



REVIEW

**April
2006**

MEETING
DATES
2006

8 May
Business
Market
& AGM

12 June

10 July

14 August

11 September

9 October

13 November

11 December

Review of Chamber Meeting + News Update

INTEGRATED TRANSPORT STUDY

- Long-awaited HAKITS Report presented by North Yorkshire County Council
- Government Policy on hierarchy of Road Users makes road-building last resort
- Traffic survey shows only about 9% "through" traffic on A61 and A59
- Extensive consultation identifies a number of short and long-term solutions
- Strategy Elements identified with percentages for and against each element
- Initial Two Year Implementation Plan focuses on buses, bikes and trains

BUSINESS AWARDS SUCCESSFUL

- Best Small Company of the Year Award, sponsored by Harrogate Chamber
- Total 40 entries judged by President Brian Haines with Ackrills MD and Editor
- Winner was EXRM Solutions Ltd, specialist in health and fitness systems
- Chamber Members win awards for Lifetime Achievement, Business personality
- - and also for the Best Employee and the Best Web Site of the year

MEMBERSHIP BENEFITS

- Harrogate 2006 Business Market, Monday 8th May – last chance to book space!
- FREE Buffet for Chamber Members at 19.00 – provided you book by 5th May
- Chamber AGM after the Business Market – Agenda enclosed for members only
- Evening Networking Dinners – last ones for this summer are Friday 19th May – at 19.30 at the White Hart Hotel. Then Friday 23rd June at the Old Swan Hotel

Future Meetings

**Monday 8th May - HARROGATE 2006 BUSINESS MARKET + AGM & Buffet
14.00-19.00 at Pavilions of Harrogate, Great Yorkshire Showground**

***Please pass the enclosed Brochure & Enquiry Form to another business -
FREE tickets are available on request for inclusion in your own mailings.***

**Monday 12th June - Public Relations on a small budget
at The Kimberley Hotel, Kings Road, Harrogate**

***An interactive workshop led by Victoria Tomlinson of
Northern Lights PR, the award winning local PR Agency!***

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 and Knaresborough Integrated Transport Study

Elwyn Williams, Transport and Land Use Manager for Highways, North Yorkshire County Council and Jon Tindall, Senior Managing Consultant, Atkins Transport Planning gave a presentation to members on the results of the Harrogate & Knaresborough Integrated Traffic & Transport Study or 'HAKITS'. The key points covered in the presentation were as follows:

Background to the Study

- Harrogate Western Bypass rescinded – Dec '02
- Need to examine contribution of the Outer Northern Relief Road
- Need to develop a strategy that meets Government Policy - more emphasis on pedestrians, cyclists and public transport

Government Policy: Hierarchy of Road Users

- Pedestrians and Persons with Disabilities
- Cyclists and other Vulnerable Road Users
- Public Transport Users
- Private Motorists
- Road building as a last resort
- Setting of Targets and Monitoring
- NOW Demand Management
- NOW Regional Decision-Making

HAKITS Consultancy Study

- Construct a Strategic Transport Model to examine Outer Northern Relief Road
- Develop short/medium-term strategy to fit into Local Transport Plan 2 (2006-2011)

Study Process

- Setting of Objectives
- Problems and Issues
- Draw together work undertaken on solutions
- Consultation

Objectives - in 5 areas:

- Economy
- Environment
- Safety
- Accessibility
- Integration

- BUT Deliverability and Affordability key

Through Traffic

- A61 Ripon Road/A61 Leeds Road
- 9% Through Traffic
- A59 Skipton Road
- 10% Through Traffic

Trip Length Distribution

- A59 at Bilton (all trips)
- <2 km 2% Trips (Walk)
- 2-3 km 19% Trips (Possible Walk)
- 3-5 km 15% Trips (Cycle)
- <5 km 36% Trips

Trip Destinations Consultation

- Wider Reference Group 1
- Household Survey – 10%
- Wider Reference Group 2
- Public Exhibitions – 6 sites
- Household Survey – 100%

Initial Consultation – Issues Arising

- **Short-term solutions:**
 - Improve existing highways
 - Better road maintenance
 - Improved provision for Cyclists
 - Park and Ride facilities
 - More Buses
- **Long-term solutions:**
 - Bypasses
 - Improve existing highways
 - Park and Ride facilities
 - Better road maintenance
 - More trains

Strategy Elements (+ percentages for/against)

