



**MEETING
DATES**

12 February

Review of Chamber Meeting + News Update

12 March

IMPROVING YOUR BUSINESS

- What can you measure to see if your business is improving?
- What gets measured gets done – keeping the score makes all the difference!
- What are the key underlying success drivers that are worth measuring?
- Which are the key indicators that are most appropriate for your business?
- Conclusion: know where you are now – and where you want to be.

2 April *
Business
Market 2007
30 April

HARROGATE DISTRICT NEWS

- Chamber to meet County & District Councils on small business waste recycling
- North Yorkshire Police want your views on the next increase in their precept
- What's On in Harrogate – new Publication + new Lifestyle Show
- Early evening Car Park closure complaint – have you been caught?
- Business Link changing their delivery arrangements for small business support

14 May
AGM

MEMBERSHIP BENEFITS

- Harrogate Chamber affiliates to Leeds Chamber to secure benefits for members
- Harrogate District Business Market – Monday 30th April – booking up fast
- Business-to-business mailing opportunity: send flyers to 4,000 local businesses
- Ackrill Media Group Business Awards – book now for the Dinner on 29th March
- Training and Coaching Offers – many special discounts for Chamber Members

9 July

13 August

10 September

Future Meetings

8 October

Monday, 12th February - Promoting Harrogate & Yorkshire Dales

*An update from the new Tourism Partnership and Harrogate International Centre
Plus brief presentations by Crown Venue Catering and The Lifestyle Show*

At St George Hotel, Ripon Road, Harrogate HG1 2SY (Tel: 561431)

12 November

Monday, 12th March - How to make an exhibition of yourself!

*Practical hints, products and services to help you make the most of
the Harrogate District Business Market and other trade shows*

at Cedar Court Hotel, Park Parade, Harrogate HG1 5AH (Tel: 858585)

10 December

* new date

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

IMPROVING YOUR BUSINESS PERFORMANCE

Mark Hunter of Bentley Jennison and Simon Pease of DSC provided a great double act for their thought-provoking presentation on 'Improving your Business Performance'. This interactive session saw members and guests sharing ideas and then bouncing them back at the presenters!

The presentation and shared ideas are summarised below.

Firstly, in order to see how your business is improving, you need to measure what can be improved, i.e:

- Sales
- Efficiency
- Time spent
- Quality
- Cash flow
- Volume
- Valuation
- Debtor collection
- Fun factor
- Order book
- Footfall
- Staff turnover
- Profitability
- Processes

Once you have ascertained what aspect needs improving you need to go back to the beginning of your business and ask:-

- What were the original goals
- Have they been achieved
- Do they still apply today
- What is your vision
- Begin with the end in mind

What gets measured gets done - as an example, Simon used the first 4 minute mile, which was first run by Roger Bannister. Once this was "measured" it was soon "improved" some six weeks later by John Landy, who ran a mile in 3 minutes 58 seconds. Within a year 37 more people had beaten this record. Another year on and over 300 had broken the record.

Keeping score makes all the difference:

By measuring the most important things we focus on the things that are the most important.

Key Underlying Success Drivers = Leading Indicators

For example Continental Airlines managed to improve their performance from "worst to first" by measuring and improving three leading indicators:

- On-time arrival
- Lost luggage
- Customer complaints

When you decide what you need to measure then:

- Tie them to the numbers
- Tie them to your vision
- Tie them to your customers

What key underlying success drivers would you measure?

- Customer delight
- Harnessing the true potential of you and your people
- Innovation and creativity
- Investment in knowledge and other assets
- Operational effectiveness

Other key underlying success drivers which could be measured as suggested by members were:

- Customer surveys
- Customer referrals
- Customer retention
- Website hits
- Footfall
- Add-ons
- Turnaround time
- Order fill rate
- Supplier relationships
- Delivery accuracy
- Staff turnover
- Training days
- Staff survey
- Staff motivation
- Staff complaints/compliments
- Awards achieved
- Praise
- Fun

Improving the performance of your business

- Selection of key performance indicators
- Don't need to measure everything
- Decide which measures are critical to achieving your vision
- Tips for selecting Key Performance Indicators

Conclusion

- Can't improve unless you know where you are now
- You need to know where you want to be
- Vital that you communicate your vision of the journey
- Select key performance indicators to measure progress
- Review progress regularly
- Be prepared to change course
- But most important of all.....

