



**FUTURE
MEETINGS**

17.30 for
18.00 start

10 March

*Cedar Court
Hotel*

14 April

Business Safari
Cairn Hotel

28 April

Yorkshire
Business Market
*Pavilions of
Harrogate*

12 May

AGM
Hotel Du Vin

9 June

Majestic Hotel

14 July

White Hart Hotel

REVIEW

**February
2008**

Review of Chamber Meeting + News Update

HARROGATE DISTRICT DEVELOPMENTS

- Local Development Framework comes under fire for lack of employment land
- Concern over concentration of housing land on the western side of Harrogate
- Affordable housing will not satisfy employment needs of Harrogate businesses
- Harrogate needs improved roads and transport services to sustain business
- Public consultation closes on 29th February – *PLEASE SUBMIT YOUR VIEWS*

IMPROVING YOUR BUSINESS PERFORMANCE

- How to create a high achievement culture that leads to financial success
- Recommended book “*Practice what your Preach – what Managers must do*”
- Focus groups lead to empowerment and improved team communications
- What it takes to get employees involved and passionate about what they do
- Managers need to be committed to guiding, supporting and coaching staff
- Employees need to continuously strive to improve performance and contribution

MEMBERS’ NEWS & BENEFITS

- Menwith Hill Mystery – another opportunity to see what is in those golf balls!
- Leeds Chamber affiliation – are you receiving the LBU Magazine & E-zine?
- BBC Any Questions? Coming to St Aidan’s – some FREE tickets are available
- Town Centre Christmas Lights – fresh support vital for organisation and funding
- Yorkshire Business Market gaining wide support – book now to secure a space
- Ackrill Business Awards Dinner - 6th March – come and join the Chamber Table

Future Meetings

Monday, 10th March at Cedar Court Hotel, Park Parade, York Place, Harrogate

Promoting Harrogate & Yorkshire Dales

Updates from the Area Tourism Partnership, Harrogate International Centre, Yorkshire Event Centre, Destination Harrogate, et al.

Monday, 14th April at Cairn Hotel, Ripon Road, Harrogate

Business Networking Safari + Buffet

Chamber members only - limited capacity – pre-booking essential

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

LOCAL DEVELOPMENT FRAMEWORK

We were pleased that Harrogate Borough Council officers Dave Sykes, Planning Policy Manager and Alan Sandy, Assistant Economic Development Officer were able to attend the meeting at short notice to outline the business aspects of the Local Development Framework.

Dave Sykes started by saying the consultation exercise is underway for the land that should be allocated for **new employment sites** in Harrogate District as a whole, as outlined in the recently circulated Local Development Framework. This document sets out what new housing and new employment land might be allocated over the **next 10 to 15 years**.

He said a number of consultations had already taken place on the Core Strategy, which set out the broad quantity and location of employment land that was being sought in Harrogate, Knaresborough and Boroughbridge and the District as a whole.

The potential allocations for new employment were based on two key pieces of material, one a detailed study in 2006 which looked at the current types of employment and employees throughout the district including questionnaires being sent to key employers

The results were looked at for trends for growth, the types of industry and employment throughout the District together with national and global trends in relation to manufacturing, services and other business categories.

A combination of that study, plus the views of the Economic Development Unit, resulted in the overall conclusion being that whilst there **was still sufficient land** throughout the District to meet the minimum forecasts up to 2021, there was a **mismatch** particularly in Harrogate, with land supply diminishing fairly quickly.

As a result the Council have now put forward a number of sites for new employment including about 2 hectares of the Hornbeam Park site and a 4.3 hectare site as an extension to the **Cardale Business Park**.

The Council has refused planning permission for a proposal at **Dunlopillo site** at Pannal because of the loss of employment land to residential. That land could provide a significant site, close to the railway and bus routes, and be utilised as a multi-use business park similar to Hornbeam Park.

There are also 2 to 4 hectares of land promoted in **Knaresborough**, which in employment market terms links in very closely with Harrogate. One or two smaller sites currently in employment use are being considered to change for housing use, as they are not well-suited to modern business.

Chief Executive, Brian Dunsby, responded by saying the Chamber's perspective is that **Harrogate needs more business sites, business parks and commercial property** both for sale and to let. He said the Hornbeam Park site was a great example of a thriving multi-use business park and it needs to be replicated. He strongly endorsed the Council's stance on the Dunlopillo site, saying it was a perfect redevelopment site for a businesspark, not a residential site.

