



# REVIEW

May  
2008

## FUTURE MEETINGS

17.30 for  
18.00 start

9 June

*Majestic Hotel*

# Tue 15 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 of Chamber Meeting + News Update

### USING THE LOCAL MEDIA

- BBC Radio York are keen to hear your business news and success stories
- Please listen on 104.3 or 103.7 FM and let them have your feedback
- Ackrills Media Group newspapers cover all of Harrogate and adjoining districts
- They welcome business news, success stories, awards and achievements
- Personal contacts, telephone numbers and e-mails for both BBC and Ackrills

### CHAMBER AGM - ELECTION NEWS

- Robert Whiteley elected as President in succession to Granville Simpson
- David Horth, Mark Lancaster & Stuart Pearson elected as Vice-Presidents
- Mark Hunter now at Saffery Champness re-elected as Treasurer
- Neil Goodrum of McCormick's Solicitors elected as Hon Legal Adviser
- Five new members elected to Management Committee – including 3 ladies
- Revised Chamber Constitution and affiliation to Leeds Chamber approved

### HARROGATE DISTRICT DEVELOPMENTS

- Chamber objects to North Yorkshire Police policy on events and parades
- Harrogate Borough Council appoints new Chief Executive, Wallace Sampson
- Harrogate College is joining up with Hull College – and wish to talk to business

## Future Meetings

Monday, 9<sup>th</sup> June at the Barceló Majestic Hotel, Harrogate

***How to succeed in starting & growing a new business***  
with presentations by Angela Russell, Founder of It's Nut Free  
(Winner of Ackrill's Best Small Company of the Year Award 2008)  
+ ***LloydsTSB on finance + Business Link on new support services***

# Tuesday, 15<sup>th</sup> July at White Hart Hotel, Harrogate (# Note new Tuesday meeting date)

***Harrogate Transport - Future Bus & Rail Links***

with presentations by Harrogate & District Travel,  
Northern Rail and National Express

## 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](mailto:info@harrogatechamber.org) Website: [harrogatechamber.org](http://harrogatechamber.org)

## MAKING THE BEST USE OF LOCAL MEDIA

### BBC Radio York

Elly Fiorentini, Senior Broadcast Journalist at BBC Radio York & BBC North Yorkshire Online firstly apologised that Managing Editor, Sarah Drummond, was unable to make the presentation because she was attending the Sony Awards in London, following BBC Radio York's nomination for an Award.

Elly, who presents the Drive programme, reminded members that BBC Radio York has an office in Harrogate in Claremont House on Victoria Avenue where Harrogate and District Reporter, Richard White is waiting to hear more about your stories!

BBC Radio York has a wide variety of programmes which could feature your stories. Perhaps you could be a guest on the breakfast show – Reynolds & Co, on Elly's show, or on Jonathan Cowap's lunchtime show - every Friday at 13.10 he invites two guests to discuss the week's news....an easy way to get a mention for your business and a chance to get you on the radio.

BBC Radio York are not just looking for hard news - for example, is one of your team doing something unusual - are they fundraising for a particular project, have they achieved something outstanding.....are there ethical issues they are involved in?

BBC North Yorkshire Online is the related website - [www.bbc.co.uk/northyorkshire](http://www.bbc.co.uk/northyorkshire) that is always looking for features about interesting people and places. If you have any news items you can e-mail them to [northyorkshire.news@bbc.co.uk](mailto:northyorkshire.news@bbc.co.uk)

The BBC is a non-commercial organisation but if you have a business news story to tell they want to hear it. Let them decide editorially if they are interested in it. Elly recommends members get to know their Harrogate reporter, Richard White, and run things past him.

Whilst they are called BBC Radio York - they serve the whole of the Harrogate District and most of North Yorkshire...they love stories of success or unusual happenings. They love to feature people who are full of character and can get their point across in a bright intelligent way.

At Breakfast and Drive a mix of international national and local news is broadcast and throughout the day they bring you regular travel updates and sports headlines etc. - information whilst you're on the move!

Most important of all BBC Radio York want to increase their audience in Harrogate and make closer links with people living and working in the district. Elly asked members to tune into BBC Radio York on 103.7 FM in Harrogate or 104.3 FM in the north of the County and let Elly know by e-mail what you think about it - what would you like to hear?

If you have any ideas about how you can work with or help BBC Radio York increase its connections and listeners in the Harrogate district, speak to their Editor Sarah Drummond who visits Harrogate most weeks, and the rest of the time is based in their York office.

