



# REVIEW

July  
2006

MEETING  
DATES  
2006

## Review of Chamber Meetings + News Update

### North Yorkshire Police Service Update

- Western Area Police Commander speaks directly to Chamber Members
- Impressive achievements in lowering the rate of crime in Harrogate District
- Current focus on anti-social behaviour in several Town Centre "hot-spots"
- CCTV camera quantity and quality improved to aid identification and arrest
- Please do NOT use 999 unless really urgent – use 0845 60 60 247 instead

14 August

### North Yorkshire Fire & Rescue Service

- New Harrogate District Manager speaks direct to Chamber Members
- Assurances over continuous fire cover for Harrogate at all times
- Concern over North Yorkshire Fire Control Centre moving to Wakefield
- Serious problems with hoax calls – being tackled through school visits
- NYFS Consultation Document enclosed – please submit your views ASAP

11 September

### Harrogate District Developments

- Harrogate Borough Council's Scrutiny Commission to investigate car parking
- FREE Recycling Service found for waste cardboard and paper. More needed.
- Britain in Bloom Judges coming to Harrogate on 8<sup>th</sup> August. Please do your bit
- Traffic Problems – what do you think of Woodlands Junction, Wetherby Road?

9 October

## Future Meetings

13 November

**Monday, 14<sup>th</sup> August - Business Networking Safari No 8  
plus FREE Buffet - at Pavilions of Harrogate, Wetherby Road**  
*Harrogate Chamber members only - Another opportunity to meet up to 50  
members in 1 night to exchange ideas and business cards! BOOKING VITAL!*

11 December

**Monday, 11<sup>th</sup> September - Digital Marketing made easy**  
**A presentation on the latest website design and e-marketing campaigns**  
**by Remo Biagioni of Businets Web Design & Rob Burns of 9xb**  
**at the historic Old Swan Hotel, Swan Road Harrogate -**  
*with £5 million refurbishment completed in February including rebuilding the Garden Room  
and Ballroom and renovating the conference suites with up to date facilities.*

## PROMOTING HARROGATE BUSINESS

Harrogate Chamber of Trade & Commerce, PO Box 8, Harrogate, HG2 8XB

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# REDUCING THE IMPACT OF CRIME & FIRE ON BUSINESS

## North Yorkshire Police Service

Chief Superintendent Bernie Mitchell, the Western Area Commander of North Yorkshire Police, gave a wide-ranging presentation covering the district and impact of crime. This is summarised as follows:-

### North Yorkshire Police comprises:

- 3200 sq miles (over 3 times the size of Luxembourg (999 sq miles))
- Over 2 million acres
- 3 Basic Command Unit Areas:  
Central, Eastern & Western
- 300,000 Dwellings
- Over ¾ Million Residents
- More than 700 Parishes
- There are 1670 Police Officers
- Drive about 8 million miles a year
- Attend a sudden death every 4 hours
- Investigate a road accident every 1½ hours
- Receive over 250 "999" calls a day
- Arrest over 60 people per day
- Deal with 30 incidents per hour

### Western Area comprises:

- 3 Districts
- Harrogate
- Craven
- Richmond

### Western Area Management Team comprises:

- Chief Supt - Area Commander
- Supt Operations
- Det Supt - Crime Manager
- Business Manager
- HR Manager
- Performance Team

### Chief Superintendent has responsibility for:

- Overall Command of Area
- 417 Police Officers
- 98 Police Staff
- £19.5m Annual Budget
- Accountable to Executive
- External long term focus
- Home Office/Police Standards Unit/  
HMIC/Political/Financial

### Harrogate in particular has:-

- Lower rate of crime
- More Diverse Targets
- Restaurants
- Hotels
- Rich Pickings for Travelling Criminals
- Conference and Tourist Visitors (Victims)
- All Year Round – No peaks and troughs !

### Retail Crime comprises:-

- Theft / Burglary
- Deception
- Assaults / Threats on staff
- Graffiti / Damage
- Anti-Social Behaviour

### Impact of Retail Crime:-

- Loss of Revenue
- Loss of Custom
- Stress or Injury to Staff
- Time spent clearing up any mess
- Loss of valuable staff
- Community Breakdown
- Business has to close !!!!!

