



REVIEW

**May
2006**

Review of Chamber Meetings + News Update

HARROGATE 2006 BUSINESS MARKET

- Over 500 visitors and exhibitors staff attended and voted it a great success
- In total 109 companies supported the event with display stands and/or leaflets
- Harrogate's Mayor and MP opened the event and complimented the Chamber
- Exhibitor feedback shows the event met or exceeded expectations for 96%
- Feedback shows 84% would like same event, same date, same place next year

CHAMBER AGM NEWS

- Brian Haines of COMMPETE Limited completed his term as President
- John Hart of Harrogate Ladies College was elected as President for 2006/07
- Granville Simpson of The Rocking Horse was elected as a Vice-President
- Fiona Gilbert, Simon Cotton & David Fisher newly elected to the Committee
- Peter Armitage received a Certificate of Appreciation for 12 years service

MEMBERSHIP OPPORTUNITIES

- Would you like a chance to influence Harrogate Council's Car Parking Policy?
- The last two Networking Dinners for this season are on 19th May & 23rd June
- Henshaws College & Nidd Vale Group invite you on a Treasure Hunt - 28th May
- Useful FREE guidance on credit cards, catering, e-commerce, FSA, IIP, IPR
- Congratulations to Charles Smailes, William Woods and the "new" Holiday Inn

Future Meetings

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

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

**Monday 10th July - *Reducing the Impact of Crime & Fire on Business*
at Grants Hotel, Swan Road, Harrogate**

***Presentation by North Yorkshire Police Western Area Commander and North
Yorkshire Fire & Rescue Service Group Manager - Harrogate District***

With displays and information from Chamber members in this sector

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

MEETING
DATES
2006

12 June

10 July

14 August

11 September

9 October

13 November

11 December

HARROGATE 2006 BUSINESS MARKET

The second Harrogate Business Market on Monday, 8th May was a resounding success with over 500 exhibitors and visitors attending on the day.

In total 109 companies supported the event, either by exhibiting or including a leaflet in the visitor bag.

Harrogate's Mayor Caroline Bayliss and local MP Phil Willis opened the event to an expectant crowd, with a queue of visitors arriving as soon as the doors opened!

Stands were taken by both members and non-members, who took advantage of the opportunity to find out more about each other's businesses throughout the event.

Special thanks go to **Pavilions of Harrogate and Yorkshire Event Centre** who hosted the event and kept everyone sustained with a constant flow of tea, coffee, water and biscuits PLUS Chocolate Fountain & Cheese! Their staff efficiently ironed out any problems that arose during the day, ensuring everything ran smoothly.

Best Stand Prizes

Ackrill Media Group Editor, Jean MacQuarrie toured the Business Market and judged the best stands as follows:

Best Small Stand - Alan & Son

Jean said she enjoyed the classy arrangement on the **Kimberley Hotel** stand and admired the inventiveness of **Michael Langford Travel**, with his model elephant and tribal warrior, but the winner, with a very eye-catching and attractive stand was **Alan & Son** gardening & landscaping.

Best Medium Stand - Fireserve

Jean said the hotels were very well represented in this stand sector, particularly the **Cedar Court** and **Old Swan**. **Smart & Cook** Insurance Brokers looked good too, but for innovation and sheer hard work, the award went to a new business in Harrogate, **Fireserve**, who supply and service fire safety equipment.

Best Large Stand - Taylors of Harrogate

Jean said there were some excellent large stands and it was a really tough decision. Last year's winner, **The Jespers OFFICE**, looked terrific and there has to be a special mention for the **Ripon Area Business Association** promoting Ripon - "small city, big personality". Jean also gave a very special mention to our hosts today, **Pavilions of Harrogate**, with their 'delicious' partner the chocolate fountain from **Fondue Fountains**, but the winner for an excellent eye-catching stand was the Yorkshire Tea display by tea and coffee merchants **Taylors of Harrogate**.

Exhibitor Feedback

Judging from the following typical comments on the Exhibitor Feedback forms, it appears to have been a great success for all concerned.

"A vibrant market with a wide variety of businesses & interests" - Gwen Puckrin, A Tactile Business

"The best possible use of our time" - Remo B, Businets

"Good show, well attended with good contacts made" – what more can you ask for? Paul Townsend, Interprint.

"A very useful vehicle for small businesses to raise their profile in the area." Grant Ashworth, U Name It Promns

"A friendly and informal networking opportunity. A must for local businesses." Paul Taylor, Spot On

"Well done! Well worth it!"

