



# REVIEW

August  
2007

## FUTURE MEETINGS

17.30 for  
18.00 start

10 September  
Cairn Hotel

8 October  
Cedar Court

12 November  
Crown Hotel

10 December  
Safari  
Holiday Inn

## Review of Chamber Meeting + News Update

### HARROGATE DISTRICT DEVELOPMENTS

- Royal Hall restoration under way – unique business promotion opportunity
- Government rejects North Yorkshire County Council bid for Unitary Status
- Chamber Management Group meet Council Leaders to discuss way forward
- Harrogate International Centre launch major redevelopment plan for £45m
- Yorkshire Agricultural Society submit revised plans for Offices and Farm Shop
- Dunlopillo site in Pannal proposes mixed residential and business development

### PROMOTING HARROGATE GROUP

- New Group led by Vice-President Martin Wilks brings many parties together
- Safari analyses Harrogate's Strengths, Weakness, Opportunities & Threats
- Safari identifies the key actions requiring Harrogate Borough Council attention
- New Harrogate Restaurant Association just launched as a collective voice

### MEMBERSHIP ACTIVITIES & NEWS

- Chamber Members enjoyed a visit to Bettys & Taylors new Harrogate factory
- Harrogate Ladies College praised by a recent OFSTED Inspection Report
- Platinum Print Limited win international Pantone Accreditation for colour print
- Harrogate Business Centre celebrate their 25<sup>th</sup> Anniversary on 5<sup>th</sup> October
- Safari debates topics and venues for 2008 Meetings – suggestions welcome

## Future Meetings

**Monday 10th September - Employment Law - protecting your business**  
at the Cairn Hotel, Ripon Road, Harrogate HG1 2JD - 17.30 for 18.00 until 20.00  
Presentations by Ron Napper of Brook Street (UK) Ltd on  
*"Recruiting staff successfully - avoiding the pitfalls"*  
and Justin Marks of Berwins LLP on  
*"Terminating Employment legally - beware of the pitfalls"*

**Monday 8<sup>th</sup> October - Finance for Business Growth - and how to get it**  
at Cedar Court Hotel, Park Parade, Harrogate, HG1 5AH  
Presentations by NatWest Bank and Yorkshire Association of Business Angels

## 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

## **BUSINESS NETWORKING SAFARI "SOLD OUT!"**

We were pleased to welcome a full complement of businesses to take part in the 11<sup>th</sup> Business Networking Safari, which took place at Pavilions of Harrogate. New and established members mingled and enjoyed a delicious buffet, prepared by Kings Catering Company, and met nearly 50 companies during the evening to exchange cards and business ideas.

The different table discussion topics will help guide the way forward for the Promoting Harrogate Group and the compilation of next year's Meetings Calendar for the Chamber. We are also armed with a list of issues that members feel Harrogate Borough Council should address to assist business development in the District.

## **HARROGATE DISTRICT NEWS**

### **County Unitary Bid rejected**

Brian Dunsby reported that the Government had rejected North Yorkshire County Council's bid for Unitary Status, which meant Harrogate Borough Council would still be able to look after the interests of the town and district, seeking "enhanced two-tier working" with NYCC.

The President announced that Harrogate Council Leader, Dr Mike Gardner together with Councillor Don Mackenzie, Cabinet Member for Planning & Transport and Councillor Andrew Jones, Cabinet Member for Resources had agreed to meet and discuss the way forward with the Chamber Management Group at the next meeting on 20<sup>th</sup> August.

### **Harrogate International Centre**

Harrogate International Centre's bid for a £45 million re-development of the exhibition halls has been approved by the Council. A meeting has been arranged with HIC personnel and Harrogate Chamber representatives to discuss any issues that may arise.

Would any members with a business that is dependent on the conference trade and who have any concerns please get in touch with the Chamber's Secretariat.

### **Revised Yorkshire Showground plans**

The Yorkshire Agricultural Society has revealed their revised plans for the re-development of part of the Yorkshire Showground site. Harrogate Chamber has been involved with the consultation and requests that any members with an interest in looking at the plans for the proposals should contact the Secretariat.

The new detailed plans put a Regional Agricultural Centre at the heart of the new development, designed to meet the needs of a variety of organisations across the county, linked to a Farm Shop which will promote Yorkshire produce and provide an educational centre for schools about food and agriculture.

