



REVIEW

**July
2005**

Review of Chamber Meeting + News Update

MEETING DATES

2005

(Second Monday)

8 August

12 Sept

10 October

14 November

12 December

SELLING TO THE LOCAL COUNCIL

- Harrogate Borough Council are raising awareness of Contract opportunities
- Small firms are encouraged to gain benefits from supplying local Councils
- Council website provides guidance for suppliers and bidding opportunities
- New Harrogate Council web site: www.harrogate.gov.uk/procurement
- New national Government web site: www.supplyinggovernment.gov.uk

HARROGATE BUSINESS NEWS

- Harrogate & Yorkshire Dales Tourism's new web site www.enjoyharrogate.com
- Small Business Rate Relief – save 50% if your rateable value is below £5,000
- Waste Disposal Tip improvements planned – but more investment needed
- Harrogate Bus/Rail Interchange Development Brief now approved by Council
- 0870 Telephone Numbers cost more than normal 01 or 02 landline numbers
- Royal mail now scrapping undelivered business mail with no return address

CHAMBER MEMBERSHIP BENEFITS

- NEW Chamber Dinner Parties – special offers from local restaurants monthly
- BUSINESS SAFARI – “speed-dating” to find new business partners
- Hornbeam Park are offering two fantastic bicycles in a draw every week
- Harrogate Access Guide – lists accessible businesses + FREE survey offer
- Serious scam warnings – ensure your staff are made aware of this cons.

Next Meeting – 8th August 2005

Monday 8th August – Pavilions of Harrogate, Great Yorkshire Showground

BUSINESS SAFARI 5 - Members' Networking Event + FREE Buffet

“Speed-dating” opportunities for promoting local businesses!

(Pre-booked Members & Invited Guests only) Booking Form enclosed

Monday 12th September – White Hart Hotel, Cold Bath Road

“The Trials & Tribulations of Employing People”

Members' Update by Jane Worrell, ACAS Senior Adviser

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

Selling to the Council: Engaging local suppliers

Alan Sandy, Business Liaison Officer, in the Economic Development Unit (EDU) of Harrogate Borough Council gave a presentation covering the Corporate Procurement procedures which aim to make sure that local businesses are aware of Council Contracts and are able to tender to provide goods and services to the local Council.

The presentation covered the following key points:-

Project Goals

- Initiative in EDU's business plan
- Raise awareness of Council contracts to local business
- Local business able to tender for contracts
- Sign up to principles of Concordat

Underlying principles

- SMEs crucial part of UK economy
- Engine for economic growth
- 99.8% of all businesses
- 55.6% of employment
- 52% of turnover
- Local businesses are members of community: benefits local community

Benefits to Local Authority (LA)

- Small firms
 - Respond quickly and flexibly
 - Source of innovation, ideas and products
 - Attach importance to doing business with LA

Benefits to Small Business

- Local Authorities
 - Stable and reliable customers
 - Professional approach to contractors
 - Generally good payers
 - Transparent and treat suppliers fairly
 - Adds credibility

Local Authority commitments

- Publish a Corporate Procurement Strategy
 - Deliver Council's objectives
 - Encourage diverse & competitive supply market
 - Consider role of SME specialist suppliers – elements of contracts

Access to contracts

- Publish on Council website
 - Guidance for suppliers
 - Details of bidding opportunities
 - Contact details
- www.supplyinggovernment.gov.uk

Marketing the Council to suppliers – Meet the Buyer event

- Council advantages
 - Increase diversity of suppliers
 - Increase competition for contracts
 - Discover products/services
 - Network with local business community

- SME advantages
 - Learn about purchasing practices
 - Making direct contact
 - Raising/maintaining competitiveness
 - Networking
 - Help from BSOs

Business Support Organisations

- Helps both the Council and small businesses
 - Council by developing the supplier base
 - Small firms by making sure they are 'business ready'

Supply chains

- Important feature of economic activity
- Opportunities for small firms to be sub-contractors
- Provide specialist products/services

E-procurement

- Benefits to SMEs
 - Puts any supplier on a par with the largest
 - Removes some of the process costs
 - Receive payment more quickly
 - Less of a paper chase
 - Not limited to one geographical area

Useful websites/e-mail

- www.harrogate.gov.uk/procurement
- procurement@harrogate.gov.uk
- www.counciltenders.net
- www.nepoportal.org
- www.lgcnet.com
- www.euroguide.org