Terry Dixon, To Catch a Dream

"Invaluable opportunity to make new business contacts."
Donna Ekin, Ackrill Media Group

"If you're in business in Harrogate, you need to be here."
Pam Binfield, Harrogate Business Centre

"A cracking day. Well worthwhile"

Stuart Pearson, The Trinity Foundation

ELECTION OF NEW CHAMBER PRESIDENT FOR 2006/07

At the AGM following the Business Market, outgoing President **Brian Haines** of COMMPETE International Ltd handed over the mantle of Presidency to **John Hart** of Harrogate Ladies' College.

In his President's report, Brian said, *"A year has gone by and it seems like only yesterday. It has been most enjoyable and a good deal has been achieved, but there is a lot more to do and to plan for the future."*

As I have done before and I make no apologies for doing again, I would like to pay tribute to Brian and Beryl Dunsby, Maggie Hall and the team, who have provided fantastic support and delivered outstanding service to our members and to the town and the District. It is one of the reasons I took on the job, because there is such a superb team behind me."

*We set out a year ago to be even more recognised as the **Number One Voice for Harrogate Business** and I do believe that we have achieved this. Over the past year the Chamber has improved links and influence with both the local and regional Councils, and has helped to restructure the Local Strategic Partnership and Economic Development Forum, which now recognise the value of business input, as well as the broad range of community issues, which have to be underpinned by a successfully performing economy."*

*Another milestone was Harrogate Chamber sponsoring the **Best Small Business Award** in the Ackrill Media Group Business Awards 2005."*

Incoming President, John Hart, thanked Brian Haines for his year in office and his support for the Chamber. John also thanked the Committee for their faith and trust in bestowing him with this honour.

He said, *"I am all for change, but not for its own sake. It needs to be thought through, it needs to be planned, and it needs to be implemented sensitively. My only political mantra is that the theme for this year is more, more and more of what has been good, good and good and best, best and best from the Chamber!"*

Chief Executive's Report

Review of main activities and services during the year:

1. The Main Voice of Harrogate Business

- Harrogate District Strategic Partnership + Enterprise & Economy Group
- Harrogate District Economic Development Forum + EDU Meetings
- Local Development Plan – input to consultation meetings and drafts
- North Yorkshire County Council Harrogate Area Committee invitee
- Leeds Bradford International Airport Consultative Committee
- Harrogate Line Rail Officers Group Meetings + GNER Liaison
- Royal Mail and PostWatch correspondence over delivery problems
- Major local Planning Applications received for consultation and feedback
- Frequently contacted by local press and radio for business viewpoint.

2. Promoting Harrogate Chamber

- Sponsored Ackrill's Business Awards 2005 – Small Business of Year
- Frequent publication of Chamber Logo and profile + Awards Ceremony
- Harrogate Advertiser Series – frequent letters & press reports
- NEW Business Pink incorporating On Location – in several features
- District-wide mailing to over 4,000 local businesses for Business Market
- Monthly e-mailing of meeting invitations to all members and enquirers.

3. Monthly Meeting Venues

- Change of meeting day to 2nd Monday each month proved successful
- Moving around several major hotels in the town - all Chamber Members
- Meeting rooms free with refreshments paid by the Chamber - thanks to Cedar Court, Hotel du Vin, Kimberley, Old Swan, Pavilions & White Hart.

4. Monthly Meeting Content

- Most meetings now have a keynote speaker on topical issues
- Agenda now focuses on local issues affecting business
- More opportunities for promoting members' services - verbally or via inserts
- Business Safaris continue to be very popular for networking.

5. Shared District Mailings

- April 2004 very successful – total 13 enclosures – modest surplus
- November 2004 mailing less popular – only 4 enclosures – breaks even
- April 2005 – total 9 heavier enclosures – generated reasonable surplus
- March 2006 – total of 10 lighter enclosures – generated a small surplus.

6. Social Events

- Chamber Networking Dinners – 4 in Autumn 2005 + 5 in Spring 2006 – enjoyed by the few who supported this initiative. Thanks to Hotels.
- So what do members want this year? Any suggestions or offers??

7. Chamber Website

- Updated monthly with meeting details and the latest Review
- Membership Directory on-line with active web links where available
- Scam Check List now on-line for easy reference to check callers
- Useful website links for local business now on-line for clicking through.