Involve your accountant!

For further information or advice you can contact Mark or Simon at:

Mark Hunter, Bentley Jennison

Tel: 01423 859459

E-mail: mark.hunter@bentley-jennison.co.uk

Website: www.bentley-jennison.co.uk

Simon Pease, DSC Chartered Accountants

Tel: 01423 560547 E-mail: s.pease@dscga.com

Website: www.dscga.com

See also Training & Coaching on page 5, for various discounts on business coaching and training offered by several Chamber Members and non-members, aimed at helping to improve staff morale and performance.

HARROGATE DISTRICT NEWS

Business Waste Disposal & Recycling

Brian Dunsby was pleased to announce that both Harrogate Borough Council and North Yorkshire County Council Officers had agreed to meet with Harrogate Chamber representatives on 1st February to discuss business waste disposal and recycling. We aim to help all local small businesses to access trade waste recycling services more easily through the County and District facilities as well as via private sector providers.

Members with a **business waste collection problem** or who would like to see better recycling of business waste, please pass on the specific details to Chief Executive, Brian Dunsby e-mail: chiefexec@harrogatechamber.org or fax 01423 870025 **by Monday, 29th January.**

North Yorkshire Police Authority

The North Yorkshire Police Authority (NYPA) is seeking the public's views on whether it should bring in a 5%, 4% or 3% increase in Council Tax in order to maintain services for the 2007/08 budget.

To find out more or obtain a questionnaire contact the North Yorkshire Police Authority, PO Box 106, Ripon HG4 5WA, Tel: 01765 641839 or email nypa1@btconnect.com or visit www.nypa.org.uk

Events in Harrogate

Attention was drawn to the new full colour "**What's On**" publication covering not only the events and conferences at **Harrogate International Centre**, but also what's on in the area and meetings of local clubs and societies (including the Chamber!) If your business includes day-to-day contact with the public you can request a supply from Lynne Hudson at HIC Tel: 01423 500500. Visit their website for detailed information: www.harrogateinternationalcentre.co.uk

Pavilions of Harrogate also publish a detailed Diary of Events at both the Pavilions and the **Yorkshire Event Centre** on their website www.pavilionsofharrogate.com

The Lifestyle Show

On 11th to 13th May 2007 The Lifestyle Show takes place in the Harrogate International Centre. (**See enclosed leaflet.**) Members who are manufacturers and retailers who wish to showcase their latest products to "a growing number of style conscious, adventurous and forward thinking people" may be interested in exhibiting. The organisers will make a presentation at the February meeting. More information at: www.thelifestyleshow.org

Locked in Tower Street Car Park

We have received a strong complaint from a visitor to an exhibition in the town centre, who was locked in the Tower Street car park and had to pay £25 to get out. They felt this was not clearly signed in the car park or on the ticket. If you have had any customers, colleagues or friends who have been **affected similarly by car park closures**, please let us know for our future discussions with the Council on this topic.

Change to Business Link services

Business Link York & North Yorkshire has announced changes in the way their pre-start and start-up business services will be delivered in this area from April. Currently they have been sub-contracting their services to four local agencies. **New arrangements** with a centralised office function will be in place from **1st April**. More details are expected early in the New Year.

All services can still be accessed by phone - 01904 686000, e-mail - info.centre@blyny.co.uk or via the website www.here4business.co.uk

MEMBERSHIP BENEFITS

Affiliate Membership of Leeds Chamber

Mark Goldstone, Membership Manager of Leeds Chamber of Commerce, gave a brief outline of the benefits that Harrogate Chamber members will gain from us joining Leeds Chamber as an Affiliate Member.

