



REVIEW

October
2006

**MEETING
DATES**

2006

13 November

11 December

2007

8 January

12 February

12 March

2 April

Business
Market 2007
30 April

Review of Chamber Meetings + News Update

HARROGATE DISTRICT DEVELOPMENTS

- Leeds City Region embraces Harrogate – recognising strong economic links-
- Harrogate Council Planners reject modest development of the Showground
- Harrogate International Centre's Queen's Suite wins Y&H Best Venue Award
- Chamber Reps withdraw from the Harrogate District Strategic Partnership
- Royal Mail refuse to reconsider office opening hours – local action is needed

COACHING & MENTORING – SELF-HELP

- Two Chamber members explain how to grow your business – with experience
- Avoiding or reducing stress is the key to improving attitude and performance
- Motivation improves when staff can see a clear path for future development
- Resistance to change is natural – but constant change is here to stay
- Coaching can reinforce “can do” attitudes and thus improve performance

MEMBERSHIP NEWS

- FREE Wine for Chamber members at the Pavilions Christmas Party Nights
- Christmas Business Networking Safari moves to the “new” Holiday Inn
- Business Awards 2006 launched – Chamber sponsors “small business” Award
- Meetings Planner for 2007 enclosed – note earlier start time: 17.30 for 18.00
- Harrogate District Business Market 30th April 2007 – ask for priority booking

Future Meetings

Monday, 13th November - Monetary Policy and the Regional Economy

How are you finding business conditions in Yorkshire? An interactive debate with Paul Fullerton, Bank of England Agent for Yorkshire & The Humber

at Cedar Court Hotel, Park Parade, York Place, Harrogate (Tel: 858585)

Monday, 11th December - Business Networking Safari + Buffet

Chamber members only - limited capacity – pre-booking essential

at Holiday Inn, Kings Road, Harrogate (Tel: 849988)

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

Coaching & Mentoring

The October Meeting was our first at the Swallow St George Hotel - where members found the room, the refreshments – and the bar – ideal for networking.

Two of our members gave fascinating presentations on growing your business - with the benefit of experience! They demonstrated that business depends on how you manage and train the team of people you employ.

How to reduce stress in business life

Steve Phillip of **The Blue Water Partnership** gave a thought-provoking presentation on how to reduce stress in business life.

Steve started by saying that reports suggest that stress is costing UK businesses in the region of £3.7 billion per year, with an **average of 29 working days lost** per UK worker, a staggering 13 million days lost in total to British industry.

The DTI's recent Health & Safety directive is very clear that businesses run the risk of heavy fines if they fail to ensure that they recognise the symptoms of stress within their workforce and take adequate steps to support individuals suffering from these symptoms.

A European committee, made up of a number of organisations including the TUC, DTI, and CBI created a European Agreement outlining how employee stress should be dealt with in business.

The theme of the presentation from Steve Phillip however, focused on **how to avoid stress** in the first place, particularly for managers.

He suggested that stress is rarely caused by one single issue, instead it is made up of a series of pressures, which range from an employees' lack of control over his/her own work to uncertainty over future job prospects. These frustrations often manifest themselves in poor performance and attitude, providing the manager with the added pressure of trying to motivate a demotivated team member.

The presentation summarised that if people are **managed effectively** and are provided with a sense of respect and fulfilment in their working environment by being given a sense of achievement, being allowed to participate in business and team projects and are recognised for their achievements then they begin to feel that there is a **clear path of future development** for them within the company. Therefore their motivation increases.

In short, a highly motivated, willing and supportive team of individuals, who feel valued and are able to contribute to the overall goals and objectives of the business will go a long way to reducing the pressures and stress experienced by any manager who is trying to achieve the company's **targets and performance goals**.

If you want to ask Steve for further advice or help with your company, contact him on 01423 810100 or e-mail steve.phillip@thebluewater.com. The Blue Water Partnership website is www.thebluewater.com

Why do people find change so difficult?

Stuart Pearson of **The Trinity Foundation** gave an interactive presentation that had members on their feet from the beginning! Everyone was instructed to greet two people in the room that they didn't know and find out what they did. Stuart's watchful eye spotted several people who were very uncomfortable with this request. (But he very kindly did not point them out!)