#### BBC Radio York Contacts:

Elly Fiorentini - [elly.fiorentini@bbc.co.uk](mailto:elly.fiorentini@bbc.co.uk) 01904 622033  
Richard White - [richard.white@bbc.co.uk](mailto:richard.white@bbc.co.uk) 01423 523646

### Ackrill Media Group

Jean MacQuarrie, Editor of the Ackrill Media Group, explained that they published the following weekly titles: Harrogate Advertiser, Knaresborough Post, Wetherby News, Ripon Gazette, Northallerton Times and Nidderdale Herald, each with their own website.

They also produce several smaller papers with community news and a cheaper form of advertising for Helmsley, Richmond, Tadcaster, Thirsk and Starbeck. Monthly publications include Business Pink and Society.

'On Location' is Harrogate Borough Council's monthly report on business developments in the Harrogate District. Emily MacDowell at Harrogate Borough Council EDU compiles this publication and you can contact her at [emily.macdowell@harrogate.gov.uk](mailto:emily.macdowell@harrogate.gov.uk).

The Ackrills Group publications cover a similar area to BBC Radio York from Richmond to North Leeds.

If you have a story you would like to be included the best first option is to e-mail. Ensure your story will be of interest to readers and avoid outright advertising!

Items like business success stories, awards and personal achievements. If you have a forthcoming event, don't forget to follow up with a reminder telephone call as it approaches.

Jean said out of 500 e-mails a day to all departments it was difficult to filter out which items are newsworthy, but generally they choose local, parochial and topical news items.

Photographers for events cannot be guaranteed as there are not enough to meet every request. If you take photographs yourself, make sure they are of good quality and they could possibly be used.

Carefully word items you send in to avoid descriptions like "the most superior" or "the best producer of ...", as news items need to be impartial.

Ackrills started the Business Awards three years ago and are keen to support the local business community as much as possible. Jean encouraged members to get in touch with the Business Editor, Jenni Moulson, who can advise whether an item is newsworthy. The deadline is Tuesday 5pm for inclusion in the following Friday's issue. E-mail Jenni at [jenni.moulson@ypn.co.uk](mailto:jenni.moulson@ypn.co.uk).

In answer to a question about whether it was better for companies to send in press releases via a PR agency, Jean said for one-off items it was acceptable to deal direct with the reporters, but for long term campaigns, it was probably better to utilise a PR company.

Jean's advice for PR Agencies was to be professional, build a relationship with the reporters and editors, and have reasonable expectations. For example, don't expect to have an item on clients' companies every week!

Elly Fiorentini emphasised the importance of ensuring that any contacts for further details mentioned on press releases are not away on holiday when the press release is circulated!!

#### Ackrill Media Group Contacts:

Jenni Moulson, Business Editor - Tel: 01423 707509  
[jenni.moulson@ypn.co.uk](mailto:jenni.moulson@ypn.co.uk)

Katie Oxtoby, News Editor - Tel: 01423 707504  
[katie.oxtoby@ypn.co.uk](mailto:katie.oxtoby@ypn.co.uk)

### Outgoing President's Report

Granville Simpson said it had been an interesting year to be President of the Chamber. *We have the newly refurbished Royal Hall; the celebration of 25 Years of the Harrogate International Centre; a growing Business Awards Event - with much of the credit down to Ackrill Media Group's work in organising this. At this event, your Chamber sponsored best Small Business of the Year - deservedly won by Angela Russell founder of the It's Nut Free Company.*

*This has been a year when we were faced with the possibility of local Harrogate Council services becoming more remote - should the North Yorkshire County Council Unitary bid have been successful.*

*Looking at the longer term, we could do with a dedicated resource to see to the needs of the immediate town centre. At the moment, any Town Centre initiatives become blighted by the 'if we in Town have it, then we have to provide this for all the other Towns in the District' - so little, if anything, gets done. If only Harrogate had Parish status and the funding that that brings, we could put such monies to good use in our Town Centre.*

*However, we do appear to have an improving dialogue with Harrogate Councillors and Officers over the past year. We are regularly kept informed of key developments, at an early stage, with the opportunity to comment from a business perspective and in the hope we can bring some influence on decisions being made.*

*With regard to North Yorkshire County Council, we continue to make our voice heard as strongly as possible on business issues whenever the opportunity arises.*

*As a Chamber we are progressively being asked by the media for comment on issues affecting local business - culminating in a number of live interviews, many on BBC Radio York, along with excellent detailed coverage in the Ackrill Media Group of newspapers. We are particularly grateful to Jean MacQuarrie of Ackrills who has encouraged debate on so many issues that affect business and residents alike.*