Fair Tender Process

- Apply own rules & policies fairly
- Equal access to relevant information
- Keep as simple as possible
- Consistent approach
- Assess potential suppliers
- Financial standing criteria

Feedback & complaints

- Offer meaningful feedback to suppliers
 - Requirement under EC directive
 - Not for lower-value contracts
- Seek feedback from suppliers
- Publish a complaints procedure

Contract Management

- Treat suppliers openly and fairly
- Pay suppliers on time
- Honest and constructive feedback
- Notice of any performance problems
- Opportunity to put matters right
- Suppliers to pay sub-contractors within 30 days

Corporate Procurement Group - Action Plan

- Procurement information Dec 04
- Improved website & links May 05
- Publicity in On Location May 05
- Awareness raising visits Jun 05
- Publish "Selling Guide" Oct 05
- Seminar Nov 05
- Sign up to Concordat Dec 05

QUESTION TIME

Carol Rees of pgk limited said that through her experience with public sector contracts she had noticed inconsistencies with information that different Councils require. She asked if the Corporate Procurement procedures help to address that.

Alan Sandy replied that it was hoped that most Councils would sign up to the Concordat, which will give some consistency throughout the UK. The pre-tendering organisation should help to avoid repeating the same information to several authorities.

Gill Martin of Paperworks asked if current Tenders would be listed on the website. Alan said it was hoped to include them all on the website.

Gill further asked how Paperworks could tender if they felt they were in a position to offer a better quality and more economic service for something the Council did.

Andrea Hirst-Gee from Harrogate Borough Council's Procurement Project Team answered that over the course of the project a number of key areas would be reviewed which could result in items not traditionally sub-contracted actually being put out for tender. Alan confirmed that any suggestions would be welcomed via procurement@harrogate.gov.uk

Chief Executive, Brian Dunsby, asked if it was intended to publish a list of the products and services that are being purchased at the moment. Alan said it had been attempted to compile such a list, but information was changed so frequently it would be difficult to keep it up to date. It was intended to give information on the website about contracts awarded and contract opportunities.

Stuart Wilson of Harrogate & Craven Business Development Centre (H&CBDC) was introduced to members. He said that H&CBDC could offer support for companies who wish to prepare a tender. The service was free and funded by Business Link York & North Yorkshire. **For further details Tel: 01423 853153 or Fax: 01423 853133 or www.hbdc.co.uk** .

A "Meet the Buyers" seminar will be held at the Pavilions of Harrogate in November 2005, where buyers from various Council Departments will be available to discuss requirements. Further information on this will be provided to members as it becomes available.

Further information on all the above topics can be found on the Harrogate Borough Council's Business web site: www.harrogate.gov.uk/business.

Personal Contact: Alan Sandy, Business Liaison Officer, Economic Development Unit, Harrogate BC. Telephone: 01423 556051 Fax: 01423 556050 or e-mail: alan.sandy@harrogate.gov.uk

HARROGATE DISTRICT NEWS

Harrogate & Yorkshire Dales website

Members involved in the Tourism industry are recommended to visit the new Harrogate & Yorkshire Dales website. The team also send out regular Newsletters as e-bulletins which can be requested from tourism.team@harrogate.gov.uk . They will also **promote news of future events FREE of charge** on the new tourism website at: www.enjoyharrogate.com.

Send updates to: gill.cale@harrogate.gov.uk.

Small Business Rate Relief

From April 2005 many smaller businesses can get a reduction on their Business Rates Bill.

If your new Rateable Value for April 2005 is below £5,000 and it is your only property, then you **qualify for a 50% reduction**. Qualifying businesses whose property has a rateable value over £5,000 and below £10,000 will receive a reduction on a reducing scale of 1% for every £100. *(This useful information came from Don Moore, Chairman of Thirsk & District Business Association. E-mail: Thirsk.bus@ntlworld.com)*

Waste Disposal Tip Proposals

Brian Dunsby reported on future proposals from North Yorkshire County Council for improving their Waste Disposal Site on Wetherby Road with some major investment. In a recent interview on BBC Radio York, Brian had offered support to the proposals, provided there was a new exit from the tip on to the Wetherby Road, together with a separate roundabout with the Railway Road junction.

The County and Borough Councils also recognise the need for a second tip on the north of Harrogate to handle the waste from the major residential areas of Jennyfield, Killinghall and Bilton, whose residents currently drive down the Skipton Road to the only tip.