8. Harrogate District Chambers, etc

- Joint Meetings with Council Officers and the Presidents of Boroughbridge, Knaresborough, Nidderdale and Ripon Chambers/BAs.
- All of the other Chambers invited their members to our Business Market
- Also invited WiRE Women into Rural Enterprise to promote and attend
- Several members of other Chambers, etc., were exhibiting at the Business Market today.

9. 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 & proposed new Tourism Forum
- **Town Centre Group** - led by Granville Simpson – excellent analysis of extra signposting needed to assist visitors - and HIC are now doing it!
- **Traffic & Transport** - led by Brian Dunsby – a lot of work with hopes of improvements in bus, rail and air services - BUT none on our roads!

10. Traffic & Transport

- **Airport Links** – we now have the 767 Harrogate– Airport bus service - only 90 minute frequency but better than nothing - so use it or lose it!
- **Leeds Bradford Airport** – we contributed to the Master Plan and supported improved road and rail links – but objected to Car Parking Charges!
- **Rail Links** – close cooperation with Northern Rail – promise of new rolling stock and longer trains later this year + Promoting Harrogate!
- **GNER** - excellent improvement in quality and frequency. Supported their bid for ECML slots and Electric Horseshoe Loop - but still uncertain.
- **Roads** – more traffic lights, more pelican & puffin crossings, more humps, more yellow lines, more posts and more illuminated signs = more congestion!

11. Political Relationships

- Maintaining good relationships with Harrogate Borough ruling and opposition group leadership.

- o Closer contacts with North Yorkshire County Councillors and Officers, including a private meeting with the Chamber Management Group.
- o Local MP Phil Willis and the Mayor Councillor Caroline Bayliss agreed to open the Business market and tour the stands.
- o New Projects – Town Centre Car Parking Policy & Business Waste Disposal Policy.

12. Membership

- o Continual effort to attract and follow-up membership enquiries
- o Total 165 prospective members receive regular e-mail invitations and reminders
- o Total of 61 new members joined during the year + 9 more in April - but 24 resigned or retired and 15 were lapsed for non-payment last year
- o Attendance at monthly meetings has significantly increased this year from an average of 34 in 2004-05 to 41 in 2005-06. (Up 20%)

13. Membership Benefits Improved

- o Numerous scam warnings collected and passed on to members & NYTS
- o All Members' businesses promoted on Chamber website + web links
- o Monthly mailing opportunity for inserts in Review
- o Solus mailing opportunity + members' discounts
- o Harrogate's 1st Business Market in May 2005 with 70 exhibitors – and over 100 in 2006 - but that forms part of the next report for 2006/07

In conclusion Brian Dunsby expressed his thanks to the retiring President, Brian Haines, for his strong support and guidance throughout the past year, and to the Perlex team for their flexibility and hard work to promote the Chamber and to service the members.

Treasurer's Report 2005/06

Hon Treasurer, Mark Hunter of Bentley Jennison reported on a healthy financial year for the Chamber. Income has increased to £27,000 at year end March 2006 with expenditure increasing less, creating a **surplus of £3,554**. This can be used to help invest in more events like the Business Market, Business Awards, social events, etc. Net assets on the Balance Sheet total £28,576, again an increase on 2005.

Copies of the 2005/06 Accounts are available to members only on request from the Secretariat.

Election of Executive Officers 2006/07

The AGM elected **Granville Simpson**, owner of The Rocking Horse toyshop, as a **new Vice-President**. Re-elected as Vice-Presidents were **Robert Whiteley**, General Manager of Yorkshire Event Centre Ltd. 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 **Chief Executive**, with **Maggie Hall** as **Chamber Administrator**, following another successful year for the Chamber in terms of new members, promotions, events and local influence.

Election of Management Group 2006/07

The AGM elected five members to fill vacancies on the Chamber Management Group:-

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

They join the four current members who are continuing their three-year term of office:-

Phillip Broadbank	Enid Taylor
Keith Gaunt	NatWest
Peter Jesper	The Jespers OFFICE
Jo Olner	Jo Olner Graphic Design

Thank You - Peter Armitage

As a token of gratitude for 12 years' service to Harrogate Chamber in an Executive capacity, Past President, Peter Armitage of Colour It In Digital Print & Display (formerly owner of Black Cat Signs) was awarded a Certificate of Appreciation for his loyal and capable service as:

President	2003-2005
Vice President	2001-2003
Secretary	1994-2000

Harrogate 2007 Business Market

Brian Dunsby asked the meeting what their thoughts were for next year's Business Market. Should it remain as this year, or increase or reduce in size?

