



**FUTURE
MEETINGS**

17.30 for
18.00 start

10 December
Safari
Holiday Inn

2008

14 January
*Pavilions of
Harrogate*

11 February
Old Swan Hotel

10 March
*Cedar Court
Hotel*

14 April
Cairn Hotel

28 April
Yorkshire
Business Market
*Pavilions of
Harrogate*

REVIEW November 2007

Review of Chamber Meeting + News Update

HARROGATE DISTRICT DEVELOPMENTS

- Nigel Avison, former Head of EDU, appointed Director of Development Services
- Objections lodged to residential development of the Dunlopillo Site at Pannal
- Taxi & Mini-cab Consultation: Harrogate Council asks should they be regulated.
- Minister for Yorkshire invite opinions from the public on what they want!
- Leeds Bradford Airport selects a new Airport Taxi service – Arrow Private Hire

MEMBERS' NEWS & BENEFITS

- Ackrill Business Awards 2007 invite nominations – closing date 31st December
- Harrogate Chamber again sponsors the Small Business of the year category
- Harrogate Rugby Club invites Chamber Members to a FREE match
- FREE Meeting Room, FREE Cocktails and Half-price Seminars – see page 3.
- Yorkshire Business Market is filling up fast – members' priority ends 30/11/07

EXTERNAL ORGANISATION NEWS

- Congratulations to Simon Cotton as the new Chair of Destination Harrogate.
- Promoting Harrogate consider Chamber SWOT Analysis + Tourism Partnership
- Christmas Lights switched on OK – but who will lead and fund them next year?
- Postal Deliveries delayed by new working hours – are you concerned?
- Shopping Survey scam – purporting to be on behalf of Harrogate Chamber

Future Meetings

Monday, 10th December - at Holiday Inn, Kings Road, Harrogate HG1 1XX

Business Networking Safari + Buffet

Chamber members only - limited capacity – pre-booking essential

Monday, 14th January 2008 - at Pavilions of Harrogate, Great Yorkshire Showground

How to make an exhibition of yourself

Practical hints, products and services to help you make the most of
Yorkshire Business Market and other trade shows.

Presentations by Chamber Members

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

Steve Phillip of **Empowering Women at Work** and Stuart Pearson of **The Trinity Foundation** performed an entertaining double act to both inspire and entertain members at the November meeting.

Many businesses begin with a huge degree of excitement, determination and ambition. People develop new skills and both owners and their employees learn to grow at a rapid rate in the early stages. However, following the 'honeymoon' period, this is when many businesses stagnate or worse still, they fall backwards. Continual development is crucial to a business's success. Not only must the business develop but so too must the key individuals within that organisation. You wouldn't expect a professional sports team to come together and train only for just a few months, particularly if they wanted to remain at the top of their game.

By personal development we mean your mental approach to the job (emotional intelligence), your physical state (to maintain high levels of energy and enthusiasm through exercise and diet) and your professional development (learning new skills to move your business forward).

We all set business plans but how many of us set personal development plans for both our people and ourselves to support and grow our business? Coaching your organisation and its people to develop personally will pay you huge dividends in the long term. However, as with a business plan, personal development requires commitment and a structured approach.

Setting SMART goals (Specific, Measurable, Achievable, Realistic, Time Bound) ensures that your success does not happen by chance. What would your business be like if everyone employed there had a SMART plan to continually develop themselves, emotionally, physically and regularly developed new work related skills? How far ahead of your competition would you be?

Setting goals is straight forward; sticking with them can often be difficult though. Demotivators surround us at work, from physical blockers such as ineffective equipment, to social aspects such as poor working relationships, all help to drain our levels of motivation. The solution is to have clear goals that are regularly reviewed and for business owners and managers alike to recognise potential demotivators at work, deal with them and constantly support and encourage everyone in the business to be proactive rather than reactive.

