



REVIEW

**May
2005**

Review of Chamber Meeting + News Update

MEETING DATES

2005

(Second Monday)

13 June

11 July

8 August

12 Sept

10 October

14 November

12 December

Harrogate's 1st Business Market

- Novel event rated a great success with 70 local businesses exhibiting
- Almost 300 business owners, managers and senior staff attended the event
- 90% of Evaluation Forms said the event met or exceeded expectations
- 90% said they would take part in a similar event next year at the same venue
- 2nd Harrogate Business Market now being planned for Monday 8th May 2006

Chamber News

- Peter Armitage steps down after 2 years as President and 6 years as Secretary
- Brian Haines, director of Commpete Ltd elected President for 2005-06
- Robert Whiteley, General Manager of Pavilions elected as a Vice-President
- John Hart and Martin Wilks re-elected as Vice Presidents for another year
- Brian Dunsby reported a full year of activities promoting Harrogate business
- Mark Hunter reported a sound financial position to cover improved benefits

Events for Members

- Business Environmental Forum - 26th May - new hazardous waste regulations
- Business Coaching Seminar - 9th June - dealing with personality problems
- Royal Ascot at York 14-17th June - discounted tickets available via MYCCI
- Harrogate & Leeds City Region - 28th June - invitation to Breakfast Seminar

Next Meeting – 13th June 2005

Monday, 13th June - Kimberley Hotel, Kings Road

**“Yorkshire Forward & Sub-Regional Investment Planning
- Impact on Harrogate Business”** *(postponed from 11th April)*

**by Geoff Needham, Head of North Yorkshire, Yorkshire Forward, with
Nigel Avison, Economic Development Unit, Harrogate Borough Council**

Monday, 11th July – The Harrogate Club, Victoria Avenue

Selling to the Council - engaging local suppliers

**By Alan Sandy, Business Liaison Officer, EDU,
Harrogate Borough Council**

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

Harrogate's 1st Business Market

Our 1st Business Market on 9th May at Pavilions of Harrogate was attended by almost 300 business owners, managers and senior staff and was hailed as a great success by those present.

The **feedback** from exhibitors and visitors alike was highly appreciative. Nearly half of the exhibitors returned Evaluation Forms of which 90% said that the event **met or exceeded their expectations** and they would take part in a similar event next year.

The facilities at **Pavilions of Harrogate** were rated very good and Ackrills Newspaper Supplement good.

Jean MacQuarrie, Editor of Ackrills Media Group, officially opened the event at 4pm and also judged the best stands as follows:

Best "Large" Company Stand: The Jespers Office

Best "Small" Company Stand: Platinum Print Ltd

Best "Charity" Stand: Saint Michael's Hospice

(Prizes donated by Brian Dunsby and Gwen Puckrin)

Colour It In's donation of £500 worth of exhibition display equipment was won by Richard Whittaker of In-House Marketing in York. **The Jespers Office** draw was won by Candy Waller, new owner of Harrogate Business Centre at Hammerain House.

The event closed at 7.30pm when the Mayor of Harrogate, Margaret Anne DeCoursey-Bailey attended the AGM and presented the Best Stand prizes. The AGM also thanked **Ackrills Media Group**, **Colour It In**, **Pavilions of Harrogate** and **Perlex** for their full support for the event, which helped achieve such a success.

President's Farewell

Peter Armitage said that the day's Business Market had been the culmination of a four year process that started when immediate Past President, Mark Lancaster, began his two year term in 2001. Attendances were often less than 20 members and Peter remembered discussing which of them would be the one to shut down the Chamber after 105 years.

After discussing various ways to influence the viability and longevity of the Chamber and to coincide with this uncertainty, several Chamber members decided to stand as **Independent Candidates** in the local election. The outcome was that the issues the candidates brought to the attention of the citizens of Harrogate became the first **four Focus Groups** of the Chamber, namely: **Town Centre**, **Law & Order**, **Transport** and **Business Development & Planning**.