*Last year, we introduced a slot in the Chamber meetings in order to encourage Members' comment from the floor. I hope this has proved beneficial.*

*We are indeed fortunate here in Harrogate to have so many splendid hotels which allows the Chamber to hold the monthly meetings in fresh and comfortable surroundings. A big thank you to all the Hoteliers.*

*And finally, the Business Market: I note at last year's AGM the President John Hart commented - "This 2007 Business Market was the most successful yet". I think I can comfortably say that this year's event was even more so.*

*My wish is for the new President, Robert Whiteley, to be able to say next year - on this spot - "Another Record - for the Yorkshire Business Market!"*

Comments welcome: [president@harrogatechamber.org](mailto:president@harrogatechamber.org)

## Secretariat's Report

Brian Dunsby presented a review of the main activities and services organised during the past year:-

### 1. The Number One Voice for Harrogate Business

- North Yorkshire County Council Harrogate Area Committee – co-opted place
- Harrogate District Economic Development Forum + regular DTS/EDU Meetings
- Harrogate District Strategic Partnership – rejoined
- Local Development Framework – consultation, etc
- Leeds Bradford Airport Consultative Committee
- Harrogate Line Rail Officers Group Meetings +, Northern Rail, METRO & GNER/NXEC Liaison
- Royal Mail, Post Office & PostWatch – repeated correspondence over deteriorating services
- Major local Planning Applications received for consultation and feedback
- Frequently contacted by local press and radio for business viewpoint.

### 2. Promoting Harrogate Business

- Again sponsored Ackrill's Business Awards – Small Business of the Year with publication of Chamber Logo and profile + Awards Ceremony
- Harrogate Advertiser Series – frequent press reports, letters and features
- Business Pink incorporating On Location – several features on the Chamber
- Extended mailing of REVIEW to local VIPs and other key organisations in Harrogate
- Monthly e-mailing of meeting invitations to members, enquirers & VIPs.

### 3. Monthly Meeting Arrangements

- Continuing to meet on second Monday of each month has proved successful
- The earlier meeting time of 17.30 proves popular for networking beforehand.
- Agenda format changed to facilitate a longer period for Members' Forum
- Meeting rooms kindly provided free of charge - thanks to Cairn, Cedar Court, Crown, Grants, Holiday Inn, Hotel du Vin, Kimberley, Old Swan, Pavilions, St George & White Hart.
- Purchased new portable amplifier to help members to hear the speakers clearly.

### 4. Monthly Meetings Content & Attendance

- All meetings except the Safari now have keynote speakers on topical issues
- More opportunities available for members speaking and helping other members
- Members' literature display table increasingly popular – but only one item each please!
- Business Safaris very popular for new members & networking + debating key topics
- Attendance at monthly meetings has increased to an average of 52, compared with 42 last year. (Up another 24% after last years figure was up 15%)

### 5. Shared District Mailings

- 8th Business-to-Business Shared Mailing in March 2008 carried 13 items from members
- The mailing also promoted the Business Market to 5,500 business across Yorkshire
- Harrogate Business database maintained by Perlex now has 6,000 local businesses.

## 6. Social Events

- Pavilions Christmas Party supported by several Chamber Members
- A Group Visit to Betty's & Taylor's new factory in July 2007 was quite fascinating.
- Chamber Officers were invited to Menwith Hill for a New Year Celebration in January
- A repeat Group visit to unravel the Mystery of Menwith Hill in April 2008 proved very popular

## 7. Chamber Website

- Continuing updates done in-house by Maggie Hall using Microsoft FrontPage etc.
- On-line Membership Directory upgraded on-line with active web links and e-mail contact
- Anti-spam protection devised following two mass scam mailings to all members
- The latest edition of REVIEW is now e-mailed to all members and then posted on-line
- Full details and photographs of the Yorkshire Business Market will be on-line soon.

## 8. Harrogate District Chambers, etc

- Joint Meetings with Council Officers and the Presidents of Boroughbridge, Knaresborough, Nidderdale and Ripon Chambers/Business Associations every four months.
- All of the other Chambers etc. invited their members to the Yorkshire Business Market
- We also invited Bradford, Doncaster, Leeds, Mid-Yorkshire, Scarborough, Selby, Tadcaster & Thirsk Chambers + BNI, FSB, NBA, Business Network etc., to promote and attend.