- Pedestrian Action Plans (85%/5%)
- Improvements to Rail (85%/3%)
- Bus Initiatives (84%/6%)
- School Travel Plan Measures (84%/3%)
- Ongoing Traffic Management (80%/8%)
- Harrogate Interchange (79%/7%)
- Cycle Implementation Plan (72%/10%)
- Park and Ride Facilities (70%/11%)
- Community Transport Scheme (64%/8%)
- Company Travel Plans (58%/9%)
- New Rail Halt at Bilton (56%/8%)

Implementation Plan

- NYCC/HBC working up schemes to fit within the Strategy
- Establishment of Working Group
- Rolling two year Implementation Plan
- Schemes for 2006-08 identified
- £750,000 per annum

Initial Two Year Implementation Plan

- Major Upgrade of UTM System
- Improve Traffic Flow
- Allow Bus Pre-Emption to be introduced
- Variable Message Signing
- Car Park Signing
- Highway Improvement Schemes
- Passenger Transport Schemes
- Footway Schemes
- Cycling Schemes

Implementation Plan -

Immediate Rail Improvements

- New Rolling Stock
- Station Platform Lengthening:
 - Weeton
 - Pannal
 - Hornbeam Park
 - Knaresborough
 - Cattal
 - Hammerton

The PowerPoint presentation, including detailed maps of the proposals, is available by e-mail on request to the Secretariat on secretariat@harrogatechamber.org

If you have any questions or suggestions on the proposals for Harrogate & District transport please send them direct to Elwyn Williams by e-mail at Elwyn.Williams@northyorks.gov.uk with a copy to the Chamber on secretariat@harrogatechamber.org.

Harrogate Tourist Information Centre

Ann Shovelton, Information & Accommodation Officer from Harrogate's Tourist Information Centre gave a brief presentation covering the Centre's services.

In the course of a year the Centre has over 75,000 visitors for whom they provide local information, accommodation booking and sell souvenirs. In addition to these services they can also help both visitors and local residents to book theatre tickets and event tickets, not just in Harrogate, but nationally. They are also the only booking office for Eddie Brown Coach Tours in the town centre.

The Tourist Information Centre also carries detailed information on other regions, towns and cities in the UK, with brochures available. They also have a range of useful information sheets on Harrogate and the surrounding area that you would find useful if you have visiting clients.

If you are visiting another town and are having difficulty finding accommodation, they have access to a Tourist Information website listing all the available rooms in that town. This is also relevant for Harrogate, particularly when there is a large Conference on and you have visiting clients looking for a room in the town.

Don't forget if you move premises and want to ensure any visitors know where you are, let the Tourist Information Centre know so they can keep their records up-to-date!

Tourist Information Centre: Tel: 01423 537304
e-mail: ann.shovelton@harrogate.gov.uk
Website: www.enjoyharrogate.com

STOP PRESS: Congratulations to Harrogate TIC on winning the Silver in the TIC category at the 2006 'Enjoy England Awards for Excellence', from Visit Britain.

HARROGATE DISTRICT NEWS

Ackrills Business Awards

We are pleased say that many Harrogate Chamber members fared well and were involved with the Ackrills Business Awards on 30th March at the Majestic Hotel.

The winner of the **Best Small Company of the Year** Award, sponsored by Harrogate Chamber, was **EXRM Solutions Ltd**, EBC, Hartwith Way, Harrogate.

Four years ago, former RAF physical training instructor, Dominic O'Sullivan set up EXRM Solutions Ltd. The company specialises in keeping members enrolled at gyms, as well as installing and training gym staff in the hi-tech Wellness System. Anticipating the growth in specialist sports colleges, the EXRM team now implement the system in academic facilities. and has exceeded its three-year target turnover by 50 per cent within the first two years. Such success enabled EXRM to launch sister company the Management Academy, which focuses on tackling fitness issues in schools and colleges. (See www.exrm.co.uk)

Congratulations to the following Chamber Members who won other Business of the Year Awards:

Best Employee

- Pam Binfield, Harrogate Business Centre

Best company website

- Yorkshire Agricultural Society

Business personality

- Di Burton, Cicada PR

Lifetime achievement award

- Richard Jackson MBE, Mercedes Benz

The full results for all categories are available at: www.harrogatetoday.co.uk (via Business Awards link)

How you can influence Harrogate's future Car Parking Policy

We still need to receive more examples from members of problems they have encountered with car parking in Harrogate town centre, so we can pass these on to the Council's Scrutiny Commission, who have agreed to review the situation in June.

We believe the way in which the regulations are enforced in Harrogate is having an adverse affect on business and deterring visitors from visiting the town.

Your feedback on this is important so please ensure you let us have details of either your own experiences with parking problems or those of your customers, colleagues, family and friends. Letters and e-mails already received are most helpful.

This is an ideal opportunity for you to have an influence future car parking policy and practice in the town, do not let it pass by!