Mark Lancaster of Colour It In Digital Print & Display recommended the Business Market should not expand any further as there would be no real gain. The present level and type of exhibitors and visitors is good and this year's location is ideal. John Hart agreed we should now consolidate at the present size.

Stuart Pearson of Trinity Foundation added that the layout for the 2006 Business Market was right. If it expanded into the other rooms at Pavilions it would become too scattered. Brian agreed that these two rooms are well connected with good catering facilities.

It was agreed the numbers of exhibition spaces should remain as this year on a first-come-first-served basis.

Stuart also gave a **vote of thanks** to Pavilions of Harrogate and their in-house Kings Catering Co.

Influence Harrogate's Car Parking Policy

Last chance to send in your examples of problems encountered with car parking in Harrogate town centre. The Council's Scrutiny Commission have agreed to review the situation in June, so please send in items to the Secretariat by 31st May.

These can be details of personal experiences or those of your customers, colleagues, family and friends.

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

MEMBERSHIP BENEFITS

Networking Dinners 2006

The next two Networking Dinners are detailed below. Chamber members and their guests, can enjoy excellent food in pleasant surroundings with like-minded colleagues and take advantage of our Hotel Members' generous special offers!

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 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, you may still take up the special offers if you say so when you book.

Offers now invited from all Member Hotels and Restaurants for the Autumn season.

MEMBERS' FORUM

Congratulations to Charles Smailes

Charles Smailes, Partner of auctioneers, property managers and surveyors **Feather Smailes & Scales** in Harrogate, was elected as UK National President of The National Association of Estate Agents (NAEA) on 5th May for a one year term.

To find out more about their property services visit www.fss4property.co.uk or phone 01423 501211

Congratulations to Woods of Harrogate

Long standing members Woods of Harrogate fine linen shop on Station Parade has been named **Britain's Best Specialist Shop** in the Period Living Magazine's Best of British Awards 2006. It opened in 1895 – when the Harrogate Chamber of Trade was first established.

For further details click on www.woodsofharrogate.com or contact: William Woods. Tel: 01423-530111

Holiday Inn earns 4 star rating

Recent new members Holiday Inn have just achieved 4 star rating with the AA making them the largest 4 star hotel in town and one of only two in Harrogate.

For further details click on www.holiday-inn.co.uk or e-mail: gm.hiharrogate@QMH-Hotels.com

Aviation Academy at Lbia

Alison Stone of Tyro Training, part of Craven College, has been appointed Manager of the Aviation Academy at Leeds Bradford International Airport. They offer a wide range of full and part-time courses covering all aspects of aviation and airport operations and tourism.

For details telephone Alison direct on 07921 743707

Henshaws Spring Treasure Hunt

Two Chamber members are joining forces for a fun charity event on Spring Bank Holiday Sunday.

Henshaws College sponsored by **Nidd Vale Group** are having a Spring Treasure Hunt, on Sunday, 28th May from 4pm. The Treasure Hunt takes a 35 mile route starting from Nidd Vale's showrooms on Leeds Road, ending up at Henshaws College (hopefully!)

Entrance fee is £20 per team (private entrants) and £40 per team (corporate entrants) including full instructions, map, questions and refreshments. All proceeds go to Henshaws College.

**Full details and entry forms from:
Anna Russell, Nidd Vale Motors Tel: 01423 500005**

Do you have some news?

If you have news you would like to share with members, please send a brief article to the Chamber Secretariat in time to read out at next month's meeting on 12th June. It can then be included in the next edition of REVIEW.

NEW MEMBERS

100% Effective Training (Training Company)

John Wellwood, Managing Director

19 Dower Chase, Escrick, YORK, YO19 6JF

Tel: 01904 728578 **Fax:** -

E-mail: john@100pcEffectiveTraining.com

Web site: www.100pcEffectiveTraining.com

1st4Aid Training Services Ltd (First Aid Training)

James Allen, Director

PO Box 2, York, YO26 7XR

Tel: 01423 359990 **Fax:** 01423 359990

E-mail: mail@1st4aid.co.uk

Web site: www.1st4aid.co.uk

AV Matrix (Audio Visual Services)

Mark Parker, Director

PO Box 507, Harrogate, HG3 2GR

Tel: 01423 521011 **Fax:** 01423 521011

E-mail: mark@av-matrix.com

Web site: www.av-matrix.com

Grange Accounting Ltd (Accountants)

