road**

***Grants & Guidance for local businesses:***

**Presentation by George Pye, Head of Marketing & Communications**

**Business Link York & North Yorkshire covering:-**

- |                                 |                                 |
|---------------------------------|---------------------------------|
| • The role of Business Link     | • Innovation                    |
| • Support available to business | • People and skills development |

**Wednesday, 3<sup>rd</sup> November: Ascot House Hotel, Kings Road**

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

**Wednesday, 1<sup>st</sup> December: The Harrogate Club, Victoria Avenue**  
***Business Networking Safari 4*** - with free 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](mailto:info@harrogatechamber.org) Web site: [harrogatechamber.org](http://harrogatechamber.org)

## IT PRESENTATIONS

Stem Computers in Ripon and Commpete Limited, represented in Harrogate and Newbury, each made presentations on current IT alternatives.

Stem argued the case for open sourced software and the benefits that might accrue. Commpete detailed the benefits of outsourcing your IT and the different strategies that could be employed. Commpete recently expanded to open a new office in Windsor House in Harrogate and now offer a business continuity service, which would provide short-term and necessary support if you should lose your office for a day and need to stay in touch with your customers.

Contact details below for further information:

Carl & Maureen Marshall

**Stem Computer Systems Ltd**

Tel: 01765 696900 Fax: 01765 696908

E-mail: [maureen@stem.net](mailto:maureen@stem.net) Website: [www.stem.net](http://www.stem.net)

Brian C Haines, **CommPete Limited**

Tel/Fax: 01423 709092 or 07747 842794

E-mail: [brian\\_haines@commpete.com](mailto:brian_haines@commpete.com)

Website: [www.commpete.com](http://www.commpete.com)

## CHAMBER NEWS

### Amendment to July Review

Following the article in July Review headed "*Regional Assembly Concerns*", Paul Berwin noted that the report of concerns raised by Peter Armitage over the future of the Harrogate International Centre, should a Regional Assembly materialise, did not include an objection raised from the floor. Peter's concern's pre-supposed that the Local Authority controlled Harrogate International Centre, when in fact it was pointed out that this was not strictly the case.

### Presidential Succession Proposals

During a recent Management Group Meeting, Past President, Mark Lancaster, tabled a proposal to simplify the Chamber's Presidential succession process, thereby reducing the burden on the incumbent President by shortening the period of office to one year, instead of the current two years. The President would be eligible to stand for re-election for a second year in office, but this does not have to be consecutive years.

Any member of the Management Committee can now stand for election as President, provided they have been a fully paid-up member for a period of three successive years.

Peter Armitage explained that in the past it has sometimes taken up to six years commitment to become President, including a two-year period as Past President, which can prove to be very time consuming when concurrently running a full-time business.

Members at this evening's meeting agreed to this proposal going forward to the AGM in May 2005 to be ratified as a special resolution and amendment to the Constitution.

### Meeting with Council Leaders

The same Management Group Meeting included an "off the record" meeting with the Leader of the Council, Mike Gardner and Deputy Leader, Richard Cooper to discuss many key topics in an informal atmosphere.

Members of the Management Group passed on several recommended actions to improve the Council's Best Value Performance Plan. The town's traffic and parking problems were also raised, including complaints raised by business and visitors concerning "unreasonable attitudes" of Traffic Wardens.

### Station Parade Development

The Development Brief for the Station Parade/Bus Station/Railway Station/Car Park site was also discussed with the Council Leaders at the meeting mentioned above. This major project would result in a development comparable in size to the Victoria Gardens Shopping Centre, substantially raising the profile of the area.

One radical change was spotted in the small print proposing that Station Parade be reduced to a single lane! It was pointed out that this was the main A61 trunk road with no by-pass and the Chamber strongly opposed this reduction in width. Deputy Leader, Richard Cooper, who is Cabinet Member for Planning, agreed and said that he would oppose any such change in the traffic flow.

Peter Armitage stressed the importance of this major redevelopment of the site, which the Chamber has been working hard behind the scenes to achieve for several years. It is hoped that this will provide a co-ordinated transport interchange as well as rejuvenate the area, which is often the first thing bus and rail visitors to Harrogate see.

Members can find out more about the proposals on the Council website: [www.harrogate.gov.uk/planning/station](http://www.harrogate.gov.uk/planning/station) The proposal is still under consideration and comments are invited by the Council **up until 17<sup>th</sup> September**. Please also send a copy of any comments submitted to the Chamber's Secretariat by e-mail, fax or post.

Chief Executive, Brian Dunsby, will be shortly attending a Rail Officers' Group on the site to review the latest proposals, which will be another opportunity for views to be put forward and influence the development before it is taken forward.