In total, Brian felt there was **not sufficient employment land** in the current proposed allocation and he would challenge some of the re-allocation of existing employment sites to housing sites. For example the Waterworks at 3.9 hectares on Harlow Hill is currently an industrial site and should remain so, as well as the North Yorkshire County Depot at Starbeck, which would be ideal employment land close to the station.

Brian concluded by expressing concern that the balance was not right and we **need further opportunities for employment** for people either living in Harrogate or who come to work in Harrogate on the bus or rail services.

Fiona Gilbert of Prestige Location said as a relocation specialist her clients were looking for both residential and commercial properties. It is becoming increasingly **difficult to find freehold commercial accommodation** for people who were initially working from home, but now expanding to take on staff. One reason for wanting freehold property is to bolster a pension plan. She said that the sizes of **property in demand** in Harrogate are 400 to 2,000 sq ft. Some of the more rurally located business parks are also popular but very few properties of this type are currently available in Harrogate.

Alan Sandy responded that he agreed with Fiona and admitted that a **restricted and declining supply** of both office and industrial premises is causing difficulties in the District, coupled with a 300% increase in demand. Unfortunately the Council owns very little land to be able to develop, and it is difficult to persuade developers to build commercial property when there is such a great demand for housing.

Dave Sykes said the Council could not control the tenure of properties. He drew members' attention to a Government consultation on "Planning Policy Statement 4" which is all about employment, looking at urban and rural employment and live/work units, trying to promote **more appropriate re-use of buildings** than in the past.

Murray Trantor of Trantel Ltd said he supported the Chamber's stance on the subject. He asked what was the logic in proposing **all the development on the west of Harrogate**, when most of the infrastructure is on the eastern side of Harrogate.

Dave said the Council see the **east of Knaresborough** as potentially a very important area for the growth of the District in terms of both housing and employment, but the Council has to abide by the Regional Planning Policy which says the majority of development and growth should be in Harrogate. Consequently it has been difficult to find suitable land with as good an access as it might have on the Southern Bypass or east of Knaresborough.

Helen Dickinson of HDDT Driver Training Consultancy asked how the town would cope with the **extra traffic** the developments would create.

Dave Sykes replied that in relation to the construction of **major new roads** that aspect was **not** within Harrogate Borough Council's remit, but to put it in perspective the extra housing and employment is only likely to create a 2 to 3% increase in the overall traffic of the District, whereas anticipated growth in car ownership and car travel is more like 10 to 15% over the next 10/15 years.

IMPROVING YOUR BUSINESS PERFORMANCE

Until fairly recently the Government have been against new road building, but Harrogate Borough Council will continue to support and encourage North Yorkshire County Council to look for relief of the A59 via a **Northern Relief Road**. Government wants Councils to look at improving bus services, encouraging walking and cycling and attempt to shift people away from car usage.

Brian Dunsby interjected that “**you cannot do business on a bike!**” adding that apart from the No. 36 bus route, there was not an adequate bus or rail service to Harrogate. He said if the Government imposes a requirement to build 400 houses a year, then we need an **equivalent investment in new roads** each year.

Dave Sykes responded he was fully aware of the problems and would take all comments on board. However, there is an underlying message for everyone to **use their car less**.

Past President, Brian Haines of the Esource Group Ltd said he also supported the Chamber’s position on the proposed developments. He added that Harrogate is now reaching full employment and the necessary new housing and infrastructure is important for the future.

Brian went on to ask if Harrogate Borough Council had any plans to **increase its scope, size and power** to move forward some local issues. Dave Sykes said all he could say at this stage was that the Council were considering those issues and they were being encouraged to look towards the Leeds City Region.

Brian Dunsby explained that the **Leeds City Region** had been the subject of the Chamber’s AGM in 2007 with the Deputy Chief Executive of Leeds Council and Executive Director of Leeds Chamber amplifying what they see as the future. At the same meeting Nigel Avison, at the time Head of Economic Development, reinforced that from Harrogate’s perspective.

Lynda Cooper of Hampden House said it was increasingly difficult in Harrogate to **find employees** and there are nearby areas with people who want jobs who cannot get into Harrogate to do the work that is needed.