Deborah Whitaker, Director

26 Walton Chase, Thorp Arch, Wetherby, LS23 7RA

Tel: 01937 841266 **Fax:** 01937 841276

E-mail: grange_account@btconnect.com

Harewood House (Historic house & gardens)

Elaine Speight, Head of Events & Visitor Services

Harewood, Leeds, LS17 9LG

Tel: 0113 218 1004 **Fax:** 0113 218 1002

E-mail: elaine.s@harewood.org

Web site: www.harewood.org

Sharp Software Training Solutions

(Computer Training)

Nicky Rayment, Managing Director

PO Box 2, York, YO26 7XR

Tel: 01423 358015 **E-mail:** nicky@sststraining.co.uk

Web site: www.sststraining.co.uk

BUSINESS BRIEFINGS

Court of Appeal confirms consumer protection on overseas purchases

Consumers using their credit cards to purchase goods from abroad are protected in the same way as if they were buying from suppliers in the UK, the Court of Appeal has ruled. Under Section 75 of the Consumer Credit Act 1974, credit card providers must **compensate cardholders** unable to get satisfaction from merchants guilty of misrepresentation or breach of contract. The Court has confirmed that the same rule applies to **transactions that take place abroad**, including when a UK consumer buys from the website of an overseas supplier. A summary of the ruling is at: www.gnn.gov.uk/Content/Detail.asp?ReleaseID=192406&NewsAreaID=2

Health and safety guidance for catering staff

The Health and Safety Executive (HSE) has published fresh guidance for **catering businesses** in an effort to combat the back and manual handling injuries that plague the sector. The guidance offers practical information about good manual handling techniques for kitchen staff, covering specific risk areas such as dishwashing, preparing food and cleaning. The guidance supports the HSE's wider **'Better Backs'** campaign, which was launched last summer.

More details and a link to the guidance at: www.hse.gov.uk/press/2006/e06025.htm

Better Backs campaign explained in detail at: www.betterbacks.hse.gov.uk

Patent Office launches Mediation Service

The UK Patent Office has launched a Mediation Service that will help businesses resolve disputes over **intellectual property rights** before they become involved in expensive litigation or even take one another to court. The service will see trained staff seeking to reconcile conflicting positions, and is intended to make enforcement of intellectual property rights a more affordable option for firms. More at: www.patent.gov.uk/media/pressrelease/2006/0304.htm

Financial guidance for firms

The Financial Services Authority (FSA) website now offers **financial firms** the possibility of a personalised guidebook, a service designed to help them cut through confusing red tape and clarify which rules apply to them. By answering a series of ten questions on the website, the guidebook will be created automatically and readied for download.

The personalised service is available by following this link: <http://fsahandbook.info/FSA/index.jsp>

Website allays e-commerce fears

An online marketplace for small independent businesses has been launched to help firms tackle their **e-commerce problems**. 50% of small firms say e-commerce is their biggest challenge and even more (77%) complain about insufficient time and money to promote their websites, according to Notonthehighstreet.com. More than 100 **independent small businesses** have joined the portal, which sells everything from baby accessories to umbrellas.

Full details are in a news release at: www.prnewswire.co.uk/cgi/news/release?id=167475

Find out more about the portal at: www.notonthehighstreet.com

Stay healthy and safe money

The Health and Safety Executive (HSE) has said that financial savings can be made as a result of good health and safety policy, and is urging small businesses to consider the financial benefits of health and safety as the new financial year dawns. The HSE's **Better Business Campaign** has also pointed out the potential dangers associated with failing to look after workers' safety; one in five small businesses had at least one worker who suffered an injury in 2005.

The HSE's campaign is explained at: www.gnn.gov.uk/content/detail.asp?ReleaseID=194759&NewsAreaID=139&NavigatedFromSearch=True

Web-based test for Good Practice

Investors in People (IiP) have launched a simple web-based tool to enable employers to examine current policies and practices and **identify opportunities for improvement**. The tool builds on the IiP Standard to provide a path for further improvement. This allows employers to continue challenging themselves and keep developing in line with evolving business needs and opportunities.

The web-based tool will guide employers through multiple choice questions exploring life within the workplace and give them a **green/amber/red rating** based on how their workplace measures up to good practice contained in the IiP development tool.

IiP also offer several 'top tips' to help managers prepare for challenges over the year ahead, including:

- Conduct a future skills audit
- Make the link between goals and individuals
- Prioritise communication with staff
- Celebrate milestones

To use the web-based tool visit: www.investorsinpeople.co.uk/profile

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