Brian Dunsby confirmed that Harrogate Chamber has supported the plans in principle but any members with local knowledge are asked to comment urgently.

### **Dunlop Latex site development**

Following an informal consultation with the Chamber, the detailed plans for redevelopment of the Dunlop Latex site at Pannal are now available for inspection on request. Members with any suggestions or opposition to the proposed commercial and residential development should contact the Secretariat.

### **Local Development Framework**

Consultation is currently under way in the Local Development Framework where residents can have their say on how Harrogate should grow in terms of residential and business development. Members who would like to be involved should contact the Secretariat.

### **Royal Hall progress**

Chamber officers were recently privileged to be given a guided tour of the Royal Hall to see the progress of the restoration work including a close-up view of the amazing gold leaf decorated vaulted ceiling. The expected grand opening will be in April 2008 including a performance by the Halle Orchestra.

Local businesses can show their support by "buying" a seat in the upper circle for £300 which will include an engraved plaque with your chosen inscription. Businesses wishing to make a larger donation could sponsor a stained glass window including their company name.

For further details contact Lilian Mina of the Harrogate Civic Society on 01423 562820 or e-mail [Lilianmina@aol.com](mailto:Lilianmina@aol.com)

### **Economic Development Forum**

The next meeting of the Harrogate District Economic Development Forum will take place on 18<sup>th</sup> September where local economic issues will be shared and discussed.

Members who have any issues affecting their business, such as shortages of qualified staff, long term vacancies, lack of suitable premises to expand or re-locate, please let the Secretariat know so they can be brought up at this meeting.

## **MEMBERSHIP BENEFITS**

### **Visit to Bettys and Taylors site**

A group of Chamber members recently enjoyed a visit to the Bettys & Taylors new Harrogate factory, including tea and coffee tasting and a tour of the factory and the hi-tech machinery involved in the tea and coffee preparation and packing.

We were impressed with the high ethical standards upheld by the company in the procurement of tea and coffee from all around the world. Their care and attention to detail in putting something back into the deprived areas where their produce is grown, ensures an improvement in the quality of life for the local growers and their families.

Find out more at [www.bettysandtaylors.co.uk](http://www.bettysandtaylors.co.uk)

## MEMBERS' FORUM & NEWS

### Harrogate Ladies' College

Congratulations to Harrogate Ladies' College who recently received praise for their highly successful academic results and wide selection of extra-curricular activities. The Ofsted Report covered all three schools on the campus: Harrogate Ladies' College, Highfield Prep School and Bankfield Pre-School.

For further details contact Steve Willis, Bursar or Pru Robertson, Marketing Manager on 01423 537024 or visit their website at [www.hlc.org.uk](http://www.hlc.org.uk)

### New MD for Harrogate and District Travel

Congratulations to David Alexander on becoming Managing Director of Harrogate and District Travel after being Operations Director of the holding company, Blazefield Holdings for many years.

For full details of bus services in Harrogate and District visit [www.harrogateanddistrict.co.uk](http://www.harrogateanddistrict.co.uk)

### Platinum Print - Pantone Accreditation

Congratulations to Platinum Print on recently became only the fourth printer in the UK to receive accreditation by International Global Colour Authority, Pantone.

Platinum also offer to save you over 30% on postage costs for mailings using their Platinum Mailing services.

For further details contact Sales & Marketing Manager, Alan Hudson at 01423 881158 e-mail [sales@mailsort.uk.com](mailto:sales@mailsort.uk.com) website [www.mailsort.uk.com](http://www.mailsort.uk.com)

### McCormick's Seminar

McCormick's Solicitors are holding a "Three Degrees of Risk" seminar on 26<sup>th</sup> September with tickets at £35 plus VAT. Full details at [www.mccormicks-solicitors.com](http://www.mccormicks-solicitors.com)

### Harrogate Business Centre celebrates 25<sup>th</sup> Anniversary

Harrogate Business Centre on Hookstone Avenue in Harrogate is celebrating 25 successful years with an **Open Day on Friday, 5<sup>th</sup> October** to be attended by the Mayor of Harrogate. All existing clients and local business people will be welcome.

