



**FUTURE
MEETINGS**

17.30 for
18.00 start

12 May

AGM

Hotel Du Vin

9 June

Majestic Hotel

14 July

White Hart Hotel

11 August

Queen's Suite

Harrogate
International
Centre

8 September

Cedar Court
Hotel

13 October

St George Hotel

10 November

Crown Hotel

8 December

Holiday Inn

REVIEW

**April
2008**

Review of Chamber Meeting + News Update

YORKSHIRE BUSINESS MARKET SUCCESS

- Over 1,500 business people attended from all across the Yorkshire Region
- A final total of 160 exhibitors displayed a wide range of products and services
- Opened by Phil Willis MP who said it is "the largest Business Market in the UK"
- It met or exceeded the expectations of over 97% of the exhibitors responding.
- 95% wish to take part in a similar event in 2009 - most on same day and month
- Provisional booking has now been made at the Pavilions for 27th April 2009

HARROGATE DISTRICT DEVELOPMENTS

- Business Link North Yorkshire merges with West & South Yorkshire + Humber
- Chamber and Community Groups oppose North Yorkshire Police decision
- Chamber and Ackrills continue to campaign for improved Postal Services
- Chamber opposes residential development of Dunlopillo site in Pannal

CHAMBER MEMBERS' NEWS

- Brian Dunsby honoured with the Queen's Award for Enterprise Promotion
- Northern Lights PR are appointed by both Leeds and Bradford Universities
- BMI Healthcare has acquired the Nuffield (Duchy) Hospital in Harrogate
- Hotel du Vin are opening a new Spa and five new bedrooms in June

Future Meetings

Monday, 12th May at Hotel du Vin, Prospect Place, Harrogate

Making best use of local media + AGM

with presentations by Jean MacQuarrie, Ackrill Media Group and Sarah Drummond, BBC Radio York & BBC North Yorkshire on-line

Monday, 9th June at Paramount Majestic Hotel, Harrogate

How we succeeded in Growing our Small Business

with presentation by Angela Russell, of It's Nut Free
Winner of Best Small Business of the Year
at the Ackrill Media Group Business Awards for 2007

PROMOTING HARROGATE BUSINESS

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YORKSHIRE BUSINESS MARKET

The first Yorkshire Business Market on Monday, 28th April was a resounding success with over 1,500 business people attending on the day. In total 160 companies exhibited at the event and their feedback was very positive, with 97% of the exhibitors saying that it had met or exceeded their expectations.

In between rain showers the Opening Ceremony took place at 12 noon with Granville Simpson, the current President of Harrogate Chamber of Trade & Commerce welcoming an expectant crowd, saying *"This is our fourth Business Market and we appear to be going from strength to strength, which is reflected in our new title of Yorkshire Business Market."*

Phil Willis, MP for Harrogate & Knaresborough, currently Chairman of the House of Commons Select Committee for Innovation, Universities & Skills, opened the event saying *"The Yorkshire Business Market is the largest sub-regional Business Market in Yorkshire and Humber and it is also the largest in the whole of the United Kingdom. That says something about Harrogate."*

He explained that *"Within Harrogate and the Yorkshire sub-region business stocks have risen every single year over the last 10 years. VAT registrations have risen every single year over the last 10 years, outstripping even the London averages. You look in terms of self-employment, a good indication of emerging businesses; we are a third higher than the national average at 12% of people employed in this sub-region actually involved in their own businesses. This is why we are successful and this is what we need to be talking about today"*

Phil concluded *"The message that goes out from this Business Market across the region is that Harrogate is open for business, Yorkshire is open for business, the UK is open for business, so let's start selling that message, rather than the doom and gloom."*

VIP Networking Buffet Lunch

A new feature of the Business Market this year was an informal buffet lunch in the President's Suite after the opening ceremony for Phil Willis, MP, the Mayor and Mayoress of Harrogate, Council Leaders & Officers, County Councillors, Past Presidents of this Chamber and other distinguished guests from across the Region. This enabled our VIP guests to have informal discussions prior to looking around the Business Market.