His initial point made, Stuart went on to explain why surveys show that over 70% of all change programmes fail. In this age of insecurity, **constant change is here to stay**. The speed of change today is so fast and profound, that it is taking us longer to adjust. People's natural inclination is to reject it.

He said most of us are habitual and seem to be very selective in the way we see things. Have you ever driven a new car and suddenly noticed 1000's of the same type of car? Where were they before?

Our hearing is equally selective. Most people's listening skills are poor and even then we usually only hear what we agree with and tend to reject what we disagree with.

Change programmes are often imposed from the top and ignore the "What's in it for me" principle. Without buy-in at all levels, failure is guaranteed. Most companies have spent large sums on training without any great effect, partly because they have invested in knowledge alone. This can be a costly trap.

The Trinity Foundation change fundamental core behaviours with their coaching process. It allows people to practise their new skills in the workplace, which in turn reinforce the positive "Can do attitudes". This is called time-spaced learning. When people feel valued they outstrip previous performance.

Stuart explained that most people have a comfort zone, no matter how senior. Why it's called a "**comfort zone**", he doesn't know, because, quite often, people are clearly uncomfortable in there. Achieving their potential seems vague and unfathomable, and is automatically rejected with other reasons like, they are busy; don't have time, no inclination etc.

It is fear that keeps people stuck in their unconscious behavioural patterns, making them unwilling to accept change. Trinity's step-by-step approach dispels much of this concern, **making success attainable**.

Once clear objectives have been agreed and the compass bearing is set, the coaching environment they create encourages accountability and responsibility, builds confidence and incorporates a range of methodologies using action centred best practice.

They ensure enthusiastic ownership by the participants with their high impact, positive and personal approach. They always only focus on practical outcomes that are constantly reviewed ensuring new skills and work practices are fully embedded.

If you want to ask Stuart for advice or assistance ring 01423 566 522, e-mail stuart@thetrinityfoundation.co.uk The Trinity Foundation's website is www.thetrinityfoundation.co.uk

HARROGATE DISTRICT NEWS

Leeds City Region

There is increasing interest in Harrogate becoming more closely linked with Leeds and Bradford through the new Leeds City Region concept that is being developed as part of the Government's "Northern Way" strategy.

The Vision is to *"develop an internationally recognised city-region; to raise our economic performance; to spread prosperity across the whole of our city region, and to promote a better quality of life for all of those who live and work here."*

The Leaders of the Region's Councils aim to support those assets and opportunities which will contribute most significantly to GVA growth, and to remove those barriers which are currently restricting the city region's ability to function as a single economic space.

Brian Dunsby reported on a City Region Transport Strategy Briefing which highlighted the need to improve rail links between Harrogate, Leeds and York. Brian also quoted a recent speech by John Healey, Financial Secretary to the Treasury, at a recent Conference on the local contribution to National Economic Prosperity, in which he said: *"In developing a stronger economic role for our local authorities, it is really important to recognise that economic spheres are very rarely consistent with council boundaries."*

"Labour markets, commuting patterns, transport networks, housing markets, or retail catchments simply do not respect the administrative boundaries of local government and local authority strategies must reflect these economic realities. The regional and sub-regional economic context is therefore important, as are the relations with RDAs in particular."

Harrogate Chamber will keep a close watch on Leeds City Region developments as they affect Harrogate.

YAS Planning Proposals Turned Down

The Yorkshire Agricultural Society's planning application for an office block and farm shop on the Great Yorkshire Showground site has been **declined** by the Council, because they felt it would increase traffic on Wetherby Road. The Chamber had submitted a long letter of support to the Planning Committee. The letter was then edited and published in the local press in order to stress the need for this modest development which would benefit many consumers and local farmers and growers. Members are encouraged to write in support as well.