### The British Retail Crime Consortium suggests:

- Retail crime costs every household in the UK an extra £90 each year on their shopping bills
- 75% of retailers and 50% of manufacturers experienced at least one crime in the previous year, according to the Commercial Victimization Survey (2002).
- Overall, the risk of crime to retailers and manufacturers was lower comparing the results of the 2002 survey with those of the previous survey in 1994

### What can be done?

- Prevent and Deter
- Keep us informed
- Support Each Other and our Systems
- Build on achievements
- Publicise our Aims

### What is being done now?

- Neighbourhood Police Teams
- Harrogate Town Centre
  - Sgt Mosey / PC Sangra / PC Simpson
- Ringmaster
- Shopwatch (not just for Shops !)
- 2 mobile CCTV vehicles - good deterrent

### Hotspot Problem Solving:

- Valley Gardens (Alcohol Restricted Zone)
- Montpellier Hill (Alcohol Restricted Zone)
- McDonalds CCTV
- Cambridge Street CCTV
- ASDA – Police / PCSO Patrols

### Useful Websites:

[www.northyorkshire.police.uk](http://www.northyorkshire.police.uk)  
[www.crimereduction.gov.uk](http://www.crimereduction.gov.uk)  
[www.brc.org.uk](http://www.brc.org.uk) (British Retail Consortium)

In order to help reduce the number of unnecessary '999' calls the Police receive, don't forget the telephone number for non-urgent calls that will take you directly to North Yorkshire police control room: **0845 60 60 247**

An easy reminder for this number (after 0845) is:-

**60** - seconds in a minute  
**60** - minutes in an hour  
**24** - hours in a day  
**7** - days in a week!

If you would like the full PowerPoint presentation from the meeting, which includes maps and statistics, please request from the Chamber Secretariat - [secretariat@harrogatechamber.org](mailto:secretariat@harrogatechamber.org)

## North Yorkshire Fire & Rescue Service

Nigel Phillips, Group Manager - Harrogate District, North Yorkshire Fire & Rescue Service, gave a candid outline of the Fire Service in Harrogate and the surrounding areas.

Nigel is responsible for Harrogate and Ripon Fire Stations and also Masham, Lofthouse, Summerbridge, Knaresborough, Boroughbridge, etc. **Harrogate is crewed 24 hours a day** and has 2 fire engines, 1 hydraulic platform, 1 chemical incident unit and 2 high volume pumps.

There are 50 high volume pumps nationally. Each unit can move 8,000 litres per minute, which is especially useful in local flooding situations. 12 were deployed to the oil depot fire at Buncefield, which illustrates how the back-up system works that ensures all areas are covered as equipment is moved around the country to cover when one region attends an incident in the neighbouring region.

**The Harrogate Area is never left without fire cover**, because of the density of population. When Harrogate fire engines are out for more than 15 minutes, another fire engine covers from either Knaresborough or Ripon. If Ripon is without for an hour then another is moved to Ripon. Should all North Yorkshire engines be in use, then West Yorkshire moves in and another region covers West Yorkshire and so on, to provide cover throughout the UK at all times. As an example, in the floods in 2000, an appliance from Driffield, East Yorkshire was pumping water in Ripon while Lincolnshire put their fire engines into Humberside.

The North Yorkshire Fire & Rescue Service deal with around **10,000 incidents a year** through the call centre in Northallerton. There are approximately 280 'frontline' fire service personnel, supported by a backroom staff of varied personnel from mechanics to the call centre operators. Currently the control room is in Northallerton, but the four Yorkshire fire service call centres are expected to be regionalised by 2008 in Wakefield.

**The Fire and Police services are now more closely linked** and work together in order to reduce fire incidents, which are often connected to areas with high crime, particularly when arson is concerned. This joint initiative has reduced arson in most areas. To follow this up the offenders undertake a 'Life Project', which is 5 days working with the Fire Brigade to learn how it works and the effects their actions have. This has drastically reduced re-offending rates. In Selby out of one group of 8 offenders, 6 have never re-offended.

Another problem facing the Fire Service is **hoax calls**. Compared with other towns, Harrogate has only 1 hoax call in 30. However, this still causes problems for the service and more often than not is carried out by children. This problem is being tackled by visiting schools across Yorkshire and, accompanied by a hard-hitting video, to show that hoax calls can retain the appliance when a real fire takes place, which can result in loss of life. This tactic is proving to be effective.