### Business Planning Applications

Among the recent list of Planning Applications with employment implications are:-

- New warehouse of 930 sq. m. at the Abacus/Interprint site at Lingerfield, Scotton.
- Change the Hewton Hire building at 2 Mowbray Square building to 8 flats and ground floor offices.

Further information from Harrogate Borough Council Planning Department - Tel: 01423 500600 or via their website: [www.harrogate.gov.uk/planning](http://www.harrogate.gov.uk/planning)

## Royal Mail problems

Members are still reporting unsatisfactory deliveries and the serious effects it is having on their businesses.

The Chamber has written to Royal Mail Chairman and Chief Executive Officer, Allan Leighton and also to PostWatch. PostWatch recently responded to the Chamber's complaints saying there is nothing more they can do on our behalf as Royal Mail has replied with their reasons for the problems - even though no solution has been offered!

One of Ackrill's Reporters, Chris Jackson, was at this evening's meeting and will be glad to hear of any examples of the effect this breakdown in the Royal Mail deliveries is causing for members' companies. His e-mail address is: [chris.jackson@ypn.co.uk](mailto:chris.jackson@ypn.co.uk)

Chief Executive, Brian Dunsby, was recently interviewed on BBC Radio York when he said the business community is not satisfied with a third class postal service and wanted restoration of the first class service - in the morning. He said the blame should be carried by senior Royal Mail management for failing in their handling of the re-structuring plan.

## FOCUS GROUPS

### Transport Focus Group

Discussions continue on the Wetherby Road problems at the junction with the Great Yorkshire Showground/Sainsburys Supermarket and the junction to the Tip.

Robert Whiteley of The Yorkshire Event Centre/Pavilions of Harrogate reported the latest position following a meeting between Sainsburys, the Yorkshire Event Centre and Local Councillors and Council Officers. A lot of the blame for the congestion was placed with Sainsburys and the Yorkshire Event Centre, but the Council said the traffic light sequence would be reviewed.

The problem will be further exacerbated as the Council's search for a site for a second Tip has been unsuccessful, so the Refuse Tip's capacity is due to be increased.

Brian Dunsby said one of the Traffic Study Group members has carried out a detailed review of the problems and concluded that a mini-roundabout in place of the traffic lights would greatly alleviate the congestion at this junction.

On a further Transport topic, the initial results of the Atkins Harrogate & Knaresborough Integrated Traffic Study will be presented on Friday, 10<sup>th</sup> September. We hope to have a report in the October Review.

An objection has been lodged with the Council on the Spacey Houses traffic lights which are proving to be very confusing for residents and visitors alike.

## EXTERNAL COMMITTEES

### Health & Safety Forum

Gerald Rigler of Edmond Shipway recommends that other members may wish to take up the opportunity to learn more about Health & Safety as it affects them, particularly the extent to which local businesses are comfortable with their duties to do Risk Assessment.

Members can submit their views through Gerald to the Health & Safety Forum Management Committee at the meeting on Wednesday, 13<sup>th</sup> October, which will address Fire Safety Changes and upcoming legislation.

Contact Gerald Rigler by telephone on 01423 520022 or by e-mail at [Gerald.Rigler@shipway.co.uk](mailto:Gerald.Rigler@shipway.co.uk)

## MEMBERSHIP BENEFITS

### Members' Feedback NEEDED !!

The success of this co-operation with Council Leaders again focuses on the **importance of feedback** from Chamber Members so that **YOUR opinions** can be put directly to the Council Leader and Deputy Leader.

Peter Armitage also stressed the importance of member feedback with respect to the services the Chamber provides, saying how difficult it is to gauge if the Chamber is providing what members want without feedback. **We want to hear your thoughts, whether positive or negative!** For example,

- Do you like the current meeting formats?
- What would you change?
- Is there something you do not agree with?
- Would you like more social events?
- If so, what type of event would interest you?

**Opinions on these examples and any other comments you wish to make relevant to Chamber activities are WANTED!**

After all, this Chamber is run for YOU the MEMBERS and we hope to be able to provide something for everyone. **Even if you are happy with what we are providing - PLEASE TELL US – that really helps!!**

A new sub-committee has been formed to plan and organise social events outside the regular monthly meetings, so suggestions on the last two items above are particularly topical.

### Classified Membership Directory

The latest Membership Directory was enclosed with last month's Review and it proposed is to publish this information on the Chamber website in due course. Members are asked what information they wish to be included in the website listing as this will be in the public domain. For example, do you want your own name including; would you prefer your website rather than your e-mail address listing?

