



**FUTURE
MEETINGS**

17.30 for
18.00 start

2008

13 October

St George Hotel

10 November

Crown Hotel

8 December

Holiday Inn

2009

12 January

9 February

9 March

REVIEW September 2008

Review of Chamber Meeting + News Update

CHARITIES HELPING BUSINESS?

- Local charities outline the benefits for businesses who help them help others
- Corporate social responsibility – how to improve your image and team building
- Do some of your employees have caring responsibilities that affect their work?
- Two local charities offer businesses a wide range of packaging services
- NEW Grass Roots Grants to help small local voluntary and community groups

HARROGATE DISTRICT NEWS

- Local Development Framework – Chamber objects to western development
- New Planning Application from TESCO still creates traffic safety problems
- Harrogate Library due for major upgrade by North Yorkshire County Council
- Royal Mail delivery problems continue – with many items surcharged £1.

MEMBERS' NEWS & EVENTS

- Retailer's Forum rallying call for extra sponsors for Christmas Lights
- Promoting Harrogate Group going from strength to strength + ATP support
- Car-free Day – 24th September – FREE bus travel if you register on-line
- Helpful FREE seminars offered by several members in September and October
- Yorkshire Business Forward "Going Global" event at YEC on 30th September
- Yorkshire Business Market – did you see the 25% early-bird offer last month?

Future Meetings

Monday, 13th October, St George Hotel, Ripon Road, Harrogate – 17.30 for 18.00

Website Development & Internet Marketing

Presentations by: **Peter Van Zelst** of Specialist Online Marketing
and **Leigh Woolard** of Optima Semper

Monday, 10th November - Crown Hotel, Crown Place, Harrogate - 17.30 for 18.00

Coaching & Mentoring

- growing your business with the benefit of experience

Presentations by: **Rob Northfield** of 2inspire and **Jo Murphy** of Catalyst PM Ltd

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

CHARITY EVENING

Representatives from four local charities, who are members of Harrogate Chamber, presented an insight into what their work involves and highlighted the multitude of benefits other member companies can gain from supporting a local charity.

Carers' Resource

Anne Smyth, Director of Carers' Resource outlined their support system for Carers - the unpaid, unsung heroes of any society, which Harrogate is richly blessed with. Carers range from someone looking after a newborn child with a debilitating disease through to caring for someone with cancer or MS, or looking after frail, elderly relatives.

Who is a carer?

As well as being a husband, wife, father, mother, brother, sister, son or daughter, friend or neighbour, a carer provides unpaid help to someone who could not manage without them due to age, physical or mental illness, addiction or disability.

They can be any age, from any background and it can happen at any time - suddenly or gradually.

- 1 in 8 adults are carers.
- 1 in 7 of the workforce juggle paid employment with caring responsibility
- 1 in 5 carers are forced to give up work due to caring responsibilities (Carers UK).

Why get involved with Carers' Resource?

- HR welfare resource for your employees and clients
- Improves morale levels and team spirit of personnel by helping the local community
- It looks good for the business to be linked with a charity
- Raises your company's profile with other corporate supporters
- Lets other businesses know they are dealing with an ethical company
- Publicity opportunities

What can you do to help Carers' Resource?

- Choose us as your Charity of the Year
- Buy our corporate Christmas cards
- Organise an event with proceeds going to Carers' Resource
- Make a donation in general or to specific projects
- Donate products and services in kind; give your time and expertise to help us develop
- Become a corporate 'Friend' of Carers' Resource
- Set up a payroll giving scheme
- Organise a dress-down day, run a marathon or a quiz night to raise funds

Anne Smyth, Director, The Carers' Resource
11 North Park Road, Harrogate, HG4 1EY
Tel: 01423 500555
Email: director@carersresource.org
Website: www.carersresource.org

Disability Action Yorkshire

Jackie Snape, Director of Disability Action Yorkshire began by saying their organisation was established in 1937 and was previously known as the Yorkshire Association for Disabled people. It is a local charity serving local people.