Steve and Stuart can help you, your business and your staff to grow in skills and confidence. For further help and advice contact them direct or visit their websites:

Steve Phillip, Senior Partner
Empowering Women at Work Tel: 01423 520756
E-mail: steve.phillip@assertyou.co.uk
Website: www.assertyou.co.uk

Stuart Pearson, Psychotherapist & Executive Coach
The Trinity Foundation. Tel: 01423 566522
E-mail: stuart@thetrinityfoundation.co.uk
Website: www.thetrinityfoundation.co.uk

HARROGATE DISTRICT NEWS

New Executive Director at HBC

Nigel Avison has been appointed Executive Director of Development Services at Harrogate Borough Council, following the recent retirement of Pat Fitzgerald.

Harrogate Chamber has had positive dealings with Nigel in his previous position in the Economic Development Unit and we are hopeful that he will have a good understanding of local business concerns.

We are pleased to confirm he has agreed to attend the next Management Group Meeting for informal off-the-record discussions on the impact of planning and highways decisions on local economic development, as highlighted on page 3 of October's REVIEW.

Dunlopillo Developments

The Chamber has submitted detailed objections to the proposed re-developments at the former Dunlopillo site for primarily residential purposes. In particular we emphasised the need for the site to be retained as far as possible for business use plus a "park and rail" facility, rather than residential. (Copy available on request.)

A response from Mike Gardner, Leader of Harrogate Borough Council, indicated that the site had indeed been designated for employment and he anticipated a business park proposal would be put forward utilising the good public transport to the site.

Members are asked to send their views to the Chamber.

Taxi & Minicab Consultation

Harrogate Borough Council (HBC) is undertaking a consultation on the numbers of Hackney Carriage and Private Hire vehicles in the town. Currently around 450 vehicles of both types are licensed in Harrogate District.

The National Consumer Council and Office of Fair Trading feel that local authorities should not have any control on how many are operating in their District. Do you believe that all types of "taxis" should be limited and regulated or should market forces prevail?

Harrogate Borough Council intends to re-consider its own reasons for either continuing with regulating the numbers of licensed vehicles, or de-regulating. Visit www.harrogate.gov.uk/immediacy-901 to find out more.

Members can take part in this consultation by requesting a survey form from the Chamber Secretariat or from Gareth Bentley, Licensing Manager, Harrogate Borough Council on H-556836 gareth.bentley@harrogate.gov.uk

What do you want?

Regional Minister for Yorkshire and The Humber and MP for Don Valley, Caroline Flint, has invited opinions from the public on various new laws to be introduced to Parliament - asking "are they what you want?"

Go to www.hmg.gov.uk/draftlegislativeprogramme to find out more about the Draft Legislative Programme. Send your opinions direct to Caroline Flint MP at Mo.YH@goyh.gsi.gov.uk with a copy to the Secretariat, particularly on any business-related proposals.

MEMBERSHIP BENEFITS

Leeds Chamber Benefits

You will have received a Leeds Chamber **Connect** Card along with your membership renewal acknowledgement, or new member welcome pack. As Affiliates, Harrogate Chamber Members can view the many offers made to Leeds Chamber members on www.leedschamber.co.uk and clicking on the 'Connect' card icon.

The Chamber Connect Scheme is a UK wide initiative with offers secured by other accredited Chambers of Commerce when travelling around the UK. For further details of special offers visit www.chamberconnect.info or contact the participating Chambers directly.

Exclusive discounts with the UK's leading business suppliers have also been negotiated that you can access by visiting www.chamberconnect.info and activating your card. **The membership number you will need to quote is 701745.**

These benefits are available for all employees of member companies. Extra **Chamber Connect** cards for your staff can be requested from Harrogate Chamber.

MEMBERS' NEWS

FREE Harrogate Rugby Club Events

On Saturday, 8th December between 9am and 4pm, Harrogate Rugby Club will be holding a Christmas Market and Farmers' Fayre with over 30 stalls and Father Christmas in attendance. FREE admission.

On Saturday 22nd December Harrogate First Team will be playing top of the league team Tynedale. Harrogate Chamber Members will be offered FREE admission along with mince pies and mulled wine upon presentation of this copy of REVIEW - but please e-mail or ring Mike Cowling to let him know you hope to be there - mike.cowling@ntlworld.com or 07941 224 468.