During the lunch, Peter McCormick of McCormick's Solicitors said a few words on behalf of the business community. *"Since consolidating our business solely into Harrogate, we feel that there is a real buzz in particular, we've witnessed a lot of businesses wanting to move into Harrogate, a lot of companies wanting to relocate. There are some very good reasons for that. They've finally woken up to the fact that in the modern world with technology and with the communications links that we have, you don't have to be based in the centre of a major city any more, you can be based in a town that's a delight to live in as well as work in. They have also woken up to the idea that the workforce in Harrogate is slightly more intelligent than other parts of the country!"*

Best Stand Awards

Ackrill Media Group Editor, Jean MacQuarrie toured the Yorkshire Business Market and judged the best stands in three stand size categories. The winners were:

Best Small Stand:

Grants Hotel & Chimney Pots Bistro

Commended: Artisan Metal
Cathedral Financial Planning

Best Medium Stand:

DSC Chartered Accountants & Business Advisers

Commended: Cedar Court Hotel
Netconstruct Ltd

Best Large Stand:

St. Aidan's Catering for Schools

Commended: The Jespers OFFICE
Vivid Media

The winners were presented with a Best Stand Certificate plus a large iced Celebration Cake specially decorated for the Yorkshire Business Market by Bettys & Taylors.

Record Attendance

The record attendance of over 1,500 business people was slightly hindered at times by heavy downpours, but undeterred, the visitors moved between the four rooms at Pavilions of Harrogate and even the outdoor exhibitors between the rooms and in the car park. The complimentary refreshments no doubt helped sustain everyone throughout the event, were provided by **Kings Catering Company Ltd**, who poured 2,135 cups of tea and coffee during the day!

Exhibitor Feedback Analysis

Analysis of 113 Exhibitor Feedback Forms received to date shows that the event met or exceeded the expectations of over 97% of the exhibitors responding. 95% wish to take part in a similar event in 2009 and the overwhelming majority of respondents (91%) would like it to be on the same day and month. 28% of respondents would like more space next year – and only one wants less space!

So the Chamber has provisionally booked the **Pavilions of Harrogate** again for **Monday 27th April 2009**. We can be sure of another full house, so priority booking will be offered to Harrogate Chamber Members up until 31st December 2008 when booking will be opened to members of other Chambers and Business Associations.

BUSINESS NETWORKING SAFARI

The 13th Business Network Safari was exceptionally well attended, in fact our usual practice of over-booking in the expectation of no-shows caught us out, with more companies turning up than we had space for! However, everyone at least had the chance to enjoy the wonderful buffet provided by the **Cairn Hotel**.

We are going to have to revise these arrangements for future Safaris, so please make sure you **BOOK EARLY** for the next one on **11th August 2008**, to be held for the first time in the **Queen's Suite at Harrogate International Centre**. E-mail bookings welcome now!

FUTURE MEETINGS

Annual General Meeting - 12th May

The AGM will be held at Hotel du Vin from 17.30 on Monday, 12th May. As a precursor to the AGM there will be two presentations on how to make the best use of the local media - press, radio and web-sites.

The speakers will be Jean MacQuarrie, Group Editor of Ackrill Media Group and Sarah Drummond, Managing Editor of BBC Radio York & BBC North Yorkshire online.

The AGM will include adoption of a proposed revised Constitution. Minor amendments reflect current custom and practice with no changes to the democratic process. Copies are available on the web site or by e-mail.