In 2006 they were awarded Social Enterprise of the Year Yorkshire & The Humber, for the innovative way they went out looking for and earned income, rather than waiting for it to come to them.

What do they do?

- Residential Care
- Home Care
- Employment & Training for Employment
- Training Room Hire
- CRB Umbrella Service

Why do they need your help:

- No government funding
- Reliant on earned income
- More demand for quality services
- Equal Rights

How you can help:

- Use their training room - very reasonably priced!
- Use our CRB Umbrella service

Spot On - what they do:

Jackie focussed on the services of the Disability Action Yorkshire's commercial arm, Spot On, who provide a number of services for local businesses including:

- Packing
- Light assembly
- Fulfilment
- Mailing
- Mail Order

All the work is carried out by local disabled people who are being trained to gain access to the workplace.

What's in it for you?

- Quality service
- Competitive prices
- Income goes towards helping local disabled people

David Wyvil, Director of Platinum Print Ltd, has used Spot On's services over several years and personally endorsed their services saying, "*When Platinum need that extra pair of hands, or dozen, we can always call on Spot On, they are always willing and always available.*"

For further information contact:

Jackie Snape, Director, Disability Action Yorkshire
Unit i4A, Hornbeam Park Oval, Harrogate HG2 8RB

Tel: 01423 855410

E-mail: jackie.snape@da-y.org.uk

Website: www.da-y.org.uk

Kevin Hopkins, Manager, Spot On

Tel: 01423 855420

E-mail: kevin.hopkins@da-y.org.uk

Website: www.spoton-yorkshire.org.uk

Henshaws Yorkshire

Ian Proudler, Fundraising Manager of Henshaws Yorkshire gave a rundown of how Henshaws can work with companies to increase awareness with mutually satisfying results.

Corporate Engagement:

- Reciprocal relationship
- Involve staff, widens outlook; provides team building
- Target driven depending upon the work ethics
- Agreed outcomes should be tangible
- IT MUST BE FUN

VIAT (Visual Impairment Awareness Training):

- Awareness relating to the different eye conditions
- Simulated experience and tasks
- Seeing business environment through different eyes
- Confidence when relating to anyone with a disability
- A sense of their potential
- Possibly, a wish to know more

Corporate Etiquette:

- Staff listen and speak with a visually impaired person
- An invaluable experience for your staff
- Confidence staff can relate to people with a disability
- The chance to take it further – Vocational Pathways
- Breaking down barriers

Vocational Pathways:

- Providing an opportunity for a visually impaired / disabled person to join in your working environment
- Being fully inclusive
- Staff awareness and breaking down barriers
- Helping to realise someone's potential

Corporate Sweet Scheme:

- An outlet for service users' social enterprise skills
- Some Administration
- Helping to raise Funds
- Something to offer your clients
- Appropriate recognition and local PR

Full on Team Building:

- Get a member of staff to jump out of a plane!!
- Send a client down the rapids
- Ask your staff to dress up for a day [and you]
- Lots of opportunities for you to sponsor staff, again and again and again and again.....

Company Benefits:

- Staff Loyalty - employees recognise the importance that you place on inclusivity
- A chance to see your staff perform as a team
- A new way of looking at customer service
- The chance to benefit a local Harrogate based charity
- A different approach to team building

How is this helping?

- Helping to raise annual target of over £350,000
- Building new meaningful relationships

For further information contact:

Ian Proudler, Fundraising Manager,
Henshaws Yorkshire, Henshaws College,
Bogs Lane, Harrogate, HG1 4ED Tel: 01423 814532
E-mail ian.proudler@henshaws.org.uk
Website: www.henshaws.org.uk

Saint Michael's Hospice

Christine Norton, Business Development Manager of Saint Michael's Hospice said they offer quality end of life care for everyone. Their Vision is of a community where everyone gets the care they need to live their last years, months and days with respect and dignity.