These are available FREE OF CHARGE to all members:

- Copy of Leeds Business Update, the Chamber's bi-monthly magazine including:
 - Member news
 - Educational articles
 - Legal updates
 - Regular and special features
- Fortnightly Leeds Chamber E-Zine (subject to being issued with your email address)
 - Dates for your diary
 - Legal updates
 - Links to latest Chamber Connect offers
- Access to Chamber Connect card scheme
 - Exclusive offers for members and their staff
- DataSearch Facility at Chamber member rate
 - Databases tailored to your specific requirements
 - National / international credit checks
- Partial access to Business Opportunities
 - Online tenders alert service
 - Online purchasing portal
- Meeting room facilities
 - Rooms available around UK
- Invitation to Chamber events
- Access to Chamber's legal helpline and legal expenses insurance scheme, upon payment of supplementary charge of £15
 - 24/7 helpline

Details of all member benefits can be found on Leeds Chamber website: www.leedschamber.co.uk along with guidance on how to take up any offers.

For further details please contact Mark Goldstone at Leeds Chamber of Commerce on 0113 247 0000

Two Harrogate Chamber members, Stuart Pearson of The Trinity Foundation and Mike Smith of Ripley Training, endorsed Leeds Chamber membership with Mike saying the Business Opportunities section had

brought in business worth a four figure sum and it had given his company the opportunity to bid for an international contract.

Brian Dunsby said the Management Group would be discussing the extent to which members' details will be passed on to Leeds Chamber. A compromise needs to be struck between giving out the complete membership contact information resulting in members being inundated with unwanted e-mails and post. At the same time members need to have access to their services.

Members' feedback to the Secretariat for or against this would be appreciated by 23rd February.

Harrogate District Business Market Monday, 30th April 2007 - 14.00 to 19.00

We need *your* help to make this year's Business Market even bigger and better than 2006!

Tell all your customers and suppliers about this event, which is **FREE to all visitors with FREE Business Seminars and FREE refreshments!** Tickets will be available for you to distribute to your contacts - order a supply from the Secretariat - or we can even send them out on your behalf if you can provide us with a list.

A PDF file of the new brochure is now available via the Chamber website www.harrogatechamber.org and a downloadable FREE entry ticket will be available shortly.

Bookings from members are already coming in with over 25 spaces now secured. **Don't delay** in sending in your booking form to **avoid disappointment**, as space is limited. The discounted spaces are also available to members of other local Chambers and Business Associations as listed in the brochure who promote the event to their own members.

Our local MP, Phil Willis and Harrogate's Mayor, Geoff Webber, have agreed to attend and open the event. Strong support is again being given by Ackrill Media Group, whose Editor Jean MacQuarrie has kindly agreed to judge the Best Stand Awards. Harrogate Borough Council, Harrogate International Centre and Business Link York & North Yorkshire are all supporting the event.

Put the date in your diary and make sure you at least come along as a visitor to **Pavilions of Harrogate between 14.00 and 19.00 on Monday 30th April**. There will be ample free parking, admission and refreshments.

Business-to-Business Mailing

As part of the promotion of the Harrogate District Business Market, in March we will be distributing the new brochure to our whole database of **over 4,000 local businesses in Harrogate and District**.

Members are offered the opportunity to include a flyer in this mailing for as little as **one quarter of the cost** of the postage alone – and with no labour cost! Prices range from just £250 for an A5 flyer weighing up to 5g to £550 for a 4 page A4 brochure. Non-members pay 50% more.

A booking form is enclosed with this issue of REVIEW. Priority will be given to Harrogate Chamber Members, but to guarantee inclusion you must return the booking form with a sample leaflet by the end of February.

How to make an exhibition of yourself

Preceding the Harrogate District Business Market, the Chamber's 12th March meeting will have the timely topic of **"How to make an exhibition of yourself"**, including practical hints, products and services to help you make the most of the Business Market and other trade shows.

Chamber members offering relevant products and services are invited to submit proposals for presentation.