## 9. Focus Group Activity

- **Business Development** - led by Stuart Pearson – emphasis on business-to-business promotion opportunities building up to the first Yorkshire Business Market.
- **Promoting Harrogate** - led by Martin Wilks – regular meetings with HIC Marketing Team, Tourism Unit, Destination Harrogate, Hotels & GH Association, Taxi Association, etc.
- **Town Centre Group** - led by Granville Simpson – excellent analysis of extra signposting needed to assist visitors - and HIC are now doing it – but very slowly! Xmas Lights liaison.
- **Traffic & Transport** - led by Brian Dunsby – continued lobbying secures improvements in bus, rail and air services - BUT no progress resolving congestion on our roads!
- **Business Waste Disposal** – new informal group developing action plan and list of organisations collecting and recycling more business waste.

## 10. Traffic & Transport

- **Airport Links** - the 767 Harrogate–Airport bus service has been renewed after 2 year trial – still only 90 minute frequency but better than nothing – so please use it!
- **Leeds Bradford Airport** – contributed to Master Plan with improved major road and rail links. Objected to Car Parking Charges! New owners struggling with security problems.
- **Rail Links** - close cooperation with Northern Rail – upgraded rolling stock and longer trains, with longer platforms + Promoting Harrogate flyer!

- **GNER / National Express** - financial failure of GNER's parent company led to a new East Coast Main Line franchise – won by National Express who are proposing more direct Harrogate trains.
- **Roads** - more traffic lights, more pelican crossings, more humps, more yellow lines, more red surfaces, more posts, more illuminated signs + NEW Cycle signs = more congestion!!

## 11. Political Relationships

- Maintained good relationships with Harrogate Borough Council Tory Group and Opposition Group leadership, including private meeting with Chamber Management Group
- Closer contacts with North Yorkshire County Councillors & Officers including private meeting
- Phil Willis MP and Mayor Councillor Geoff Webber opened the 2007 Business Market
- New Projects – Transport Interchange Development and traffic routing consultation.

## 12. Membership Statistics

- The total paid-up membership for 2006-07 was 252 businesses – up 15 on the year
- In total 55 new members joined during the past year (+ 9 more in April) - but 29 resigned or retired and 11 were lapsed for non-payment last year – despite repeated requests.
- We make a continual effort to attract and follow-up a large number of membership enquiries
- Currently about 200 enquirers receive regular e-mail invitations and reminders to join.

## 13. Membership Benefits

- Numerous scam warnings collected and passed on to members & NYTS
- All Members' businesses promoted on Chamber website + with new web-links – see "Directory"
- Monthly mailing opportunity for inserts in Review + solus mailings + bulk E-mailing
- Affiliated to Leeds Chamber – gives members access to information and services.

## 14. Yorkshire Business Market – future options?

- After four years, our Business Market is now a proven formula with growth potential
- In total 160 companies took all available space in the four rooms in Pavilions of Harrogate
- The total number of visitors and exhibitors staff exceeded 1,500 – nearly double last year
- The Exhibitor feedback was excellent with many wanting more space next year
- So the question facing the Chamber Management Group is how far it should grow?
- Should we constrain the Business Market within the Pavilions or consider moving?

In conclusion, Brian thanked retiring President, Granville Simpson, for his strong support and guidance throughout the past year. He also thanked all the other members of the Chamber Management Group.

Finally Brian thanked the Perlex team of Maggie, Beryl, Chris, Geoff and Tim for their flexibility and hard work to promote the Chamber and service the membership.

Comments welcome: [chiefexec@harrogatechamber.org](mailto:chiefexec@harrogatechamber.org)

## Treasurer's Report

Mark Hunter summarised the accounts for the past membership year, which showed that income had increased by £4,134 representing an increase of 15%.

Expenditure has increased by £4,401 or 20% on 2007. The significant additional cost incurred in the year is the VAT charged by Perlex. (This is a reflection of their success with Conferences as the requirement to register for VAT is turnover driven).

Meeting costs have risen on the back of increased numbers of active members attending meetings, necessitating the use of larger rooms. Similarly, printing and photocopying costs increased. Also it was our turn to host a joint Chambers & Council meeting this year.

The surplus for the year was £4,878 from which £750 was paid as sponsorship of the 2007 Christmas Lights and £1,351 for our sponsorship of Ackrill's Small Business of the Year Awards. The net surplus retained for the year was £2,777.

The bank balance at 31<sup>st</sup> March was extremely healthy due to receipt of 2008/09 subscriptions and advance booking fees for the 2008 Yorkshire Business Market. Our reserves of £34,847 are almost entirely represented by funds on deposit. The level of reserves is reasonable, being equivalent to less than two years' expenditure. However, we should consider utilising additional funds for "good causes" - for example the town map initiative.