FREE Meeting Room - Evans Easyspace

The Meeting Room at Evans Business Centre in Harrogate is available to use FREE of charge to all businesses in Harrogate until March 2008. (Subject to terms and conditions.) The room seats 10-12 people and refreshments can be arranged for a small charge.

For further details contact Davinder Pabial, Centre Manager, Evans Easyspace Ltd on 01423 534600 or 07917 647968 or davinderpabial@evanseasyspace.com

FREE Christmas Drink - Hotel du Vin

Hotel du Vin are launching the festive period with their winter bar in the courtyard on Thursday, 29th November and each Thursday up to Christmas from 6pm. Winter Cocktails will be served along with food and snow(?)!

Take along this REVIEW to claim a complimentary mulled wine & mince pies. A business card draw will be made for a night away at a Hotel du Vin of your choice.

Christmas Day Lunch and New Year's Eve Dinner are also available - but places are limited. Ring 01423 856800 or e-mail events.harrogate@hotelduvin.com

FREE Business Awards 2007

All Chamber Members are encouraged to enter the Ackrill Media Group Business Awards for 2007, which close on 31st December. Harrogate Chamber is again sponsoring the Best Small Company of the Year category for businesses with 1 to 10 employees.

Whilst judging is impartial, it would be great if existing members were on the podium this year! We are again offering a FREE display space at the Yorkshire Business Market to the winner of our category. Extensive publicity for the finalists is assured - with a great Awards Ceremony on Thursday 6th March 2008. Book early to secure places.

For full details click on www.harrogateadvertiser.net or e-mail: Ackrill.news@ypn.co.uk

Half Price Seminar for Members

Stuart Pearson of The Trinity Foundation is offering 50% discount to Harrogate Chamber Members on his one day courses "Manage stress, time and learn the art of delegation" on 10th December and "How to Lead, Manage and Create Top Teams" on 11th December.

Full details on www.thetrinityfoundation.co.uk or ring 01423-566522 or e-mail info@thetrinityfoundation.co.uk

General Tarleton - Pub of the Year

Congratulations to Harrogate Chamber members, The General Tarleton Inn in Ferrensby near Knaresborough, who have won the prestigious White Rose Award for Yorkshire Pub of the Year. This follows on from winning the Yorkshire Life Dining Pub of the Year in 2004/05.

To find out more about the Pub, their extensive menus and AA 5 star bedroom accommodation visit www.generaltarleton.co.uk or call 01423 340284.

Ascot House Hotel Christmas Events

Ascot House Hotel are holding several events in the Christmas period including Father Ted's Christmas Dinner on 14th December and Murder Mystery with the Marx Brothers on 21st December. Christmas lunches, dinners and party night are also available.

For details or to book ring 01423 531005 or admin@ascothouse.com

New 'Destination' for Simon Cotton

Simon Cotton, General Manager of Cedar Court Hotel in Harrogate, has been elected as Chair of the Harrogate hoteliers' association, Destination Harrogate. Previously known as the A-Group, the association has been in existence for 20 years and currently comprises thirteen Harrogate hotels whose aim is to promote Harrogate as a leading destination for business and holiday tourism.

The group works closely with Harrogate International Centre and the Chamber, as well as other like-minded interest groups such as Promoting Harrogate, Dine Out and the Yorkshire Show Ground. Simon takes over the Chair from Vince Johnson, General Manager of the Majestic Hotel.

For more information about Destination Harrogate visit their website at www.destinationharrogate.co.uk

Hornbeam Park Offices

A rare opportunity has arisen to purchase the freehold of prestigious offices in a courtyard development on Hornbeam Park. It is ideal for a small to medium sized business. It offers 1,050 sq ft with 4 allocated car parking spaces plus visitor parking, air conditioning and gas fired central heating.

For further details contact Fiona Gilbert of Prestige Relocation on H-879988 or feg@prestigerelocation.com

EXTERNAL ORGANISATIONS

Royal Bank of Scotland vacancies

Nadene Lennon of Brook Street (UK) Ltd appealed for members who have children of sixth form or university age who seek temporary work over the holiday period to get in touch, as Royal Bank of Scotland Call Centre are looking to recruit. Full training will be given to answer customer enquiries - no selling is involved.