Their five year strategy is to double the numbers they touch by 2012 so that more families in our area have access to a choice of quality end of life care when and where they want it. They aim to do this by:

- Expanding existing services
- Introducing new services
- Providing more Expertise

Saint Michael's Hospice Services include:

- Inpatient Unit – specialist and respite care
- Day Therapy - 4 days per week.
- Lymphoedema Care - new clinics planned
- Care in the Community
- New Bereavement Centre
- Specialist education and training.

No charges are made to the patients or their families, This year costs £2.2 million with Government funding of £369,000, hence need support of the community.

Corporate Strategic Giving

- Where is the money going?
- How is it being spent?
- Relevant cause
- Local Beneficiaries
- Fits company ethos / image
- Business/Charity link = win/win situation

What's in it for you?

- Local Recognition – increased profile
- Involvement – progress updates
- Motivated staff
- Staff involvement – teamwork - pride
- Feel-good factor
- Community respect and customer loyalty

Guild of Patrons - new for 2008

- Membership of a select group of 30 Investors/Patrons committed to securing the future of Saint Michael's (have 13 so far!)
- Partnership / Leadership Role
- Unique Marketing Opportunity – public recognition/respect
- Demonstrates Corporate Social Responsibility
- Impact on Community

Patron Commitment

- To provide sustained support of £5,000 per annum for 3 years (Less Corporate Tax Relief)

See Members' Forum (p.6) for details of the 'Network & Nibbles' event on 16th October between 5 and 7 pm.

For Further information contact:

Christine Norton, Business Development Manager,
Saint Michael's Hospice, Crimple House, Hornbeam
Park Avenue, Harrogate HG2 8QL
Tel: 01423 878192
E-mail: cnorton@saintmichaelsospice.org
Website: www.saintmichaelsospice.org

OTHER CHARITY MEMBERS

Also present at the meeting were other local charities and organisations who briefly spoke about their activities. Hopefully, members will be able support this wide variety of organisations in some way.

Paperworks

Damien Handslip, Manager of Paperworks said their services were similar to those offered by Spot On, working with people with learning disabilities or who are recovering from long term illness, etc. and providing them with work preparation training, at the same time providing services for local companies.

Paperworks are currently looking for a Trustee with a background in recruitment or training, who can offer about 3 or 4 hours of their time each month.

They are also offering members a **free employee** for a month! Full support will be offered to help deal with the individual's specific needs and abilities. Finally, Damien offered a challenge to members - Paperworks will carry out your regular mail shot for the same price you currently pay for postage and envelopes.

Further information from:

Damien Handslip, Manager, Paperworks

Tel: 01423 816999 E-mail: info@paperworks.org.uk

Website: www.paperworks.org.uk

Harrogate Homeless Project

Brian Turner, Chairman of the Trustees of Harrogate Homeless Project summarised the support offered for homeless people in the area, including the only direct access homeless hostel in the Harrogate District providing 19 beds for homeless people on both long and short term basis. The Project helps to find suitable independent accommodation and works with other agencies, such as Harrogate Alcohol and Drug Agency to help people to move on in their lives.

Although they receive some funding from Government Agencies, they do rely heavily on contributions and donations from individuals and businesses.

Volunteers are always welcome. For example a business may like to provide a team to help with decorating to fulfil their corporate social responsibility.

For further information contact:

Liz Hancock, Manager, Harrogate Homeless Project

Tel: 01423 566900

E-mail: liz.hancock@harrogate-homeless-project.org.uk

Website: www.harrogate-homeless-project.org.uk

Harrogate Council for Voluntary Service

Hazel McGrath, Director for the Harrogate Area Council for Voluntary Service who support the voluntary and community sector in Harrogate. After you have helped all the organisations who have spoken so far, Hazel offered to put you in touch with more than **90 voluntary organisations** in the Harrogate area - if you would like to help some more!

CVS also has a volunteer centre where you or your employees can find out more about the opportunities available, including Team activities.

Contact Hazel on 01423 504074 or cvs@harrogate.org

NEW – “Grass Roots Grants”

Local Voluntary and Community Groups may like to know that the Government has made £130 million of funding available in a ground-breaking scheme called Grass Roots Grants. The funding is available for small local voluntary and community groups funded by the Office of the 3rd Sector in the Cabinet and administered by the Community Development Foundation offering grants between **£250 and £5,000** to support activities that lie at the heart of our local communities.