## Election of Officers for 2008-09

The following officers were duly elected for 2008-09:

**President:** Robert Whiteley, Pavilions of Harrogate

**Past President:** Granville Simpson, Rocking Horse

**Vice Presidents:**

**Stuart Pearson**, The Trinity Foundation

**David Horth**, Victoria Shopping Centre

**Mark Lancaster**, Colour it In Digital Print & Display

**Hon Treasurer:** Mark Hunter, Saffery Champness

**Hon Legal Adviser:** Neil Goodrum, McCormicks

**Hon Sec/Chief Exec:** Brian Dunsby, Perlex Associates

**Administrator:** Maggie Hall, Perlex Associates

**Management Committee Members:**

**Michael Best**, David Newton Accountants

**Philip Broadbank**, Enid Taylor

**Simon Cotton**, Cedar Court Hotel

**Marian Farrar**, St Aidan's C of E High School

**Davinder Pabial**, Evans Easyspace

**Sharon Philips**, Brook Street (UK) Ltd

**Jenny Purdy**, DSC Chtd Accts & Business Advisers

**Murray Trantor**, Trantel Ltd

**Andrew Wright**, Andrew Wright Practice

**Retiring Officers:**

A vote of thanks was offered to the following Officers and Committee for their service over the past few years:

**John Hart** - 5 years Vice-President, President & PP

**Martin Wilks** - 5 years Committee & Vice-President

**Chris Newton** - 5 years as Honorary Legal Adviser

**Peter Jesper** - 6 years on Management Committee

**Fiona Gilbert** - 2 years on Management Committee

**David Fisher** - 2 years on Management Committee

## New President's Induction

New President, Robert Whiteley, was inducted as the President of Harrogate Chamber for 2008-09.

Robert is General Manager of Yorkshire Event Centre Ltd., the company which operates the conference, banqueting and exhibition facilities on the Great Yorkshire Showground, on behalf of the Yorkshire Agricultural Society. Having lived in Harrogate most of his life, he is delighted by the growth in the contribution the Showground makes annually to the local economy, which is now in excess of £30m, supporting around 600 full time jobs. Prior to his current post he was Catering Manager at Harrogate International Centre, and so he has extensive experience in Harrogate as one of the UK's leading tourism destinations, and the perfect place to mix business with pleasure.

Robert said: "Thank you for the great honour you do me in making me your President. I am delighted to have the opportunity to represent the Chamber in this way.

*Thank you to Granville for your best wishes and for your hard work and dedication on behalf of us all over the last year. It has been good to have such an experienced voice from the retail sector at the helm. This is one area of the business community that is currently under-represented in our Chamber, and so I hope that we can take steps to improve this situation in the coming year.*

*The Chamber's position has never been stronger. Its level of membership, standing in the community, financial position and status as the voice for business in Harrogate are better than they have ever been.*

*This is in part thanks to the hard work and commitment of its membership, and the management committee. However, the driving force behind the success is undoubtedly our Chief Executive who works tirelessly with his team on our behalf.*

*Brian's recently announced Queen's Award for Enterprise Promotion is a well earned recognition of a lifetime's achievements in support of business. His determination, attention to detail, passion and vision have been instrumental in putting the Chamber in its current strong position. You only have to look at the balance sheet that Mark has presented this evening to see what incredible value we get from our Secretariat.*

*It is typical of his devotion to the Chamber that in the Yorkshire Post when asked about his award he didn't miss the opportunity for a plug saying "It recognises the work in Harrogate and the tremendous success of the Yorkshire Business Market". Congratulations Brian.*

*As to the coming year: In addition to enlarging our retail membership and indeed our membership overall, I hope also that the Chamber can positively build on its relationship with both Harrogate Borough Council and North Yorkshire County Council.*

*The needs of business seem all too often to be overlooked by local government, and as the only voice for business in Harrogate it is up to us to make ourselves heard. I am sure we have an interesting year ahead of us on this front.*

*Harrogate Borough Council will shortly have a new Chief Executive who will inherit possibly the worst relationship*

*with North Yorkshire in recent years, if not ever. Having both tiers of our local government in conflict benefits absolutely nobody, whether a resident or in business.*

*There may be opportunities in the future for Harrogate to become a unitary authority, but that may be a few years off, and we must do everything within our powers to exert whatever influence we have to ensure that both tiers of local government work effectively on our behalf.*