New Yorkshire Dales & Harrogate Area Tourism Partnership

The new Yorkshire Dales & Harrogate Area Tourism Partnership (ATP) means big changes in the way tourism is marketed and managed locally. From 1st April, the ATP will be a destination management organisation, charged by the Regional Development Agency (Yorkshire Forward) with improving the quality, diversity and sustainability of our tourism product and business.

Private sector tourism businesses and organisations will have equal representation on the Partnership Executive, giving tourism operators a say on managing tourism in the Yorkshire Dales & Harrogate. A consultation document will shortly be sent out and consultation meetings held to hear views.

It will also mean the development of a whole new customer-focused Yorkshire Dales & Harrogate tourism brand that will celebrate our rural beauty and our vibrant towns as complementary attractions.

If you want to know more or have suggestions, contact the Tourism Manager, David Thomson, on 01423 537275 or e-mail david.thompson@harrogate.gov.uk

MEMBERSHIP BENEFITS

Harrogate 2006 Business Market Monday, 8th May from 14.00 - 19.00

The Harrogate 2006 Business Market is now about two weeks away and the exhibition space is now almost full with over 80 spaces booked so far. So, if you have not yet booked your display space (and received your confirmation invoice) or if you would like to insert leaflets in the delegate packs please telephone or e-mail the Secretariat immediately. (01423 879208)

There will be **special prizes** and FREE publicity for the best small, medium and large displays on the day.

FREE entry tickets are available if you would like to pass these onto your mailing list or business associates, please contact the Secretariat for a supply. The tickets can also be supplied in PDF format.

If you are not exhibiting, we hope you will still come along to visit Pavilions of Harrogate to meet up with Chamber Members old and new, along with the many guests we are expecting. At 19.00 the Chamber offers all members who book a FREE buffet prior to the AGM.

Interest has been high and the Ackrill Media Group will be running an advertisement and printing a free ticket in next week's editions, followed by a pull-out feature just before the Business Market. This special feature will carry advertisements for the exhibitors involved, along with full details of the event.

Harrogate's Mayor, Caroline Bayliss, will officially open the Business Market at 14.00 with attendance also confirmed by local MP Phil Willis. Jean MacQuarrie, Editor of Ackrill Media Group will be presenting the Best Stand Awards at the end of the day.

This is a very low-cost promotion opportunity and we need YOUR help to attract as many visitors as possible - the more visitors, the better!

Please contact the Secretariat for a PDF file or for supplies of the brochure and/or tickets to pass on to your senior staff and personal business contacts.

Misuse of Membership Directory

It has been brought to our attention that the Harrogate Chamber Membership Directory has again been misused by a member sending bulk e-mails to all Chamber Members to offer their services.

This type of misuse has been brought to Members' attention on previous occasions because many of our members have objected to their personal membership details being used for unsolicited contact in this way.

Please ensure all your staff are advised that it is a serious **breach of membership** to abuse Members' privacy in this way, either by telephone, fax or e-mail. The Membership Directory is intended purely for one-to-one contact between businesses and enquirers.

If you wish to propose any amendments to this rule please send your comments in writing to secretariat@harrogatechamber.org

AGM Nominations

The Management Group have approved the following nominations for Officers and Management Committee Members for election at the AGM at 19.30 on 8th May:

President: John Hart, Harrogate Ladies' College

Past-President: Brian Haines, Commpete Limited

Vice-Presidents:

Robert Whiteley, Pavilions of Harrogate;
Martin Wilks, Courtyard & Lords Restaurants;
Granville Simpson, The Rocking Horse

Treasurer: Mark Hunter, Bentley Jennison

Hon Legal Adviser: Chris Newton, Berwins

Hon Secretary & CE: Brian Dunsby, Perlex Assoc.

Administrator: Maggie Hall, Perlex Associates

Management Committee Members:

Michael Best, David Newton & Co
Simon Cotton, Cedar Court Hotel
David Fisher, Fishers (Harrogate) Ltd
Fiona Gilbert, Prestige Relocation
Stuart Pearson, The Trinity Foundation

The following Management Committee members are continuing for the balance of their term:

Philip Broadbank, Enid Taylor
Keith Gaunt, NatWest
Peter Jesper, The Jespers Office
Jo Olnier, Graphic Design

Networking Dinners 2006

Don't forget to put the dates of the forthcoming Networking Dinners in your diary. Each venue has a Special Offer for Chamber members and their guests, which can be your partner, business colleague, business clients, staff, etc, etc to enjoy excellent food in pleasant surroundings.