For more information on the Programme and contacts for local funders and areas covered see www.cdf.org.uk

HARROGATE DISTRICT NEWS

New Planning Application from Tesco

Following rejection of their initial plans for a supermarket at New Park, Tesco have now re-submitted revised plans for a smaller store and held an open exhibition earlier in September. Brian Dunsby has spoken to their Corporate Affairs Manager to express the Chamber's concerns over their traffic arrangements. Apparently vehicular access has not changed since the original application, so their proposal to make a new junction in the wall along Ripon Road remains - directly opposite the Infant School, with a new set of traffic lights being recommended by Harrogate's Planning Officers!

Brian expressed **safety concerns** at this plan because the proposed location of the access to the store is at a bend in the road with poor visibility and he recommended the existing road, Ripon Way, should be used as an access route from Ripon Road for delivery vehicles only, with cars using the Skipton Road entrance.

The Chamber is also pressing for a Park & Ride option to be facilitated using the No. 36 Bus Route, which TESCO have acknowledged the need for.

Please send any agreements, or disagreements, with these suggestions to chiefexec@harrogatechamber.org

Chamber meet new Council Chief Executive

Chamber Management Group members will meet with the new Chief Executive of Harrogate Borough Council, Wallace Sampson, at the next Management Group meeting in November. It is hoped he will be able to attend a future Members' Meeting in 2009.

Plans for Harrogate Library

Harrogate Library is due to be extensively re-furbished and extended at the expense of North Yorkshire County Council. The Manager of the North Yorkshire Library Service wishes to talk to local businesses about their requirements from the Library in terms of reference material, etc. Any members who do make use, or would like to make use of the Library's resources, contact Brian Dunsby at chiefexec@harrogatechamber.org

BBC Documentary - North South Divide

The Chamber has recently been approached by the BBC for input to a documentary on the North-South Divide. We were able to introduce them to several key business people locally, who could comment on how Harrogate compares with the rest of the UK! Members will be advised of the programme's transmission date

Royal Mail Delivery Problems Continue

Members confirmed they are still receiving their post as late as 2.30 in the afternoon. Brian Dunsby drew attention to another problem arising, where mail is not delivered to the recipient, who receives a postcard indicating there is insufficient postage and the balance is requested, **plus a £1 handling charge**. On questioning why so many of these were being received, Brian was advised that as it was now three months since the new posting in proportion was introduced they were now having to enforce the new rates rigorously. However it appears that some surcharges have been incorrect!

Brian asked members to let him know of examples they have encountered with either late deliveries or this new surcharge policy on alleged underpayment.

Dunlop Latex Factory

The recent announcement that the Dunlop Latex manufacturers on the Pannal site had gone into administration does not affect the current planning application for development of the site, because the site had already been sold to Forward Investments, who are still trying to obtain planning permission. The enquiry on the planning appeal at which the Chamber supported the Council policy has been adjourned until October.

Local Development Framework

Harrogate Chamber has formally objected to the Local Development Framework as follows:

"We object in principle to the proposed large scale westward expansion of Harrogate for both business and residential purposes, due to the lack of adequate infrastructure, namely roads, rail, shops, medical services, schools, etc. This is an area of natural beauty that should not be disturbed any further west than the current Cardale Business Park alongside Beckwith Head Road. A modest extension of Cardale Park along the east side of the road would be logical, but not to the west side."

The LDF is being reviewed by a Government Inspector and we are invited to speak at the Public Examination.

Members with an interest in these proposals should contact the Secretariat, as we would welcome any further comments to support our objection from personal experience of working or living in the area proposed for development.

MEMBERSHIP BENEFITS

2009 Meetings Calendar

The draft meetings calendar for next year has been formulated and members are asked to volunteer to speak on relevant topics, which will gain free publicity at the same time as helping fellow members:

January: How to make an exhibition of yourself - practical hints, products and services to make the most of the Business Market and other trade shows.