Nominations for AGM Election

The Management Group, with the assistance of the Past Presidents Group, have nominated the following officers and committee for the year commencing at the AGM on 12th May - to be voted upon for acceptance or rejection:

President 2008/09:

Robert Whiteley, Pavilions of Harrogate

Past President 2008/09:

Granville Simpson, The Rocking Horse

Vice Presidents 2008/09:

David Horth, Victoria Shopping Centre
Mark Lancaster, Colour It In Digital Print & Display
Stuart Pearson, The Trinity Foundation

Hon. Treasurer 2008/09:

Mark Hunter, Saffery Champness

Hon. Legal Adviser 2008/09:

Neil Goodrum, McCormicks Solicitors

Hon. Secretary & Chief Executive 2008/10:

Brian Dunsby, Perlex Associates

Chamber Administrator 2008/10:

Maggie Hall, Perlex Associates

Management Committee (6 vacancies):

Simon Cotton, Cedar Court Hotel
Marian Farrar, St Aidan's C of E High School
Davinder Pabial, Evans Easyspace
Jenny Purdy, DSC Accountants/Business Advisers
Murray Trantor, Trantel Ltd
Andrew Wright, Andrew Wright Practice

Any members who wish to stand for election next year, please give early notice to the Chamber Secretariat.

June Meeting

In June we move to the Paramount Majestic Hotel on Ripon Road for a meeting on **"How we succeeded in Growing our Small Business"** with a presentation by the winner of the Best Small Business Award at the Ackrill Media Group's 2007 Business Awards.

Harrogate Chamber of Trade & Commerce sponsors this Award and the winner traditionally receives a stand at the Business Market and the opportunity to tell our members just how they succeeded! Angela Russell's business, **It's Nut Free** started in her kitchen at home and now has manufacturing premises in Northallerton.

MEMBERS' NEWS

Queen's Award for Brian Dunsby

Brian Dunsby, Chamber Chief Executive, and Principal of Perlex Associates, has been honoured with a Queen's Award for Enterprise Promotion. Only ten of these Awards are bestowed each year.

The Queen's Award for Enterprise Promotion (QAEP), is an Award for individuals who have played an outstanding and significant role in promoting the growth of business enterprise and entrepreneurial skills and attitudes in others.

The official citation was as follows:

"Brian Dunsby is a successful entrepreneur who has helped other entrepreneurs to start-up and grow their businesses and who has raised the professionalism of small business advisers. Much of his involvement in enterprise promotion has been at personal cost or business risk.

He became Chief Executive of the Institute of Business Advisers in 1992. In 1999 Mr Dunsby was elected a Director of the International Council of Small Business and organised their World Conference in 2003.

From 2001-2006, he was elected to the Governing Body of the World Association of SMEs. In 2001, he was elected a Director of the UK Institute for Small Business & Entrepreneurship and has organised their annual International Entrepreneurship Conferences for 2004-2008. Mr Dunsby also organises Harrogate Chamber of Trade and Commerce on a voluntary basis."

Brian and his wife and business partner, Beryl, will attend a Reception at Buckingham Palace on 14th July, given by The Queen and The Duke of Edinburgh for recipients of The Queen's Award for Enterprise Promotion and representatives of businesses who won The Queen's Award for Enterprise.

Visit www.queensawards.org.uk for full details about these prestigious Awards.

Northern Lights News

The University of Leeds has appointed award-winning Harrogate Chamber Member **Northern Lights PR** to promote its Faculty of Medicine and Health.

Northern Lights will work with the Faculty's seven schools and institutes to support the university's ambitions to be one of the world's top 50 universities by 2015. A key goal is to build relationships with the PR departments of medical research charities and funders.

Chief Executive, Victoria Tomlinson, who set up Northern Lights 18 years ago, has also recently joined the advisory board of Bradford University School of Management, one of the UK's top business schools.

The consultancy has consistently won national and regional awards, including one this year for a campaign on managing cultural differences for Bradford University School of Management. Account Director, Carol Arthur, is deputy chair of the Yorkshire & Lincolnshire branch of the Chartered Institute of PR.

For further information go to www.northernlightspr.com

MEMBERS' NEWS (continued)

Discounted Surgery for Members in May!

On 2nd February 2008 BMI Healthcare acquired the Nuffield Hospital Harrogate (formerly known as The Duchy). Despite various rumours around the town, The **BMI Harrogate Hospital** would like to let members know that it remains open with its staff and consultants unchanged.