Say 'No' to 0870 numbers

As you probably know 0870 numbers cost you more to ring because they do not qualify for the many flat rate and discounted call tariffs – and also the owner gets a share of the revenue – whilst you wait for connection!

If you want to get around this, visit the website www.saynoto0870.com where you can search for a landline equivalent to 0870 numbers. It also allows you to add numbers which are not already listed.

Undelivered Mail to be scrapped

To ensure you receive back any undelivered business mail you must now include your return address on the envelope. Royal Mail no longer undertakes to open mail and return to sender. This applies to all franked business mail, but not to personal mail with stamps.

MEMBERSHIP BENEFITS

NEW! Chamber Dinner Parties

As mentioned in last month's REVIEW, a series of informal "Chamber Dinner Parties" in members' restaurants can be attended by members and guests. **We hope enough members will support these** to enable the initiative to continue throughout the year.

In conjunction with these, Pavilions of Harrogate are making a special offer of FREE wine at their Christmas Party Night on Friday 16th December for all confirmed bookings from Members received by 31st October.

Please see the enclosed flyer with full details of the various dates and venues, all with **special offers** to members booking direct with the hotel or restaurant.

Business Safari – 8th August

Full details of the next meeting's Business Safari are enclosed with this REVIEW. Please complete and return your booking form to ensure your place for this popular event. Attendance is restricted to current paid-up **members and invited Chamber Guests only**.

The Safari is being held at Pavilions of Harrogate at the Yorkshire Showground starting with a FREE buffet from 17.45. – but only for those who have pre-booked!

MEMBERS' FORUM

In Case of Emergency – 'ICE'

Following the recent bombings in London, Paul Townsend of Interprint Ltd drew attention to the recent launch by the East Anglian Ambulance Service of a national "In Case of Emergency (ICE)" campaign, with the support of Falklands war hero Simon Weston.

The idea is that you store the word " I C E " in your mobile phone address book, and against it enter the number of the person you would want to be contacted "In Case of Emergency". If more than one then use ICE1, ICE2, ICE3, etc.

In an emergency situation, ambulance and hospital staff would be able to use your phone to quickly find out who your next of kin are and contact them. This is so simple that everyone can do it. **PLEASE DO IT.**

Hornbeam Park goes 'Green'

Chris Bentley of Hornbeam Park is supporting a scheme for employees on the Park to share cars to work in conjunction with Angela Cleary of The Little Red Bus Company. This can also be utilised for other areas of town. More information from 01423 724555 or 08700 111199 or www.harrogatecarshare.com.

They are encouraging workers to use alternative ways to get to work by either walking, cycling or by using the bus (105) or train – which both have frequent services to Hornbeam Park. They are also **giving away two fantastic bikes** and helmets in a draw every Monday for 14 weeks. Contact: Susan Atkinson on Tel: 01423 874870 or e-mail: susan@hornbeampark.co.uk

Record Breaking Great Yorkshire Show

The 2005 Great Yorkshire Show was an all time record breaker. The show opened to glorious weather on Tuesday 12th July which continued over the three days.

The Yorkshire Agricultural Society announced that the **attendance figure of 134,810 is higher than any in the event's 167 year history**. The previous best was 131,075 in 1979. This was wonderful news for Christopher Hall, the Honorary Show Director who stepped down from office at the closing ceremony after seven years at the helm.

He said: *"We have had a marvellous show, the weather has been superb, there were record breaking entries in the livestock classes, we have had more trade stands than ever before and now we have the news of the attendance figures. The Great Yorkshire Show is the finest show in the country, and I am sure it will continue to go from strength to strength."*

The Show was brought to a close by the Normandy Band after which Mr. Hall handed over his crook of office to his successor, Bill Cowling from Pannal.

The 2006 Great Yorkshire Show will be held on Tuesday 11 to Thursday 13 July.

New 'product' for Nihao Asia!!

We would like to send congratulations from Chamber officers and members to Jenny (Quiying) Ren and Stephen Middleton on the safe arrival of their baby daughter Honey on 15th June.

Brian & Beryl Dunsby also commended Stephen and Jenny on their **"Stately Trains"** Strawberry Specials from Embsay to Bolton Abbey on Saturday evenings. Tel: 01423 561965. See www.statelytrains.com

EXTERNAL ORGANISATIONS

Access Group

Philip Morris of Larchfield Manor Nursing Home brought copies of the new *Harrogate Access Guide* which has 141 pages of businesses in Harrogate who have been approved as 'Accessible'. The main purpose is for visitors to see which places are readily accessible. Copies available at Chamber meetings.