For more information contact Centre Manager, Pam Binfield on 01423 873 888 or e-mail: [pam@harrogatebusinesscentre.com](mailto:pam@harrogatebusinesscentre.com) Website: [www.harrogatebusinesscentre.com](http://www.harrogatebusinesscentre.com)

## EXTERNAL ORGANISATIONS

### Winston Churchill Memorial Trust

If you have a project relating to your occupation or a personal interest, you may be able to obtain funding from the Winston Churchill Memorial Trust to help you embark on the journey of a lifetime.

For full details of the categories with applications closing on 16<sup>th</sup> October, visit [www.wcmt.org.uk](http://www.wcmt.org.uk)

## Thanks to Pavilions of Harrogate

Many thanks to Robert Whiteley, General Manager, and the staff at the Pavilions of Harrogate for hosting the Safari and providing a delicious buffet and refreshments throughout the evening. **REMINDER** – Christmas Party night at Pavilions on Friday 14<sup>th</sup> December. Special discount offered to Chamber Members until 31st August.

For further information contact:

**Robert Whiteley, General Manager, Tel: 544544**

E-mail: [robertw@pavilionsofharrogate.com](mailto:robertw@pavilionsofharrogate.com)

Website: [www.pavilionsofharrogate.com](http://www.pavilionsofharrogate.com)

## PROMOTING HARROGATE

Martin Wilks, Chairman of Promoting Harrogate, outlined the aspirations of the group and why members' opinions provided at the Safari were so important. The results of the S.W.O.T. Analysis discussions during the meeting will form the basis for the next meeting of the Promoting Harrogate Group on 26<sup>th</sup> September. Together with ideas from the Group members themselves, it is hoped to produce an Action Plan for 2008 with some tangible benefits apparent over the following 12 months.

The Promoting Harrogate Group is made up of various business groups and is supported by Harrogate International Centre. Coupled with this Martin recently launched the **Harrogate Restaurant Association**, which aims not only to ensure that the town's restaurants have one collective voice, but also to offer helpful feedback into the Promoting Harrogate Group.

## NEW MEMBERS

### E.C.M. Connections Ltd (Educational Consultancy)

Tony Swainston, Director

E.C.M. House, 20 Hollins Road, Harrogate, HG1 2JF

Tel: 01423 536307

E-mail: [tony.swainston@cpdmatters.co.uk](mailto:tony.swainston@cpdmatters.co.uk)

Web site: [www.ecmconnections.co.uk](http://www.ecmconnections.co.uk)

### Market Town Taverns Plc (Bars and Restaurants)

Ian Fozard, Managing Director

6 Green Dragon Yard, Knaresborough, HG5 8AU

Tel: 01423 866100 Fax: 01423 866077

E-mail: [office@markettowntaverns.co.uk](mailto:office@markettowntaverns.co.uk)

Web site: [www.markettowntaverns.co.uk](http://www.markettowntaverns.co.uk)

### PD-M International Ltd (Product design & management)

Richard Hall, Managing Director

Hammerain House, Hookstone Avenue, Harrogate, HG2 8ER

Tel: 01423 876387 Fax: 01423 873999

E-mail: [richard@pd-m.co.uk](mailto:richard@pd-m.co.uk) Web site: [www.pd-m.co.uk](http://www.pd-m.co.uk)

### qsmr limited (Marketing communications specialists)

Simon Bray, Managing Director

qsmr House, 44 Wheatlands Road, Harrogate, HG2 8QS

Tel: 0700 341 8641

E-mail: [simon@qsmr.co.uk](mailto:simon@qsmr.co.uk) Web site: [www.qsmr.co.uk](http://www.qsmr.co.uk)

### Smart Cartridge (Retail Inkjet Refiller)

Tony Hind, Director,

2 Church Avenue, Harrogate, HG1 4HE

Tel: 01423 568080

E-mail: [harrogateeast@smart-cartridge.com](mailto:harrogateeast@smart-cartridge.com)

Web site: [www.smart-cartridge.com](http://www.smart-cartridge.com)

## BUSINESS BRIEFINGS

### **Businesses warned to heed health & safety**

The Health & Safety Executive is warning small business owners and company directors that they must act on the requirements of health and safety enforcement notices or face prosecution. Instructions for improvements to premises or processes that are issued by local authority or HSE inspectors must be put into effect, or business owners can face hefty fines for non-compliance.