February: How to improve your business performance and financing your business growth - expected to be focused around the 'credit crunch', how to survive and raise finance to grow in a difficult climate.

March: Promoting Harrogate for Business & Leisure

July: Suggestions welcomed

September: Charity Evening - dependant on feedback from current meeting (which so far is positive!)

October: Marketing Theme - suggestions welcomed

November: Coaching & Mentoring - volunteers needed

Members with experience in these areas, who would like to make a presentation, please contact the Secretariat.

Leeds Chamber Annual Lunch

Members are invited to the Leeds Chamber Annual Lunch on Monday, 29th September from 12.30 - 15.00 at the Queens Hotel, Leeds. Cost £50 plus VAT. Visit www.leedschamber.co.uk for full information

Dinner with Governor of Bank of England

Members are invited to dinner with Mervyn King, the Governor of the Bank of England through Harrogate Chamber's affiliate membership of Leeds Chamber. This is from 18.30 on Tuesday, 21st October 2008 at the Royal Armouries/Saviles in Leeds where the Governor will be making a key speech on the UK's economy.

Cost £35 plus VAT - e-mail the secretariat if you would like to join the Harrogate Chamber party attending this prestigious and unique event.

FOCUS GROUPS

Promoting Harrogate Group

Robert Whiteley was pleased to report that the Promoting Harrogate Group is going from strength with several new members expected to attend the next meeting in October, including the new chair of the **Harrogate Area Tourism Partnership**, John Jagger.

Retailer's Forum

David Horth of Victoria Shopping Centre reported that the Retailer's Forum was expanding and meeting again on 9th September, including several major town centre retailers and smaller stores.

Guests at the meeting would be Rob Molloy of Tetley Electrical and Emily MacDowell of Harrogate Borough Council. Under discussion would be the **Christmas Lights** arrangements for promotion and the switch on, together with the extended trading hours in the town centre in the lead-up to Christmas.

Harrogate Council have agreed to **match funding** of £7,500 towards the Christmas Lights, this now leaves a further £2,000 to be raised amongst town centre retailers and other businesses. If you would like to have **your company's name in lights** for three months over Christmas and be added to the roll of honour contact the Secretariat who can put you in touch with the contractor.

Town Centre Improvements

Robert Whiteley updated members on the progress made towards improving the **pedestrian signage** in the town centre after a long campaign by Granville Simpson to press the Council to take action.

It appears new wayfinder signs to the Harrogate International Centre will be erected soon, hopefully to be followed by more signage to other parts of town.

Traffic & Transport

Robert Whiteley reminded members of a **Car Free Day** on **24th September** when free bus travel will be provided by Harrogate & District Travel for those who log onto their website for free tickets - go to: www.harrogateandidistrict.co.uk

Robert asked members to encourage their employees to think about how they travel to work and support the Car Free Day, be it car share, public transport, cycling or walking. The value will be in the feedback afterwards on how easy you found it to use public transport and what more can be done to improve the system.

Brian Dunsby added that although free leisure travel is being encouraged for the over 60's, those who need to travel to work every day have to pay a lot. Maybe a free bus service on a circular route from the bus station around the Town Centre to the conference centre etc would be popular with local commuters and shoppers. The obvious problem is who would fund it?

Referring to the town centre traffic flow, Brian drew attention to a website www.vortexjunction.com which suggests a gyratory vortex traffic distribution system ensuring a non-stop flow of vehicles without junctions which could be applied to Harrogate Town Centre. He has forwarded the information on to Harrogate Borough Council's Director of Development Services for consideration.

Brian Haines raised the point about the temporary traffic controls on **Otley Road** causing serious congestion problems. Brian Dunsby offered to forward an e-mail outlining the problems to the appropriate personnel at Harrogate Council. Other members encountering similar problems should write to the Secretariat with their concerns which we can refer to the relevant Officers.