Harrogate International Centre

Congratulations to the Harrogate International Centre on having their new Queen's Suite named as Yorkshire's Best Business Tourism Venue in the White Rose Awards presented by the Yorkshire Tourist Board recently. This means they automatically go forward to compete in the national **"Enjoy England Excellence"** awards early in 2007. As business tourism through Conferences and Exhibitions is a very important part of the economy of the town, we wish them further success. See www.harrogateinternationalcentre.co.uk

Harrogate District Strategic Partnership

Harrogate Chamber has regrettably had to give notice of its **resignation** as the representative of the Economic Development Forum on the Harrogate District Strategic Partnership because the HDSP is dominated by not-for-profit organisations' representatives, with the business representative being a lone voice, which was not heard and which was in fact almost ignored at the last meeting.

Past President, Brian Haines, said the problems were not caused by personalities in the Council, but more by how the Council is forced to be run by the Government. The EDF is a more useful and dynamic group, but it is subordinate to the HDSP. The Leader of Harrogate Council stated the Chamber's contribution is valuable.

The Executive Officers will in future focus on face-to-face contact with the Council Leaders and Officers to put forward the views of the business community directly.

For example a recent productive meeting was held between the Council Senior Executives and Chamber Officers which reviewed future developments in the Town Centre. Also the Chamber Focus Group led by Granville Simpson is now seeing some results with some new town centre signage and more to follow.

Royal Mail Office Opening Hours

Despite strong protests by the Chamber and many local users, the Callers Office at the Royal Mail Depot in Claro Road now closes at 12.30 instead of 18.00, making it impossible for either businesses or residents to collect any items that the Postman could not deliver during that morning – or to take in bulk mail for franking, etc.

Anyone with specific examples of the problems caused for business is asked to send them to the Secretariat.

Brian Dunsby summarised a recent discussion with the Chair of PostWatch for this Region, who agreed that the **decision was appalling**. She supports our campaign as do the Leader of Harrogate Council and our local MP.

If you want to **demonstrate dissatisfaction** with Royal Mail's lack of customer care, Brian Dunsby suggested members could positively opt out of receiving unsolicited but correctly addressed **junk mail** by registering with Mailing Preference Service for both business and home. Tel: 0845 703 4599 or see www.mpsonline.org.uk

To opt out of all unaddressed "door-to-door" junk mail call 08457 950 950 or e-mail: optout@royalmail.co.uk.

With the new PiP Postage rates you can **reduce costs** by folding your mail from A4 to A5 – or ask Paperworks to do it for you! Tel: H. 816999 www.paperworks.org.uk

If you are still using postage stamps then a good way to **cut costs** is to use a franking machine which now saves at least 2p per item. For bulk mailings using pre-printed impressions **saves up to 20%** depending on quantity.

Since the Government's Regulate PostComm opened up the postal service to competition there have been several independent contractors handling bulk mailings for many large companies. The Chamber will now investigate whether these contractors will also handle mailings for members so we can **boycott Royal Mail!**

MEMBERSHIP BENEFITS

Bank of England at November Meeting

We will be pleased to welcome Paul Fullerton, the Bank of England Representative for Yorkshire & Humber to the November meeting (see front page). At a recent meeting with Brian Dunsby he expressed a wish to know what makes Harrogate businesses tick and what you think about Bank of England policy on interest rates, Government economic policy, Treasury controls etc.

However, anything he says at the meeting is covered under the Chatham House rules, which means that it is strictly off the record and cannot be quoted. So this will ensure a frank and open discussion. *Sorry NO Press!*

Christmas Party Night Special Offer Last Chance!!

Pavilions of Harrogate are offering Harrogate Chamber members a complimentary half bottle of wine per guest on **bookings received by 30 October** for the Christmas Party Nights on Thursday 14 and Friday 15 December.

A Chamber Table has been booked for the Friday evening, which all members are welcome to join, or you can book a table for your own company. Simply advise the Pavilions of Harrogate staff that you are a member of Harrogate Chamber when you book for **FREE wine!**

The evening begins at 19.30 with Champagne Fountain and Bucks Fizz Reception, followed by a 3-course dinner, coffee and Christmas Chocolates. The Bar is open until 01.00 with dancing until 01.30. (A quiet bar is also promised!) All this for just £29.50 per person!

