



REVIEW

August
2008

FUTURE MEETINGS

17.30 for
18.00 start

8 September

*Cedar Court
Hotel*

13 October

St George Hotel

10 November

Crown Hotel

8 December

Holiday Inn

Review of Chamber Meeting + News Update

HARROGATE DISTRICT NEWS

- Local Development Framework proposes major developments on the west side
- - despite lack of infrastructure – roads, rail, buses, schools, shops, doctors, etc.
- Where do Members consider new Business and Residential sites should be?
- Dunlopillo Site Enquiry hears Chamber supports retention for employment use
- Harrogate College transfers from Leeds Metropolitan University to Hull College

HARROGATE INTERNATIONAL CENTRE

- HIC plans £50 million programme of site enhancements over next six years
- Chamber holds its first ever monthly meeting in the new HIC Queen's Suite
- Queen's Suite can seat up to 600 theatre style or split into 10 seminar rooms.
- All members applauded the excellent facilities and the fantastic buffet provided
- HIC manage the Royal Hall and the Sun Pavilion for public and private events

MEMBERS' NEWS & EVENTS

- Ripon Enterprise Show Tuesday 9th September – invites Harrogate Chamber
- Members invited to 4th Annual Proms at Menwith Hill Base on 19th September
- Hotel du Vin opens new Spa offering a wide range of revitalizing treatments
- Yorkshire Cancer Research have fun bike ride from Harewood House - 7th Sept
- Yorkshire Young Achievers Awards - nominations close 12th September
- Yorkshire Business Market 27th April 2009 – advance booking form enclosed

Future Meetings

Monday, 8th September, Cedar Court Hotel, Park Parade, Harrogate – 17.30

Charity Evening - benefits for local businesses

Short presentations by five Chamber Members on how being involved with local Charities can bring benefits to your company and your employees - as well as to the Charity

Monday, 13th October, St George Hotel, Ripon Road, Harrogate – 17.30

Website Development & Internet Marketing

Two Chamber Member experts will bring members up to date on the latest developments

PROMOTING HARROGATE BUSINESS

Harrogate Chamber of Trade & Commerce, PO Box 8, Harrogate, HG2 8XB

Tel: 01423 879208 Fax: 01423 870025 E-mail: info@harrogatechamber.org Website: harrogatechamber.org

BUSINESS NETWORKING SAFARI

Nearly 50 companies attended the 14th Business Networking Safari in the Queen's Suite at Harrogate International Centre. This popular members' only event has proved to be beneficial in more than one way. Not only do you get to enlighten others about your company products and services, but you can also source new suppliers. The benefit increases when someone whom you meet at one of these events, recommends you to their business associates.

The next Safari will be the Christmas Safari on Monday, 8th December at the Holiday Inn on Kings Road.

BOOK EARLY AS CAPACITY IS STRICTLY LIMITED!

HARROGATE INTERNATIONAL CENTRE

John Wood, Business Development Manager for **Harrogate International Centre (HIC)**, welcomed members to the first Chamber Meeting to be held within the HIC. The versatile Queen's Suite meeting rooms, which were opened in 2006, can seat up to 600 theatre style or be partitioned into 10 acoustically sound seminar rooms.

Kudos Hospitality provided a delicious safari-themed buffet for members to enjoy before and during the Safari. They meet all HIC's catering requirements, including events at the Sun Pavilion and Royal Hall, two other venues included under the HIC umbrella.

For information about forthcoming events, facilities and HIC news visit: www.harrogateinternationalcentre.co.uk

For Venue Hire Contact: John Wood on 01423 537277 or e-mail sales@harrogateinternationalcentre.co.uk

HIC's Vision

HIC intends to secure its position as one of the UK's largest integrated venues with plans for a £50 million programme of site enhancements to be built and developed over the next five to six years. The vision illustrates both HIC's commitment to meeting and exceeding the needs of the event organisers, the visitors and guests, in addition to ensuring the venue remains competitive in an aggressive market place.