Yorkshire Business Market - 27th April 2009

Members should have received an advance booking form for next year's Yorkshire Business Market in August REVIEW, offering members the opportunity to be amongst the first to book and benefit from a massive 25% discount, if booked and paid by 31st December.

SCAMS & SPAMS

Bogus Water Board Officials

A man purporting to be a Water Board Official is currently operating in the area trying to gain access to people's houses by stating he needs to check the water pressure. Always ask for identification and if this person arrives at your door, call the Police on 0845 60 60 247 (or 999 in an emergency).

Trading Standards Central scam

Beware of a scam e-mail currently circulating from "Trading Standards Central, UK" notifying you that you have been chosen as the recipient of a cash grant donation of £1,000,000 - the big giveaway is the following text - One Million Great British Pound Starlings Only - that is not a typo!

Travelworld Wakefield

Further complaints have been received following phone calls from Travelworld Wakefield asking if you take

holidays overseas. These calls result in you being invited to a presentation - beware, this is likely to be a hard sell timeshare or holiday club promotion.

Reverse Charge Nuisance Calls

A phone scam doing the rounds that appears to be a genuine enquiry, but you can not quite understand what the person is saying, then a recorded announcement cuts in to say you have just been charged £3, or more.

There is a service called 0800 Reverse, which enables companies to make automated reverse charge calls, but the recipient needs to consciously accept the call by saying 'yes'. Be careful you do not say 'yes' to a different question that is then triggered to make a reverse charge call. The best way to deal with it is to hang up straight away.

MEMBERS' FORUM

Network & Nibbles

Saint Michael's Hospice are holding a 'Network & Nibbles' Open Evening at the Hospice on Thursday 16th October between 5.00 and 7.00 pm. Everyone is welcome and Drinks and Canapés will be served, with the Champagne sponsored by Hotel du Vin! The event includes a presentation about the work of Saint Michael's at 6.00pm. RSVP by Monday, 13th October to Christine Norton either by phone on 01423 878190 or email to: cnorton@saintmichaelsospice.org

Evans Easyspace

Davinder Pabial of Evans Easyspace in Harrogate announced their new site at York Business Park, Nether Poppleton was being launched on 12th September by Anne MacIntosh MP. Further information at www.evanseasyspace.com

FREE CPR Posters from Binns-Tomlinson

Binns-Tomlinson Safety Training Services Ltd are supporting the AOFA (Association of First Aiders) in distributing FREE CPR posters for the workplace.

It is recommended that employers display CPR posters next to their first aid kits or next to their Health and Safety at Work posters. The idea behind this is to raise awareness of how to deliver essential life saving skills in the case of cardiac arrest, as early CPR following cardiac arrest can greatly improve the casualty's chance of survival. (CPR = Cardio-pulmonary resuscitation)

Please be aware that this does not replace the mandatory need for a trained First Aider in the workplace. For your FREE poster please ring 01423 551818 or email admin@safetytrainingservicesltd.co.uk

St Aidan's Evening Christmas Fair

St Aidan's is hosting a high quality Christmas Fair on November 11th from 7pm, with a wide variety of local craft and gift businesses exhibiting, demonstrating and selling a fantastic range of 'present' ideas.

'Goody' Bags will be distributed to visitors. St Aidan's are offering businesses the opportunity to **insert a promotional leaflet** at a nominal cost of £10. Please contact Marian Farrar on 0780 706 7662 or email m.farrar@staidans.co.uk for further details.

Investment in Excellence (IIE) 10% discount for members

ECM Connections Ltd is running a 4-day Investment In Excellence programme on October 20th & 21st and November 4th & 5th 2008 at Weetwood Hall, Leeds from 09.00 to 16.30. The cost for the four days is £895 per person (plus VAT) but **Harrogate Chamber members will receive a 10% discount.** To book places contact Tony Swainston, E.C.M. Connections Ltd
Tel: 01423 536307 or 07919 045429
E-mail: tony.swainston@ecmconnections.co.uk
More details at www.ecmconnections.co.uk

DSC FREE Business Builder Seminars

DSC Chartered Accountants' next free business breakfast seminar takes place at The White Hart on Wednesday 24th September between 8 and 10 am. The topic this time is "The Sales Journey". Please call Jenny Purdy on 560547 or email j.purdy@dsc.ca to book.

