



# REVIEW

February  
2009

## FUTURE MEETINGS

17.30 networking  
18.15 start

9 March

Cedar Court  
Hotel

6 April

Cairn Hotel

27 April

YORKSHIRE  
BUSINESS  
MARKET  
(12.00 - 18.00)

Pavilions of  
Harrogate

11 May

AGM

Hotel du Vin

8 June

Majestic Hotel

13 July

White Hart Hotel

## Review of Chamber Meeting + News Update

### HOW TO SURVIVE IN A RECESSION

- Cash flow control – practical pointers for ensuring good credit control
- What has caused the current recession – three fundamental trends?
- Who is responsible – the Government, the Banks or the general population?
- How will you cope with challenges and opportunities in a post-recession world?
- Lessons from the 70's – how did businesses cope with the last recession?
- Real help for businesses now – how to access sound advice and new funding

### HARROGATE DISTRICT NEWS

- Government Inspector approves the Council's Core Strategy – with changes
- Key finding is that new housing is to be on brown-field sites not green-field
- Existing employment sites to be protected from housing development
- Chamber Executive meets Council Officers for wide-ranging policy review
- Office of Rail Regulation are minded to refuse bid for Harrogate-London Trains

### MEMBERS NEWS & BENEFITS

- Yorkshire Business Market is filling up rapidly – discount ends on 28<sup>th</sup> February
- Business to Business Promotion Mailing – a chance to reach 7,000 local firms!
- NEW Harrogate Town & District Map now available FREE – sample enclosed
- Ackrill Business Awards & Destination Harrogate Hospitality Awards close soon
- Christmas Lights – new Working Group needs many prizes for Tombola please

## Future Meetings

**Monday, 9 March** - Cedar Court Hotel, Park Parade, Harrogate - 17.30 for 18.15

### **Promoting Harrogate for Business & Leisure**

Updates from the Area Tourism Partnership, HIC/TIC, HIF, LBIA & Focus Group

**Monday, 6th April** - Cairn Hotel, Ripon Road, Harrogate - 17.30 for 18.00

### **Business Networking Safari + Buffet**

**Chamber members only - limited capacity – pre-booking essential**

Attendance FREE for one representative per company; £10 for second representative.

## 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

## CASH FLOW CONTROL

Ben Binks of Credit Control Services gave members these key points to help with credit control:

- 1) Contact the customer. The best way is via telephone if possible. This needs to be done more regularly but more importantly in the correct way. Remember you have provided goods or a service so your customer should be "Happy to pay". Be polite and persistent as being argumentative is likely to heat the situation and is then a way for a debtor to hang up and avoid you (even though they owe you the money).
- 2) You have to ensure that your own paperwork is in order. Mainly to provide as proof for any disputes but also in case you need to proceed with legal action for non payment (which can reduce your legal costs). It is surprising how many clients I have worked with that don't have the correct address, contact and even company name. Remember this type of error such as a typo is something not down to the customer but is a way for them to delay your payment.
- 3) When queries arise, deal with them as soon as is possible. Act accordingly and apologise for the error even if you know deep down someone is delaying things. Once dealt with contact again to follow up as a payment should be in process. Be aware that some customers stalling payments will use a query to delay things. It's about identifying these early and dealing in the correct manner.
- 4) Understand your customers. How do they pay? When do they pay? Who authorizes payment? Also look at things from a different angle, who are your good customers and who are your bad? Effective credit management can help you do this. Work with and continue developing the relationship with the good and stop working with the bad.
- 5) Following on from point 4 – In these difficult times many businesses are struggling for "cash". Important decisions have to be made taking into account various factors. Do you take immediate legal action to recover the money? Do you allow additional time? Do you place their account on hold? Do you continue service?
- 6) You have to monitor each account accordingly and work with the good customers but be aware and effectively deal with un-cooperative non-paying customers wasting your time, raising insufficient queries avoiding your calls costing you even more money.

There are ways to work together but in some circumstances this is not possible. Remember the legal system is there for a reason but is something that should be used as a last resort.

For more information or further help please contact:

**Ben Binks at Credit Control Services by e-mail [ben@credit-control-services.co.uk](mailto:ben@credit-control-services.co.uk) or visit the website [www.credit-control-services.co.uk](http://www.credit-control-services.co.uk)**

## THE WORLD AFTER RECESSION?

Simon Pease, DSC Chartered Accountants' Managing Partner, spoke eloquently about some of the causes of, and opportunities arising from, the current recession.

Ziv Navoth (Verve Management Consulting) identifies **three trends that he believes will be fundamental to the way we work, live and play in the future:**

1. Low birth rates are causing rapidly declining indigenous populations in the UK and the rest of the developed world – this is suicide for our businesses and economies because without young people coming into our businesses, there's no economy to support us.
2. The only growing part of the population in the developed world is the over 50s. Without enough young people working and paying taxes, where will the money come from to provide pensions and healthcare for the old?
3. Knowledge is rapidly becoming instantaneously mobile all over the world - the cost of hardware, the cost of bandwidth and the cost of data storage are all being driven down to virtually zero. This means that an increasingly large proportion of the world's population, including those in developing countries, will have access to that instantaneously available knowledge. There will be no need for engineers, doctors, even accountants, to come to the UK to train and work – they are increasingly able to do so from within their own countries.