Executive Director, Marge Falconer, says: *"The hospital is committed to providing a consistent, high quality service to the local community. We take pride in our reputation for clinical excellence, quality of service and efficiency. We are passionate about working closely with GPs and our consultants, and we believe that together we can deliver a first class service to your patients. Excellent patient satisfaction scores exist and are testament to our commitment in this area."*

Executive Director, Marge Falconer, would like to offer all Harrogate Chamber members a **5-10% discount on any self pay surgical procedure booked in May 2008**.

To discuss further, please contact Marge Falconer directly on mfalconer@bmihealthcare.co.uk

Evidence of Chamber membership will be requested.

New Spa and Bedrooms for Hotel du Vin

Hotel du Vin will be opening their new Spa in June. It will be home to five treatment rooms, steam room, relaxation area, nail treatment area and tanning area. Accompanying the opening of the spa in the summer five new bedrooms will be created and the entire exterior of the building will be re-painted together with interior improvements. Manager Nick Lawson says, *"We believe that this is a significant investment and continuing our commitment to the local economy."*

The Bistro is serving a new menu with local food and is offering a one course lunch with one glass of wine and coffee for £10.95. Their Courtyard will be officially opening from 1st May, weather permitting, serving food and drinks all day, everyday!

Book bedrooms & bistro tables directly online at www.hotelduvin.com. For any detailed enquiries contact: Nick Lawson, General Manager, Hotel du Vin Harrogate Tel: 01423 856 800 or nick.lawson@hotelduvin.com

Two Members - Three Secrets!

Two Chamber members have joined forces to provide an inspiring FREE Master Class event on Tuesday, 20th May from 10.00 to 16.00 at the Sun Pavilions in the Valley Gardens.

The Trinity Foundation and Linda Ingleson Co Ltd are working together to reveal the *"3Secrets™ to Guarantee Success for Business, You and Everything"* with the aim of Recession-proofing your business.

The full day Master Class is FREE, you only pay £25 for your lunch at The Sun Pavilions.

For further details visit www.3secrets.co.uk or call the co-sponsors Stuart Pearson on 01423 566522 or 07966 371919 or Linda Ingleson on 07768 978942

HARROGATE DISTRICT NEWS

Business Link Yorkshire

From 1st April Business Link changed from Business Link North Yorkshire, merging with West and South Yorkshire and Humberside. The new organisation is **Business Link Yorkshire** based in Barnsley.

The merged organisation will be offering an across the board service to all businesses, both start-up and established businesses, with a free initial consultation.

The new enquiry telephone number is **08456 048 048** and new website www.businesslinkyorkshire.co.uk

This will be of particular interest to members who are Business Advisers, Consultants, Coaches, Mentors, Trainers, etc., because Harrogate Chamber has been asked to identify and nominate members who are specialists in these services. If you would like to be contracted to Business Link Yorkshire via Leeds Chamber, please send an e-mail to Harrogate Chamber.

These are not highly paid consultancy positions, but it is becoming involved in the Business Link network. However, much can grow from small beginnings, so if you would like to know more, contact Brian Dunsby

Police Parade Policy

Brian Dunsby reported on the recent demonstration organised by Philip Broadbank and Caroline Baylis when numerous local community groups lobbied the Chief Constable Grahame Maxwell before he met the Harrogate Council Scrutiny Commission. Brian spoke to him personally on the economic value of such parades.

Members agreed to continue to support Harrogate Chamber's policy of objecting to the recent change in policy by North Yorkshire Police to withdraw support for local parades, events, festivals, etc. for which they used to control traffic. This change in policy would mean the end of events such as the Knaresborough Bed Race, Good Friday Walk of Witness, Easter Parade of international bands through the town centre, etc., etc., which attract large numbers of visitors to the District.

Post Office closures & Royal Mail "service"

Members agreed to support Harrogate Chamber's stance objecting to the proposed closures of local Post Offices and also strong objections to the deteriorating Royal Mail delivery service across the town. We are joining with the Ackrill Media Campaign for action on both of these issues and attending relevant meetings.