For more details contact Nadene on 01423 701065 or nadene.lennon@brookstreet.co.uk

Askham Bryan College Courses

Askham Bryan College are offering FREE one-day courses for local businesses covered by the Skills Fund. In particular Level 3 in Supervising Food Safety will take place on 26th November and 3rd December. The normal cost for this course is £200.

If you would like to know about other courses or wish to attend the above course, ring Jo Sterritt 01904 772328 or Sarah Wickham 01904 772200.

Farmers' Market

The next Farmers' Market will be held in Harrogate Town Centre on 13th December 2007.

Postal Delivery Timings & Closures

If you have had any problems with the **later delivery** of your post following the recent strikes by Royal Mail Staff, please report these to the Secretariat. It appears that staff starting times have been amended resulting in delays to deliveries in some areas.

Will your business be affected by the proposed **closure of a local Post Office**? If so, advise the Secretariat accordingly, so we can get a picture of any problems in the Harrogate District.

FOCUS GROUPS

Business Promotion

Stuart Pearson encouraged members to get in their booking forms for the **Yorkshire Business Market on 28th April 2008** with space from as little as £140.

Members have priority booking until 30th November, after which it will be opened up to past exhibitors and then to members of other Chambers locally.

E-mail secretariat@harrogatechamber.org to request a booking form - DON'T DELAY or you could miss out on this great low-cost promotion opportunity!!

Promoting Harrogate

Martin Wilks reported that ideas provided by Chamber Members at the August Business Networking Safari in the form of a **S.W.O.T. Analysis**, have been passed on to Harrogate Borough Council Officers and the Promoting Harrogate Group for consideration and action. The next Promoting Harrogate Meeting will be held on 8th January 2008.

Martin had attended the first open meeting of the Yorkshire Dales & Harrogate **Tourism Partnership** in October, and found out more about how it operates. Chamber Members will have the opportunity to find out more at the Chamber Meeting on Promoting Harrogate 10th March 2008 at Cedar Court Hotel when ATP and HIC representatives will be making a presentation.

Any members who have further suggestions on Promoting Harrogate or regarding the Tourism Partnership, please contact Martin Wilks on 01423 508762 or martinwilks@btconnect.com

Town Centre

Martin Wilks reported that the town centre's **Christmas Lights** were being switched on at the piazza at Victoria Gardens on 22nd November, with the Chamber's lighting display visible at the entrance to James Street.

After five years of organising the Christmas Lights, the Soroptomists will be stepping down. It is hoped that support can be found early in 2008 to drive forward the campaign for Christmas 2008. Anyone who can offer assistance should contact Martin Wilks on 01423 508762 or martinwilks@btconnect.com

David Horth said the **Retailers Forum** was hoping to recruit more members for 2008, but with the members already on board, a joint advertorial was being published by Ackrills referring to the late night and Sunday opening hours leading up to Christmas.

Members with retail outlets who wish to be involved with the group should contact David Horth on 01423 569550 or David.Horth@landsecurities.com

Traffic & Transport

Leeds Bradford Airport has selected a new Airport Taxi Service Provider - Arrow Private Hire. From 1st January 2008 bookings can be made on their website www.arrowprivatehire.co.uk or at their booking office by phone on 0113 258 5888. They have promised to improve the quality of service provided for passengers. The cost for the 13 mile journey from Leeds Bradford Airport to Harrogate Town Centre should be around £18.

Road Safety improvements are due to take place on Parliament Street, Harrogate beginning on 12th November, to create an additional crossing point, reducing the potential for further pedestrian accidents.

Additional works are also planned on the corner of Parliament Street and Cambridge Crescent to extend the footway. During the course of the work some parking bays will be temporarily suspended. Further work is also planned on Parliament Street over the coming months, including laying a high friction road surfacing material.

SCAMS & SPAMS

Town Centre Shopping Survey Scam

Several reports have been received about a gentleman conducting a "shopping survey" in Harrogate Town Centre and claiming to be a Harrogate Chamber representative. He has stopped people to ask for personal details such as post codes, whether they own a home, then saying they will be entered into a prize draw.