Alan Sandy said the Council was very aware of this situation. The latest statistics show an unemployment rate of 1%, and a lot of businesses are reliant on “**imported labour**”. When the Leeds City Region gets underway, better transport deals might be arranged.

Dave Sykes said that the other side of the problem, that Harrogate Borough Council are promoting heavily, is **housing at prices people can afford**.

Brian Dunsby replied that he believed if every one of the 400 houses to be built was an **affordable house**; it would not meet Harrogate’s employment requirements. He has suggested in the past to the Council that it is simpler to subsidise bus services from the west and the east, as already happens in other parts of Yorkshire.

The LDF consultation is open until 29th February. Members are encouraged to provide feedback to be taken into account. Without this input our opportunity to affect the town’s future will have been wasted.

Go to Harrogate Borough Council’s website at www.harrogate.gov.uk/harrogate-2307 or e-mail LDF@harrogate.gov.uk to submit your comments.

Representatives from two member companies, DSC Chartered Accountants and Business Advisers and Ripley Training Ltd, enlightened members on ‘Improving your Business Performance’.

Simon Pease, DSC Chartered Accountants and Business Advisers

Simon’s entertaining and informative presentation, on “Creating a high achievement culture that leads to financial success”, used his own firm of DSC as an example which proved the point. There are direct correlations between financial performance, quality and client relationships, and employee satisfaction, as shown and proved in David Maister’s book “Practice What You Preach – What Managers Must Do To Achieve A High Achievement Culture”. Based on a comprehensive and wide reaching survey (the biggest of its kind), the keys points were:

- 1) Employees were asked a range of 74 work related questions, grouped into categories. For example, “We always put the clients’ interests first, ahead of those in the office”.
- 2) **IMPORTANT:** for those Chamber members who do not have employees, substitute yourself for ‘employees’, and ask yourself the same questions – the answers will be equally illuminating.
- 3) They were asked to answer all of the questions on a sliding scale of 1-6, where 1 is “strongly disagree” and 6 is “strongly agree”.
- 4) Of those taking part in the survey, the top 20% financially successful companies outperformed the remaining 80% on every single question – indicating the importance of getting high scores across the board.
- 5) When the answers to the same questions increased by just one point, (say from 4 to 5 on our sliding scale), financial performance increased by an amazing 104%

The correlations between results and financial performance, in a nutshell, work like this. Quality and client relationships are the two things that drive financial results directly - but quality and client relationships are in turn driven by employee satisfaction and high standards. Employee satisfaction is caused by empowering and coaching your employees, and by demanding high standards. Long term plans, enthusiasm, commitment and a fair compensation system form the final ingredients for financial success.

Simon related the path he and DSC had taken in order to create their own high achievement culture. It began in 2001, when an experiment with a straightforward suggestion box for employees’ ideas had not worked - the next step was a full employee questionnaire. (NB: in any exercise like this, employees must be assured of anonymity). Results at first were disheartening – but this is typical of most companies’ first questionnaire experiences. Persistence and consistency were of paramount importance - change doesn’t happen

overnight. As new initiatives were implemented, so the scores got higher, and as the direct correlation evidence dictates, DSC became more financially successful.

Some of the initiatives were:

- **Focus groups, leading to empowerment** – every team member sat on at least one group, and that group was responsible for coming up with new ideas and carrying them out.
- **Monthly written team brief** providing better communication – circulated to all.
- **All team members attend AGM** - where firms' business plan, vision and mission are communicated
- **Monthly One Page Plans** - these report on key performance indicators affecting the whole team e.g. client happiness, team happiness, monthly fees. Circulated to the whole team.
- **Flexitime** – allowing team members to achieve the right work/life balance
- **Six-monthly self appraisal sessions** – team coaching
- **Sandwich Wednesday** – building team spirit
- **Profit Sharing Scheme** – fair compensation system

If you would like to discuss how you might improve your business performance, please contact Simon at s.pease@dscga.com. To find out how to book your place at DSC's FREE business breakfast seminars, call Jenny Purdy on 560547 or e-mail j.purdy@dscga.com.

Mike Smith, Ripley Training Ltd

Mike discussed the results of the Chartered Institute of Personnel and Development Survey of 2,000 employees across Great Britain that explored what it takes to get employees involved, focused and passionate about what they do. Many organisations are still struggling to demonstrate the value of engagement. This was reflected in that nearly a third of employees rarely or never get feedback on their performance and only four in ten of employees believe that top management treat them with respect.