If you have any personal experiences of the affects these two issues are having on business and the local communities, send to chiefexec@harrogatechamber.org

THANKS TO THE CAIRN HOTEL

Many thanks to Executive Manager, Sue Romao, together with Sales & Events Manager, Vicky Findlow and Events Planner, Karen Whitaker for hosting the Business Safari. Thanks are also due to the catering staff for the wonderful spread enjoyed by members.

For more information on the Cairn Hotel go to: www.strathmorehotels.com or ring 01423 504005

LETTER TO THE EDITOR: A1 Links

Harrogate Chamber of Trade & Commerce strongly supports the proposal by Stuart Mitchell on the 21st March letters page for an upgrading of the A59 from Knaresborough to the A1(M). This should be the primary route for both commercial and private traffic between Harrogate and the North and the East.

The area between the east of Knaresborough and the A1(M) junction is also an obvious location for major commercial development sites, adjacent to the existing R R Donnelly printing works and the former Manton Fruit Farm and Packing Station. Sensible development of sites like these close to the main north-south motorway would be ideal for a wide range of production and distribution businesses which we need in the Harrogate District. This location would be much better than the current proposals to greatly extend Cardale Park near Harlow Carr Gardens on the west side of the town, where there is no suitable infrastructure.

We would go further than Mr Mitchell and raise once again the proposals first put forward over 10 years ago by Hon Alderman George Crowther OBE for a proper link road between Harrogate and the A1(M) southbound. He proposed a link from what is now the Southern Bypass junction with the A661 Wetherby Road across to the new Kirk Deighton junction on the A1(M) just north east of Wetherby. Such a link road would relieve the villages of Spofforth, North Deighton and Kirk Deighton that currently suffer from excessive traffic to and from the A1 south.

We wonder why this essential link was not included in the current Highways Agency project to upgrade the A1 to motorway standard - or even in the North Yorkshire County Council's budget for essential village bypasses.

The future economy of Harrogate depends largely on its Conference and Exhibition business - and this in turn needs greatly improved access by road, rail and air if we are to compete effectively with other dedicated Conference locations such as Manchester, Birmingham and Glasgow. We need proper motorway links to both north and south - not simply country lanes!

PANNAL DEVELOPMENT SITE

LETTER TO H.M. PLANNING INSPECTORATE:

We wish to emphasise our opposition to the excessive housing development proposed on the Dunlopillo site by Forward Investments LLP. Harrogate Chamber of Trade & Commerce has been consulted by the applicants. We have toured the site, discussed the plans and submitted a two-page letter with nine detailed points.

We object to these plans because it is an employment site and the last available employment site capable of re-development on the scale of Hornbeam Park which is a model. It is unique as it is sandwiched between the A61, the 36 bus service and a rail service. Therefore, it is particularly suitable for business parks of an office type mainly for professional office services and similar activities, because of the ease of commuting to it.

Road access is a problem and a large traffic island is essential in place of the proliferation of traffic lights. The

site should be retained for business use. Some existing buildings would be suitable for that purpose - the office building could be retained as an Incubation Centre.

Thank you for considering the views of the Chamber as the main voice of local business.

NEW MEMBERS

Advanced Driving Techniques (*Driving Training*)

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Mouse Hall, Galphay, Ripon, HG4 3NT
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E-mail: mark@advanceddrivingtechniques.com
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Anne Jarvis & Co (*Solicitors*)

Francina Whelan, Assistant Solicitor
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PMM Group (UK) Ltd (*Print, mail, media*)

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Riverfront Consultants Ltd (*Private investigations*)

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Travail Employment Group (*Recruitment Agency*)

Jo Gardner, Branch Manager
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Tel: 01423 530138 **Fax:** 01423 538858
E-mail: vacanciesharrogate@teg77.com
Web site: www.travail.co.uk

New CCTV guidelines

The Information Commissioner's Office (ICO) has launched a new Code of Practice for CCTV, which describes the use of sound recording as 'highly intrusive'. According to the ICO, seven out of ten people oppose CCTV cameras that record their conversations. The new guide says that the use of sound recordings by organisations would only be justified in what the ICO calls 'highly exceptional circumstances'.