Visit the redevelopment website at: www.hicvision.co.uk

HARROGATE DISTRICT NEWS

Local Development Framework

The consultation period for the Local Development Framework ended on 22nd August. It looks likely that the proposed development at the Cardale and Queen Ethelburga's site will go ahead as planned on the west of Harrogate, despite strong protests from residents' groups.

The Chamber has lodged a **formal objection** to such large scale development on the west of Harrogate due to the lack of infrastructure – i.e. roads, railway lines, bus services, schools, medical services, shops etc.

Where do members consider major new business and residential developments should be located? Comments please before the next Public Enquiry.

Proposed development at Dunlopillo Site

A Planning Appeal was launched following Harrogate Borough Council's rejection of the original application for housing development at the Dunlopillo site and insistence it remain as employment land. Brian Dunsby spoke at the Appeal in support of the Council's position.

£3m extension to Harrogate Library

North Yorkshire County Council are to proceed with a £3 million extension at Harrogate Library, despite objections from Harrogate Borough Councillors. Some issues have been addressed, but others still remain.

Hull takes over Harrogate College

On 1st August, Harrogate College was transferred from Leeds Metropolitan University and merged with Hull College, as previously reported following a meeting of Chamber Officers, old and new College Principals and staff from the Learning & Skills Council. The new owners have ambitious plans to upgrade the College facilities and to improve links with local businesses.

Any members who have a close interest in both student education and workforce development should contact Chief Executive, Brian Dunsby, with a view to being on the consultation panel or joining an advisory committee.

PostWatch to close

The Government have decided to close down PostWatch and merge it with EnergyWatch and the National Consumer Council to make a new consumer watchdog body called CONSUMER FOCUS which will have wider responsibility and stronger statutory powers.

Chief Executive, Brian Dunsby, has again written to the Minister's office and PostWatch about the deteriorating quality of postal services. If you are still having problems with your deliveries, please pass on to Brian at chiefexec@harrogatechamber.org

YORKSHIRE BUSINESS MARKET 27th APRIL 2009

Harrogate Chamber members are being offered the first option to book a stand at the 2009 Yorkshire Business Market next April before we open it to other Chambers.

Members who book early are offered a massive 25% discount if they book and pay by 31st December. An advance booking form is enclosed with this REVIEW. Prices start at £200 - with a **25% member's discount** this will be reduced to £150 if you book now!

SCAMS & SPAMS

Greeting Card e-mail scam

Many Greeting Card e-mails are currently circulating purporting from Hallmark amongst others. Clicking on the link provided downloads a **virus** onto your computer.

NovaChannel AG

Companies in the area are being targeted by an organisation called NovaChannel AG based in Lucerne, Switzerland. Invoices for advertisements in a tourist directory are being received, which is a **total scam**. Let your Accounts Department know about this.

MEMBERS' FORUM

Hotel du Vin - Spa Opens!

The new spa at Hotel du Vin opened on 11th August, offering a wide range of treatments including express packages for those who need revitalizing in their lunch hour! Contact Spa Manager, Helen Cole on 01423 856800 or spa.harrogate@hotelduvin.com A full list of treatments and packages is available at: www.hotelduvin.com/pdfs/TreatmentsHarrogate.pdf

Stephen Johnson sells Ascot House Hotel

Ascot House Hotel was sold recently by owner Stephen Johnson after 20 years building up the business. We hope to see Stephen again soon when he takes up his next business challenge!

Meanwhile the new owner is David Kirkpatrick and full details can be found at www.ascotouse.com

Proms at Menwith Hill

The 4th Annual Proms at Menwith Hill Base will be held on Friday, 19th September at 19.00 to 22.00 with a West End theme and Grand Firework Finale! Harrogate Chamber members are welcome to attend along with colleagues, partners, family and friends. Take a picnic and chairs along with you, although limited snacks and drinks will be available on site.