Philip reminded members that failure to be 'Accessible' could result in a fine for the company!

Philip said that the Access Group have offered a **free survey** of your business premises by their Chairman, John Goss, who uses a wheelchair and who addressed the Chamber in advance of the Disability Discrimination Act coming into force. He will advise you how you can make your premises accessible.

If you wish to arrange for a free survey to be carried out please ring **John Goss on 01423 323123** and mention that you are a member of Harrogate Chamber.

SERIOUS SCAM WARNINGS

Three particularly bad scams that you should avoid:-

The first is a **telephone scam** beginning with a recorded message saying you have won an all expenses trip to an exotic location. This encourages you to press '9' for more details. A warning from North Yorkshire Police says that if you press '9' you will be connected to a premium rate number costing £20 per minute lasting 5 minutes - that cannot be terminated!

A recent **Data Protection Agency 'Final Notice' scam** was sent to us by a member. Although this looks very genuine and says you must sign up and pay £135 or you will be committing a criminal offence – **it is a scam**. Payments only need to be paid with respect to Data Protection if it is relevant for your company – when the correct fee is only £35 per year...

The third is the **'Faxback' scam** where you are sent a fax whereby if you wish to be removed from their list you should faxback to the number provided. In very small print at the bottom it says this will cost £1.50 per minute to fax back – to a very slow receiving fax!

Please **ensure you make your staff aware** of these scams and do not fall for any of them – or similar ones.

FOCUS GROUPS

Vice President, Martin Wilks reminded everyone about the four Focus Groups of the Chamber:

- Chamber Development
- Promoting Harrogate
- Town Centre Improvement
- Traffic & Transport

Members are asked to put their names forward to be included in the 'think tank' for each Focus Group, depending where their interests lie.

The October meeting will be given over to a Focus Group Breakout brainstorming session where members divide up between the groups to come up with a 'focus' and action plans for the year ahead.

Apart from these breakout meetings, there are no formal meetings for the Groups and communication is mainly by e-mail for exchange of ideas.

Anyone interested please e-mail the Secretariat indicating the Focus Group you wish to be included in. These four Focus Groups play an important part in determining the Chamber's opinions and aims in these areas.

Traffic & Transport Focus Group

Brian Dunsby reported on a recent journey on the **GNER** service to London where he was able to use their new **Wi-Fi internet connection** successfully. This is only available on the refurbished Mallards, as marked in the timetable "mo" for "mobile office". For technical support telephone 08451 254455 or e-mail: mobile.office.technical@GNER.co.uk

From 29th August GNER are going to introduce a **ban on smoking** throughout their trains, in response to the wishes of more than 90% of their passengers.

A copy of **GNER's strategy** over the next 10 years is available from the Secretariat on request.

The **Leeds Bradford Airport 767 bus service** is proving successful and members are encouraged to promote the service which runs from Harrogate Bus Station. It can be flagged down at any bus stop along the route to the airport. The cost is only £2.40 return or £1.80 single. See www.bus2jet.com. Timetables are available from the Secretariat or at Chamber Meetings.

Harrogate Transport Interchange

In answer to a question about the progress of the development of **Harrogate Bus and Train Station interchange**, Brian Dunsby confirmed that the Council has now approved a comprehensive Development Brief for an integrated Bus and Rail interchange with facilities for car parking and a taxi drop off/pick up point. The plans to reduce Station Parade to single carriageway and route taxis via East Parade, which the Chamber had objected to, have been abandoned.

The project is now at the Planning Guidance stage, which means that property developers who own the land or who are interested in carrying out the whole development have to prepare detailed plans in conformity with the Development Brief, but there is no timescale yet.

The vision is to integrate the Station site with bridges to the Victoria Gardens shopping centre on one side and Victoria Car Park on the other, with a comparable architectural standard, and incorporating public toilets and hopefully a one-stop shop information facility.