Members confirmed already are:

Ackrill Media Group
Colour It In Digital Print & Display
Display Techniques Ltd
Screenprint Digital

MEMBERS' FORUM & NEWS

Ackrill Media Group Business Awards

The nominations are in and the judging process has begun for the 2006 Business Awards. Past President, Brian Haines of eSOURCE Group Ltd, is on the Panel for **Best Small Company** (1-10 employees) category sponsored by Harrogate Chamber; with 18 entries this is the most popular of the categories. Winners will be announced at the Gala Awards Dinner on 29th March at the Majestic Hotel. For tickets call Ginny Long on 01423 707402 or e-mail Virginia.long@ypn.co.uk Brian Haines is organising a **Chamber Table** at the Dinner - please contact him direct if you would like to participate. Tel: 01423 709092 E-mail: brian.haines@esourcemail.eu

All change at Harrogate Ladies' College

Chamber President, John Hart, announced that he will be retiring from his position as Bursar at Harrogate Ladies College shortly, and introduced his **successor, Steve Willis**, to members. Steve, who has recently moved to Harrogate following a successful career in the Air Force, said he looked forward to acquainting himself with members at future meetings. Tel: 01423 537024

St Michael's Hospice Business Buffet Luncheon

On Friday 23rd February 2007 **Saint Michael's Hospice** are holding a **Business Buffet Luncheon** at 12 noon at Crimble House, Hornbeam Park Avenue, Harrogate.

If you are interested the work of Saint Michael's there will be a presentation about Hospice life and work, and a brief tour of their facilities. All are welcome - only £5 per head - phone 01423 878192 by Monday 19th February.

Valentine's Star Party 2007

Hotel du Vin & Bistro are holding their Valentine's Star Party 2007 in support of the Heartbeat Appeal, on Sunday, 11th February from 18.00. Tickets are £60 with 10% going directly to the Heartbeat Appeal. Included in the event is a complimentary glass of pink champagne on arrival, 4-course dinner with wine. A DJ and 'guest' stars will provide music and entertainment and there will be a Charity auction. Dress code is 'a dash of red' or 'dare to be different'. To book call Amy on 01423 856800; e-mail reservations@harrogate.hotelduvin.com

Harrogate Homeless Project

In the recent Harrogate Homeless Project newsletter, the charity celebrated 15 years helping the homeless. They have good links with at least two other Chamber members, St Peter's Church, which has been running a 'Breakfast Club' and Bettys who provide food donations.

HHP are having a **recruitment drive** for some more volunteers and of course **donations of blankets** and warm clothing are always needed with Gift Aid Declarations available for monetary donations. If you are able to help in any way you can contact HHP on 01423 566900 or e-mail authorisedpeople@aol.com

Colour It In - poster printing

Colour It In Digital Print & Display are offering to print full colour A0, A1 and A2 posters from £4.99 each. Ideal for indoor and outdoor use. Ring 0800 542 0852 or e-mail posters@colouritin.co.uk for a quotation.

Inktech Supplies FREE recycling

Do you have an accumulation of empty printer cartridges that seem too good to throw away? Why not trade them for refilling and save money every time?

Inktech Supplies are offering a FREE recycling collection scheme for empty laser and inkjet cartridges plus 'money off' certificates to use when purchasing new printer consumables and office stationery supplies at their on-line web store. Phone 0845 3700 176 or e-mail info@inktechsupplies.co.uk for details.

See also leaflet enclosed in this REVIEW and visit their online store at www.inktechsupplies.co.uk.