*I have three other aspirations for the Chamber in the coming year:*

*First, that we ensure that Yorkshire Business Market 2009 is even more successful than this year's. Knowing the enthusiasm of the organising team, I have no doubt whatsoever that it will be.*

*Second, in order to promote and support business in Harrogate, that the Chamber finds creative and worthwhile ways to use some of its financial reserves built up as a result of its success.*

*I know that there are already ideas about what best can be done, and I look forward to discussing these with the management committee and bringing them to fruition*

*And finally, I look forward to working with the new committee and hope above all that my successor this time next year will inherit an even bigger, stronger and more thriving Chamber than it already is."*

Comments welcome: [president@harrogatechamber.org](mailto:president@harrogatechamber.org)

### **Revised Constitution & Rules**

Members voted unanimously to approve adoption of the revised Chamber Constitution and Rules that had been circulated to all members recently.

### **Leeds Chamber Membership**

Members unanimously agreed to ratify Harrogate Chamber's ongoing affiliation to Leeds Chamber of Commerce & Industry, in accordance with Clause 3.

Brian Dunsby reported an improved relationship meant a large number of their members exhibited and visited the recent Yorkshire Business Market.

## **MEMBERS' NEWS**

### **Yorkshire Business Market success stories**

Two members reported unexpected results from the Yorkshire Business Market. Graham Strugnell of Struggytax Wealth Management had been a visitor on the day and after entering his business card into Prize Draws received follow up contact from two companies, unfortunately no bottle of champagne, but two promising appointments with potential clients!

Marian Farrar of St Aidan's C of E High School reported that two of the more enterprising students who were assisting with stewarding on the day, had toured the exhibition stands, resulting in two lucrative contracts!!

### **Berwins Debt Recovery Seminar**

Berwins Solicitors are holding a breakfast seminar entitled: "It's Our Money - How Do We Get Paid?" 19<sup>th</sup> June in Wetherby and on 24<sup>th</sup> June in Harrogate.

The Dispute Resolution Unit looks at how to increase chances of getting paid and how they can help you to achieve fast and effective recovery of business debts.

Further details from Luke Barton on 01423 542779  
[LukeBarton@berwin.co.uk](mailto:LukeBarton@berwin.co.uk)

## **FUTURE MEETINGS**

### **9<sup>th</sup> June Meeting**

The meeting on 9<sup>th</sup> June will be held at the Barceló Majestic Hotel on Ripon Road with the topic of "How to succeed in starting and growing a new business"

The first speaker will be Angela Russell, Director & Founder, It's Nut Free, winner of the Ackrill Media Group Best Small Company of the Year Award, sponsored by Harrogate Chamber of Trade & Commerce.

The second speaker will be Richard Strike, Senior Business Development Manager, Lloyds TSB Commercial Banking on the subject: "Setting up your business and staying one step ahead..."

Clare Williams, New Enterprise Manager, Business Link Yorkshire will then explain how Business Link helped the Company to overcome problems and grow successfully, and then how the new Business Link organisation offers better support for all businesses in this area.

### **15<sup>th</sup> July Meeting - Change of Day & Date!!**

**PLEASE NOTE:** The July meeting will be held one day later than advertised, on **TUESDAY, 15<sup>TH</sup> JULY**. The venue and timing remain the same as the White Hart Hotel on Cold Bath Road with refreshments from 17.30.

The topic is "Harrogate Transport - Future Bus and Rail Links" with top level speakers from Harrogate & District Travel; Northern Rail and National Express East Coast.

### **11<sup>th</sup> August Meeting - Safari**

The August meeting is the next Business Networking Safari and for the first time a meeting will be held in the Harrogate International Centre's Queen Suite.

Due to high demand at the last Safari places are limited to one representative per Company for this event.

To guarantee a place for your company at this popular event, send an e-mail to [info@harrogatechamber.org](mailto:info@harrogatechamber.org).

## **HARROGATE DISTRICT NEWS**

### **Harrogate Borough Council**

Brian Dunsby summarised the results of the recent local elections, resulting in a hung Council - 27 Conservative, 21 Liberal Democrat and 6 others. This should result in all parties being keener to seek support and listen.

Brian also extended a welcome to the new Chief Executive of Harrogate Borough Council, Wallace Sampson, who will take over on 1<sup>st</sup> August.

Chamber Officers hope to have an early meeting with him to explain the views of the business community and ascertain his aspirations for Harrogate District.

The Secretariat will welcome Question and suggestions.

## **Chamber Letter to North Yorkshire Police Chief Constable**

Brian Dunsby read excerpts from the following Chamber letter to the Chief Constable objecting to the change in policy for Policing of Community Events and Parades.

