



REVIEW

July
2007

FUTURE MEETINGS

17.30 for
18.00 start

13 August
Safari

10 September

8 October

12 November

10 December
Safari

Review of Chamber Meeting + News Update

STOP PRESS - LATEST NEWS!

- Government has rejected the Unitary bid by North Yorkshire County Council.
- Secretary of State considers "county-wide unitary would be seen as remote and the neighbourhood arrangements proposed are complicated and unworkable."
- Government supports City Unitary bids by Bedford, Chester, Exeter & Ipswich.
- This Chamber congratulates and thanks our local MPs & Harrogate Council.

HOW TO UPGRADE YOUR STAFF

- Learning & Skills Council offer "Train to Gain" brokers FREE advisory service.
- Harrogate College offer a wide range of vocational courses & apprenticeships.
- Several Chamber members offer targeted training and coaching programmes.

PLANNING DEVELOPMENTS

- Meeting with EDU highlights shortage of industrial development land in area
- Redevelopment of the Dunlopillo site in Pannal under active consideration
- Reducing through traffic on Station Parade – suggestions under consideration
- Tesco Store development – Chamber objects to their proposed road links
- Harrogate Borough Council publishes second Cycling Implementation Plan
- Harrogate International Centre publishes plans for £45m of improvements

Future Meetings

Monday, 13th August - Business Networking Safari No 11
plus FREE Buffet - at Pavilions of Harrogate, Wetherby Road, HG2 8QZ
Harrogate Chamber members only - another good opportunity to meet up to 50 members in one night to exchange ideas and business cards! PRE-BOOKING VITAL!

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"

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

LEARNING & SKILLS COUNCIL **“Train to Gain”**

Caroline O'Neill, Partnership Director of Learning and Skills Council North Yorkshire, based in York, and Clive Howarth, Skills Development Director of Learning and Skills Council Yorkshire and Humber, based in Leeds, spoke of the alarming skills deficit in the UK compared with other OECD countries.

This is currently being addressed with a motivational advertising campaign which you may have seen on the television and heard on the radio recently.

The aim of this initiative is to commit the UK to becoming a world leader in skills by 2020 with a likely net benefit of £80 million over 30 years and an increase in productivity growth rate of up to 15%.

It is hoped to address this skills deficit utilising the Train to Gain service, which is available to any employer and offers independent impartial advice. Train to Gain is not linked with any training providers and will work in the best interests of the employer to find appropriate solutions to address the needs of their business - all FREE OF CHARGE!

A Skills Broker can come to your company to ascertain your needs and make recommendations, following which a package is agreed that is unique for your company. The best funding solution for your company is found and the Skills Broker will provide ongoing support and review.

In summary, Train to Gain:

- is the Government's largest ever investment in workplace skills development
- is the Government's key employer service
- is the means by which the UK will address the significant skills and qualifications gap between us and our major competitor nations
- will enable us to reach the position that the most highly skilled nations are in today- but by the time we get there they will have moved further ahead
- is a 'long game'

To find out more about Train to Gain in Yorkshire telephone 0845 833 7000 or look at national website: www.traintogain.gov.uk

If you would like a copy of the Learning and Skills PowerPoint presentation showing the wide ranging statistics of skills in the UK and more details of Train to Gain, this can be requested from info@harrogatechamber.org

HARROGATE COLLEGE **(LeedsMet Harrogate)**

Elaine Flowers, Deputy Principal and Kerry Jephson, Workforce Development Manager at Harrogate College, which is part of Leeds Metropolitan University, outlined the various training opportunities that are available on their Hornbeam Park site and also in-house on your own premises.

Harrogate Business Enterprises (HBE) is the business development unit at Harrogate and is one of the main departments under the umbrella of Workforce development. The objective of HBE is to deliver high quality professional and cost effective services to provide support to businesses on a wide range of issues within business and industry.

HBE offer expert Consultancy and high quality training services, varying from one day courses through to courses delivered over a number of days and /or weeks. Courses are held at Harrogate College and training or delivery can be modified according to individual organisational need, including in house training.

HBE offer a selection of courses which currently include NEBOSH, CIEH, CLAIT, ECDL, First Aid, Train the Trainer, Supervision Skills, Time Management, Presentation Skills, Leading a team and Telephone Techniques. They are also open to receive enquiries for new courses as business needs dictate.

Train to Gain also sits within the Workforce Development department. As outlined by the Learning & Skills Council earlier, Train to Gain is a government initiative offering free training to eligible organisations for their eligible employees to achieve their first full Level 2 or Level 3 qualification.