For further details or to book contact Karen Sweeney at Pavilions of Harrogate. Tel: H. 544544 Fax: H. 551234 e-mail: enquiries@pavilionsofharrogate.com

New Venue for Christmas Safari

The venue for the popular Christmas Business Networking Safari and buffet on Monday, 11th December has changed from the Harrogate Club to new member **Holiday Inn** on Kings Road (by the Conference Centre).

All Chamber Members are offered a FREE delicious Christmas Buffet before the Safari begins. Full details will be included in the November REVIEW, but members can book in advance by e-mailing the Secretariat now.

Places are already being taken as this is always a popular event, so early booking is recommended!

Limit 50 places- maximum 2 per Member Company.

Harrogate District Business Market 2007

The next Business Market will be **30th April 2007** at Pavilions of Harrogate. As space will be strictly limited, priority will be given to Harrogate Chamber members

The main objective for 2007 is to promote the event even more extensively in order to attract more business visitors from a wider area of North and West Yorkshire.

Please let us know **now** if you would like to take a stand at this event so we can give you a **priority application form** when the information is released in January.

2007 Meetings Planner

Brian Dunsby tabled the proposed 2007 Meetings Planner and drew attention to the wider range of venues that had agreed to host our meetings in 2007.

A copy of the first issue of the Meetings Planner is now enclosed in this edition of REVIEW. All members are invited to either offer themselves as expert speakers or nominate someone else for the "popular" topics. This is a good chance of FREE publicity and help to members.

New Meeting Time for 2007

Following discussions at a recent Management Group meeting, it has been decided to start monthly Harrogate Chamber Meetings 15 minutes earlier in 2007. That will mean members arriving from 5.30pm for refreshments and networking with the business meeting commencing at 6.00pm. – and hopefully finishing earlier!

MEMBERS' FORUM & NEWS

Ackrill Media Group Business Awards 2006

Harrogate Chamber is again sponsoring and judging the Small Business Category in the Ackrill Media Group Business Awards 2006. These Awards are an excellent opportunity for any local companies to publicise their achievements in terms of business growth. All members are urged to enter – and to book a table at the Awards.

The closing date for nominations is 31st December 2006 which can be done online via www.harrogatetoday.co.uk or e-mail Ackrill@ypn.co.uk and ask for an Entry Form

The Awards Dinner and presentations will take place on 29th March at the Majestic Hotel. For tickets call Ginny Long on H: 707402 or e-mail Virginia.long@ypn.co.uk

Free Age Discrimination Act Guide

From 1st October new Age Discrimination Regulations came into force which can be a minefield if you are trying to recruit staff by advertising.

Brook Street (UK) Ltd offer members a helpful FREE guide on the Age Discrimination Act available by e-mail. The guide includes an introduction to the new legislation - what the regulation prohibits and covers:

- Implementation
- Recruitment, Selection & Promotion
- Working with Employment agencies
- Promotion & Training
- Policies & Procedures
- Retirement
- Points of reference

E-mail Sharon Phillips on sharon.phillips@brookstreet.co.uk for your free copy.

Age Discrimination Seminars

ACAS Y&H is offering courses for local companies on how the new law will affect them. Tel: 0113 205 3800

Berwins Solicitors offer free seminars on how the new legislation impacts day-to-day on businesses and give practical guidance. Tel: H. 509000 Fax: H.504706.

Christmas Cards from Chamber Members

Once again the Carers' Resource is offering a wide and attractive selection of Christmas Cards with 50% of the proceeds going to the Charity. Tel: 01423 500555 or click on www.creationchristmascards.co.uk

Platinum Print offer to donate 10% of the order value for your own design of Christmas Cards to whichever Charity you choose. Tel: 01423 881158 or click on www.platinumprint.com. They even offer to post them!

Colour It In – new digital print services

Past Chamber President Mark Lancaster and his team at Colour-it-in have invested in the latest digital printing equipment that has enabled them to offer lower prices for higher quality short run full colour printing, document production, banners and signage. Tel: 0800 542 0852.