The ICO research also revealed that over half of those it surveyed were not aware that the use of CCTV equipment is covered by the Data Protection Act.

View the Code of Practice at:

www.ico.gov.uk/Home/for_organisations/topic_specific_guides/cctv.aspx

London Agreement comes into force

A new agreement, which will reduce the cost of patenting through the European Patent Office, comes into force on 1 May 2008. The London Agreement will almost halve the translation costs associated with European patents, which will mean that UK businesses will not have to file unnecessary patent translations. The ICO says that these account for a quarter of the cost of an average European patent application.

More at: www.ipo.gov.uk/londonagreement.htm

Free tools from Retail Academy

The Retail Academy has a section on its website devoted to helping retailers get more out of their business. Free tools are available including pricing, conversion and margin calculators, skills gap analysis and downloadable business documents, including accident reports, risk assessment forms and crime records.

www.retailacademy.org/default.asp?a=content&id=470

Online shops breaking consumer law

Almost a third of online shopping sites are breaking consumer law, according to the Office of Fair Trading (OFT). The OFT has worked with 90 Local Authority Trading Standards Services to analyse more than 500 UK shopping websites to see if they comply with consumer protection laws, including European laws about distance selling. It found that 40% do not provide full details of their pricing policy, failing to inform customers of additional charges, and almost a third (31%) fail to refund the full cost of returned goods, a major part of European laws on distance selling. The OFT is sending details of its findings to each of the online businesses reviewed.

More at: www.out-law.com/page-8934

Download the OFT's report at:

www.oft.gov.uk/shared_oftr/reports/consumer_protection/oft982.pdf

British Shops and Stores Association

The British Shops and Stores Association (BSSA) website is a resource for non-food shops, particularly focusing on smaller businesses. The website has a membership area, as well as areas accessible to all, including news and legislation affecting shops.

Visit: www.british-shops.co.uk/homepage.htm

Star rating to boost restaurant hygiene

The Chartered Institute of Environmental Health (CIEH) is backing a campaign which could help boost restaurant hygiene standards. The Scores on the Doors initiative, funded by the Food Standards Agency (FSA), gives food outlets in participating boroughs ratings between zero and five stars according to their food hygiene inspection reports. The results are then placed online to help consumers decide where to eat, thus giving restaurants an incentive to raise their hygiene levels to secure a high rating. A two-star rating is seen as an acceptable standard. Since the launch of the scheme local authorities have reported increases in the number of restaurants achieving three to five-star ratings.

More on this story at:

www.cieh.org/newsandmedia1/article.aspx?id=9386

More at: www.scoresonthedoors.org.uk/about.php

Norwich Union Risk Services website

This website contains information to help business owners with risk management procedures and health and safety issues. There is also a section on risk management news. <http://www.nurs.co.uk>

Warning about unsafe gas installations

The Health & Safety Executive has warned Landlords to ensure any gas installations and devices are safe and are checked annually by a CORGI registered gas installer. The warning follows the prosecution of a caravan park owner after she failed to act on tenants' complaints about the smell of gas and malfunctioning appliances. The HSE found leaking gas and dangerous levels of carbon monoxide when a gas specialist inspected the premises. There is more on this story at:

www.gnn.gov.uk/Content/Detail.asp?ReleaseID=362654&NewsAreaID=2

Small businesses invest in technology

Research by Voice over Internet Protocol (VoIP) service provider Skype has revealed that more than 50% of small businesses it surveyed are planning to up their investment in video conferencing and conference calling technology within the next 12 months. The results also indicate that more than 40% of small businesses which have yet to invest in the technology see the potential in doing so. There is more on this story at:

www.itpro.co.uk/news/182199/smes-increase-use-of-conference-and-video-calls.html

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Printed by Enid Taylor Ltd, Harrogate Tel: 01423 567764 Fax: 01423 567765 E-mail: info@enidtaylor.co.uk