Berwins Seminars

Three topical free seminars are being held by Berwins in October, for full details contact Sarah Beales at Berwins Solicitors in Harrogate on 01423 542779 or e-mail SarahBeales@berwin.co.uk or see www.berwin.co.uk

Property Forum - 2nd October. Aimed at landlords and tenants in the current difficult property market. Joint with Feather Smailes & Scales, at Pavilions of Harrogate.

Debt Recovery Seminar - various dates and venues.

Working Together - Coming Apart? - 7th October on Agreements between Shareholders, Partners and LLP Members, to be held at Cedar Court Hotel, Harrogate

FUTURE MEETINGS

13th October - Website Development

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

Peter van Zelst of Specialist Online Marketing and Leigh Woolard of Optima Semper will make presentations on:

- Marketing a business internet is more than a website
- 97% of websites are a waste of time and money
- What makes a good website?
- How do you get people to your website?
- Things you should know – some important statistics
- Natural/Organic Search to Promote your business
- Paid (PPC) Search to Promote your business
- Monitor the effectiveness of your internet marketing
- Monitoring and Tracking – 'Your most important tool'

10th November - Coaching & Mentoring

The Crown Hotel, Crown Place, Harrogate, is the venue for the November meeting, returning to the popular Coaching & Mentoring topic focussing on "growing your business with the benefit of experience".

Presentations will be made firstly by **Rob Northfield of 2Inspire** covering:

- Leadership in the 22nd Century
- What will be different?
- How much must we change?
- What is important now that will still hold true then?

This will be followed by an interactive session with **Jo Murphy of Catalyst PM Ltd** who has asked attendees to have in mind one or two issues that they would like to change - a problem they want to resolve, a skill they wish to develop or an issue they want to improve. It can be business or personal, providing it is something they are comfortable discussing openly in this forum.

EXTERNAL ORGANISATIONS

Yorkshire Forward Business Conference

Yorkshire Forward are holding their Business Conference "**Going Global – Exporting - It's easier than you think**" with Sir Alan Sugar as the key speaker, at the Yorkshire Event Centre, Great Yorkshire Showground on Tuesday, 30th September. Reserve a free place by contacting their Events Team on 0113 394 9711/12 events@yorkshire-forward.com

Business Link Yorkshire Seminars

A variety of seminars and workshops are being offered by Business Link Yorkshire ranging from those thinking of starting up or wish to grow their business.

Visit www.businesslinkyorkshire.co.uk for information

NEW MEMBERS

Bluebell Services Ltd (Security/Event Management)

Robert Aspin, Manager
Moor Lane, Arkendale, HG5 0QT
Tel: 01423 340222

Bourne Parking Ltd (Specialist D&B Contractor)

Neil Forrest, Sales Manager
Royal Chambers, Station Parade, Harrogate, HG1 1EP
Tel: 01423 505997 Fax: 01423 507890
E-mail: neil.forrest@bournegroup.eu
Web site: www.bourneparking.co.uk

Bradley TV (Film Production & Creative)

Steve Wright, Business Development Director
The Blue Door, Studio 4,
Green Lane Trading Estate, York, YO30 5PY
Tel: 01904 699544
E-mail: steve@bradley.tv
Web site: www.bradley.tv

HSBC Bank Plc (Personal Banking)

Derek Wellington, Premier Relationship Manager
11 North Street, Wetherby, LS22 6NG
Tel: 08457 404404
E-mail: derekwellington@hsbc.com
Web site: www.hsbc.com

THANKS TO CEDAR COURT HOTEL

The President, Robert Whiteley, thanked Simon Cotton, General Manager and the staff at Cedar Court Hotel for hosting the meeting in their exceptionally comfortable surroundings. If you want to know more about the facilities or to book your Christmas Party at Cedar Court:

Contact: Lyndsey Gibbs at Cedar Court Hotel
Tel: 858585 E-mail cedarcourt@bestwestern.co.uk
Website: www.cedarcourthotels.co.uk

BUSINESS BRIEFINGS

Company name display rules change

New laws will come into force in October that govern the display of company names at premises. The Companies (Trading Disclosures) Regulations 2008 are effective as of 1st October this year and will mean that companies will have to display their registered name at their registered office and their inspection place, as well as any place where a company carries on business.