Train to Gain's focus is about up skilling the workforce keeping businesses competitive in local and global markets and allowing individuals to realise their potential. Harrogate College offers Train to Gain in a wide variety of areas and their Assessors visit employees in their workplace and adopt a model of "Assess Train Assess" so there is minimal disruption to the working day.

Harrogate College also operate an Apprenticeship Programme for 16-25 year olds in industry areas of Motor Vehicle, Care, Play Work, Child Development, Hair and Beauty, Hospitality, Engineering, Electrical, Business Administration, with programmes operating on day or block release into the college whilst the apprentice is in employment.

Harrogate College pride themselves in being able to offer core programmes as well as bespoke programmes tailored to meeting the needs of individual organisations and business requirements. Whether it is a short course, professional qualification, Train to Gain, or apprenticeships which your business could benefit from do not hesitate to get in touch. They can provide further information or organise to visit you, your organisation and employees to identify what suits your needs best.

For more information contact:-

Harrogate Business Enterprise:- 01423 878268
or e-mail jaskham@leedsmet.ac.uk

Kerry Jephson, Work-based learning: 01423 878242
or e-mail k.jephson@leedsmet.ac.uk

Website: www.leedsmet.ac.uk/harrogate

PS Harrogate College and LeedsMet University have just announced that they are considering links with other local colleges to form a Yorkshire College Consortium, involving more local businesses in planning courses.

OTHER CHAMBER MEMBER TRAINING PROVIDERS

Binns-Tomlinson Safety Training Services

Rachael Binns of Binns-Tomlinson Safety Training Services, a Harrogate based company, specialise in providing competitively priced health and safety training and auditing for the private sector and industry.

They can undertake an audit of your health and safety or food safety systems and provide you with a report including recommendations to bring your company in line with current legislation. In addition they can help implement any suggested changes or training requirements. If a full audit is not required, they could provide a free one hour consultancy to help identify areas for improvement. Their wide range of training services can be provided in-house or venue based.

For further information call Rachel Binns on 01423 551818 or go to www.safetytrainingservicesltd.co.uk or e-mail admin@safetytrainingservicesltd.co.uk

Empowering Women at Work

Steve Phillip explained that his business 'Empowering Women At Work', which provides coaching aimed specifically at women, was set up to recognise that women often possess strong skill levels in relationship building and organising tasks that can be directly applied to good team relationships at work. The challenge however, is that for many women asserting themselves, confidently and non-threateningly is not always easy, particularly in male-dominated organisations.

Empowering Women at Work provides individual coaching and workshops for women to help deal with this challenge. Harrogate's first Empowering Women At Work Conference will take place on 20th September 2007 (visit www.assertyou.co.uk) where key speakers will present on a range of diverse and exciting topics aimed specifically at women at work and in business.

For further information call Steve Phillip on 01423 520756 or e-mail steve.phillip@assertyou.co.uk

Simple Quality Solutions

John Gibson gave a quick overview of Training available from Simple Quality Solutions Ltd (SQS). He stressed the difference in the approach taken by SQS was that they included as part of all their paid training courses, "free" coaching on the subject after the event. How many times do you understand how to do something in a classroom but when you come to apply in practice it isn't as easy as it looked!

John also stressed that as well as providing training in Financial Planning, Quality, Change Management, and Business Improvement, the team are also able to build bespoke training and a good example of this has been the basic life skills money management training coordinated and developed for a national charity."

For further information call John Gibson on 01423 325503 or e-mail: johng@simplequalitysolutions.com or visit the web site: www.simplequalitysolutions.com

The Trinity Foundation

Stuart Pearson, Psychotherapist & Executive Coach of the Trinity Foundation, said the most important skills anyone can have are confidence and communication abilities. Stuart's organisation can help you achieve new skills whilst finding the experience fun, magical, uplifting and life changing. As a psychotherapeutic organisation they guarantee complete confidentiality and anonymity to all participating individuals, companies and organisations.

A 10% discount is offered to Chamber members who wish to take part in The Executive Event, which is a fully residential event over 4 days and nights to be held at High Trenhouse Management Centre, Malham Moor, Settle on 29th October 2007 and 12th May 2008.

For more information contact Stuart on 01423 566522 or e-mail stuart@thetrinityfoundation.co.uk or visit the website www.thetrinityfoundation.co.uk

HARROGATE DISTRICT NEWS

EDU Meeting

At the recent Economic Development Unit meeting with Harrogate Chamber representatives, the increasing demand for business premises was highlighted along with the lack of available land for industrial development.