Are you happy for your contact information to be freely available to any company or member of the public looking at the website so they can contact you direct, or would you prefer this listing to be in a Members' Only section?? **Your comments and suggestions would be appreciated please.**

## BUSINESS BRIEFINGS

### ***New Pensions Bill to become law***

Under the Pensions Bill, which is expected to become law this November, company directors may be held liable for any shortfall of their occupational pension scheme (OPS). If it can be proven that directors have deliberately tried to evade their responsibilities, they may have to make up any shortfall themselves. The new law will compel all businesses operating an OPS to pay into a Pension Protection Fund (PPF), which would be used to protect employees' entitlements in the event that the business becomes insolvent.

A factsheet from the Department for Work & Pensions on how the PPF will work is available at: [www.dwp.gov.uk/publications/dwp/2004/pensions\\_bill/ppf\\_factsheet.pdf](http://www.dwp.gov.uk/publications/dwp/2004/pensions_bill/ppf_factsheet.pdf)

### ***Preparing for the Euro***

The Government has published a free leaflet for businesses entitled 'Euro Preparations: What you need to know'. It contains a checklist to help businesses think through the issues involved in a changeover, and recommends they should build euro compatibility into their investment decisions, where this represents value for money. Businesses should also be aware of the outline changeover timetable, as published in the third outline National Changeover Plan (June 2003)

The leaflet, along with further guidance on the euro for businesses with trading links with the euro area, is available at: [www.euro.gov.uk/europreparations.asp](http://www.euro.gov.uk/europreparations.asp)

### ***Health & Safety in the workplace***

In response to the current incidence of major workplace accidents and changes in health and safety legislation, the British Standards Institute (BSI) has updated its British Standard for Occupational Health and Safety (OH&S) (BS 8800:2004) to help small businesses manage risk. The revised standard contains new annexes giving guidance on promoting an effective OH&S management system, as well as information on incident investigation.

For more details or to purchase a copy of the revised standard (£126 + VAT) go to: [www.bsi-global.com/Portfolio+of+Products+and+Services/Management+Systems/Popular/OHS/bs88002004.xalter](http://www.bsi-global.com/Portfolio+of+Products+and+Services/Management+Systems/Popular/OHS/bs88002004.xalter)

### ***How to protect your 'intangible' assets***

The Patent Office has launched a website to help small businesses protect their 'intangible', or intellectual property (IP), assets such as patents, trade marks, copyright and designs. The site also provides advice to enable businesses to avoid breaching the IP of other firms. The Patent Office has teamed up with the Chartered Institute of Patent Agents (CIPA) and the Institute of Trade Mark Attorneys (ITMA) in a campaign to raise awareness of IP issues and the benefits of getting adequate protection.

The website can be found at: [www.the-key.biz](http://www.the-key.biz)

### ***Jargon-free guide to Internet & e-mail***

The DTI has launched a guide to help small businesses get more from their existing online communications solution. 'Internet and e-mail', offers advice on broadband, buying and selling online and how to use e-mail as a marketing tool.

Download a free copy at: [www.dti.gov.uk/bestpractice/assets/intweb.pdf](http://www.dti.gov.uk/bestpractice/assets/intweb.pdf)

### ***Impatient nation rejects slow sites***

Businesses using the Internet to draw in customers, promote new products or facilitate e-tailing should be warned that British consumers are getting more impatient and are less likely to stick around waiting for a slow website to load. New research by Cable & Wireless indicates that high-speed connections are partly to blame: one in three broadband users claim to be less patient nowadays. The survey also revealed men to be less patient than women, with 46% of male respondents claiming they would stop waiting for a website to load after three minutes, compared to only 27% of women.

To read the full results go to: [www.cw.com/media\\_events/media\\_centre/releases/2004/08\\_27\\_2004\\_80.html](http://www.cw.com/media_events/media_centre/releases/2004/08_27_2004_80.html)

### ***New small business rate relief scheme***

Up to 60% of businesses should qualify for the government's new Small Business Rate Relief Scheme, which should help ease the burden of business rates for many. You can formally register for this relief with your local Council from October.

The scheme is available to businesses with one property in England. Relief will be on a sliding scale starting at 50% for properties with a rateable value of up to £3,000 declining in percentage terms, until at £8,000 there would be no entitlement to relief.

The scheme will be funded through a supplement on the rates bills of larger businesses, in line with the requirement in the Local Government Act 2003. The government has made a commitment that this should not add more than 2.5% to bills.

Rateable values and advice are available on: [www.mybusinessrates.gov.uk](http://www.mybusinessrates.gov.uk)

Contact the local Council to register if you think you are entitled to rate relief.