One organisation that is getting it right is Royal Bank of Scotland Group who have adopted a succinct way of expressing what they want to achieve. Mike felt we could all learn from their approach and they have used three main components:

1. **say** - do you say great things about the company
2. **stay** - do you have an intense desire to stay
3. and **strive** - and importantly do you exert that extra effort, that discretionary effort and go that extra mile.

Mike made reference to an article in The Sunday Times in January this year about Hotel Chocolat who have grown their business by 800% since 2000. The owner believes this success is down to accessing the right training to help them succeed including Financial Management, Marketing and other key areas of the business.

So who is responsible for staff performance? Mike feels this is split jointly between Managers/Business owners who need to be committed to **guiding, supporting and coaching** staff and the employees who need to be

encouraged to have the responsibility to **continuously strive to improve their performance and contribution** to the business.

Finally, Mike mentioned a client who employs 30 staff who wanted to improve their performance appraisal process and ultimately improve the performance of their workforce.

Success has been achieved through implementation of a new performance appraisal process, competency framework and reviews being linked to a bonus scheme. Training has now been delivered to both the Appraisees and the Appraisers to ensure everyone understands the process and the potential benefits for both the individuals and the organisation.

As a result of the process they are also considering additional training on the International Diploma in NLP and Coaching and a New Managers Leadership Development Course both of which are provided by Ripley Training locally.

If you would like more information please contact Mike Smith on H. 861122 or email info@ripleytraining.co.uk

People Management Pays

Carole Reid of Yorkshire & Humberside Assessment has provided us with details of a new report that delivers the most compelling evidence to date of the link between effective people management and business success.

People and the Bottom Line has been produced by the Work Foundation and the Institute for Employment Studies. The results suggest that if a business increases its investment across a number of people management practices by around ten per cent, it could secure an increase in gross profits per employee of over £1,500 per annum.

The report identifies the 12 core measures that are most effective in helping employers track the impact of their people management practices on business performance. These cover areas as diverse as recruitment, development plans and employee appraisals. This framework provides clear guidance for employers, who can adopt its measures to assess their own people management practices and identify opportunities for improving their performance.

Other key findings from the report are as follows:

- Younger firms tend to score better against the key indicators than longer established organisations;
- There is no 'levelling off' in terms of the business benefits that good people management can deliver – even where companies are investing in their workforce, there is evidence of the benefits of doing more;
- Companies that score highly tend to be strongly geared towards creating a good working environment for their employees and being innovation led.

Further information from: Carole Reid, Yorkshire and Humberside Assessment Ltd. Tel: 531133 Fax: 531252 Email: creid@yhal.org.uk Web: www.yhal.org.uk

HARROGATE DISTRICT NEWS

Cold Bath Road Post Office saved

We were pleased to hear that the Post Office on Cold Bath Road had been saved from the current round of closures, but disappointed to hear that the Stockwell Lane Post Office in Knaresborough would be sacrificed.

This is important not just for local residents, but also for small businesses based out of town for which these local services are essential.

Funding for rural Yorkshire & Humber

A new funding programme is being made available through the Rural Development Programme for England with grants available to farmers and rural entrepreneurs to support the start-up of new businesses and grow existing businesses amounting to £9.5 million a year.

E-mail to steve.dunkley@yorkshire-forward.com for more information and assistance.

Parliament Street Development

A planning application has been submitted to convert the former Hogs Head pub site on Parliament Street into three retail units, 1 restaurant/café and 1 pub with 14 apartments above and parking space. Please send any comments on this proposal to the Secretariat.

Harrogate College / Hull College merger

The Chamber has recently been notified of the proposed merger of Harrogate College with Hull College, which has been agreed in principle to formally take effect on 1st August 2008. Harrogate College, up to now, has been merged with Leeds Metropolitan University.

New CEO for new Business Link

You may be aware of the forthcoming changes to Business Link from 1st April 2008, when the services for York and North Yorkshire will be provided by a new Business Link operator. The key elements of Business Link will continue under the new arrangements and in addition there will be some new service developments.

Helen West OBE has been appointed Chief Executive of Business Link in Yorkshire and is currently selecting a new team to help build the new organisation. Helen is currently Chief Executive of Business Link York & North Yorkshire, so she is very well aware of Harrogate!