Pannal Developments

Harrogate Chamber has been consulted on the proposed major re-development on the Dunlopillo site in Pannal, including a site visit. The proposal is for mixed development with new retail, residential and commercial property. Members who wish to make any comments on the proposals should contact the Secretariat.

Tesco Park & Ride Proposals

Harrogate Chamber have formally written to Tesco with respect to their proposed site at New Park with various suggestions to make traffic flow and access better and detailed the proposed Park & Ride stop utilising the No. 36 bus route.

Traffic on Station Parade

The Chamber has been consulted by the Council on the need to reduce traffic on Station Parade in order to facilitate development of the long awaited Bus & Rail Interchange including public amenities, retail premises, offices and some residential development above.

Any members with views or suggestions for alternative traffic flow arrangements through the Town Centre are asked to contact the Chamber Secretariat.

No Smoking guidance for businesses

Guidance Notes and copies of FREE No Smoking signs can be downloaded from www.smokefreeengland.co.uk – just click on the Guidance and Signage links.

All Business Premises are legally obliged to display these signs as a result of the new No Smoking laws which came into place on 1st July 2007.

Harrogate International Centre £45m improvement plans

The planned £45m improvements for Harrogate International Centre have been made public with outline plans being submitted to Harrogate Council on 19th July. We shall have full details at the next Chamber Meeting.

New Cycle Network for Harrogate & Knaresborough

Harrogate Borough Council has sent a copy of the second Cycling Implementation Plan to the Chamber for any feedback on the current and proposed cycle routes in and around Harrogate and Knaresborough.

The network links the residential areas to the town centres, secondary schools, bus and train stations, areas of employment and recreational areas. Members who wish to have sight and comment on the proposals should contact the Secretariat.

MEMBERSHIP BENEFITS

Business Networking Safari

Members are invited to attend the next Business Networking Safari on Monday, 13th August at Pavilions of Harrogate with a FREE buffet being provided from 17.30. The Safari begins at 18.00 with a slightly extended format allowing five minute buffet breaks between table changes and closing at 21.00.

Following the initial business introductions, the topics for discussion will focus on Harrogate Town's perceived strengths, weaknesses, opportunities and threats and also on venues and topics for future Chamber meetings.

As usual, booking is essential if you wish to attend this event, which is limited to 50 member businesses only. This event is particularly beneficial for newer members.

An information sheet with booking form is enclosed. It will be also be e-mailed to all members in early August, but if you wish to book now just send your name and company details to secretariat@harrogatechamber.org

Tour of Taylors Tea Factory

We still have a few places available on the tour of Betty's & Taylor's Group factory, followed by tea, coffee and hopefully cake-tasting on Wednesday, 1st August at 14.30 - a privilege afforded to small group of Harrogate Chamber members and partners. If you are interested in joining the tour please telephone the Secretariat.

MEMBERS' FORUM & NEWS

Problems with buskers

Peter Jesper of The Jespers OFFICE asked if anyone knew how persistent buskers could be dealt with when they affect shops and offices in the town centre.

It was believed that all buskers should have a licence, and Brian Dunsby said the Chamber would make a formal enquiry on his behalf. We would also like to hear from any Members with experience of dealing with this type of problem.

SCAMS & SPAMS

"Phishing" Scams still a big problem

Make sure your staff are all aware of the many e-mail scams that are still going around purporting to be from banks, building societies and internet shopping sites, etc., which are evolving to appear even more credible.

An easy way to tell if an e-mail links to a spoof website is to hover your mouse over the link which will show a spoof website address at the bottom of your screen. If in doubt DON'T click – ask the Chamber Secretariat first!

A Beautiful World - turns out NOT to be!

Stuart Pearson warned of a malicious e-mail with the subject line of "A Beautiful World", when opened reveals the message "Ha ha, your world is no longer beautiful".

This takes over your computer completely and as we go to press, no repairs for this problem have been devised.

Thanks to Paramount Majestic Hotel and Grants Hotel

Many thanks to Vince Johnson, General Manager, and the staff at the Paramount Majestic Hotel on Ripon Road for stepping in at the last minute to offer a room large enough to accommodate the growing attendance at our monthly meetings.

We would also like to thank Pamela Barnes, Sales Manager at Grants Hotel on Swan Road for her kind hospitality hosting Members' Meetings in the past.