We have since heard that this "survey" results in a phone call saying you have won a holiday in a draw – which is from a Time-Share Holiday Club!! We are making further enquiries and reporting our findings to North Yorkshire Trading Standards and the Police.

If you encounter this person you should get as much information from him as possible, without revealing your own personal details and then contact the Police immediately on 0845 60 60 247 to report it. Also if he refers to the Chamber please report it to the Secretariat.

Harrogate Chamber Web Site Spam

We regret to report that the Harrogate Chamber website has been subjected to a spam attack. Their aim is to persuade readers to reveal their financial details which will then be raided by duplicity or fraud. This is just a simple variation on the original Nigerian 419 scam which we have warned about on many occasions.

Please will all members simply DELETE these spam messages and **DO NOT REPLY** or you would reveal your email address by sending a reply. Our web mail system ensures that at least your email addresses are not being given away - PROVIDED you do not respond.

Action has been taken to prevent a similar recurrence, but we would welcome any personal feedback from members with advanced technical knowledge or experience of dealing this particular type of problem.

Parcel Delivery Scam

You may receive a card through the post at the office or at home from a Company called PDS (Parcel Delivery Service) saying that they have a parcel awaiting delivery instructions and can you contact them on 0906 ???????.

DO NOT CALL THE NUMBER. This is a mail scam. If you call the number and hear a recorded message, you will have been charged for a premium rate phone call.

If you do receive a card with these details, please contact Royal Mail Fraud on 0207 239 6655 or ICTIS, who are investigating this scam, at www.icstis.org.uk or advise your local Trading Standards Office.

THANKS TO CROWN HOTEL

Many thanks to Ali Kariminik, General Manager, and the staff at the Crown Hotel for hosting this month's Chamber meeting, which was held in the Bronte Suite.

For further information on events facilities contact:

Laura Richardson, Events Manager, Crown Hotel

Tel: 01423 567755

E-mail: Laura.Richardson@crownhotelharrogate.com

Website: www.crownhotelharrogate.com

NEW MEMBERS

Gritstone Computers (ITSupport & PC Repairs)

Edward Barker, Director
The Fleets, Fleets Lane, Rylstone,
Skipton, BD23 6NA

Tel: 01756 730030

E-mail: edward@gritstone.co.uk

Web site: www.gritstone.co.uk

Geokat Management (Business support services)

David Marsh,
Harrogate Business Centre, Hookstone Avenue,
Harrogate, HG2 8ER

Tel: 07801 277801 **Fax:** 01423 810066

E-mail: david.marsh@geokat.co.uk

Web site: www.geokat.co.uk

Linda Ingleson Co Ltd (Coaching, Consultant, Trainer)

Linda Ingleson, Director
Windsor House, Cornwall Road,
Harrogate, HG2 9DX

Tel: 01423 566933

E-mail: info@lindaingleson.co.uk

Web site: www.laurusconsultants.co.uk

Saffery Champness (Accountant & Business Advisors)

Mark Hunter,
Sovereign House, 6 Windsor Court,
Clarence Drive, Harrogate, HG1 2PE

Tel: 01423 568102

E-mail: mark.hunter@saffery.com

Web site: www.saffery.com

OBITUARY – Wilfred Anderson

We regret to report the death of Wilf Anderson on 15th November 2007, after a lifetime of service in Harrogate and Knaresborough. He was President of Harrogate Chamber from 1995 to 1997. His predecessor as President, Joy Allan, has sent us the following profile:-

In his early days Wilf was a Magistrates Court lawyer before setting up his own Law Practice in Albert Street. He was President of Harrogate Law Society in 1975 and represented his colleagues on the National Council. Latterly he was an Assistant Circuit Judge in Yorkshire.

Responsibility and leadership sat easily on his shoulders as he led other organisations including the Chamber of Trade and Commerce and Horticap. He was also on the Board of the Northern Horticultural Society during its merger with the RHS.

From a Chamber point of view, Wilf was the President during the campaign to get CCTV into the town and he did much work in that sphere.

I remember saying at the AGM when I handed over to Wilf that it was time for the Chamber to have a "grown up" at the helm. He had a presence and gravitas which was impressive but also a wicked sense of humour.