These visits also put across the message to schools to keep temptation away from pupils, such as keeping wheelie bins locked up and out of sight, as these are often set alight, can result in the loss of a multi-million pound building.

A useful safeguard for **shops and offices** is to ensure that any waste cardboard and paper refuse is not left around and if possible collected early, especially when bonfire night approaches. This can avoid fires being started either deliberately or accidentally by fireworks. However, business fire crimes are low, mostly being caused by revenge attacks or fraud.

All the data from fires goes into a **national database**, which can help to detect any patterns, particularly with electrical appliances or vehicles which regularly cause fires. Once a problem is spotted the manufacturers are advised to improve the item and notify customers.

**This information is available on the Fire Service website: [www.northyorksfire.gov.uk](http://www.northyorksfire.gov.uk)**

Jack Transport of Dransfield Novelty Co Ltd asked about Regulator Reform Order (RRO). Nigel confirmed it is coming into force in October and will put the emphasis with the business to ensure their premises are as safe as possible using a risk assessment process. He said officers were currently being trained on this aspect and will be able to work with businesses to help them achieve this.

Chamber Chief Executive, Brian Dunsby, expressed concern at the plans to **centralise the call centres** for the whole of Yorkshire's Fire Service at Wakefield, as he expected it to cause similar problems to the new Police call centre in Newby Wiske, where the lack of local knowledge caused delay in incidents being attended.

Following up on Nigel Phillips' presentation, you will find enclosed with this REVIEW (in the brown envelope) a copy of **NYFS Consultation Document - Integrated Risk Management Plan - Action Plan 2007-2008**.

This includes a set of proposals for improving their service to the community. **Please take a few minutes to read the Action Plan and to submit your views** on the proposals. Either on the enclosed questionnaire, or on their website: [www.northyorksfire.gov.uk](http://www.northyorksfire.gov.uk) where the full Integrated Risk Management Plan 2006-2011 is available, which the Action Plan will change if the proposals are agreed.

The Annual Performance Plan, also enclosed, summarises the Fire & Rescue Service's performance for 2005. It contains details about their targets and performance against the national Best Value Performance Indicators and their own Corporate Targets, together with a summary of the costs of the service.

Most questions can be answered on the Fire & Rescue Service website [www.northyorksfire.gov.uk](http://www.northyorksfire.gov.uk)

If you require any other information or to arrange for a visit your company you can contact **North Yorkshire Fire & Rescue Headquarters on 01609 780150**.

## HARROGATE DISTRICT NEWS

### Harrogate's Car Parking Policy

Chief Executive, Brian Dunsby, has been invited to address Harrogate Borough Council's Scrutiny Commission which is considering whether to investigate the many complaints about car parking policy, vigorous enforcement and rejection of appeals which upsets many businesses, visitors and residents. A copy of his presentation can be provided by the Secretariat on request. **Further examples of specific problems** with parking enforcement and appeals would be **welcomed**.

### Cardboard & Paper Recycling Collection

Thanks to a contact provided by Mike Smith of Ripley Training Ltd, we have been able to get in touch with a company who will **collect your waste cardboard and paper for recycling - free of charge!** They can also provide the bins to separate these items.

**S&W Recycling** are based in Leeds - contact John Scholes Tel: 0113 271 6260, who can visit to assess your requirements.

A company who work with S&W are **Miltek Central Ltd**, who provides cardboard balers for a low monthly rental. Full details on [www.miltek-uk.co.uk](http://www.miltek-uk.co.uk)

The Secretariat are compiling a **Business Waste Disposal Strategy** and would welcome details of other organisations that will collect waste – and of recyclable materials that go to landfill due to the lack of collectors.

### Britain in Bloom Judging

Pamela Barnes of Grants Hotel, drew attention to the fact that the judging for the 2006 Britain in Bloom would take place on **Tuesday, 8<sup>th</sup> August** and she urged all members to ensure the areas around their properties were particularly neat and tidy on that day as the judges walk and drive around the route.