TRAINING & COACHING OFFERS

"Yes You Can"

The Trinity Foundation are offering a series of "Yes You Can" one-day events offered at **half price to Harrogate Chamber members** - that is £122.50 + VAT

The one-day seminars are for executives, key stakeholders, the accomplished and those less assured wishing to improve their skills. The Trinity Foundation only work on the participant's agenda, tailoring information, inspiration and encouragement to suit their needs. Topics include:

- *How to become a confident public speaker, presenter and a great communicator*
6 Feb, 15 March & 4 May
- *Leadership and how to build "Top Teams"*
16 March & 26 April
- *How to create clients, increase sales and profit without becoming a "Salesperson"*
22 March & 11 May

For full details contact:

Stuart Pearson at The Trinity Foundation
Tel: 01423 566522

E-mail: stuart@thetrinityfoundation.co.uk
Website: www.thetrinityfoundation.co.uk

Free "Action" Seminar

Andrew Cussons and Chris Fordy would like to invite you to their Action International '6 Steps to a Better Business' seminar on 1st February from 09.00 to 13.00 at Hazlewood Castle near Tadcaster. FREE of charge.

This seminar is aimed at local business owner/managers to provide new ideas and fresh inspiration for your personal and business development. Limited places left. Call 01423 815100.

15% Discount for Chamber Members

Ascendant Management & Business Consultants Ltd (formerly BT Local Business) will deliver sales training either off the shelf or bespoke to a company's requirements. It can cover right from very basic selling skills up to Account Management/Development and Selling Major Bids with full campaign planning.

If required on an ongoing basis they can provide coaching to make sure that the new skills are being used.

Harrogate Chamber members are offered a 15% discount.

Ascendant also offer a full executive accredited interviewing process for selecting the right individuals to senior roles. A further function they offer is to sell on your behalf for commission only. Joe Pitts says: "we are particularly good at the higher value solution."

Further information from Joe Pitts on 07802 188700 or email: joe.pitts@btconnect.com

Assert yourself !

Master your communication, transform your business! That's the theme of a half-day seminar being provided by Harrogate based leadership & management experts **The Blue Water Partnership**.

For any manager who desires to be more assertive in the way they manage people or wants to handle conflict in the workplace more effectively then this event is a must at just £99 plus vat.

The seminar will be held at the Leeds Metropole Hotel on 22nd February. For more information visit www.thebluewater.com/seminar or phone Steve Phillip on 01423 810100.

Negotiation & Influencing Skills

Ripley Training are holding a 'Negotiation and Influencing Skills Workshop' in York on Monday 19th February 2007.

This workshop will give a structured methodology and range of supporting skills for any influencing or negotiation situation. Strategies are outlined and participants are encouraged to make use of their own strengths and evaluate the position of the other party.

The course gives specific tactics to employ in order to gain an outcome that is beneficial to their organisation.

Contact Mike Smith on telephone 08708 504232 or see more details on their website www.ripleytraining.co.uk

Harrogate College part-time courses

The January part-time course guide has been published by Harrogate College, including an excellent range of **business courses for staff** in local firms. Visit their website www.harrogate.ac.uk

IT Training for Small/Medium Businesses

We have been advised of the following scheme by North Yorkshire Trading Standards. York University IT Academy has obtained an EU Social Fund and Learning and Skills Council Grant Aid to enhance adult computer skills.

Training is available for Sage Line 50/Payroll, Word, Excel, Access, AutoCAD 2D/3D, PowerPoint, Publisher, Web Design, Photoshop Graphics, Networking, Wireless Technology, Server Management etc.

Although tuition will take place at fixed locations and on company premises from January 2007 onward, **grant aid** is currently being set aside for applicants so it is imperative that potential recipients consider their future needs immediately.

Expert help is available to assess computer skills/awareness and advise on eligibility - broadly speaking sole traders and limited companies operating in Tourism, Hospitality, Food and Drink, Construction, Advanced Engineering and Manufacturing can apply for any or all of the above accredited subjects. Trainees must be age 25 or over.

Grant aid typically covers 66% - 90% of the costs, reducing many university quality, face to face courses, to under £34 per day.

Contact Ian Cross on 07886 177448 or e-mail: iancross@york-it-academy.info for further details

EXTERNAL ORGANISATIONS' NEWS

Venturefest Yorkshire

Taking place at York Racecourse on 7th February is **Venturefest** Yorkshire, an exhibition focusing on technology and knowledge-based entrepreneurs.