President Brian Haines commented: *This is a very good opportunity to meet members in informal surroundings, enjoying good food and drink at hand picked locations. I personally enjoyed the visit recently to the White Hart Hotel.*

The next two are scheduled at 19.00 for 19.30 on:

Friday, 19th May at the White Hart Hotel

FREE bottle of House Wine per 4 meals.

Meals from around £14.95 per head.

Contact Rebecca Bulley at the White Hart Hotel

Tel: 01423 505681 or Fax 01423 568354 or

e-mail: Rebecca@whitehart.net

Friday, 23rd June at The Old Swan Hotel

Three-course meal with coffee at £30 for two.

Contact: Emma Pinsent Tel: 01423 500055

between 9am and 5pm Tuesday to Friday or

e-mail: events.oldswan@macdonald-hotels.co.uk

If you would prefer a private dinner party, but still wish to take advantage of the special offer, simply indicate this when you book your own table for the evening.

WE WOULD WELCOME OFFERS FROM OTHER MEMBER HOTELS FOR THE AUTUMN SEASON.

MEMBERS' FORUM

Cedar Court Hotel

We would like to extend our thanks to the Cedar Court Hotel for providing a complimentary room for the April Chamber Meeting.

The Cedar Court hotel offers modernised facilities geared towards today's Conference & Banqueting market, with 100 en-suite bedrooms and licensed restaurant facilities, all just a five minute walk from the town centre.

For further information contact:
Simon Cotton, General Manager Tel: 01423 858585
E-mail: sales@cedarcourt.karoo.co.uk
Website: www.cedarcourthotels.co.uk

Learning Disability Website

A new website has been launched with the object of improving the quality of life for people who have a learning disability throughout the Craven and Harrogate districts. It is the brainchild of Chamber members, Craven, Harrogate and Rural District Learning Disability Partnership Board.

The "Taking Part" website has been developed to help support independence and covers many areas of interest for people with a learning disability such as Day Services, Health, Advocacy, Education, Employment and Housing and has been produced to enable easy navigation. Go to www.takingpart-craven-harrogate.org/ to view this innovative website.

RAF Menwith Hill invites members to 'Proms on the Hill'

RAF Menwith Hill have extended an invitation to Harrogate Chamber members and guests to their 'Proms on the Hill' to be held on Saturday, 20th May.

Bring along a blanket and picnic and enjoy a relaxing evening of entertainment commencing at 18.00 with a jazz ensemble, followed by a full orchestral concert, ending with a spectacular fireworks display.

Tickets are £5 per person with food and drink on sale during the evening if required.

Those interested in attending should send full names and home addresses of all members of their party to the Chamber Secretariat by Thursday, 4th May.

All Change at Paperworks

After more than 11 years as Manager at Paperworks, Gillian Martin has left to take up a position in the health sector. Their Administrator, Kim Metcalfe has also moved on to another organisation. We wish them both success in their new careers.

Whilst Gillian's successor is recruited, Deputy Manager, Jackie Keir, will be taking on the day-to-day responsibilities.

If you have any print finishing requirements, please contact Jackie on 01423 816999.

Age Matters

From October 2006 it becomes unlawful to discriminate against anyone based on their age - young or old. Every area of employment will be affected so you will need to make sure your policies and procedures are fair to all.

Acas provides a range of services to help you examine the likely impact and what actions to take, including an Age Healthcheck, Training Sessions and a free guidance booklet. Call the Acas Helpline 08457 474747 or visit their website www.acas.org.uk.

NEW MEMBERS

Data-Assurance Services Ltd (IT Solutions)

Sean Sanpher, Technical Director
Evans Bus. Centre, Hartwith Way, Harrogate HG3 2XA
Tel: 01423 534603 **Fax:** 01423 280004
E-mail: sean.sanpher@data-assurance.co.uk
Web site: www.data-assurance.co.uk

Disq Ltd (Digital Technology)

Mike Kaye, Managing Director
Hammerain Hse, Hookstone Ave, Harrogate, HG2 8ER
Tel: 0845 345 2712 **Fax:** 0870 458 2652
E-mail: mike@disq.co.uk **Web site:** www.disq.co.uk

Harrogate Holiday Inn (Hotel)

Adam Lloyd, General Manager
Kings Road, Harrogate, HG1 1XX
Tel: 0870 443 1761 **Fax:** 01423 524435
E-mail: gm.hiharrogate@qmh-hotels.com
Web site: www.holiday-inn.co.uk

Junc Creative Consultants (Design and marketing)

David Cole, Director
2 Hyde House, Victoria Avenue, Harrogate, HG1 1DX
Tel: 0870 420 2401 **Fax:** 0870 420 2406
E-mail: david@junc.co.uk
Web site: www.junc.co.uk