Contact information for both hotels is as follows:

Paramount Majestic Hotel, Tel: 01423 700300
E-mail: majestic@paramount-hotels.co.uk
www.paramount-hotels.co.uk/majestic

Grants Hotel & Chimney Pots Bistro, Tel: 560666
E-mail: enquiries@grantshotel-harrogate.com
www.grantshotel-harrogate.com

FOCUS GROUPS

Promoting Harrogate

The second meeting of the Promoting Harrogate Group made front page news on the Harrogate Advertiser when they met in late June. The group is supported by Harrogate International Centre & Pavilions of Harrogate Yorkshire Event Centre along with several local tourist attractions, hotels, restaurants, taxi companies, etc.

Anyone who is in the business of, or who will benefit from, attracting more visitors to the town is welcome to be involved, just contact the Secretariat to let them know of your interest.

One of the first objectives of the Group is to compile a consolidated town map that can be distributed free of charge to visitors via hotels, restaurants, taxi offices, etc. Members with examples of maps from other towns are asked to drop these in the post or bring along to the next meeting so we can gather some useful examples.

Town Centre Improvements

Granville Simpson reported that the Soroptomists were again actively fund raising towards the 2007 Christmas Lights in the town centre but more sponsors are needed.

Please look at <http://harrogateatchristmas.blogspot.com>

One new initiative is a "Ladies Pamper & Shop Event" on 16th September when retailers and service providers come together to support this. More details on request.

Due to some companies pulling out of the Christmas Show in Harrogate, the Christmas display at HIC will not take place this year, and the official switching on of the Christmas Lights will take place in a town centre location with the focus on children, Father Christmas, bands and local celebrity to switch on the lights.

David Horth of Victoria Shopping Centre, reported on his current attempts to re-ignite the Retailers' Forum in the town to co-ordinate, amongst other things, the late night pre-Christmas shopping nights and timings. Retailer Chamber members are encouraged to get in touch directly with David Horth on 01423 569550 or e-mail David.Horth@landsecurities.com

Traffic & Transport

Harrogate and District Travel have introduced a text messaging service to find out when the next bus is due at your bus stop. This service complements the current display in the main bus shelters which shows the timings of next buses, but this is not available at all stops.

All bus stops are identified by an 8-digit number which is shown at the top of the timetable at that stop. Text this number to 64422 and you will receive a response within a minute to show the times of the next four buses to arrive at that stop. Texts cost a maximum of 12p plus your standard network rate, or reply messages are free if no information is currently available. *(Brian adds that this works perfectly on the 767 Airport Bus Service!)*

To find out more go to www.harrogateanddistrict.co.uk and click on "Your Next Bus".

Harrogate Chamber has been consulted about the Government's proposed Concessionary Bus Fares for elderly people that will enable them to have free bus travel nationwide. A key question is who is paying for this "free" travel? Members' comments are needed.

Jet2.com have added flights to Geneva to their Summer timetable which now makes it possible to fly to that destination year round. Full details at www.jet2.com

Business Waste

The Chamber's recently formed Business Waste Focus Group has found a local company who will collect and recycle cardboard and glass business waste at very reasonable costs with the first month as a FREE trial.

For full details visit www.3bwaste.co.uk or phone 0870 752 0744 quoting "RAY LRE Project".

A list of known local waste collection companies is now available from the Chamber Secretariat on request. Details of any other similar services would be welcome.

NEW MEMBERS

Binns-Tomlinson Safety Training Services Ltd (Training and Auditing)

Claire Tomlinson, Company Director
Garth House, Grayston Plain Lane,
Hampsthwaite, Harrogate, HG3 2HS

Tel: 01423 551818

E-mail: ct@safetytrainingservicesltd.co.uk

Web site: www.safetytrainingservicesltd.co.uk

Deep Blue Networks Limited

(Telecommunication Services)

Ross Knapman, Managing Director
Telecom House, Rudgate Court, Walton,
Wetherby, LS23 7BF

Tel: 0808 178 6200 **Fax:** 0870 2246218

E-mail: ross.knapman@deepbluetelecom.co.uk

Web site: www.deepbluetelecom.co.uk

Design Machine Limited

(Website Design & Development)

Pete Fairclough, Director
Flat 2, 45 East Parade, Harrogate, HG1 5LQ

Tel: 01423 523814

E-mail: pete@designmachine.co.uk

Web site: www.designmachine.co.uk

KAW Design

(Graphic Design/visual communication)

Kath Wilkinson, Director
Laurendene, Harrogate Road, Huby,
Leeds, LS17 0EF

Tel: 01423 734380 **Fax:** 01423 734380

E-mail: kathy.wilkinson@virgin.net

Web site: www.kawdesign.net

On Hand HR LLP

(HR Consultancy)

Sally Clarke, Partner
20 Burke Street, Harrogate, HG1 4NR
Tel: 01423 567144 **Fax:** 01423 567144