These Focus Groups rejuvenated the Chamber and prove to be a useful tool where a given issue can be focussed on, e.g. encouraging businesses in the town to support the bid for success in **Entente Florale**.

Peter hopes that as the Chamber moves into its 110th year, the Focus Groups can help in achieving the reality of a **Park & Ride or Rail** facility to help ease congestion on the roads in the town centre.

The advantage of Focus Groups is that they identify our members' wishes and enable the Management Group to target our resources and speak with authority on current issues to both District and County Councils.

Focus Groups can operate by e-mail to keep members involved so that progress can be maintained between meetings. Two new themes are **Promoting Harrogate** and **Town Centre Signage** led by Granville Simpson.

Networking has become a vital part of our activities – like "speed-dating" - where tables of 5 or 6 talk about what they do – and then move on when the bell rings.

The 1st Business to Business Market is a natural progression and we look forward to it being an annual event. There will have to be a modest charge next year – and it will be best to book early to secure a space!

The large attendance at the AGM is also a good sign for future, with many new members joining this year.

Peter said he would encourage the new Management Committee to **target our resources and activities** where they will be most effective – but everyone needs to help even in very small ways. Lots of people giving a little will help us attract new members and allow our voice to be not only heard but listened to.

He concluded by thanking everyone for their support, particularly efforts of the Perlex team, and he wished Brian Haines well in his year as President.

Contact: Peter Armitage - Tel: 01423-531565 or 07966 529864 or e-mail: pha@taureans.co.uk

New President for 2005/06

At the AGM on 9th May, **Brian Haines**, Director of COMMPETE Ltd was elected as President of Harrogate Chamber in succession to Peter Armitage. Brian said he had much satisfaction and pleasure in accepting the office of President, following the excellent example of the retiring President Peter Armitage and the Past President Mark Lancaster, who first introduced him to the Chamber. He added that the decision for me was also made extremely easy knowing of the very strong and motivated administrative team in place – Brian, Beryl & Maggie.

The **new President outlined his vision** for the Chamber - *"I see my role as providing strategic direction to the organisation, taking a leading role in external relationships with the Council members and officers and other business organisations, such as the Institute of Directors, where we can influence issues for the greater benefit of Harrogate business."*

*I would like to see the already substantial number of members grow, with those members who wish becoming more involved – sharing best practice, effectively networking and helping to find business solutions. Together we will introduce beneficial change and be recognised as **the main voice for business in Harrogate**."*

Contact: Brian C Haines - Tel/Fax: 01423 709092 or e-mail: brian_haines@commpete.com

Secretariat's Report – 2004-05

The Chief Executive Brian Dunsby reported on a very successful year for the Chamber in terms of new members, more promotions, more events, and greater local influence. His review of activities and services organised during the past year covered these points:-

Increased Media Coverage

Harrogate Advertiser – frequent letters & press reports
BBC Radio York & Stray FM – several interviews
BBC Radio 4 – pre-election interview – GS & BLD
Sky News TV – live broadcast – BC, MSB & BLD.

Monthly Meeting Venues

Change of meeting day – 1st Wed to 2nd Monday
Moving around our members major hotels in the town-
Meeting room FREE + refreshments paid by Chamber.
Many thanks to Ascot House Hotel for looking after us so well for the past 5 years.

Monthly Meeting Format

Most meetings now have a topical keynote speaker
Agenda focuses on local issues affecting business
More opportunities for promoting members' services
Business safaris very popular for networking.

Shared District Mailings

April 2004 very successful – total 13 inserts
November 2004 mailing less popular – only 4 inserts
April 2005 – total 9 heavier enclosures.

Question – should we only do one a year in future?

Social Events

Menwith Hill Visits very popular – Oct 04 & Jan 05
Harrogate Business Lunch – trial booking of a table
Theakston's Brewery visit – very enjoyable, although only 26 booked despite large show of support at meetings - hence we lost money on the coach
Visit to new Queen's Suite at Harrogate Intl. Centre.