Registered names must be displayed in a position where they can be easily seen by visitors. Furthermore, a company's registered name, number, place of registration and registered office address must be displayed on business letters, e-mails, websites and other documentation. See www.out-law.com/page-9419

View the Regulations in full at:
www.opsi.gov.uk/si/si2008/uksi_20080495_en_1

View guidance from Companies House at:
www.companieshouse.gov.uk/companiesAct/implementations/oct2008.shtml

TUPE guidance by ICO

The Information Commissioner's Office (ICO) has issued guidance to help businesses comply with the Data Protection Act 1998 when providing information about their employees under the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE).

The Regulations ensure an employee's terms and conditions of employment are kept when the business they work for is bought out, merged or acquired by another business. The transfer of details such as contracted hours and holiday entitlement are required by the new employer, and this transfer is a legal requirement so cannot be prevented by the Data Protection Act. The guidance seeks to clarify the role of both parties as regards data protection.

Read more at: www.out-law.com/page-9166

Access the guidance at:
www.ico.gov.uk/upload/documents/library/data_protection/practical_application/gpn_disclosure_employee_info

Business financial health calculator

The UK Insolvency Helpline website has a financial calculator which helps business owners assess whether they have enough assets to cover their liabilities. It is simple to use and provides the user with a current payments received ratio. View the calculator at:

www.insolvencyhelpline.co.uk/interactive-tools/financial-health-calc.php

New FREE Directory Enquiries

A new FREE Directory Enquiries service has been set up at 0800 100 100 - the only drawback is you have to listen to the sponsor's messages first before you get the number you require!

Guidance on working from home

HM Revenue & Customs has issued updated guidance clarifying what allowable home costs self-employed people can claim against their business. The guidance allows for an apportionment of a range of household costs, such as cleaning, mortgage interest, council tax and home insurance, if an area of their home is used solely for business purposes, for an identifiable amount of time. View updated guidance at:

www.hmrc.gov.uk/manuals/bimmanual/BIM47825.htm

Rules on bar and restaurant workers' tips

An Employment Appeal Tribunal judge has ruled that employers have to pay their staff the minimum wage, regardless of any tips, so long as the tips, gratuities or service charges are not paid directly through the employer's payroll.

HMRC argued that independent tips distribution schemes do not count towards the National Minimum Wage. The judge ruled in favour of HMRC and determined that the sums distributed to employees via an independent troncmaster (an independent tips distribution scheme) are not paid by the employer for the purposes of being included in any NMW calculation.

Read more at: <http://nds.coi.gov.uk/Content/Detail.asp?ReleaseID=370654&NewsAreaID=2>

Help with food safety for small business

Information designed to help small catering businesses implement safer practices into their businesses is available from the Food Standards Agency.

Safer Food, better business (SFBB) packs explaining the Agency's food hygiene management programme are already being used by small businesses across the UK to help them improve food safety, through safe preparation, handling and storage of food, and to comply with food legislation. The information is available on DVD in 16 languages and you can download from: www.sfbtraining.co.uk. See www.foodstandards.gov.uk/news/newsarchive/2008/jun/sfbbonline

Migrant worker website

HSE's website has a useful section for migrant workers and businesses employing such workers. Information can be translated into a number of languages including Polish, Chinese, Czech and Romanian.

Go to: www.hse.gov.uk/migrantworkers/index.htm

Online business tips and reports

Speedie Consulting offers free guides that can help small business owners build their online business. The guides cover a range of topics including affiliate marketing, RSS marketing and link building tips.

More at: www.speedieconsulting.co.uk/courses.shtml

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