



**MEETING
DATES**

REVIEW **September 2005**

Review of Chamber Meeting + News Update

2005

(Second
Monday)

10 October

14
November

12 December

2006

9 January

13 February

13 March

EMPLOYMENT PROBLEMS

- Harrogate “suffers” from very low unemployment levels and low wage rates
- Filling low wage rate jobs will need more diverse recruitment policies
- Proposed Age Discrimination Regulations will affect all businesses
- When enacted in October 2006, all advertisements must avoid implied age limits
- Normal retirement at 65 will be permitted but not forced early retirement
- Learning Disabilities Partnership Board can help you employ disabled people

HARROGATE NEWS

- HIC have appointed Stuart Quin to succeed Paul Lewis as Director
- Stuart is keen to work with partners to further raise the profile of Harrogate
- Harrogate Borough Council want your views on options for the District’s future
- See enclosed leaflet with details of workshops. Full paper sent on request.

MEMBER’S NEWS

- Chamber Dinner Parties – reminder + Special Offer for Christmas Parties
- St Michael’s Hospice & Carer’s Resource offer corporate charity Christmas Cards
- Membership recruitment continues at a high level – nine listed this month

Next Meeting – 10th October 2005

17.45 for 18.15 until 20.00 at Cedar Court Hotel, Park Parade, York Place

Focus Group “Brainstorming”

- | | |
|------------------------------|---|
| • <i>Chamber Development</i> | • <i>Town Centre Improvements</i> |
| • <i>Promoting Harrogate</i> | • <i>Traffic & Transport Issues</i> |

A significant opportunity to formulate the future policy of Harrogate Chamber by participating in one of the four Focus Groups to exchange ideas. The results will be included in an Action Plan to drive improvement - **WE NEED YOUR INPUT!!**

Monday 14th November – Old Swan Hotel, Swan Road

Transforming the College + The Business of Education

By Julie Hudson, Principal, Harrogate College

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

The Trials and Tribulations of Employing People

Jane Worrell, Manager of Acas' Equality and Diversity Service, a senior employment relations adviser with Acas, started off by outlining the key role that Acas plays in employment relations nationally, and describing the various services on offer. She presented the meeting with a number of statistics illustrating the volume of work undertaken, and some of the key trends that affect today's labour market.

Jane then went on to reveal a few statistics specific to Harrogate, which indicated that while there are similarities to the national and regional picture, there are also some important differences. For example, in Yorkshire & Humber as a whole, the Black and Minority Ethnic [BME] population is around 7% - in Harrogate it is 1.6%. However, whereas the average weekly wage for men in Yorkshire & Humber is £433.10 [nationally £463.70], in Harrogate it is £421.10. Hourly paid workers also earn less in Harrogate than they do regionally or nationally, which may contribute to current difficulties in recruitment and retention. Unemployment here is only 1.1% or 550.

Jane then went on to talk about the forthcoming regulations regarding age discrimination, and the need for employers to be aware of their implications. The Employment Equality [Age] Regulations 2006 are still in draft form, and the government is inviting groups and individuals to comment on them. They can be found at www.dti.gov.uk/er/equality/age.htm and it is also worth noting that guidance is available from www.agepositive.gov.uk/agepartnershipgroup and that it is possible to order a 'Be Ready' filofax from the latter website which contains a wealth of useful information for employers.

Jane concluded by explaining that Acas can help organisations to tackle many of the issues that arise from employing people, and reminded the audience of the Acas Helpline which is:

Tel: 08457 47 47 47 Website: www.acas.org.uk

HARROGATE DISTRICT NEWS

New Director for HIC

Harrogate International Centre has announced the appointment of **Stuart Quin**, formerly Deputy Director, as the new Director to succeed Paul Lewis, who retires on 14th October 2005. Stuart has been with HIC since 1996 and his ambitions for the business are straight forward: *"It's all about meeting clients' needs and surpassing their expectations"* he says. *"My main aims will be to engineer further improvements in the venues, cultivate our established customer care service, work with partners to further raise the profile of Harrogate and above all make sure we have happy, contented clients – and more of them."* The Chamber will help! Tel: 01423 500500 Fax: 01423 537270 www.harrogateinternationalcentre.co.uk

Plan the Future of Harrogate

Harrogate Borough Council has just published a consultation document putting forward alternatives for future housing and economic growth of the District up to 2021. The Council want your views on the options for the District's future. **Key questions are "What more can we do to help businesses and town centres prosper? + How can we reduce the need to travel by car and reduce traffic congestion?"** They suggest more retailing capacity is needed. See the enclosed leaflet, ask for the full document or click on www.harrogate.gov.uk/localdevelopmentframework

FOCUS GROUPS

As you can see from the front page notice of next month's meeting, this will comprise a series of "Brainstorming" sessions of the four Focus Groups, initially formed to "focus" the Chamber's policy.

We hope you will come along to the meeting on 10th October to take an active part in formulating the Chamber's Action Plans for the coming year.