Free e-book on- Coaching Resources

New member Peter Moore of Life's Alchemy, is offering a free 4 page e-book on Coaching Resources covering in brief: questioning; planning; getting into action; values & beliefs; comfort zones; knowledge and choice. E-mail Peter for a free copy on peter@lifesalchemy.com

Hotel du Vin offers Menu du Soir

We welcome Nick Lawson as the new General Manager at Hotel du Vin. He is offering a "Menu du Soir" in their Bistro on Friday and Saturday evenings only between 18.30 and 19.00 – just £17.50 for a two course meal and a glass of bubbles! Subject to availability. Tel: 856800.

Christmas Eve Opening

As Christmas Eve this year falls on a Sunday, some retail businesses are considering closing for the day. The question has been raised by a member of Skipton Chamber trying to find a consensus amongst other traders in the area. Granville Simpson of the Rocking Horse confirmed he would be open on Christmas Eve and most of the traders he knew would also be opening.

Little Red Bus gets a new Depot

The Little Red Bus run by Harrogate District Community Transport has at last got a new depot: Unit 4, Saltergate Business Park, Burley Bank Road, Killinghall HG3 2BX. They will be offering more services to rural areas and for needy passengers in 2007. Call Lyn Costello on 526655.

NEW MEMBER

Lifes Alchemy (Coaching)

Peter Moore, Life Coach
PO Box 553, HARROGATE, HG1 9BG
Tel: 01423 705846

E-mail: peter@lifesalchemy.com

Web site: www.lifesalchemy.com

Business Homes Ltd (Commercial Property Developer)

4240 Park Approach, Thorpe Park
Leeds LS15 8GB

Tel: 0870 441 2222 Fax: 0870 441 2223

E-mail: info@businesshomes.co.uk

Web site: www.businesshomes.co.uk

EXTERNAL ORGANISATIONS' NEWS

New Style "What's On" Guide

Copies of the new style quarterly "What's On" guide produced by the Harrogate International Centre were available for members to pick up on the display table. Favourable comments were made on the design and content of this substantially upgraded publication.

Granville Simpson asked if the distribution of the guide would be improved, as it would be useful for shops, hotels and restaurants to have a supply of this new guide for visitors to the town. For further copies contact: Lynne Hudson, Marketing & Sales Division, H: 500500

Royal Hall Restoration Fund

The Royal Hall Restoration Trust have organised The Starlight Ball in the Queen's Suite of HIC on Saturday 18th November. Tickets are £55. Tel: 562820 or 537230

Women in Rural Enterprise

Fiona Gilbert of Prestige Relocation reported that Y&H Women in Rural Enterprise (WiRE) now hold a group meeting in Harrogate on the last Tuesday of each month (except December). Call: Fiona Scott on: 01904 772251

SCAMS & SPAMS

Brian Dunsby reminded members not to be taken in by cleverly worded e-mails that purport to be from your own Bank protecting you from fraud – when in fact they are a disguised attempt at "phishing" your account details

Likewise e-mails from a Mail Server giving link for worm elimination actually activate a worm in your computer!

Trading Standards have warned about people cold-calling to sell advertising space on the London Olympics web site – when there is no advertising on this site.

Several off-shore stockbrokers are telephoning listed shareholders in major UK Companies trying to persuade you to buy shares in new Companies. Illegal in the UK!

If you get anything suspicious ask the Chamber for an opinion. If not known we can ask Trading Standards.

FOCUS GROUPS

Traffic & Transport

Brian Dunsby reported on a short meeting with the new CEO for GNER, Jonathan Metcalfe who confirmed that he would be very happy to see a **return service** from London to Harrogate. They are starting to refurbish the HST trains that operate from Harrogate to London. He said that the current problems with their parent company should not affect GNER services which have steadily improved in comfort and performance with 96% of Leeds Services now on time – and cheaper fares too if you can book in advance for specific trains. www.gner.co.uk

NYCC is beginning work on a **new 2.6 km Bypass** costing £6.5 million to alleviate problems for a village where residents are unable to cross the road safely. Unfortunately this is NOT the A61 through Killinghall – it is around Reighton on the A165 in the East Riding.