Tickets are just £5.00 and are available direct from Victoria Gray by phone on 01423 777214 or e-mail Victoria.gray@menwithhill.af.mil up to 12th September.

Pedal for Yorkshire Cancer Research

A fun bike ride starting and finishing at Harewood House is being organised by Yorkshire Cancer Research on Sunday 7th September with a staggered start between 8.30 and 10.00 am for the 24 and 47 mile routes in the Wharfe Valley. Online entry at www.ycr.org.uk/pedal or call the Fundraising team on 01423 877 210. Pre-booking is essential. You must register in advance to give yourself time to fundraise.

Yorkshire Young Achievers Awards

The Yorkshire Young Achievers Awards, sponsored by McCormicks of Harrogate, launched on 1st July, are open to young people under the age of 35 who live, work or were born in Yorkshire and include an award for achievement in management and enterprise.

Nominations close on 12 September with the awards presentation and gala dinner being held on 6 November at Leeds United FC. Tickets are priced at £55 each or £500 for a table of 10. Call Zoe Ward at McCormicks for further information on 01423 530630 or visit www.yorkshireyoungachievers.co.uk

FUTURE MEETINGS

8th September - Charity Evening

Cedar Court Hotel on Park Parade is the venue for a new style Charity Evening, with presentations by five Chamber Members on how being involved with local Charities can bring benefits to your company and your employees - as well as to the Charity and beneficiaries.

- Carers' Resource – Anne Smyth
- Disability Action Yorkshire – Jackie Snape
- Henshaws of Yorkshire – Ian Proudler
- Saint Michael's Hospice – Christine Norton
- Yorkshire Cancer Research – Emma Young

13th October - Website Development

In October we return to St George Hotel, Ripon Road to hear about "Website Development & Internet Marketing".

Leigh Woolard of Optima Semper and Peter van Zelst of Specialist Online Marketing will be keeping members up to date on recent developments in these areas.

FOCUS GROUPS

Promoting Harrogate

Steady progress is being made with this group with many different organisations now working together. A further plea was made for anybody in the business of attracting visitors to Harrogate to contact the Secretariat if they wish to be involved in Promoting Harrogate.

Traffic & Transport

The new owners of Leeds Bradford International Airport have announced a £70 million upgrade of the Terminal, and the car parking. Several new flights are expected.

Unfortunately, the current re-construction of the car park is causing many problems due to inadequate drop-off or pick-up facility. The most hassle-free way to travel to the airport at the moment is the 767 Airport Express bus!

NEW MEMBERS

Accomplish Health and Safety Solutions (Consultant)
Victoria Kieran, Chartered Health and Safety Practitioner
3 Crag View Cottages, Huby, Leeds, LS17 0BR
Tel: 01423 733297
E-mail: v.kieran@accomplishsafety.com
Web site: www.accomplishsafety.com

Active Age Planning Ltd (Training & Development)
Gail Bowen, Director
Trellis House, 3 Beeches End, Wetherby, LS23 6HL
Tel: 07989 996581
E-mail: gail@activeageplanning.co.uk
Web site: www.activeageplanning.co.uk

Safe and Secure Solutions (Information Security)
John Minary, Consultant
39 Park Grove, Knaresborough, HG5 9ET
Tel: 01423 863475 **Fax:** 01423 863475
E-mail: john_david@dsl.pipex.com

THANKS TO HARROGATE INTERNATIONAL CENTRE & KUDOS

The President, Robert Whiteley, thanked the management of Harrogate International Centre for generously hosting this Safari in the Queen's Suite. Find out more about facilities and events at www.harrogateinternationalcentre.co.uk.

Robert also thanked Kudos Hospitality for the fantastic buffet they provided. More information about Kudos can be found at www.kudoshospitality.co.uk

Contingency Planning Guide

The Association of Business Insurers launched a contingency planning guide aimed at small businesses. The guide is laid out in easy-to-read format and explains which insurance is required by law. It also contains guidance on reducing risks of flood damage and theft.