What do members want this year? Any offers or suggestions welcome!

Chamber Website

Updated monthly with meeting details and Review
Membership Directory on-line from December 2005
Scam Check List now on-line for easy reference
Useful website links for local business now on-line.

Harrogate District Chambers

"Working together" with officers from Boroughbridge, Knaresborough, Masham, Nidderdale and Ripon
3 meetings for collaboration, ideas and experiences
Shared District Mailing covered the whole District
Several members of the other Chambers were at the Business Market – either exhibiting or visiting.

Focus Group Activity

Business Development - led by Brian Haines – increasing emphasis on business-to-business promotion opportunities

Promoting Harrogate - led by Martin Wilks – new phase of collaboration with HIC Tourism Unit

Town Centre Group - led by Granville Simpson – excellent job on analysing improvements needed in signposting to assist visitors

Traffic & Transport - led by Brian Dunsby – lots of work for little improvement to-date, except air connections.

Traffic & Transport

Air Links – new 767 Harrogate–Airport bus service – only 90 minute frequency but better than nothing

Leeds Bradford Airport Express Parking – negotiated a much better deal for Executive Car Hire chauffeurs

Rail Links – change of franchise from Arriva to Northern Rail - slight improvement in quality, but no improvement in the quantity of services to-date.

Roads – more traffic lights, more pelican crossings, more humps, more yellow lines, more posts and more illuminated signs = more congestion!

Political Relationships

Maintained close relationship with Harrogate Borough Council Tory Group and Opposition Group leadership
Closer contacts with North Yorks County Councillors
Regular participation in NYCC Harrogate Area Comm.
Local MP – Phil Willis and Conservative Candidate – Maggie Punyer, both spoke to Chamber meetings
Regular meetings with HBC-EDU, EDF, HDSP, etc.

Membership

Continual effort to attract and follow-up all enquiries
165 businesses get e-mail invitations and reminders
34 new members joined during the year + 13 in April
22 resigned or retired and 14 lapsed for non-payment
Attendance at meetings has substantially increased.

Membership Benefits Improved

Business Briefings on the back of Review every month
Numerous scam warnings collected and passed on
List of useful local website links compiled & published
Members' businesses promoted on Chamber website
Monthly mailing opportunity for inserts in Review
Solus mailing opportunity – discounted for members
Business Help-Lines updated and distributed
And of course – Harrogate's first Business Market – but that will form part of our next report for 2005/06!

Conclusion

May I express my thanks to the retiring President, Peter Armitage, for his strong support and guidance throughout the past two years, and to the Perlex staff for their flexibility and hard work to promote the Chamber and services to members. **Brian L Dunsby**

Treasurer's Report

Mark Hunter distributed Accounts for the year ending 31st March 2005. He said that at this time last year the Chamber Management Group promised to use the 2004 surplus to **improve membership benefits** and it is clear from the previous reports that we have done exactly that.

This year we have made a **surplus of £2,400** on a slightly improved income £22,500 which is a very good result considering the extra work and activities we have undertaken during the year.

The Balance Sheet shows that we are in **strong financial position** with net assets of £26,000. Again we are in a position to further improve the benefits of Chamber membership.

Officers & Committee Elections

The AGM elected as **President for 2005-06 Brian Haines**, Director of Compete Ltd. and as a new **Vice-President Robert Whiteley**, General Manager of Yorkshire Event Centre Limited. Also re-elected were **Vice-Presidents John Hart** of Harrogate Ladies College and **Martin Wilks** of Courtyard and Lords Restaurants.

Hon. Treasurer Mark Hunter of Bentley-Jennison and **Hon Legal Adviser Chris Newton** of Berwins were also re-elected. **Brian Dunsby** of Perlex Associates continues as Hon Secretary & Chief Executive, with **Maggie Hall** as the Chamber Administrator.