Free Business Link Business Directory

Members should be aware of a free Business Directory where you can search or have your company listed free of charge. This is at www.ynybusinesses.co.uk and is maintained by Business Link York and North Yorkshire.

This free service could be of significant benefit to many businesses trading anywhere in North Yorkshire.

Ackrill Business Awards Dinner

A few places are available at the Ackrill Media Group's Business Gala Awards Dinner at the Majestic Hotel on 6th March. Tickets £60 each from Ginny Long on 01423 707402 or e-mail a request to virginia.long@ypn.co.uk. You can ask to join the Chamber's Table if you wish.

YORKSHIRE BUSINESS MARKET

Preparations are progressing well for this year's **Yorkshire Business Market on 28th April** and we are pleased to announce that the Learning & Skills Councils 'Train to Gain' arm have agreed to support the event this year. They will arrange a Seminar and also provide panellists for some of the 'Ask the Expert' sessions.

Another supporter, the **Yorkshire Post**, has also confirmed they are pleased to be involved with advance publicity and they will also provide a supplement nearer the time with discounted advertising opportunities for exhibitors and members alike.

This enhances the long-standing support of **Ackrill Media Group** of the event, who will also be preparing an expanded 8-page, full colour pull-out supplement to be published on 18th April. This will again carry heavily discounted advertising which will be available for members. Let the Secretariat know if you wish to be contacted for this and/or the Yorkshire Post supplement.

St Aidan's C of E High School Sixth Form business studies students have volunteered to help steward visitors on the day, which will enable them to see the many stands and learn more about businesses present.

Look out for the Yorkshire Business Market brochure coming your way in March, together with over 5,000 businesses in the District. Free entry tickets will be available for you to circulate to your contacts, either by post or e-mail. Just ask the Secretariat for details.

Alternatively, make them aware of the **free online registration** to enable visitors to gain fast-track entry on the day at www.yorkshirebusinessmarket.org/visit.htm

Finally, we can still add names to our Invitation List for the VIP lunch immediately following the official opening of the Yorkshire Business Market. Please send details to the Secretariat.

MEMBERSHIP BENEFITS

Menwith Hill Visit - see inside the golf balls!

Members are invited to find out what is really inside those large "golf balls" near the A65 Skipton Road. We have again been invited to tour of one of the Satellite Communications rooms and a Radome followed by a briefing and carvery buffet dinner hosted in the club on base by an RAF Menwith Hill representative. This will be followed by time for questions.

The buffet will cost £9.50 payable on the night. Places are limited so don't delay to avoid disappointment on what is a popular social event. E-mail the Secretariat for a booking form.

Leeds Chamber Affiliation

Members should have recently received a copy of the latest LBU - Leeds Business Update - by post as part of Harrogate Chamber's affiliation membership of Leeds Chamber. This and the fortnightly 'e-zine' by e-mail are two of the benefits passed on to our members. Let us know if you do not receive these, or, if you would rather not receive them just let us know, as you can opt out.

Business to Business Promotion full

Thank you to those members who have supported the Business to Business Promotion mailing, which we are pleased to report is full and due for despatch early in March, with the Yorkshire Business Market brochure.

Members are reminded of the other Business Promotion Opportunities that the Chamber offers, as detailed on our information sheet, available on request, or find on the website www.harrogatechamber.org/promotion.htm

Inserts can be included in the monthly REVIEW to other members and VIP contacts in and around Harrogate. We also provide a solus mailing service that several members have made use of on more than one occasion.

MEMBERS' NEWS

'Any Questions?' for St Aidan's School?

St Aidan's C of E High School Business Liaison Officer, Marian Farrar, said the school had benefited greatly from their membership of the Chamber. The school is keen to forge closer links with the business community and wherever appropriate, offer its own expertise and facilities in reciprocal exchange.

Year 7 pupils recently gave a presentation to Simon Cotton, chairman of Destination Harrogate after carrying out some market research to put forward ideas for the layout and content of the proposed new town map to be available free of charge at hotels across Harrogate.

On April 11th, 'Any Questions?', BBC Radio 4's forum for lively debate will be broadcast live from St Aidan's with Jonathan Dimbleby in the Chair and Rt. Hon. William Hague, Shadow Foreign Secretary and John Sentamu, Archbishop of York confirmed on the panel.