E-mail: sally.clarke@onhandhr.co.uk

Web site: www.onhandhr.co.uk

Signpost Consulting Ltd

(Supply chain consultancy)

Tony Oliver, Managing Director
86 Cornwall Road, , HARROGATE, HG1 2NG

Tel: 01423 750000 **Fax:** 01423 502572

E-mail: signpostconsltd@btinternet.com

Web site: no website

The Raglan Suite

(Cosmetic Dental Practice)

Don Sloss, Cosmetic Dentist
16 Raglan Street, Harrogate, HG1 1LE

Tel: 01423 565432 **Fax:** 01423 709785

E-mail: drdonsloss@aol.com

Web site: www.raglansuite.co.uk

BUSINESS BRIEFINGS

"How not to get ripped off" DVD

A DVD showing businesses how to protect their intellectual property rights has been made available online. The 'How not to get ripped off' film, put together by Own It, features a spokeswoman from the UK Intellectual Property Office and three case studies. It lasts for an hour and a half and is free to watch, but registration is required.

View the DVD at www.own-it.org/ipinfo/dvd/watch/

The Search Engine Guide website

A useful website for small businesses that have an online presence. This frequently updated site has hints and tips to help businesses get the best search engine rankings they can, in a blog-style format. It seeks out relevant articles, tutorials, hints and tips on search engine optimisation (SEO) and brings them together in one place. Visit at: www.searchengineguide.com

Business4Brunch website

This website was set up to help smaller firms to network and publicise their businesses. It was put together by marketing firm Business Feet after it found that few networking events were aimed at smaller enterprises. The site, which is free to join and use, allows firms to showcase their businesses online and to link up with other small enterprises at networking events.

Visit: www.business4brunch.com

Plan for a crisis

All businesses should have a plan to cover the main risks they face and set out how they would deal with a crisis, according to Sir John Stevens, the former Commissioner of the Metropolitan Police. He says he has been "continually surprised" by how many businesses have not factored in how to deal with problems ranging from fraud to terrorism. Sir John, who is also chairman of the security group Quest, said it was "imperative" to have an effective crisis management programme in business. Read more on this story at:

<http://business.scotsman.com/index.cfm?id=227052007>

E-mail could breach copyright laws

Forwarding an e-mail could be an infringement of copyright law if a High Court ruling is applied to electronic communications. The High Court's recent ruling that a business letter including original ideas was entitled to protection under copyright law could have implications for businesses that communicate via e-mail.

Experts predict that greater restrictions on e-mails will be introduced as a result of the ruling, and that businesses should be more cautious about the commercially sensitive information they exchange electronically. More at: www.out-law.com/page-7768

New business data protection guidelines

The Information Commissioner's Office (ICO) has produced guidance to help firms deal with data protection enquiries. Under the Data Protection Act 1998, consumers can request a copy of information held about them by businesses on computer and in some manual filing systems. The guidance clarifies the difference between enquiries that can be dealt with informally and those that must be processed formally under the Act. Businesses can charge up to £10 to process formal enquiries but must do so within 40 days.

Further guidance and examples are offered in the ICO's 'Data Protection Good Practice Note' at:

http://www.ico.gov.uk/upload/documents/library/data_protection/practical_application/checklist_for_handling_requests_for_personal_information.pdf

Living IT website

This is a useful site for any small venture with an interest in technology for the business world. As well as visiting the website, users can sign up for a free printed or e-mail version of a magazine. There are news and features sections, and a searchable database of IT resellers. Visit at: www.living-it.co.uk/default.asp

Better property deal for small business

A code of practice aiming to make it easier for small businesses to rent shops and offices has been announced by the Government. Businesses will receive an occupier's guide to contract negotiations so they can recognise bad contracts, and landlords will be required to offer leases that do not tie tenants to contracts for long periods. Leaflets for both occupiers and landlords have also been produced.

Access the code of practice and related leaflets at: www.leasingbusinesspremises.co.uk

Online help to meet maternity requirements

An interactive online tool has been launched to help businesses meet the requirements of the Work and Families Act 2006 when dealing with members of staff who are pregnant. The legislation, which gives mothers extended leave and additional maternity pay, affects women whose babies are born, or due after 6 April 2007. The online tool has been designed to help businesses stay within the law while dealing with new parents they employ.

To access the online tool go to www.businesslink.gov.uk click on "Employing People" the click on Working time and time off under "Managing your Staff" finally click on "Managing expectant and new mothers at work".

The Equal Opportunities Commission has also produced a pregnancy toolkit accessible at:

www.eoc.org.uk/Default.aspx?page=19177

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