The AGM also elected five members to the Chamber Management Group, leaving one vacancy unfilled:-

- **Phillip Broadbank**, Enid Taylor
- **Peter Jesper**, The Jespers Office
- **Jo Olnier**, Jo Olnier Graphic Design
- **Carol Rees**, PGK Marketing
- **Granville Simpson**, The Rocking Horse

The following members continue their term of office:

- **Michael Best**, David Newton & Co.
- **Keith Gaunt**, NatWest Commercial Banking
- **John Kennett**, H&C Business Dev. Centre

Retiring Officers & Members

The new President invited the Mayor of Harrogate to present Certificates of Appreciation for loyal and capable service in membership of the Chamber to:

Mark Lancaster, President 2001-03, Past President 2003-05, Executive Committee Member 1999-2001

Stephen Johnson, Management Committee Member-2001-05, Host Chamber Meetings-Nov2000 Dec-2004

The President also thanked Sara Lamper, Cecilia Trehy and Stephen Wright for their past services.

MEMBERSHIP BENEFITS

Cut Price Tickets for Royal Ascot

Mid Yorkshire Chamber of Commerce & Industry (MYCCI) are offering members of Harrogate Chamber the opportunity to purchase **cut-price tickets for Royal Ascot**, which is being held at York this year.

Prices range from £55 (reduced from £150) for a day badge in the Grandstand including full English breakfast and three course dinner on Tuesday 14th, Wednesday 15th or Friday 17th June; to £5,000 for a table for 10 (reduced from £7,000) on Ladies Day (Thursday 16th June) in a private marquee alongside the Knavesmire stand. (Individual places are £500.)

For more information contact Melanie Jones direct at MYCCI saying you are a Member of Harrogate Chamber – Tel: 01484 438800 or e-mail melanie.jones@mycci.co.uk

HARROGATE & LEEDS CITY REGION

Members are invited to a Business Breakfast Event on 28th June at Pavilions entitled **“Understanding Harrogate's Place in the Leeds City Region”**. It is organised by the Economic Development Unit of Harrogate Borough Council, priced at £15 per person.

This event will focus on the current **health of the local economy** with keynote speakers John Fisher of the Local Futures Group and Paul Rogerson, Chief Executive of Leeds City Council.

Contact: Kathryn Daly, HBC-EDU. Tel: 01423 556054 or e-mail: kathryn.daly@harrogate.gov.uk.

BUSINESS ENVIRONMENTAL FORUM

Members are invited to a FREE Seminar on the new Hazardous Waste Regulations on 26th May at Pavilions. The Regulations which come into effect on 16th July have reclassified some waste as hazardous which could have a significant effect on businesses generating such waste. The Seminar will enable you to find out **which waste is hazardous**, whether you need a licence and how you can dispose of it.

Details from Katie Harvey, Environmental Coordinator, Tel: 01904 656769 or e-mail: katie.harvey@blyny.co.uk

PERSONALITY CLASHES AT WORK

Members are invited to a **FREE business coaching** seminar organised by RABA, the Ripon Area Business Association on 9th June at Thorpe Prebend House, Ripon. They offer some practical steps to help you ...

- Understand you own personality
- Understand the personality of others
- Get the best out of others
- Deal amicably with difficult people

Contact: David Harlock, Vice-Chairman, Ripon Area Business Association, PO Box 131, Ripon HG4 3WU Tel: 01765 606666 or fax to 01765 609002

PUBLIC SECTOR PROCUREMENT

Members are invited to a **FREE Conference** on Public Sector Procurement Solutions on 21-22nd June at Earls Court, London. Managed by OGC Buying Solutions the event aims to inform and update everyone involved in public sector procurement of developments in policy and practice, including new approaches and initiatives.

See: www.procurementsolutions.gov.uk

Contact: John Oughton, Chief Executive, Office of Government Commerce. Tel: 0207 271 1351 Fax-1361 e-mail: servicedesk@ogc.gsi.gov.uk

ROYAL HALL RESTORATION TRUST

Members are invited to support a banquet to benefit the Royal Hall Restoration Project on Saturday 25th June at the Majestic Hotel. There will be a champagne reception followed by a sumptuous dinner and superb entertainment, with a raffle and an auction for prizes.