Lester & Ford Solutions Ltd (IT Business Systems)

Andrew Ford, Director
43 Crimple Meadows, Pannal, Harrogate, HG3 1EL
Tel: 01423 879035 **Fax:** 0845 003 4052
E-mail: andrew.ford@landfsolutions.co.uk
Web site: www.landfsolutions.co.uk

Seager Associates Ltd (Specialist Event Management)

Angela Seager, Director
7 The Stables, Newby Hall, Ripon, HG4 5AE
Tel: 01423 329007
E-mail: angela@seagerassociates.com
Web site: www.seagerassociates.com

Soaring with Eagles (Bus. Devel. Consultancy)

Peter Walker, Director
Lane House, Burneston, Bedale, DL8 2HT
Tel: 01677 427312
E-mail: Peter.Walker@soaringwitheagles.co.uk
Web site: www.soaringwitheagles.co.uk

BUSINESS BRIEFINGS

April red tape reminder

Thursday 6 April saw a number of new regulations coming into force as part of the Government's common commencement dates system. The Control of Noise at Work Regulations 2005 replaces the Noise at Work Regulations 1989, tightening restrictions on acceptable decibel levels for noise in the workplace.

Meanwhile, the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) replace a 1981 law, and changes also come into force for weights and measures rules, insolvency law and copyright regulations.

A summary of the legal changes is available at:
www.dti.gov.uk/ewt/common_comence.pdf

Guidance on the new TUPE rules can be found at:
www.dti.gov.uk/er/individual/tupeguide2006regs.pdf

There is more about the new noise regulations at:
www.hse.gov.uk/noise/regulations.htm

Smoking guidelines for employers

With the recent news that smoking in public places will be banned during 2007 in England, Wales and Northern Ireland, the Institution of Occupational Safety and Health (IOSH) has published guidelines for business owners to help them prepare their staff for the change. The measure will also affect firms that welcome customers and visitors onto their premises.

The guidance can be downloaded at:
www.iosh.co.uk/index.dfm?go=news.item&id=606

Ten key A-day facts from HMRC

HM Revenue & Customs (HMRC) has published ten key facts to explain to businesses what they need to know about the changes to the pensions system that came into force on 6 April, also known as 'A-day'. The changes aim to simplify the rules covering how pensions are taxed and include issues such as the amount that can be saved, tax relief on contributions and flexible retirement options.

The key facts are published at:
www.gnn.gov.uk/Content/Detail.asp?ReleaseID=191601&NewsAreaID=2

Business Link Workshops

Business Link York & North Yorkshire have launched their new workshop programme for 2006. This has been developed in response to customer suggestions and now gives a choice of 30 different topics to help access best practice, explore new ideas and find new opportunities to streamline business activities.

Full details are available on their website:
www.here4business.co.uk/workshops

What's in a name?

Business names that include a family name, particularly those that include the term 'and son', are considered most attractive by consumers, according to a study by Yellow Pages. 2,600 shoppers were asked their opinion of business names, and 42% said they liked a family name best, while around a fifth expressed a preference for names with a regional emphasis, such as 'Clapham Plastering'.

The Yellow Pages says its findings show the continuing importance of choosing an effective business name. There are more details in the Press Release dated 28 March at:

www.yellgroup.com/pages/pressreleases-2006

Environmental compliance tool for firms

NetRegs, the website that offers practical, sector-specific advice for businesses about complying with environmental legislation, has developed a new tool to enable firms to register to receive updates about environmental issues affecting them.

The launch of the new service coincides with the publication of the latest SME-nvironment survey, which found that 86% of small firms were unable to name a single piece of environmental legislation.

Firms can register for the updates at:
www.netregs.gov.uk/netregs/1226009/?referrer=/netregs/

Disability Discrimination Act (DDA) Guidance Booklet

The Department for work and Pensions have issued a guidance booklet giving suggestions and ideas on ways in which small businesses can adapt to comply with the DDA. It can be downloaded at:

www.dwp.gov.uk/employers/dda/dda_better_business_pack.pdf

It also includes contacts which can be used to source further guidance on the Act. There are also links to case studies of businesses who have adapted either their premises or their practices to better accommodate disabled customers. This information can be found via www.dwp.gov.uk/employers/dda/

If you need further advice contact Trading Standards by phone on: 01609 768 654 or by e-mail at:
trading.standards@northyorks.gov.uk

Find Public Sector Buyers

A new website aiming to match public sector buyers with small suppliers has been launched by the Government's Small Business Service. The website puts particular emphasis on low-value public sector contracts at a local level, but also offers more complete information for a subscription.

The website is: www.supply2.gov.uk

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