### ***Safer food, better business***

The website <http://cleanup.food.gov.uk> is a useful resource for anyone planning to set up a food or catering-related enterprise. An offshoot of the Food Standards Agency website, it offers advice on food hygiene issues designed specifically for caterers and includes sections on cleaning, cooking, chilling and avoiding cross-contamination. Start up caterers can also download a free guidance booklet.

## **BUSINESS BRIEFINGS**

### ***Crackdown on high-pressure selling***

A new campaign launched by the Office of Fair Trading aims to reduce the potential for businesses to adopt unscrupulous psychological sales ploys when selling to consumers in their own homes. The campaign follows an OFT report on doorstep selling, and will educate consumers on how to identify and combat pressure tactics and equip them with the confidence to keep control of the sale. A leaflet has been produced to advise consumers of their rights when buying from doorstep traders. Meanwhile, the DTI has opened a consultation on cracking down more heavily on doorstep selling.

More details on the campaign or to get the leaflet at: [www.oft.gov.uk/News/Press+releases/2004/111-04.htm](http://www.oft.gov.uk/News/Press+releases/2004/111-04.htm)

The DTI's consultation can be found at: [www.dti.gov.uk/ccp/consultpdf/doorstepconsult.pdf](http://www.dti.gov.uk/ccp/consultpdf/doorstepconsult.pdf)

### ***Guidance on Accident investigation***

The Health & Safety Executive has published a new guidance booklet on how to investigate accident and dangerous incidents in the workplace. The guidance is intended to educate businesses about the importance of carrying out investigations, even for near misses and non-serious incidents, as well as explaining how to record the information properly and ensure it is followed up with appropriate action.

More information and how to order to booklet at: [www.wired.gov.net/WGLaunch.aspx?ARTCL-25587](http://www.wired.gov.net/WGLaunch.aspx?ARTCL-25587)

### ***Smoking policies for businesses***

Legal advisers have outlined ways in which small businesses can take action on the thorny issue of smoking in the workplace. The advice includes making sure non-smokers have access to a smoke-free rest area, and clarifying smoking policies to all employees. Despite the current calls to ban smoking in public altogether, firms are advised against implementing a complete ban without first consulting employees, as this could affect workers' rights, leading to potentially costly litigation.

### ***Credit management help for start-ups***

Start-up businesses can get help with their credit management through a new service from the Better Payment Practice Group. Entrepreneurs can use the guidance on the site to avoid the potential pitfalls they could face from late paying customers. The advice includes such things as how to structure terms of trade; the means by which new customers can be credit checked; and the right information to collect from a new customer when opening an account.

The new service can be found at: [www.payontime.co.uk/start\\_up/introduction.html](http://www.payontime.co.uk/start_up/introduction.html)

### ***ACAS handbook for small business***

ACAS has recently updated its handbook for small businesses that provides information and advice on employment issues. The handbook is designed for small businesses without specialist personnel expertise, where there is limited time and resources for dealing with employment matters.

An online version of the handbook can be found at: [www.acas.co.uk/publications/H01.html](http://www.acas.co.uk/publications/H01.html)

### ***Keep up with employment law changes***

ACAS has produced a new report stating that around 27% of small businesses believe they may have broken employment laws. The research indicates that small businesses are struggling to negotiate the minefield of employment legislation. Publication of the report coincides with the launch of a new advertising campaign, which aims to give small businesses more information on how they can keep up with employment law changes and make sure their policies comply with existing regulations.

For an information pack on Employment Law go to: [www.acas.org.uk](http://www.acas.org.uk)

### ***Minimum wage goes up in October***

Take heed of the new minimum wage. This is especially important if you are taking on family members, particularly if these are family members who, despite all the privileges of an excellent home, education, holidays, music festivals, driving lessons, designer clothing and footwear, have hardly done a day's paid work in their lives.

The minimum wage goes up in October - it will be £4.85 for adults, £4.10 for 18-21 year olds and £3 for those aged 16 and 17.

### ***Private security law change***

The Private Security Industry Act will introduce licensing of security officers, managers and directors of contract security businesses, and comes into effect for the manned security sector in 2005. The change in the law is aimed at raising standards and improving confidence in private security officers, who play a crucial role in inner-city crime prevention. There are cost implications for businesses dependent on security services, such as pubs, clubs and firms employing night guards, and users will need to liaise closely with their private security provider to plan ahead for this.