If you have not been to a Focus Group Breakout meeting before, it consists of a brief business meeting, followed by members separating into four groups to exchange ideas on the four topics and then reporting back to everyone. We hope some of you will join the Focus Groups and take part in various discussions, mostly by e-mail, as plans develop over the year.

The aims of the four groups are currently as follows:

Chamber Development

Focus Group Leader: Brian Haines (Tel: H.709092)

Focus Group Aims: To ensure that members receive best value; react to and influence effectively economic or political issues and proactively manage the ability to grow membership and increase members' participation. To be seen as the No.1 Voice for business in Harrogate.

Promoting Harrogate

Focus Group Leader: Martin Wilks (Tel: H.530708)

Focus Group Aims: To help HIC promote Harrogate and thereby attract more business and leisure visitors, particularly in the quiet periods between major events.

Town Centre Improvements

Focus Group Leader: Granville Simpson(H.566718)

Focus Group Aims: To identify ways in which the Town Centre can be improved for both visitors and local residents. Currently the Group are identifying improvements needed in Town Centre signposting.

Traffic & Transport

Focus Group Leader: Brian L Dunsby (H. 879208)

Focus Group Aims: To identify and lobby for essential improvements to the road network and the public bus, rail and air services to and from Harrogate for visitors, local businesses and residents alike.

MEMBERSHIP BENEFITS

Chamber Dinner Parties

Remember to book for your Chamber Dinner Parties which continue until October as follows:

- Ascot House Hotel 28th September (H.531055)
- White Hart Hotel 22nd October (H.505681)

Bookings should be made direct with each venue.

Pavilions of Harrogate have made a special offer for Chamber Members who book for the **Christmas Party night on 16th December** – bookings must be made by 31st October. Contact: Karen Sweeney Tel. H.544544

We hope you will support this initiative so that it can continue in 2006. Not only are you supporting a fellow Chamber member by dining at their establishment, but you can also make new business contacts and friends in the process! **Please give it a try!**

Venue Offers for 2006 to the Secretariat please.

MEMBERS' FORUM

Corporate Christmas Cards

Saint Michael's Hospice Christmas Cards are now on sale at Crimple House, as well as our four charity shops on Leeds Road, Cold Bath Road, King Edward's Drive, and Starbeck High Street. If you would like a Christmas Card order form, or information on our corporate card which can be overprinted with your own logo, or to just make a donation, **please contact our Fundraising Department on 01423 878192.**

Carers' Resource also supply personalised Charity Christmas cards (as circulated last month) with 50% of the cost going to the Charity. Please contact Anne Smyth on 01423 500555 or info@carersresource.org

Learning Disabilities Partnership Board

The Partnership Board is here to help everybody – not just those who have disabilities. We are part of a national network with extensive local links in the worlds of work, education, health and housing.

In 2002 the Partnership Board was set up as a response to a Government White Paper titled *Valuing People* with the intention of involving people with disabilities, professionals, carers and the community in encouraging a better quality of life for those with disabilities. So our strap line is *'Nothing About Us Without Us'*.

Uniquely in Harrogate and Craven our Partnership Board is called *'Taking Part'*. So there are opportunities for you to take part in our specialist task groups that focus on the areas such as employment, transport, health, education and leisure. Taking part will give you a chance to understand at *first hand* the specific needs, desires and aspirations of people who may want to use your services.

**For more information contact:
Dorothy Hawkins Tel: 01423 727876**

MORE NEW MEMBERS!

Adecco Recruitment Solutions

(Recruitment or Employment Agency)

Nicola Oliver, Branch Manager

37 Almsford Oval, Harrogate, HG2 8EJ

Tel: 01423 876316 **Fax:** 01423 876322

E-mail: nicola.oliver@adecco.co.uk

Web site: www.adecco.co.uk

Anne Jarvis & Co *(Family Law Solicitors)*

Juliette Kinsey, Solicitor

12 Raglan Street, Harrogate, HG1 1LE

Tel: 01423 858582 **Fax:** 01423 858583

E-mail: lawyers@annejarvis.co.uk

Web site: www.annejarvis.co.uk

Brook Street (UK) Ltd *(Employment Agency)*

Sharon Phillips, Branch Manager

Garden Room, Belvedere House, Victoria Avenue,
Harrogate, HG1 1EL

Tel: 01423 701065 **Fax:** 01423 701726

E-mail: sharon.phillips@brookstreet.co.uk

Web site: www.brookstreet.co.uk

Dales Partnership *(Specialist Executive Coaching)*

Peter Ingall, Associate

Oak Tree Cottage, Nidd Lane, Birstwith,
Harrogate, HG3 3AW

Tel: 01423 771189 **Fax:** 01423 771189

E-mail: peter.ingall@ntlworld.com

Design Forte *(Design Consultant)*

Christopher Hopkins, Senior Designer

Harewood Cottage, Main Street, Weeton, LS17 0AY

Tel: 01423 734856 **E-mail:** chris@designforte.co.uk

Web site: www.designforte.co.uk

Harrogate Independent Financial Services Ltd

(Financial Services)