**Please display the enclosed Poster.** If you would like further information contact Sue Wood Community Liaison Officer, Harrogate Borough Council Tel: 556757

## FOCUS GROUPS

### Business Market Promotion

Members interested in working with Management Group members on the promotion and development of the next Business Market, please contact the Secretariat. This new Focus Group will soon begin preparations for next year's **Business Market to be held on 30<sup>th</sup> April 2007.**

The main objective is to promote the event more widely in order to attract more business visitors from a wider area. Communication will be by e-mail plus occasional informal discussions being held after the regular monthly meetings.

### Town Centre Improvements

Focus Group Leader, Granville Simpson, (The Rocking Horse), attended a recent CCTV Monitoring Meeting, which looked at how effectively the CCTV was working

in the town. He was pleased to report that the system is proving to be **very effective in reducing crime** with the clarity of pictures now quite exceptional. Two new cameras have recently been added, one is particularly to help traffic control.

A new contract has been secured to run for the next five years, with the emphasis being on replacing cameras and improving the clarity of pictures.

**Any comments to Granville Simpson: Tel: 566718.**

### Traffic & Transport

Chief Executive, Brian Dunsby, has been invited to attend the North Yorkshire County Council's Area Committee Seminar on the Harrogate & Knaresborough Integrated Transport Strategy. He will be representing the business needs for the area. Comments welcome.

**Woodlands Junction** - A group of people are looking at the practicalities of changing the Woodlands Junction from traffic lights to a roundabout to improve the flow of traffic. They are lobbying the Council with their ideas.

Any members who regularly use this junction should send their opinions for or against this suggestion to Brian Dunsby at [chiefexec@harrogatechamber.org](mailto:chiefexec@harrogatechamber.org)

**New flights to England, Ireland, Scotland & Whales!!**

A recent news release from Leeds Bradford International Airport announced new flights in England (Isle of Man), Ireland (Galway and Cork), Scotland (Aberdeen) and "Whales" - a whale watching day trip to Norway!!

See [www.lbia.co.uk](http://www.lbia.co.uk)

AND don't forget to use the **767 Harrogate to Airport bus service** that runs every 90 minutes from 05.30 to 22.45 each day. See [www.bus2jet.com](http://www.bus2jet.com) for full details. **(New leaflet enclosed with a few minor changes)**

**GNER East Coast Main Line Services** - A recent news release from GNER indicates they are trying to increase services in the face of the Office of the Rail Regulator, who is allowing someone else to use the same lines without making an equitable payment of usage charges. Members who use this rail service regularly please pass on your thoughts to [secretariat@harrogatechamber.org](mailto:secretariat@harrogatechamber.org)

## MEMBERSHIP BENEFITS

### Thanks to Grants Hotel

Many thanks to Grants Hotel on Swan Road for hosting the meeting this month. Sales Manager, Pamela Barnes and the staff looked after us and made members very welcome. For information on their facilities, including the renowned **Chimney Pots Bistro** Tel: 01423 560666 or e-mail [enquiries@grantshotel-harrogate.com](mailto:enquiries@grantshotel-harrogate.com) or see: [www.grantshotel-harrogate.com](http://www.grantshotel-harrogate.com)

### Ackrill Group 2006 Business Awards

Harrogate Chamber has again offered to sponsor the Best Small Business Award in the Ackrill Media Group's 2006 Business Awards. The 2005 Awards were a great success with many Chamber members gaining recognition. Start to planning now and think how best to demonstrate your business and personal achievements.

## Business Networking Safari 14/08/06

Next month's meeting is the ever-popular Business Networking Safari complete with FREE buffet provided courtesy of Pavilions of Harrogate. Note slightly earlier start time of 17.30 to allow members to stock up before the Safari begins promptly at 18.00!

See enclosed information sheet and booking form for the format of the evening. After the initial round of business introductions, the topics for informal discussion will be:

- o *Business Market - promotion & development*
- o *Promoting Harrogate & Yorkshire Dales*
- o *Town Centre Improvements*
- o *Road Traffic Problems & Solutions*
- o *Public Transport Problems - air, bus & rail*
- o *Chamber Membership Benefits*
- o *Expand your business using the Chamber's services*

Regular Safari attendees who would like to Chair a table should contact the Secretariat.