Tickets cost £40 and the Trust asks for an additional voluntary contribution of £25 per person as Gift Aid.

Bookings to Mrs Lilian Mina, Apartment F, 89 Valley Drive, Harrogate HG2 0JP. E-mail: lilianmina@aol.com

MEMBERS' FORUM

HIC QUEEN'S SUITE OPEN

A group of Chamber Members had a private viewing of the Queen's Suite on 29th April. The members were most impressed with the quality and practical nature of the **new breakout facilities**, which will enable HIC to host a wider variety of large conferences in the future.

As a Chamber, we are keen to attract more of the "Rotary" type of Conferences and we have offered to work with HIC on this sector, in view of the diverse mix of delegates and partners and their impact on the retail trade, particularly during gaps between established conferences and exhibitions.

Vice-President John Hart thanked HIC Business Development Manager John Wood for arranging the visit and for all their good work in promoting Harrogate to potential conference and exhibition organisers.

Contact: John Wood, HIC. Tel: 01423 500500 Fax: 537270 or e-mail: john.wood@harrogate.gov.uk

Saint Michael's Hospice Needs YOU To "Go Yellow"

Yellow Week is June (13-19th) why not raise your cup to raise funds by organising a **Tea@3 Event** – or even **Wine@9 !!** Help St Michael's Hospice raise £10,000 during Yellow Week! Anything goes and every little bit raised helps this worthwhile local charity!!

If you would like a Yellow Pack, Tea@3 information or a box of Sunflower Badges just phone 01423 878192.

NEW MEMBERS

Aldwark Manor Hotel (4-star Country House Hotel)
Katie Pennock, Sales Manager
Aldwark, Nr Alne, York, YO61 1UF
Tel: 01347 838146 **Fax:** 01347 838867
E-mail: hotelsalesam@marstonhotels.com
Web site: www.marstonhotels.com

Big Media Co (A/V, conferences & entertainments)
John Bradd, Business Owner
7 Whiteway Head, Knaresborough, HG5 8LE
Tel: 01423 869171 **Fax:** 01423 544508
E-mail: mail@bigmedia.co.uk
Web site: www.bigmedia.co.uk

Business Jungle Ltd (Business Finance Broker)
David Mitchell, Chief Executive
Hammerain House, Hookstone Avenue,
Harrogate, HG2 8ER
Tel: 0845 838 2240 **Fax:** 0845 838 2260
E-mail: david@businessjungle.co.uk
Web site: www.businessjungle.co.uk

Curves (Women's fitness facility)
Jo-Anne Shiffer, Director
7/9 Cambridge Road, Harrogate, HG1 1PB
Tel: 01423 524446 **Fax:** 01423 524447
E-mail: tandejo@curvesclubs.co.uk
Web site: no website

Harrogate Digital Forum (Business Support)
Chris Meakin, Director
AG17, Harrogate College, Hornbeam Park,
Harrogate, HG2 8QT
Tel: 01423 878357 **Fax:** 01423 878240
E-mail: support@harrogatedigital.com
Web site: www.harrogatedigital.com

M R Dynamics Ltd (Management Consultancy)
Richard Hoyle, Director
Paddock Cottage, Little Ouseburn, YO26 9TD
Tel: 01423 331503 **Fax:** 01423 331504
E-mail: richard@mrdynamics.com
Web site: www.mrdynamics.com

Northern Police Convalescent & Treatment Care
Katherine Martin, Chief Executive
St Andrews, Harlow Moor Road, Harrogate, HG2 0AD
Tel: 01423 504448 **Fax:** 01423 527543
E-mail: chiefexecutive@npch.org
Web site: www.npch.org

SI Recruitment Ltd (Financial recruitment consultant)
Mark Sanderson, Director
Windsor House, Cornwall Road, Harrogate, HG1 2PW
Tel: 01423 508736 **Fax:** 01423 508729
E-mail: mark@sirecruitment.com
Web site: www.sirecruitment.com

Sign-a-Rama (Sign Makers)
Michael Webster, Sole Owner
100a Knaresborough Road, Harrogate, HG2 7NN
Tel: 01423 883700 **Fax:** 01423 883075
E-mail: harrogate@sign-a-rama.co.uk
Web site: www.sign-a-rama.co.uk

BUSINESS BRIEFINGS

Business Scams Update

The Financial Services Authority has updated its information about the various scams currently targeting small businesses in the UK.