James Haidar, Business Development Manager

51-53 East Parade, Harrogate, HG1 5LQ

Tel: 01423 705020 **Fax:** 01423 817321

E-mail: james@hifsl.co.uk **Web site:** www.hifsl.co.uk

Ruthven & Co *(Chartered Accountants)*

Clayton Ruthven, Principal

Parkside House, 17 East Parade, Harrogate, HG1 5LF

Tel: 01423 506129 **E-mail:** info@ruthven.co.uk

Web site: www.ruthven.co.uk

Safety & Quality Solutions Ltd

(Health & Safety Consultants)

Michael Scaife, Safety Management Consultant

39 Kingsley Road, Harrogate, HG1 4RB

Tel: 01423 880753 **E-mail:** mickscaife@aol.com

Web site: http://safetyandqualitysolutions.co.uk

The Team Group of Companies UK Ltd

(Energy, Communications, Security)

Luke Bickers, Sales Manager

5 Windsor Court, Clarence Drive, Harrogate, HG1 2PE

Tel: 0845 126 1621 **Fax:** 0845 126 1622

E-mail: luke@teamgrouppltd.com

Web site: www.teamgrouppltd.com

BUSINESS BRIEFINGS

Property Management advice

A website and free CD-ROM to help businesses make the most of their premises have been developed by the Royal Institution of Chartered Surveyors (RICS). The site provides guidance on lease renewals, rent reviews, tax allowances, subletting premises and disputes with the landlord; the CD-ROM supplements this with more in-depth guidance. The services were developed in response to RICS research, which found that UK businesses could boost profits by up to 13% annually with the right property strategy.

For a copy of the guidance and to request the CD go to: www.propertyinbusiness.co.uk

New Fire Safety Guidance for Hotels

The Building Research Establishment (BRE) Trust has published a new guide for hotel owners about managing fire safety. The guide covers how fires start and spread, preventing fires, carrying out fire risk assessments, legal obligations regarding fire safety and installing fire safety features in a hotel. More detailed guidance is expected to be published by the Office of the Deputy Prime Minister (ODPM) later in the year, in advance of changes to fire safety legislation in 2006.

The guide costs £39.99 and can be accessed at: www.brebookshop.com/details.jsp?id=148948

Free Diversity Guide

The Chartered Institute of Personnel and Development (CIPD) has launched a free guide to help businesses understand and encourage diversity and avoid discrimination. The guide's publication comes after recent CIPD research found that more than half of UK businesses were facing recruitment difficulties. The organisation is reminding firms that when considering a diversity policy, they must bear in mind equality in age, sex, disability, race and religion.

Access the guide at: www.cipd.co.uk/changeagendas

Firms must deal with absenteeism

Business owners are being urged to crack down on workplace absenteeism after new Government figures revealed that absence costs the economy £11 billion every year, with the average cost to each firm working out at £567 per employee annually. Lord Hunt, who heads up a new ministerial task force to address the problem, emphasised the role business must play in managing sickness absence effectively and making sure employees' return to work is handled efficiently.

More information about this is at: www.dwp.gov.uk/mediacentre/pressreleases/2005/jun/emp-220605.asp

Guidance on Direct Mail

The Direct Mail Information Service (DMIS) has published a comprehensive guide to direct mail. The guide covers how to set direct mail apart from the competition, budgeting for the costs involved, planning a mail shot campaign, common questions, myths and pitfalls, and how to measure response rates.

The guide is available to download free of charge at: www.wiseloveys.f2s.com/Guide/direct_mail_media_pack.pdf

'Contracts must be fair' warning

The Financial Services Authority (FSA) has unveiled a new set of standards that must be met by financial service forms when writing contracts for products or services. The group has issued a statement of good practice to help make sure that contract terms are fair for customers. The FSA highlighted variation clauses – which let businesses vary charges once a contract has been signed – as an area of particular concern.

To see the code of practice go to: www.fsa.gov.uk/pubs/other/good_practice.pdf

Surplus stock costs retailers dearly

A recent survey by on-line auctioneer eBay, found that 49% of small retail businesses are regularly being forced to sell at a discount due to over-ordering on stock. eBay estimates that the average business is losing £3,700 a year by being forced to discount this way.

UK eBay recently launched a business registration facility to enable firms to sell excess stock on the site. The UK site's small business manager said: "Trading on eBay.co.uk is a great way for small retailers to shift their excess stock, rather than selling it at a loss."

More on the business registration on eBay at: http://pages.ebay.co.uk/community/aboutebay/news/pressreleases/trade/4_27_2005.html

Small claims in Europe to be simplified

The European Commission is consulting on proposals which aim to make it easier for businesses and consumers to buy and sell goods in other European Union member states. Under the new European Small Claims Procedure, the legal procedures will be simplified and speeded up for any person or firm who buys faulty products abroad, or any business owed money by someone in another country.

Consultation paper available from Department for Constitutional Affairs: <http://www.dca.gov.uk/consult/smallclaims/smallclaims.htm>

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