Free to delegates, the event includes presentations, seminars, exhibitions, competitions and a wide variety of networking opportunities.

New developments for 2007 include further expansion of Innovation Central the showcase for future Yorkshire Talent, live investment opportunities, investor readiness seminars and an exciting new Product Award, sponsored by GSPK of Knaresborough.

Full details at www.venturefestyorkshire.net

InSpa Charity Networking Event

Mike Smith of Ripley Training told the meeting about the next InSpa Charity Networking Event to be held at St Gemma's Hospice in Leeds on Thursday, 15th February from 18.30-21.30. The cost is £15 per head and spaces are limited to 100. 70% of all profits will go to St Gemma's Hospice. Further details from Richard Cockell on 07990 991103 or e-mail fundraising@inspa.org.uk

Police Consultation

A recent consultation document from Humberside, North and West Yorkshire Police asked for feedback on policing of strategic routes. After discussions with the Management Group, Brian Dunsby proposed, in the light of repeated evidence that Harrogate is being targeted by criminals from West Yorkshire, that "virtual gates" should be created across the main roads between West Yorkshire and Harrogate - namely the A61, A658 and A661, by locating ANPR (Automatic Number Plate Recognition) units almost permanently at critical pinch points where they cannot be bypassed - and where there is time and space for Police cars to intercept any stolen or unlicensed vehicles approaching Harrogate.

Brian further suggested the same policy could then be applied on other trunk roads between relatively poor and relatively rich areas where thieves are most likely to travel. High visibility police patrols on these key linking trunk roads should reinforce the message to criminals to "stay at home". More after midnight patrol cars with stop and search powers would also help.

ANPR has proved to be very successful already with many stolen and uninsured vehicles being stopped and apprehended easily.

SCAMS & SPAMS

Bank e-mail fraud

We have mentioned this several times before, but as these e-mails evolve to look more genuine, we repeat the warning NOT to click on any links in e-mails that appear to come from your financial providers asking you to update your details. Always log in to your on-line accounts using the website address and never provide any information via any e-mail link or phone call you may receive. If you allow your mouse to hover over the links you will see they are not what they might appear!!

Premium Rate Number Warning

Trading Standards have again warned about the premium rate scam from a company called PDS (Parcel Delivery Service) where people receive a postcard from PDS suggesting they were unable to deliver a parcel. They ask you to ring 0906 661 1911 (a premium rate number). DO NOT DO SO! This will result in a bill for £15 as soon as you start to listen to the recorded message! **If you receive a card with these details please send it to us and we will check it out.**

Fire Safety Scam

A North Yorkshire hotelier received an unsolicited telephone call from a person claiming to be a fire officer. The sales pitch was that the fire officer was trying to raise awareness of **fire safety in local schools**. The conversation then turned towards a sales pitch for **advertising** the hotel in a booklet that was to be handed out to pupils. The hotelier declined this kind offer but subsequently received an invoice for £145, which he is not inclined to pay. **Trading Standards are advising hoteliers and other traders to be aware of this latest approach seeking monies against their businesses.**

FOCUS GROUPS

Promoting Harrogate

The Chamber's next Meeting on Monday 12th February will be emphasising the new Promoting Harrogate & Yorkshire Dales Campaign, with Alison Griffin, the new Head of Marketing at the Harrogate International Centre.

She oversees three key areas – Harrogate International Centre conference and exhibition marketing; leisure tourism marketing for Harrogate & District and the Harrogate & District Tourist Information Centre teams.

Alison is also on the new Yorkshire Dales & Harrogate Area Tourism Partnership's marketing group and is involved with pulling together the ATP marketing plan.

The organisers of the new Lifestyle Show Steve Bryant and Wendy Adams will make a personal presentation on this exciting new consumer show tailor made to appeal to a modern family. It is targeting ABC1 adults in the whole of the Yorkshire, covering four lifestyle groups: Property; Interiors; Sport & Leisure; Food & Drink.