A proportion of free tickets have been set aside for Chamber Members who wish to attend. Please email m.farrar@staidans.co.uk for further details.

Are your employees 'SAFed' on the road?

Helen Dickinson of HDDT Driver Training Consultancy warned members about new legislation covering accidents involving you and/or your employees whilst driving on business-related trips. The most serious consequences are a prison sentence or heavy fine for companies who do not comply with the Health and Safety at Work act 1999.

The Government funded SAFed (Safe and Fuel Efficient Driving) standard programme runs until the end of March, but may be extended and is a taster to encourage people to think about the consequences. The cost per driver at this moment in time is £50 but is usually £175 on a first come first served basis. This scheme is for van drivers but everyone who drives at all as part of their job even if it is a once a week trip to buy stamps will be affected.

HDDT are contracted by the government to carry out the SAFed programme and also are highly qualified on the fleet and corporate side to carry out risk assessments and help set up policies. Contact Helen Dickinson on 01423 876344 or 07989 386824 for any more help and information.

Harrogate Grille Wine Club

The Harrogate Grille Wine Club is a monthly gathering for lovers of wine (and food) with each event hosted by a leading wine expert. The evening begins at 7.00pm with a wine and canapé reception followed by a 3 course dinner that has been specially paired with the wines.

For £30 per person you get the opportunity to taste 6 truly excellent wines along with a gourmet dinner. Next date Wed 26th March- Domaines Barons de Rothschild, Wines from their French, Chilean & Portuguese estates.

Following the success of the event last November The Harrogate Grille is proud to be associated with Weeton's to bring you the first of their bi-monthly special evenings in celebration of the finest produce which Yorkshire has to offer. Tuesday 11th March 2008, 3 courses including arrival wine - £30.00 per person.

Further details from Madelyn Clarke, Tel: 01423 565800 or e-mail receptionharrogate@grillerestaurants.com Website: www.grillerestaurants.com

2nd AA Rosette for Hotel du Vin

Hotel du Vin is pleased to announce that in December 2007 they received their 2nd AA Rosette for their food quality, service and value for money. They credit this fantastic recognition to their Head Chef Tom and his team and also the great service team led by Susie, Nicolas and Clement.

Varied events are held at the hotel during the year including wine dinners, one targeted towards the cigar enthusiast! Building work starts on converting their end house in March, with a summer party to launch the resulting new bedrooms with a barbeque, mojitos and a steel band. Visit www.hotelduvin.com for details or e-mail events.harrogate@hotelduvin.com

Henshaws Events

Henshaws Society for Blind People can provide you with sponsorship packs and t-shirts for their various events during the year. Three events in March are:

- Sunday, 2nd - 25th Anniversary of "Norton 9" Run
- Sunday, 23rd - Guiseley Gallop Multi Terrain 10k
- Sunday, 30th - Arkendale 10k Run

More details and packs available from Victoria.nixon@hsbp.co.uk or visit their website at www.henshaws.co.uk

Improve your credit control

Two Harrogate Chamber Members have joined forces to offer a two day programme aimed at helping business owners, sales managers and credit controllers to better apply the principles of credit control.

McCormick's solicitor James Martin will be conducting the programme in May this year, in association with Ripley Training Limited. James said "*Being able to properly manage a company's cash flow is a vital skill and good credit control can make the difference between the success and failure of a business.*"

For more information, visit www.ripleytraining.co.uk or call Mike on 01423 861122

Berwins Consultations & Event

Berwins are offering consultations on the changing laws affecting Shareholder or Partnership Agreements - are yours adequate and up to date? Berwins have developed considerable expertise in dealing with the basic and the unusual "bespoke" commercial agreements. For more details contact Paul Berwin on 01423 543101 or PaulBerwin@berwin.co.uk

On 6th March Berwins are holding a joint Intellectual Property Forum with Patent Attorneys Appleyard Lees. More details from Luke Barton on 01423 542779 or LukeBarton@berwin.co.uk

FOCUS GROUPS

Traffic & Transport

Chamber Chief Executive is now a co-opted member of the North Yorkshire County Council's Harrogate Area Committee, together with County, Borough and Parish Councillors and other key local organisations.