Access the guide at:

www.abi.org.uk/BookShop/ResearchReports/Insurance%20for%20Small%20Businesses_LowRes.pdf

IPO launches patent database

The UK Intellectual Property Office (UK-IPO) has launched its online patents journal service, a database which enables customers to search and download published patents data free of charge. The database includes the latest patents filed, applications which have been published, UK applications which have been granted and UK patents which have ceased, expired and terminated. The service was developed following an internal review and external consultation exercise.

More at: www.ipo.gov.uk/press/press-release/press-release-2008/press-release-20080402.htm

Businesses urged to apply for £4 million bio-energy grant fund

Smaller businesses in England are being encouraged to apply for funding which can be used to help install biomass-fuelled heating and combined heat and power. Applications are welcomed from the industrial, commercial and community sectors. The grants are made available by funding through the Department for Environment, Food and Rural Affairs (Defra). The maximum amount a business or organisation can apply for is £100,000.

More at www.bioenergycapitalgrants.org.uk

Banks urged to do more to prevent ID theft

The Financial Services Authority (FSA) is urging banks and other financial services businesses to do more to prevent identity fraud. A recent survey by the FSA showed that nearly half of the businesses it interviewed offered their staff no training on data security. Small and medium-sized businesses were the worst offenders and the FSA said the firms which did not offer any security training showed a 'lack of awareness that customer data is a valuable commodity for criminals.'

More on this story at:

<http://news.bbc.co.uk/1/hi/business/7364232.stm>

Utility Watch website for small firms

Utility Watch reviews the telecoms, gas and electricity services provided to small and medium-sized businesses and tries to get them a better deal. It provides free quotes for new prices and tariffs and it also provides a newsletter service.

Go to: www.utilitywatchuk.co.uk

Research reveals direct mail success secrets

Research carried out on behalf of Royal Mail has revealed that businesses can increase the success of their direct mail activity by at least 50%. The study of more than 600 mail campaigns found that successful business to customer mailings are more likely to have used a customer database, whereas bought-in lists are more effective for business-to-business campaigns. It also found that direct mail campaigns with an investment of less than 60p per item are the worst performing.

More at www.news.royalmailgroup.com/news/article.asp?id=2211&brand=royal_mail

Consumer Protection Regulations to crack down on rogue traders

The Department for Business, Enterprise and Regulatory Reform (BERR) has said that proposed regulations will help to crack down on traders using unfair sales practices. The Consumer Protection Regulations came into force on 26 May and banned 31 types of unfair sales practices, including fake 'closing down' sales and prize draw scams. In a study conducted for BERR, over half of businesses surveyed said they were affected by competitors using unfair sales tactics.

More at: <http://nds.coi.gov.uk/Content/Detail.asp?ReleaseID=365614&NewsAreaID=2>

HSE e-bulletin service

The Health & Safety Executive (HSE) provides a series of e-bulletins covering a range of topics and sectors, including agriculture, statistics and slips, trips and falls.

More at www.hse.gov.uk/new/ebulletins/index.htm

Business listings and reviews website

Bizwiki is a business listings website that can be edited and added to by small business owners. Users can add their own businesses, review other businesses and post feedback. Registration is required before a user can submit a review or edit a listing. Browse the website at: <http://www.bizwiki.co.uk>

New advisory fuel rates for company car users

HM Revenue & Customs (HMRC) has announced new advisory fuel rates for company car users to reflect the increased costs of fuel. Normally these rates would be effective from 1st July, but HMRC has said that the new rates can be implemented as from 1st June because of the recent rapid increase in fuel prices.

HMRC advises employers to check the advisory fuel pages on its website in June and December so they can keep up to date with changes. Read more on this story at: www.hmrc.gov.uk/cars/advisory_fuel_current.htm

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

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