BUSINESS BRIEFINGS

October red tape round up

Major pieces of legislation that came into force over the weekend included the annual rise to the National Minimum Wage (NMW), which increased to £5.35 per hour for workers aged 22 and over, £4.45 per hour for workers aged 18-21 and £3.30 for workers aged 16-17. See: <http://www.dti.gov.uk/employment/pay/national-minimum-wage/>

The Work and Families Act also introduced a number of changes to the legislation surrounding statutory maternity leave and pay for mothers whose babies are due after 1 April 2007. See a summary of the Act at: www.dti.gov.uk/employment/workandfamilies/index.html

Younger workers' rights

Acas is warning business owners to be as aware of the rights of younger workers as they are about older employees, as firms struggle to adjust to the Employment Equality (Age) Regulations 2006. Acas has expressed concern that firms may be focusing exclusively on protecting older staff, while the rules apply equally to the younger generation. "It is equally unacceptable to describe someone as being 'wet behind the ears' as it is to call them 'over the hill'", said Acas chairwoman Rita Donaghy. For simple tips on avoiding age bias in the workplace see: <http://www.acas.org.uk/index.aspx?articleid=1194>

Reminder for eBay retailers

People who open online shops on eBay are being reminded that they will be bound by the Consumer Protection (Distance Selling) Regulations (DSR) 2000.

By opening a virtual shop, they could be considered as commercial traders rather than private sellers, which means customers have an automatic right to return goods for any reason and receive a full refund. New guidelines on the Regulations are being issued by the DTI and the Office of Fair Trading (OFT). For more see: <http://www.computeractive.co.uk/computeractive/news/2164314/retailers-given-guidelines>

Payroll giving website

The Charities Aid Foundation (CAF) is a non-profit organisation that helps businesses organise effective charitable donation campaigns. It provides specific advice about the Give As You Earn payroll giving system that was set up by the Government in 2005. Only 3% of people in the UK currently donate through payroll, but CAF research suggests that 42% of people would do so if they had access to the Give As You Earn scheme. The CAF website offers a range of information about the scheme, as well as a calculator to help donors work out the value of their gift before tax. See web site: www.cafonline.org/Default.aspx?page=6835&WT.mc_id=46

Farmers' markets to test the water

Small food producers are being advised to test their goods at farmers' markets. Farma - the National Farmers' Retail and Market Association - is attempting to attract more non-farming secondary food producers to sell their wares. It said that taking a stall at a farmers' market is an ideal method of ascertaining whether a product will prove attractive to the public, before it is produced on a larger scale. For more on this story see: <http://business.timesonline.co.uk/article/0,,8213-2382415,00.html>

Look to the future

A new website helps potential entrepreneurs find out about emerging business trends and how they can take advantage of them. Allan Hopkins set up Entrepreneur Secrets.co.uk to provide information on global trends and niche business ideas, as well as helping existing businesses to grow. He said that UK businesses must learn to innovate and adapt if they are to thrive in a world of rapid technological change and globalised competition. See www.entrepreneursecrets.co.uk

Regional Food and Drink portal

The Regional Food and Drink website was set up by the consultancy Food from Britain, for small food and drink producers that are looking for a bigger slice of the market. Small firms can register their businesses for free on a producer directory, which is often used by food retailers seeking new products. Businesses that register will automatically be put in touch with their regional food group. Visit their website at: <http://www.regionalfoodanddrink.co.uk>

Telework Association

The website of the Telework Association, which is a membership organisation for people working at from home, includes a range of useful information and tools for business owners who work from home, or whose employees do so. Visitors can download previous editions of the association's newsletter, browse job opportunities, and look at news and events. There is also a list of links to related useful websites. Visit their website at: <http://www.tca.org.uk>

Website for women in business

Forward Ladies is a networking website set up by a group of businesswomen who benefited from regular lunch meetings. The website includes details of events the group is organising, as well as a 'business opportunities' section where members can look for partners or investors for their ideas. Members can also post job vacancies on the site, as well as take advantage of special offers from associated firms. See www.forwardladies.com

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