There will also be a brief presentation by Crown Venue Catering who service the Harrogate International Centre.

Members with any contributions to this topic please send them to the Secretariat in advance.

Town Centre Improvements

Focus Group Leader, Granville Simpson, said he would be chasing up HIC to progress the promised new signage for pedestrians in the Town Centre.

The first stage is to guide visitors from the train and railway stations to the conference venues, which is advancing well. The second stage is for improved signage to guide visitors around the town centre.

Members with any specific ideas or problem areas they have noticed in the Town Centre, should send these to the Secretariat.

Traffic & Transport News

Increased flights to London from Leeds Bradford

The number of flights from Leeds Bradford to London is increasing from 4 to 5 a day, which will be a welcome improvement for many business travellers.

New routes to Europe

Jet2.com have announced three new services from Leeds Bradford to Almeria, Toulouse and Valencia. Book early for fares as low as £22. See www.jet2.com

GNER East Coast mainline trains

GNER have had to terminate their franchise agreement for the East Coast Mainline as they would not be able to make the payments that were contracted, because the financial performance of the service has not been as good as first projected. At the same time, their parent company has got into serious financial difficulty.

The Department for Transport has extended the franchise for GNER by another 12-15 months, after

which they will invite other companies to re-tender to run the franchise.

In recent correspondence with Jonathan Metcalfe, Chief Executive of GNER, Brian Dunsby enquired about the likelihood of a return service direct from London to Harrogate. His response confirmed that although there was no immediate prospect of a Kings Cross to Harrogate service, the number of services between London and Leeds will be increased in the Summer of 2007 which may give them the necessary flexibility to extend one of the services to Harrogate – if it will be commercially viable. **Would you use such a service?**

GNER CEO did say we could make representations as stakeholders direct to the Department for Transport to include a London to Harrogate Service in the next franchise specification. The deadline for this is 15th February - via e-mail to: franchises@dft.gsi.gov.uk Any members with views please e-mail the Secretariat.

On-line Ticket Collection

Martin Wilks of Lords & Courtyard Restaurants asked why **tickets ordered on the internet** could not be collected at an automatic vending machine at Harrogate Railway Station. Brian Dunsby said he would take this up with Northern Rail and GNER to find out.

NEW MEMBERS

Actionzone UK (*Outdoor Laser Combat*)

Rick Brewis, Manager
Bilton Wells, Bilton Hall Drive, Harrogate, HG1 4DW
Tel: 07784 324597
E-mail: rickbrewis@googlemail.com
Web site: www.actionzone-uk.com

Alan Greveson (*Business Continuity Planning*)

Alan Greveson, Business Continuity Planning
Yew Tree Cottage, Chapel Street, Cattal, YO26 8DY
Tel: 01423 358937 **Fax:** 01423 358937
E-mail: alan.greveson@tiscali.co.uk
Web site: www.alangreveson.com

Harrogate Audi (*Car dealers*)

Bryan Kendall, Head of Business
St James Business Park, Grimbald Crag Road,
Knaresborough, HG5 8PY
Tel: 01423 869700 **Fax:** 01423 795700
E-mail: bryankendall@sytner.co.uk
Web site: www.sytnergrouop.co.uk/harrogate/audi

MatchPoint UK Ltd (*Socially responsible recruitment*)

Deborah Siswick, Manager
8 Princes Square, Harrogate, HG1 1LX
Tel: 01423 523500 **Fax:** 01423 523500
E-mail: info@matchpoint.uk.com
Web site: www.matchpoint.uk.com

Peartree Heybridge Ltd (*Greeting Card Publishers*)

Mike Partridge, Director
Hammerain House, Hookstone Avenue,
Harrogate, HG2 8ER
Tel: 01423 547007 **Fax:** 01423 547009
E-mail: mike@peartree.fsbusiness.co.uk
Web site: www.peartreeheybridge.co.uk

BUSINESS BRIEFINGS

New E-mail Regulations

The Companies (Registrar, Languages and Trading Disclosures) Regulations 2006 came into effect on 1st January 2007. These Regulations extend the disclosure requirements in section 349 of the Companies Act 1985.