Any queries to Gill Ritchie, Senior Planning Officer, Harrogate Borough Council. Tel: 01423 556586 or e-mail: gill.ritchie@harrogate.gov.uk

NEW MEMBERS

Greenline Logistic Solutions
(Distribution & Storage Solutions)

Adrian Shippey, Director
1 Cardale Park, Harrogate, HG3 1RZ
Tel: 01423 505011
E-mail: adrian@greenlinelogistics.co.uk

Linksoft Consultancy Ltd (Small IT Projects)

John Link, Director
4 North Park Drive, Harrogate, HG1 5PN
Tel: 08707 474711 **Fax:** 08707 474722
E-mail: info@linksoft.co.uk
Web site: www.linksoft.co.uk

Prestige Relocation (Home relocation agents)

Fiona Gilbert, Managing Partner
Elm Cottage, Sandy Lane, Humberton,
Helperby, York, YO61 2RX
Tel: 01423 360011 **Fax:** 01423 360022
E-mail: feg@prestigerelocation.com
Web site: www.prestigerelocation.com

BUSINESS BRIEFINGS

New division tackles data protection

The Information Commissioner's Office (ICO) – the Government body responsible for enforcing the 1998 Data Protection Act – has set up a new division it hopes will tackle “the minority of businesses that don't take their data protection obligations seriously”. The Regulatory Action Division will use teams of specialists to deal with offenders, using powers ranging from seeking to negotiate solutions to criminal prosecution, in response to what it regards as an increase in the potential misuse of information.

The ICO's press release announcing the change is at: www.informationcommissioner.gov.uk/cms/DocumentUploads/Regulatory%20Action%20Division%2015.06.05.pdf

New certification for consultants

Consulting businesses will be able to prove the quality of their work and procedures by achieving International Standards Organisation (ISO) certification under a Professional Contractors' Group (PCG) standard. The ISO 9001:2000 certification will be available to businesses with one or two fee-earners charging for time, skills, knowledge and experience. This should make it easier to bid for contracts they were previously unable to consider because of their small size.

Read more about the ISO standard at: www.pcgqs.org.uk

Check your waste disposal facts

Small businesses are being urged to ensure they are up to speed with the new hazardous waste regulations which came into force in July. Under the regulations, items such as computer monitors, televisions and fluorescent tubes have been added to the list of toxic and hazardous materials and businesses will need to be able to describe exactly what their waste contains.

More on the new legislation and the changes at www.defra.gov.uk/environment/waste/topics/hazwaste/

Employing older workers

A guide to help employers make the most of skills offered by older workers has been published by employment advisory group Acas. The leaflet 'Employing Older Workers' gives practical advice on what to consider when recruiting, managing and planning the future of older workers. Small businesses are being urged to prepare for new laws on age discrimination, due to come into force next year, which will prohibit discrimination on the basis of age.

See leaflet at: www.acas.org.uk/publications/AL09.html

Free Intellectual Property Templates

To mark its first year of offering free intellectual property advice for London's creative industries, Own It has gathered almost 300 contracts and commercial agreement templates covering aspects of copyright, design rights and other intellectual property issues.

Information available free of charge at: www.own-it.org

New HSE Campaign targets back pain

Work-related back pain is the target of a new by the Health and Safety Executive (HSE) campaign. A dedicated website and booklet have been developed to provide advice to businesses and employers on avoiding back injuries in the workplace. With around five million working days lost during 2003/04 due to back pain, the campaign targets all sectors involved in manual handling and repetitive movement.

Get a copy of the booklet or read more at:

www.hse.gov.uk/betterbacks/aboutbackpain.htm

Licensing Act final dates announced

The Government has announced that the 'second appointed day' on which the remaining parts of the Licensing Act 2003 will come into force will be 24 November this year. Any business affected by the Act which has not obtained a new premises licence, enabling them to sell alcohol, by that date will be unlicensed and therefore trading illegally.

Advice about the Licensing Act 2003 is at:

www.culture.gov.uk/global/press_notices/archive_2005/dcms077_05.htm

Dial 'C' for Confusion

The recent addition of a new dialling code for the London area has caused some confusion, with some sections of the media reporting that existing numbers were to be changed. In fact, the new 0203 prefix has been introduced in order to provide numbers for extra phone lines and businesses or private subscribers with 0207 and 0208 numbers need not change anything.

More on the new code at:

www.ofcom.org.uk/telecoms/loi/numbers/lonareacod/

Free guide to e-mail and Internet policies

E-mail security experts SurfControl have produced a free legal guide to monitoring staff telephone calls, Internet usage and e-mails. The guide is aimed at small businesses confused by conflicting European and UK legislation and provides practical explanations as well as hints and tips an effective monitoring policy.

Read 'The Legal Guide to Employee Monitoring' at:

www.surfcontrol.com/uploadedfiles/legal_booklet.pdf?nocache=6%2f16%2f205+7%3a51%3a08+AM&promocode=legal14

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