Joy Allan added that she will miss his wisdom and guidance. Wilf and his wife came on the recent Chamber Visit to Betty's & Taylor's Factory on 1st August when he was in good spirits but we subsequently heard that he had been diagnosed with leukaemia.

BUSINESS BRIEFINGS

Family business tax loophole to close

The Government is to close a tax loophole which allows married couples to transfer between them their personal tax allowances and basic rate tax bands relating to business income. It follows the Arctic Systems case earlier this year, when the House of Lords dismissed HM Revenue & Customs' appeal against the decision not to tax the business on dividends that owner Geoff Jones paid to his wife Diana. Chancellor Alistair Darling has proposed draft rules to stop this happening, which will come into effect in April next year. More on the story at <http://news.independent.co.uk/business/news/article3043773.ece>

Red Tape DVD

The Federation of Small Businesses has produced a DVD to show how red tape is stopping small firms from growing. It features interviews with small business owners about what they would do with the estimated seven hours a week it takes them to comply with the demands of red tape. The accompanying report also airs the organisation's concerns that bureaucracy is growing.

More at: www.fsb.org.uk/news.asp?REC=4284

Red Tape Rants website

A website has been put together to allow business owners to air their grievances - and read other people's - about red tape. Its founder is entrepreneur and writer Sylvia Tidy-Harris, who says her particular bugbear, is the bureaucracy surrounding employment. Users can leave their rant anonymously if they wish.

Visit the website at www.redtaperants.co.uk

CCTV systems not compliant

Almost all CCTV systems in the UK are being operated illegally, it has been claimed. Businesses running CCTV systems are being warned they must inform the Information Commissioner that they are gathering personal information about people they are recording. They must also post signs warning people they are being recorded. CCTV experts believe around 95% of the UK's systems do not comply with the law.

Read more at www.out-law.com/page-8504

Card fraud driven by overseas crime

Fraud on credit and debit cards rose by 26% in the first six months of the year, according to figures from the payments association APACS. Domestic card fraud fell by 4%, but fraud on UK-issued cards being used abroad increased by 126%, which APACS said was the main reason for the overall increase. British retailers' card-related losses were down by 11% largely because of the introduction of Chip and PIN, while losses at UK cash machines also fell by 57%. Read more at www.apacs.org.uk/media_centre/press/03.10.07.html

Small firms seek postal alternatives

The recent postal strikes have soured small firms' relationships with Royal Mail, with more than half of those that responded to a British Chambers of Commerce survey saying they are more likely to try alternative private mail deliverers. The poll showed 55% of small businesses would look for different postal services, even after the dispute was resolved.

Researchers said 88% of respondents had seen a significant impact on their business because of the strike and 62% had been sending and settling invoices by methods other than the postal services.

Read more at www.chamberonline.co.uk/YWk_UjE.html

English qualifications for employers

New work-based English language qualifications have been introduced to help migrant workers and the businesses that employ them. The Government says the new English for Speakers of Other Languages (ESOL) for Work qualifications are tailored to meet the needs of employers. They are shorter in duration and are more work-focused than traditional ESOL qualifications.

The Government hopes the newly structured courses will encourage businesses to contribute towards the cost of training the migrant workers they employ. More at: www.gnn.gov.uk/Content/Detail.asp?ReleaseID=322784&NewsAreaID=2

E-filing introduced for pensions

Businesses must now file a number of pension-related items electronically, HM Revenue & Customs has announced. Pension administrators must register with HMRC's Pension Schemes Online in order to submit their data.

Information which must now be filed online includes applications to register a pension scheme, scheme administrator's declarations and notifications of the winding-up of a registered pension scheme.

A guide to using the services is available at: www.hmrc.gov.uk/pensionschemes/online-user-guide.pdf

Businesses can register at: <https://online.hmrc.gov.uk/registration/pensions/newuser>

Contractor Calculator website

The website below contains a number of useful online calculators for small businesses. They cover tax, VAT, PAYE and National Insurance, as well as tools to calculate Corporate Tax and Limited Company profits.

Visit the website at: www.contractorcalculator.co.uk/small_business_calculators.aspx

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