Now the full name, registration number, registered office and place of registration must appear not only on paper business letters, but also on emails and company websites.

Companies House have clarified that depending on which part of the UK a company is registered in, then they would be required to state that they are "registered in England & Wales" or "registered in Scotland", etc., as appropriate, the same as on stationery.

This requirement now applies to limited companies, but not to sole traders or partnerships. The offences in the Act are extended so that any officer of the company or someone who acts on the company's behalf could be punished if he sends out an e-mail or authorises a website that does not carry the company name and address details. To an extent these new rules mirror those in the E-Commerce Regulations, but the offences for breach are new.

Trading Standards can look at your website to make sure that it complies with all relevant legislation. Send a link to the site to business.advice@northyorks.gov.uk

Harrogate Chamber's Hon Legal Adviser, Chris Newton of Berwins LLP, said, "E-mails are as much communications as letters. People don't always appreciate the implications and consequences of the e-mails that they send."

If you need further advice please contact:
North Yorkshire Trading Standards Tel: 01609 768 654
E-mail: trading.standards@northyorks.gov.uk

Smoke-free workplaces

The TUC have produced a booklet for "Negotiating smoke-free workplaces" as a guide for union representatives. This covers what the Act and Regulations will say, what union representatives should do, what should be included in a **smoke-free policy** and dealing with exemptions. Copies can be obtained from Business Link York & North Yorkshire : 01904 686000.

The Weekly Gripe

The Weekly Grip is a website where contributors can complain about issues upsetting them, which are then open to feedback from other users. The site covers a number of different subject areas of relevance to small businesses, including **business/finance, industry/jobs and politics/law**. There is also a list of tips for writing a good gripe! Visit the website at: www.weeklygripe.co.uk

Telephone hearing checks on offer

Business owners are being urged to check their own and their employees' hearing via a telephone test.

Put together by the Trades Union Congress and the Royal national Institute for the Deaf, the 'Breaking the Sound Barrier' campaign aims to identify whether people have **suffered hearing loss or damage at work**. The confidential test lasts for five minutes and is available by calling 0845 600 5555.

See: www.tuc.org.uk/h_and_s/tuc-12809-f0.cfm

Third of small businesses have no pension plans

Over a third (38%) of small business owners have no pension plans for themselves and no pension provision in place for their staff, according to a survey by business telecommunications specialist Unicom.

It concluded from the results of the poll that some 83% of the current workforce will arrive at retirement with no employer-provided pension in place. The survey showed that **only 15% of small businesses had pension plans** in place for both themselves and their employees - a figure that Unicom said was "astonishing". See: www.pcg.org.uk/cms/index.php?option=com_content&task=view&id=2054&Itemid=565

Minimum wages fines announced

Businesses that fail to pay their staff the National Minimum Wage will face fines of £200 for each worker they have underpaid, the Government has announced.

If a complaint about an employer is upheld by HM Revenue & Customs, the business will be ordered to pay wage arrears. **Firms that fail to do so will be fined**. More than £3 million in unpaid wages was recovered last year for 25,000 workers who had not been paid the National Minimum Wage.

See: www.sbs.gov.uk/sbsgov/action/newsDetail?type=NEWSITEM&itemId=7000036860&r.s=email&tc-EA014#

Holiday entitlement to rise

Business owners may soon have to increase staff holiday entitlement under new Government plans.

Currently it is legal to count the eight annual Bank Holidays as part of the 20-day statutory holiday entitlement. But the Department of Trade and Industry wants to **increase the minimum holiday to 28 days**, so workers would receive 20 days plus Bank Holidays.

It is proposed that statutory holiday entitlement will rise to 24 days in October this year, then to 28 days from October 2008.

See: www.gnn.gov.uk/Content/Detail.asp?ReleaseID=255822&NewsAreaID=2

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