At the January Meeting the Agenda included 2007/2008 Highway Capital Schemes in Harrogate District. The NYCC officer's report outlined schemes for which funding had been provided in the Highway Agency Area, covering the urban area of Harrogate and Knaresborough in 2007/08. They were listed as follows:
Skipton Road & Cold Bath Road Carriageway Patching
Carriageway surface dressing – mostly Knaresborough
Footway Schemes - replace flags with Bitmac surface
Footway Slurry Seal – mostly in Knaresborough
Drainage – to resolve flooding problems

Brian Dunsby responded that the key word describing this report was the heading of Section 2.1 - the word "Patching". He said *"that's all we seem to be doing. We are patching, we are not dealing with the problems."* He went on *"Harrogate Borough Council's Corporate Service Action Areas, Corporate Priority on Traffic and Transport sets out No. 1 - Improve Traffic Flows in our Town, but there is no money allocated for that and it is not getting any priority whatsoever. We are spending what little bit of money we get patching and then making access routes for cyclists. But what are we doing about protecting our lifeblood - the economy of Harrogate?"*

"The congestion on our main radial roads morning and evening is very, very serious. There are reports now from all over the country of the impact that congestion is having on business. As a County it seems to me we are doing nothing. The Borough Council is inhibited and the Officers tell me that they are not allowed to do anything to relieve congestion by simple measures such as roundabouts instead of traffic lights. I am not talking about a bypass; I am talking about relieving the bottle necks in Harrogate. It is vital that some action is taken."

"I can remember vividly protesting two or three years ago when the present funding priority scheme came in. Safety was rated six times higher than the economy. These issues have got to be addressed, we cannot just patch solutions as we are doing at the moment"

Please send comments and suggestions for action to: Chiefexec@harrogatechamber.org Fax: 01423 870025

Town Centre

President, Granville Simpson said he would be attending a meeting on the Christmas Lights situation in Harrogate Town Centre and would report to the March meeting.

He outlined the problems facing the Harrogate in Lights campaign with the Soroptimists ending their tremendous work on this project in 2007, so a new body to drive the campaign forward is urgently sought.

Harrogate Chamber have made their position clear, that their involvement will be limited, but they are happy to support the scheme as before by sponsoring a set of lights and also encouraging our own members to do so.

It is clear that Harrogate Borough Council need to be made aware of the situation and urged to contribute more to the town centre lights. The cost would be minimal compared to the set-up costs undertaken this year mainly by the electrical contractor Tetleys.

Pat Shore of the Soroptimists has written to Dr Mike Gardner, the Leader of Harrogate Borough Council, thanking him for the Council's past support, but also asking for an increase of £15,000 a year in their contribution towards the lights. This would cover the maintenance, erection and removal of the lights. We look forward to hearing the Council's response.

Any offers of help or suggestions for sponsorship may be sent to the Chamber Secretariat who will forward them to the Xmas Lights Committee.

EXTERNAL ORGANISATIONS

Tackling Business Crime Conference

The Inaugural Conference of the Yorkshire & Humber Regional Business Crime Forum, 'Tackling Business Crime' will take place at Doncaster Racecourse on Friday, 14th March between 10.00 and 16.00. Admission is FREE, but pre-conference registration is essential.

Visit www.bcrc-uk.org e-mail m.hopkinson@bcrc-uk.org

SCAMS & SPAMS

Directory Scam?

Look out for the 'businessinternetdirectory' offer that may arrive at your office in the post. The letter is headed 'Your New Business Telephone Line' and asks you to check the "incomplete data" for an Online Business Listing detailed in the letter. After searching on Google it appears that this may be a misrepresentation. Members who have rung the expensive 0870 number listed have been heavily pressurised to pay for an advertisement in the directory. We have asked North Yorkshire Trading Standards to check their credentials

THANKS TO OLD SWAN HOTEL

Many thanks to General Manager, Paul Gill and Sales Manager, Sue Briggs at the Old Swan Hotel for hosting and catering for our meeting on 11th February.

If you want to find out more about their facilities go to www.macdonald-hotels.co.uk/oldswan or phone 500055 or e-mail sue.briggs@macdonald-hotels.co.uk

BUSINESS BRIEFINGS

Information & consultation regulations

Business owners with 50 or more employees should be aware of the forthcoming extension of the Information and Consultation of Employees Regulations 2004. From 6th April the Regulations extend to organisations with 50 or more employees, who will have the right to be informed and consulted regularly about business decisions which affect them. If at least 15 employees ask for information and consultation agreements then employers must negotiate with them to do so.