**Pre-booking is essential** due to the nature of this event and for the catering requirements. You can book by faxing or posting back the enclosed form, or send an e-mail with your name and company to [secretariat@harrogatechamber.org](mailto:secretariat@harrogatechamber.org)

## Business Networking Dinners

Members who attended the second series of Networking Dinners at the Old Swan and White Hart Hotels, are requested to provide feedback to the Secretariat on their experiences. It is planned to run a third series of these informal dinners once a month during the Autumn.

**Hotels/Restaurants who would like to participate** by making a "special offer" please contact the Secretariat.

## Chamber Team for It's A Knockout ?

Pamela Barnes of Grants Hotel, together with Stuart Pearson of The Trinity Foundation, are trying to get together a team of at least 10 people to take part in the **St Michael's Hospice "It's A Knockout"** event on Saturday, 2<sup>nd</sup> September. (See enclosed leaflet.)

This is an ideal opportunity for you to take part in this popular event and raise money for a very worthy Charity in the process. A small refundable deposit is required. A few members did commit to joining the team on the evening of the July meeting, but Pamela and Stuart still **need more volunteers and sponsors for them!**

**Please call Pamela on 01423 883446 and leave a message for her to call you back.**

## MEMBERS' FORUM

### New Manager at Paperworks

The new Manager of Paperworks (Harrogate) Ltd, Emma Holland, was at the July Meeting. Emma graduated from Bristol University and has spent the last four years working with Mencap. She will be happy to discuss your packing and mailing requirements.

Tel: 816999 e-mail: [admin@paperworks.org.uk](mailto:admin@paperworks.org.uk)  
or visit their website: [www.paperworks.org.uk](http://www.paperworks.org.uk)

## FireServe & Abbey Fire on show!

In support of the presentations by the Police and Fire Service, two Chamber members displayed their fire protection and fire extinguisher services at the meeting. For details: Tel: 815129 or e-mail [rod@fireserve.co.uk](mailto:rod@fireserve.co.uk)

## Update on Paul Berwin's feat!

On 2 July Paul Berwin took part in the first part of his double-header fundraising plan, competing in the "half-ironman" event at Trentham. Starting at 7 am, by the time he had swum 1.2 miles in open water, and spent 3 hours racing on the bike (56 miles), the temperature was around 30 degrees with a half marathon still to run!

Paul said, "It was the hardest physical thing I've ever done (and I've done some) but I did it, and I'll be preparing for the marathon in Nottingham on 10<sup>th</sup> September having had a short holiday."

If you have not yet donated please consider doing so - visit [www.justgiving.com/paulberwin-ycr](http://www.justgiving.com/paulberwin-ycr) to make your donation to **Yorkshire Cancer Research**, or send a cheque payable to the charity to Berwins LLP, 2 North Park Road Harrogate HG1 5PA.

## Networking Event

Mike Smith of Ripley Training thanked members who attended the recent InSpa Charity Networking event at which over £400 was raised for Harrogate Charities.

Mike said an even bigger event was being organised in Leeds on 14<sup>th</sup> September including a motivational speaker and magician! The cost to attend is £15.

**For further details contact Mike Smith on 08708 504232 or e-mail [mike@ripleytraining.co.uk](mailto:mike@ripleytraining.co.uk)**

## NEW MEMBERS

**Halifax Bank of Scotland (Bank)**  
Barry Dillon, Business Development Manager  
11 Little Swinegate, York, YO1 8AX  
Tel: 01904 881247 Fax: 01904 655620  
E-mail: [barrydillon@halifax.co.uk](mailto:barrydillon@halifax.co.uk)  
Web site: [www.halifax.co.uk](http://www.halifax.co.uk)

**Henton & Co (Chartered Accountants)**  
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**Thain Design (Graphic Design)**  
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Web site: [www.thainfinance.com](http://www.thainfinance.com)

## BUSINESS BRIEFINGS

### **European Information Website Launched**

The Foreign Office has launched a new website providing information about the European Union (EU). The website has been developed in response to a survey which indicated that people would like to know more about the EU and is aimed at stimulating more public discussion on European issues. The website provides background information on the EU with particular emphasis on the UK's role. The new website can be visited at [www.europe.gov.uk](http://www.europe.gov.uk)

The Foreign Office has also launched a new EU Guide giving information on what the EU is, what it does, how it operates and information on EU enlargement. Download a PDF format from the website or call the Information Centre on 01904 686000.