The revised information contains analysis and tips on avoiding phishing swindles, online fraud, fund transfer scams and share scams – for the latter, the FSA has produced a list of unauthorised overseas firms thought to be operating share scams.

Advice and information is available at:
www.fsa.gov.uk/consumer/01_WARNINGS/scams/mn_scams.html

Tougher waste laws on the way

New regulations come into effect on 16th July and extend their reach to re-classify certain non-hazardous wastes, specifically IT equipment, as hazardous.

This will potentially expose many smaller firms unaccustomed to complying with hazardous waste regulations to new and heavy fines.

Circuit boards and keyboards, in particular, will be some of the regulation's new conscripts. Any company that annually generates more than 200kg of such hazardous waste will soon need to register with the government before the aberrant items can be removed by approved hazardous waste disposal services.

Some feel the government has failed to give the new legislation the exposure necessary for firms unacquainted with hazardous waste to comply.

Detailed information and downloads available at:
www.defra.gov.uk/environment/waste/special/index.htm

New Rules for Online Retailers

New rules relating to secure data handling processes will take effect for online retailers from 30 June. The requirements have been announced by Visa and MasterCard, in a joint effort to combat card-not-present fraud. It is also supported by American Express and Diners Club. The Payment Card Industry Data Security Standard sets out several mandatory procedures for handling cardholder information securely.

All online retailers will be affected, but any business carrying out more than 20,000 transactions per year will have to have its compliance with the standard audited or risk hefty fines.

The new requirements are summarised at:
www.out-law.com/php/page.php?page_id=newcreditcardsecu114427056&area=news

Read more about the standard from Visa at:
www.visaeurope.com/acceptingvisa/securitystandards.html

North Yorkshire Trading Standards

From 1st April Consumer Direct will be providing consumer advice for the residents of North Yorkshire.

Consumer complaints can be made by phone on 08454 040506 or advice can be found on the website
www.consumerdirect.gov.uk

Local Businesses will still be able to contact the NYTS Service for advice on trading standards matters by phone on 01609 768654, fax 01609 768649 or by e-mail trading.standards@northyorks.gov.uk

All change for tax bodies

The name change resulting from the merger between Inland Revenue and HM Customs & Excise took effect from 18th April, with the two bodies now known collectively as HM Revenue and Customs.

The websites for both bodies have also been replaced with a new joint site. The changes are part of the implementation of the Commissioners for Revenue and Customs Bill, which will see both bodies integrate into a single department in an effort to cut costs.

Access the new website at: www.hmrc.gov.uk

Tax crackdown on construction contractors

HMRC has launched a major crackdown on tax avoidance by sub-contractors in the construction industry and is sending out thousands of letters to warn potentially affected self-employed workers to ensure their tax records are in order.

The problem relates to sub-contractors classifying themselves as self-employed for tax purposes when they really should be registered as employees, paying tax and Class 1 National Insurance contributions through the PAYE system. See more at:
www.bsee.co.uk/news/fullstory.php/aid/3016/Revenue_launches_crackdown_on_self-employed.html

Public sector information online

'PSI Navigator' is a new search engine and directory providing access to public sector information resources, including publications and research data.

The tool has been created with the support of funding from the European Commission, and aims to help businesses access public sector information from the 25 member states of the European Union.

It is available in 11 languages and can be searched by keyword, sector and region.

Access PSI Navigator at:
www.psinavigator.org/psi/index.html

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