**How have we reached this point? We've lived far beyond our means for far too long:**

**The government** - in 2007, the interest alone on UK government spending was running at 5% of the national debt. This was before the recent massive bank bail outs, the costs of which are spiralling rapidly upwards.

**The general population** - as long ago as June 2005, The Economist wrote "*the worldwide rise in house prices is the biggest speculative bubble in history. Prepare for the economic pain when it pops*" and "*the housing boom was fun while it lasted, but the biggest increase in wealth in history was largely an illusion*". This was before yet another two years of rapid house price growth. The result is that people have been relying on the equity in their houses funding their retirement, and haven't bothered saving separately for a proper pension.

**The culture of debt** - instead of saving for luxury items, the UK have got into the habit of paying for everything on credit and assuming this was a perfectly acceptable way to live – after all, everybody else was doing it.

All of this points to the likelihood of it being an L-shaped recession. Even when the economy starts to recover, there won't now be a rush to start spending again. Negative equity, the almost certain rise in taxes to fund the national debt, the necessity of making proper personal pension arrangements – all of these things will mean that a significant upturn will not happen fast.

**Challenges and Opportunities in the new Post-Recession World:**

**How can you increase income?** There are now plenty of opportunities for acquiring lucrative passive income streams. So if you have funds available, now is the time

to look at investing in property and equities, or buying up competitors (who may be in desperate need of cash).

**How are you going to be more profitable?** During the good times, business owners come up with fantastic ideas for improving their business – their only problem is a failure to implement. During recession, grasp the opportunity to take those same actions – when the stakes are high, change can suddenly be appealing.

**How are you going to find enough people** to work in your business? It will be more important than ever to be a good employer, appealing to the best people in the market. Flexibility will be key e.g. with the population growing progressively older, look at tapping in to the skills and experience of the older age group.

**How are you going to grow your business?** The over 50s is the largest segment of the market, and probably with the greatest source of available income – target your products and services toward them.

**How are you going to respond to the great knowledge migration?** Welcome immigration – the UK needs people with the skills and motivation to work in our businesses to help them grow, to spend in our economy, and to pay the taxes necessary to deal with our massive debt and help to provide for the future.

Those are some of the many challenges that face us during the recession and beyond. Our success or otherwise will depend on our ability to grasp the opportunity to change.

**For further advice on how you can survive the recession, or if you would like a FREE meeting to complete an anti-recession checklist, contact:**

**Jenny Purdy, DSC Chartered Accountants**  
Tel: 01423 560547 Email: [j.purdy@dscga.com](mailto:j.purdy@dscga.com)  
Website: [www.dscga.com](http://www.dscga.com)

*NOTE: Chamber President Robert Whiteley wrote and complimented Simon on his excellent presentation, saying this was the first time that he had heard so well presented some of the issues he raised, particularly in regard to demographics. This was probably because our politicians do not want to have a public debate about a future pension crisis or the need for immigrant labour.*

## LESSONS FROM THE 70's

Granville Simpson, Past President of Harrogate Chamber and owner of The Rocking Horse specialist toy shop in Westminster Arcade, shared his personal experiences in the 1970's trading downturn, from which parallels can be made and lessons drawn.

In the early 1970's Granville was a buyer/manager for a very large city centre department store covering some 350,000 sq. ft. and employing over 500 staff. As short time working became the norm in industry and he saw trading levels shrinking they set about some radical thinking to preserve their business.

The first step was to redefine company policy. They did not intend to go the discount route, as most in the high street appeared to do, they had something to offer that was different - their service, products and quality shopping environment. They stayed profitable by:

- 1) Maintaining high standards of service levels.
- 2) Looking for ways to cut energy use.
- 3) Looking for adaptability within the current workforce to achieve savings.
- 4) Finding out how best to improve what they offer.

They engaged all staff in various workshops encouraging them to think how best they could survive the difficult times. This worked well with a proliferation of ideas coming forward. No-one, from directors to cleaners, were keen on losing their bonus.

The old saying "make do and mend" was brought back into their thinking. Everyone sought to outdo others in finding cost cutting methods in their own departments. Simple things like turning off lights in stockrooms and corridors whilst unoccupied and cutting out internal written communications and resorting to the spoken word. Quick, decisive and cheap.

Careful analysis was carried out as to the top 100 best selling lines and the top 100 most profitable lines. Every department extending this approach through to stock control and inventory.

This may sound rudimentary but at the time they learnt a lot. Some of the most treasured volume ranges became questionable, and as buyer/managers they were the decision makers – no need for referral to the committee, directors etc. – they just did it!