### **Malware List Updated**

StopBadware.org, an initiative set up to combat malicious software or 'malware' such as adware and spyware, has updated its Badware Watch List with several new software programs. The list highlights programs that embed malware without the user's knowledge or consent. Visit: [www.stopbadware.org](http://www.stopbadware.org)

More details about the updated list at: [www.computerweekly.com/Articles/Article.aspx?liArticleID=216124&liFlavourID=1](http://www.computerweekly.com/Articles/Article.aspx?liArticleID=216124&liFlavourID=1)

### **Safer Searching Tool**

Scandoo.com is a free website that claims to "take the risk out of searching online". The service alerts users to problems on sites listed within their search results, by means of a traffic light system. It claims to identify problems including viruses, malware and spyware. The tool works with all the major search engines, meaning that users can continue to search via their preferred search engine. Access at: [www.scandoo.com](http://www.scandoo.com)

### **Electronic Invoice Compliance**

Businesses that trade in Europe and use electronic invoices are being reminded that they must comply with different VAT laws or face fines and, in extreme cases, imprisonment. Electronic invoices were accepted as legal documents by the European Union (EU) in 2004, but VAT legislation differs across the continent. UK firms that do not comply with other nations' regulations surrender the ability to deduct VAT, while Irish businesses face fines. In Sweden, company directors can be imprisoned over non-compliant electronic invoices. A useful summary of the different provisions across Europe is at [www.out-law.com/page-6944](http://www.out-law.com/page-6944)

### **Insurance Costs Set to Rise**

Small firms are being urged to look at their Health and Safety policies before the new Injury Cost Recovery legislation comes into effect on 1<sup>st</sup> October. Under the regulations, the NHS will be able to claim back the cost

of treating any staff members injured at work. The money will be taken from the firm's employers' liability insurance, the cost of which is forecast to increase by around 8% as a result of the new rules.

Firms are being advised to examine their risk assessments and ensure they have an accident book to record details of any incidents. Find out more at: [www.onrec.com/content2/news.asp?ID=11743](http://www.onrec.com/content2/news.asp?ID=11743)

### **Businesses Urged To Drop 0870**

Businesses are being urged to stop using the 0870, 0845 and 0800 phone services, which allow them to be contacted at the same number in various geographical locations, but means customers have to pay extra to get in touch. An online campaign called 'Say No to 0870' lists alternative numbers that can be used in the same way without costing the caller extra. Firms that use 0870 usually receive a percentage of the cost of the call. Telecoms watchdog Ofcom is currently consulting on the issue. Find out more at [www.saynoto0870.co.uk](http://www.saynoto0870.co.uk)

### **Every Little Helps for Sole Traders**

Tesco is launching a credit card aimed at sole traders, to help them keep their business and personal finances separate. The card will have an annual fee of £25 and an interest rate of 13.9%. Users can take advantage of up to eight weeks of interest-free credit and a reward scheme offering free fuel. Customers will also be able to manage their accounts online. To qualify for the card applicants must be VAT-registered sole traders.

Read more at: [www.thisismoney.co.uk/small-business/article.html?in\\_article\\_id=410265&in\\_page\\_id=10](http://www.thisismoney.co.uk/small-business/article.html?in_article_id=410265&in_page_id=10)

### **Firms Must Put Credit Terms in Writing**

More firms must ensure they put their credit terms in writing when dealing with customers, according to the Better Payment Practice Group (BPPG).

One in three do not bother with this basic piece of financial housekeeping when starting a business relationship with a new client, according to a poll carried out by the group. Businesses that do not put credit terms in writing risk cash flow problems in the future from late payers, as well as potential disputes. More details from BPPG at [www.payontime.co.uk/news/11\\_05\\_06.html](http://www.payontime.co.uk/news/11_05_06.html)

### **New Factsheets on Age Rules Published**

The Department of Trade & Industry has published eight factsheets explaining the Employment Equality (Age) Regulations 2006, which will come into force on 1<sup>st</sup> October this year. The factsheets cover topics such as redundancy and pension rights, and aim to provide practical advice on compliance for business owners preparing for the introduction of the law. The factsheets are available at:

[www.dti.gov.uk/employment/discrimination/age-discrimination/age-legislation/page29258.html](http://www.dti.gov.uk/employment/discrimination/age-discrimination/age-legislation/page29258.html)

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