*"This Chamber represents the business community of Harrogate, who have followed with great concern the reports of your imminent withdrawal of Police support for a wide range of community events and parades. I spoke to you personally prior to your recent meeting with Harrogate Borough Councillors and I have also discussed the matter in more detail with Chief Superintendent Ali Higgins, who subsequently attended the Harrogate Borough Council Scrutiny Committee Meeting on the subject.*

*Without going into the technical details of the relevant legislation, I have to say on behalf of the local business community, that we feel your apparent change in policy is damaging relationships between North Yorkshire Police, the voluntary community and the local business community. We all depend upon a variety of events and parades to maintain a strong community spirit and to attract large numbers of visitors to the Harrogate District.*

*When we see at the same time press headlines that "Police Chief aims to put Force at the heard of the community", we have to ask you to re-think your recent interpretation of your responsibilities. In our experience it is neither effective nor economical to ask the local authority to organise contractors to control traffic for the relatively short period that is required for our community events and parades.*

*We have to question what are you trying to achieve? You are alienating a large part of the local community in terms of voluntary organisations and business groups, who feel that your policy is unwise in the light of the substantial increases in precept demanded by the North Yorkshire Police Authority via the Council Tax in recent years. This is the one opportunity for you to put something back into the community and yet you refuse to do so. We urge you to re-consider your policy and come out publicly when you have done so."*

Copies were sent to the Leader of the Council and Leader of the Opposition Group, as well as to the two Councillors leading the campaign, Philip Broadbank and Caroline Bayliss.

Philip confirmed that it appeared the attitude was softening with more flexibility now being shown. He hoped to report a positive result within a few months. However policing of events this year was still in doubt.

## **Harrogate College**

Harrogate College will join with Hull College of Further Education, who are keen to have a dialogue with the business community.

Would any members interested in the work of Harrogate College and what they do, or don't do, for the business community, or with knowledge of higher education, get in touch with the Secretariat. We urgently need some informed representation at a meeting they requested.

## **Harrogate Town Centre Map**

Robert Whiteley reported back on behalf of Simon Cotton, Chairman of Destination Harrogate Hotels Group who had been researching the options for a better quality town centre map for visitors, including a smaller scale map showing the location of out of town venues and visitor attractions.

Brian Dunsby asked members if they had strong feelings for or against Harrogate Chamber becoming involved in assisting in the preparation of the map, to let the Secretariat know as soon as possible. Anyone with experience of such a project who would like to offer advice, please contact the Secretariat.

## **FOCUS GROUPS**

### **Traffic & Transport**

Brian Dunsby had recently had the opportunity to use the new **Grand Central Trains** which run from Sunderland, via York to London Kings Cross. It had been a good value service, with very few passengers. Leaving York at 08.22; 14.10 and 19.06.

Harrogate Chamber has been in correspondence with the providers, National Express, Hull Trains and Grand Central, on their aspirations to run services from London to Harrogate via York, which we are strongly supporting.

### **New Harrogate to York Bus Service**

The new X54 bus service between Harrogate and York is aimed at leisure travellers outside of peak travelling times. The Chamber has urged Harrogate & District Travel to add earlier and later services for commuters between York and Harrogate and villages in between.

### **Leeds Bradford International Airport**

Noted adverse comments in the Yorkshire Post criticising customer care standards at the Airport, which Brian Dunsby has previously taken up at regular Airport Consultative Committee meetings.

Members with personal experiences with the Airport's services, good or bad, please e-mail to the Secretariat.

## **SCAMS & SPAMS**

### **Cartex Ltd**

Following some appeals for help from customers of Cartex Ltd, based in Ripon who mainly sell printer cartridges over the internet, Trading Standards have advised us that the company ceased trading on 4<sup>th</sup> April 2008. Several customers have ended up out of pocket having used a debit card to pay, rather than a credit card, so they are unable to claim back the money spent.

### **DAYASHTON**

A warning has been received from North Yorkshire Police and Trading Standards about a computer company called DAYASHTON who offer computer lessons. Once you sign up the company states it is in financial trouble and asks for financial backing.

If you receive any contact or a request from this company please notify the police on 0845 60 60 247.

## EXTERNAL ORGANISATIONS

### **Yorkshire Forward seeking Board Members**

Yorkshire Forward are looking for new Board Members - three representing business and one representing Trade Unions. Interested members should contact the Secretariat for more details.