An overview of the different sections of the Act is at: [www.the-sia.org.uk/legislation](http://www.the-sia.org.uk/legislation)

**If you have any important business information you think will be useful to members, please send to the Secretariat at [info@harrogatechamber.org](mailto:info@harrogatechamber.org)**

## Chamber Logo for members' websites



[www.harrogatechamber.org](http://www.harrogatechamber.org)

Following an enquiry from a member asking if they can incorporate the Chamber logo in their website with a link to the

Chamber's website, members agreed this would be a useful tool in providing reciprocal links.

Above is the special logo that has been designed by **Colour-It-In** and is available as a JPEG file from the Secretariat.

## Promoting Your Business Locally

You will find enclosed with this Review details of the next shared business-to-business mailing that will be sent out in late October to about 3,200 businesses in the Harrogate District.

Please complete and return the reply form as soon as possible. This mailing will carry a limited number of inserts and will be taken on a first-come, first-served basis.

## Visit to Menwith Hill

The date for the visit to Menwith Hill has been confirmed as the evening of **Thursday, 21<sup>st</sup> October**. Members who have already expressed an interest have been e-mailed with full details and a booking form to confirm.

The evening will include a 45 minute tour of one of the Radomes followed by buffet-style dinner at the new Menwith Hill Consolidated Club. The dinner will cost approximately £5 each to be collected on the evening.

The Commanding Officer of Menwith Hill Station, Colonel Charles Gill, United States Air Force, will join us for dinner and will give a short talk to the group, following which there may be time for questions

Any Members interested in joining this group should **contact the Secretariat as soon as possible**. A final list of names has to be provided by 13<sup>th</sup> October.

## NEW MEMBERS

### Barclays Bank plc (Banking)

Mike Wrathall, Local Business Manager  
Local Business Team, 2nd Floor, 25 James Street,  
HARROGATE, HG1 1QX

**Tel:** 0845 605 2345 **Fax:** 01423 834302

**E-mail:** [michael.wrathall@barclayscorporate.com](mailto:michael.wrathall@barclayscorporate.com)

**Website:** [www.barclays.co.uk](http://www.barclays.co.uk)

### Shakespeare Engineering Supplies

(Hydraulic/Pneumatic Supplies)

Michael Shakespeare, Managing Director  
20 Freemans Way, Harrogate Business Park,  
HARROGATE, HG3 1DH

**Tel:** 01423 881600 **Fax:** 01423 881617

**E-mail:** [sales@shakespearehydraulics.co.uk](mailto:sales@shakespearehydraulics.co.uk)

**Website:** [www.shakespearehydraulics.co.uk](http://www.shakespearehydraulics.co.uk)

## MEMBERS' NEWS

### LionHeart challenge for Schools

Member Stuart Pearson, of The Trinity Foundation, is appealing for members to volunteer to become involved in the LionHeart Challenge for Yorkshire Schools to be held at the **Cedar Court Hotel** between 9am and 5pm, on **2<sup>nd</sup> November**.

This is an opportunity for business people to spend the day helping 14-15 year olds get a taste of business. Each school is facilitated by one business person and encouraged to create a business plan and a quality presentation during the day. There are experts on hand (also required) and Internet services to enable them to do all the research necessary to make a really professional presentation.

The children get a lot, and volunteers get even more, out of the day, leaving with a sense of achievement commensurate with the time and effort they have put into helping the children.

This is a quality, professionally run event and the finals will be held in the Houses of Parliament on 16<sup>th</sup> November.

Stuart Pearson facilitated the winning Yorkshire school last year. It went on to win the national final, an achievement still held with pride by the whole school.

For further information contact:

**Stuart Pearson at The Trinity Foundation,**

Tel: 01423 566522 Mobile: 07966 371919 or

E-mail: [stuart@thetrinityfoundation.co.uk](mailto:stuart@thetrinityfoundation.co.uk)

### Disability Discrimination Act

David Sinclair of Sinclair Associates reminded members that 1<sup>st</sup> October is the day of implementation of the remainder of Part 3 of the Disability Discrimination Act. As from this date any disabled person who is discriminated against can sue you in the County Court for up to £50,000.

David warned that there are lawyers lining up on a no-win, no-fee basis to make money out of this new legislation. Certain areas are being looked at to target, for example, high street stores, restaurants and even websites.

Also from 1<sup>st</sup> October the small business exemption from employment section of the DDA will no longer exist and businesses with less than 15 employees will have to make their premises accessible to disabled employees.

**Members are advised to check that they comply with the requirements in the new Disability Act.**

The following web sites have lots of practical advice and information: <http://www.open4all.org> or <http://www.drc.org.uk/open4all/>

**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) Web site: [harrogatechamber.org](http://harrogatechamber.org)

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