More at: www.berr.gov.uk/employment/employment-legislation/ice/index.html

Money laundering regulations deadline

Trust or Company Service Providers (TCSPs) are being reminded to register their businesses with HM Revenue & Customs by 1st April 2008 if they want to carry on doing business. Under the new Money Laundering Regulations TCSPs and Accountancy Service Providers (ASPs) must be supervised by a designated professional body or the Financial Services Authority.

HMRC is also reminding ASPs that they can register with HMRC from 1st April 2008 and need to apply before 1st July 2008, in order for their applications to be processed before the 1st October deadline.

More at: www.hmrc.gov.uk/mlr

Red tape costs affecting business

Businesses in Yorkshire and Humberside have seen the cost of red tape rise to £4.8 billion, up from £4 billion last year. The findings come from the British Chamber of Commerce's Burdens Barometer, which measures the cumulative cost of implementing red tape. Overall, the cost of red tape on UK-based businesses has risen to £65.99 billion, up from £55.66 billion last year.

Guide to Corporate Manslaughter & Corporate Homicide Act 2007

The Ministry of Justice has produced a guide to the forthcoming Corporate Manslaughter and Corporate Homicide Act, which comes into force on 6th April 2008. The guide can be downloaded at:

www.justice.gov.uk/docs/guidetomanslaughterhomicide07.pdf

Reporting 'phishing' e-mails

Trading Standards have passed on the details of a website where you can report receipt of the many 'phishing' e-mails that request you to click on a link and reveal your account details, which is a scam we have advised members of many times. The website is: www.banksafeonline.org.uk.

Forward all offenders to reports@banksafeonline.org.uk
Trading Standards also recommend you find the section for reporting such scams on the website of the Bank the e-mail is purporting to be from.

NEW MEMBERS

Autograph Promotional Gifts Ltd

(Promotional gifts & clothing)

Christine Hesketh, Managing Director
Langdale House, 5 Grange Holt, Leeds, LS17 7TY

Tel: 0113 228 6553 **Fax:** 0113 266 7971

E-mail: chris@autographpromotions.com

Web site: www.autographpromotions.com

Business Homes Ltd *(Commercial Property Developer)*

Nicola Westlake, Associate Director - Sales/Marketing
4240 Park Approach, Thorpe Park, Leeds, LS15 8GB

Tel: 0113 232 1132 **Fax:** 0870 441 2223

E-mail: nicola.westlake@businesshomes.co.uk

Web site: www.businesshomes.co.uk

HACS Training Services *(Construction/Training)*

Mark Smith, Managing Director

The Old Station, Nidd, Harrogate, HG3 3BN

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E-mail: m.smith@hacs.co.uk

Web site: www.hacs.co.uk

IHM Services Ltd *(Marketing consultancy)*

Richard Whittaker, Managing Director

33 Rossett Beck, Harrogate, HG2 9NT

Tel: 01904 624928

E-mail: rw@ihmservices.co.uk

Web site: www.ihmservices.co.uk

The Smart Agency *(Public relations & marketing)*

Nigel Charlesworth, Director

Harrogate Business Centre, Hammerain House,
Hookstone Avenue, Harrogate, HG2 8ER

Tel: 0870 4036499 **Fax:** 01423 873999

E-mail: nigel@thesmartagency.co.uk

Web site: www.thesmartagency.co.uk

FUTURE MEETINGS

The next meeting on Monday, 10th March at Cedar Court Hotel will be "Promoting Harrogate & Yorkshire Dales".

This will include presentations by:

- Councillor Steve Macare, Chair, YD&H Area Tourism Partnership & Chair, NYCC Harrogate Area Comm.
- Robert Penfold, Head of Client Services, HIC
- Simon Cotton, Chair of Destination Harrogate.
- Robert Whiteley, General Manager, Pavilions of Harrogate & Yorkshire Event Centre

The April 14th meeting will be at the Cairn Hotel and will be the popular Business Networking Safari open to members who pre-book only. A free buffet will be provided to keep up energy levels during the many table changes, when you can meet up to 48 companies in one night. Not only do you find out what other members do, but they can find out about your business too.

Book early as spaces are strictly limited for this evening.

E-mail info@harrogatechamber.org or fax 870025.

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

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