### **Community Planning Conference**

A Community Planning Conference organised by the Yorkshire Rural Community Council is being held at Conyngham Hall, Knaresborough on 24<sup>th</sup> June from 09.15 to 13.30 with Isobel Mills, Deputy Regional Director, People, Communities and Local Government.

The half day conference is aimed at officers, members and board members of organisations working with communities in rural Yorkshire. It will show how parish and community led planning can help to establish improved service delivery to rural communities, achieve community engagement and meet LAA indicators.

More information from Yorkshire Rural Community Council Tel: 01904 645271; e-mail [yrcc@yrcc.org.uk](mailto:yrcc@yrcc.org.uk)

### **Leeds Chamber Business Expo**

As part of Leeds Business Week, during 2<sup>nd</sup>-3<sup>rd</sup> June Leeds Chamber is hosting a Business Expo at Leeds Town Hall to showcase all that Leeds has to offer.

Entry is FREE and visitors can attend either one or both days of the exhibition, although pre-registration is advisable which can be done online at [www.leedschamber.co.uk](http://www.leedschamber.co.uk) or through Leeds Chamber's events team on 0113 247 0000.

## NEW MEMBERS

### **Roberts Financial Planning Ltd (Financial Planning)**

Andrew Roberts, Director

8 York Place, Knaresborough, HG5 0AA

Tel: 01423 797100 Fax: 01423 797111

E-mail: [andrew.roberts@sjpp.co.uk](mailto:andrew.roberts@sjpp.co.uk)

Web site: [www.robertssjp.co.uk](http://www.robertssjp.co.uk)

### **Yorkshire Cancer Research**

(Regional Research Charity)

Clair Challenor-Chadwick, Fundraising Team Manager

39 East Parade, Harrogate, HG1 5LQ

Tel: 01423 877210 E-mail: [clair@ycr.org.uk](mailto:clair@ycr.org.uk)

Web site: [www.ycr.org.uk](http://www.ycr.org.uk)

## THANKS TO HOTEL DU VIN

Many thanks to General Manager, Nick Lawson and staff at Hotel du Vin for hosting the meeting and AGM. We were once again able to enjoy pre-meeting refreshments al fresco in the Courtyard.

For more information on the Hotel du Vin and their Bistro and meeting facilities go to: [www.hotelduvin.com](http://www.hotelduvin.com) or ring Ashleigh Burns, Events Manager on 01423 856800

## BUSINESS BRIEFINGS

### **New Legislation for businesses dealing with consumers**

North Yorkshire County Council Trading Standards and Regulatory Services would like to make businesses aware that the Department for Business, Enterprise and Regulatory Reform (BERR) (formally the DTI) are introducing new Consumer Protection Regulations.

They are designed to protect consumers and honest businesses from "rogue traders" but they will affect any business that deals direct with consumers.

The Consumer Protection from Unfair Trading Regulations will be coming into force on 26th May 2008. Many detailed rules around trade descriptions and misleading price indications are being replaced with a general ban on unfair trading.

BERR have produced a basic guide for business which gives details of the changes. This can be downloaded from their website on the following link: [www.berr.gov.uk/files/file46035.pdf](http://www.berr.gov.uk/files/file46035.pdf)

For further advice contact North Yorkshire Trading Standards Tel: 01609 534868 Fax: 01609 776349

E-mail: [business.advice@northyorks.gov.uk](mailto:business.advice@northyorks.gov.uk)

### **Child Employment Guidelines**

Any employer who allows a child of school age to work, without first obtaining a permit, is breaking the law and could be prosecuted.

Children up to 17 can work on a part time basis, but there are restrictions depending on their age, on the number of hours they can work and the type of employment. They all now need Work Permits.

A permit is also required for out of school activities along with a NYCC approved chaperone. Full details at: [www.northyorks.gov.uk/index.aspx?articleid=2978](http://www.northyorks.gov.uk/index.aspx?articleid=2978)

### **Free access to public sector contracts**

A free trial run from 1<sup>st</sup> May until 31<sup>st</sup> July allows new registrants to gain free access to public sector contracts valued under £100,000 for the UK and Northern Ireland.

The free trial is part of the Department for Business, Enterprise and Regulatory Reform's Enterprise Strategy released in March, which outlined new measures to increase the amount of government business that is won by small firms.

Full details at [www.supply2.gov.uk](http://www.supply2.gov.uk)

### **Website Link Scam**

A member reported receiving several e-mails saying they had visited the member's website and asking for one-way linking with their website, which would increase the user traffic to the website. Members are advised not to respond to these e-mails and delete on receipt.

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

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