The warning comes following a case in Lancashire where a company director was fined £2,000 plus costs for failing to act on two improvement notices.

Read more at: [www.hse.gov.uk/enforce/index.htm](http://www.hse.gov.uk/enforce/index.htm)

### **Consumer Credit Act tightens lending rules**

The Consumer Credit Act 2006 has tightened the regulations that govern businesses in the credit-lending sector. The Act, which came into force on 6 April, allows consumers to challenge unfair credit agreements in court and take complaints about lenders to the Financial Ombudsman Service. Businesses are expected to benefit from the reforms outlined in the Act as it seeks to create a level playing field in the credit industry. It will also promote competition among lenders.

More details about the Act at:

[www.dti.gov.uk/consumers/consumer-finance/credit-act-2006/index.html](http://www.dti.gov.uk/consumers/consumer-finance/credit-act-2006/index.html)

### **HMRC launches tax tips podcast**

HM Revenue and Customs launched a new podcast service to help employers prepare for the run-up to the deadline for filing their end-of-year returns.

The podcast covers topics such as how to complete the Employer's Annual Return and will also provide clear and simple guidance on a range of tax issues. HMRC is one of the first Government departments to launch a podcast.

Find the podcast at: [www.hmrc.gov.uk/podcasts](http://www.hmrc.gov.uk/podcasts)

### **Business owners can refuse flexible working requests**

Business owners are within their rights to refuse workers' requests for flexible working, according to a legal expenses insurer. DAS says that, although flexible working rights have now been extended to an additional 2.7 million people, employers can turn down requests if there is a valid business reason for doing so. These include the burden of additional costs, a detrimental effect on the ability to meet customer demand and a detrimental impact on quality.

To read more go to:

[www.sourcewire.com/releases/rel\\_display.php?relid=31635&hilit](http://www.sourcewire.com/releases/rel_display.php?relid=31635&hilit)

### **Firms offered help to reduce packaging**

Retailers are being encouraged to reduce the amount of packaging they use with the help of an online guide. The Waste & Resources Action Programme (WRAP) has produced the Guide to Evolving Packaging Design, which includes advice on responding to customer expectations, best business practice and the cost and environmental benefits of reducing packaging.

WRAP says consumers are unhappy about the amount of packaging they now receive with goods and that the cost of packaging is rising. Read more at:

[www.wrap.org.uk/retail/the\\_guide\\_to\\_evolutionary\\_packaging\\_design/index.html](http://www.wrap.org.uk/retail/the_guide_to_evolutionary_packaging_design/index.html)

### **Manufacturing Advisory Service**

The Government's Manufacturing Advisory Service (MAS) is set to expand to offer more free advice to businesses. Industry and Regions Minister, Margaret Hodge, has announced that the MAS will be expanded so that small and medium-sized manufacturing firms can access up to four days' free advice from April 2008.

In addition to its diagnostic services, the MAS will also offer help with strategic planning, sourcing materials, management and operational issues, performance improvement and resource efficiency.

Read more at:

[www.gnn.gov.uk/Content/Detail.asp?ReleaseID=275021&NewsAreaID=2](http://www.gnn.gov.uk/Content/Detail.asp?ReleaseID=275021&NewsAreaID=2)

More details about MAS at: [www.mas.dti.gov.uk](http://www.mas.dti.gov.uk)

### **Recruitment site for small businesses**

CV Carrot is a new recruitment website targeted at small businesses. It aims to reduce the cost of recruitment for small employers who often cannot afford the fees charged by some of the larger recruiters. Job seekers post their CVs and employers are charged a small administration fee to see whether any candidates match the skills they are seeking.

Visit the website at: [www.cv-carrot.com](http://www.cv-carrot.com)

### **VAT changes to alter invoices**

VAT regulation changes have been announced by HMRC, which will alter the format of invoices from 1<sup>st</sup> October. The changes are most likely to affect firms selling second hand goods, travel related supplies, as well as food and services across the European Union, and those supplying customers who are responsible for paying the VAT. HMRC has produced detailed guidance about the changes on its website.

For more information go to:

[www.hmrc.gov.uk/briefs/vat/brief5107.htm](http://www.hmrc.gov.uk/briefs/vat/brief5107.htm)

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