These clear working practices were quite zealously pursued and for a time it seemed to be working well and no redundancies were made. Then the three day working week came in. Fuel for power stations was in short supply, resulting in no power on random days often lasting several hours.

At least manufacturing (although hit badly) could work round the down days by maximising the days they had power. Retailers could hardly tell the customers you can only come in on certain days and on those days you must spend heavily for we may not be open tomorrow!

The answer was the Showman's Guild of Great Britain - fairground operators! They borrowed festoons of fairground lights along with lorry mounted generators and a showman to work them. The 500 volt system was strung throughout the store covering all four floors.

Taking control in this way meant the generators were switched on when power was lost and trading could continue. As a result the company prospered – and the staff got their bonuses. Not as generous as in past years, but they all kept their jobs.

Granville now runs his own micro business, and is again applying the same lessons from the 70's to his business. The make do and mend thinking is still at the forefront of how he operates. Undertaking an ongoing analysis of his inventory mix and stock levels and keeping his fixed overheads fixed. Granville examines the theory of what needs to happen – has a jolly good argument with himself and then does it!

If you would like to discuss any aspects of Town Centre retailing you can contact Granville at:

**The Rocking Horse, Westminster Arcade, Harrogate,**  
Tel: 01423 566718 (Closed Mondays)  
E-mail: [GranvilleSimpson@btinternet.com](mailto:GranvilleSimpson@btinternet.com)

## BUSINESS LINK HEALTH CHECK

Don Cartlidge of Business Link Yorkshire informed members of Financial Health Check that Business Link is offering to undertake with the option to bring experts in specific areas to help develop your business. The Financial Health Check is undertaken by professional accountants up to a value of £2,000. To be eligible you need to have been trading for over a year, employ staff and be viable and have an impact on the local economy.

**For more information contact Business Link Yorkshire Tel: 08456 048 048 to speak to an adviser, or visit [www.businesslinkyorkshire.co.uk](http://www.businesslinkyorkshire.co.uk)**

Stuart Pearson of The Trinity Foundation related his experience of going bust in 1984. He urged members not to “put their head in the sand” instead of having a business health check. Look at your cash flow and think of ways of doing things differently - ask clients to pay in advance. Stuart reiterated what is becoming a regular phrase at Chamber meetings - **Cash is King!**

## REAL HELP FOR BUSINESS NOW

Brian Dunsby pointed members to the national Business Link site [www.businesslink.gov.uk](http://www.businesslink.gov.uk). Click on the link for **Real Help for your Business Now**. You can find a wealth of information and online checks you can undertake for your business. This comprehensive digest covers a range of measures addressing the cash flow, credit and investment needs of small and medium businesses, including loan guarantees and a new Enterprise Fund aimed at helping companies struggling to access finance for working capital and investment

## HARROGATE DISTRICT NEWS

### Harrogate District Core Strategy – Government Inspector’s Report

Harrogate Chamber Management Group member, Murray Trantor of Trantel Ltd, reported to the meeting on the Government Inspector’s Report on the Harrogate District Core Strategy.

#### Background

- Harrogate District Council are obliged by Government to produce a number of planning documents which together form the Local Development Framework.
- One of the most important documents in this series is the Core Strategy which is meant to provide a planning framework for the District up to 2023.
- This Core Strategy was examined by the Inspector for “soundness” in the spring of 2008 but certain aspects surrounding the earmarking of areas for growth were questioned and the Council were asked to do more work to support their initial conclusions.
- The Council did this work and issued a further document which largely supported their original intentions.
- This document, along with the original submission and some 5000 comments resulting from the consultation phase, was examined at a three day hearing chaired by the Inspector and held at HIC in October 2008. The Inspector’s 54 page report was

recently published by the Council and is available to download from their website [www.harrogate.gov.uk](http://www.harrogate.gov.uk)

#### Outcome

- The report concluded that the Council strategy was sound provided 15 pages of changes were made!
- The major findings are:
  - 70% of new housing to be built on previously developed land.
  - Council’s strategy of 3 large housing development sites on Otley Road, Penny Pot Lane and Manse Farm, East Knarborough not supported
  - A wide area to the West of Harrogate and East of Knarborough supported but also small scale developments on the edge of built up areas elsewhere in the town, including Pannal, provided they are proved sustainable
  - Eco town at Deighton Grange not supported
  - Development along the Southern by pass not supported because of Green Belt issues and isolation of communities
  - Council’s view that new employment land should be within the Areas of Search for Growth not supported – to continue with existing priority categories
  - Council view on the relocation of Harrogate Rugby Club and Harrogate Town FC criticized – not enough consideration given to other possible sites and to the needs of the wider District – HRUFC will now need to look for another new site
- The Inspector’s findings are binding on the Council with no further debate allowed
- The revised Strategy has been passed unanimously by the Council Cabinet Meeting and is expected to be approved at the full Council meeting on 11 February

#### Next Steps

- Although there is a previous version out for consultation, the next document to be issued in the series should be a Site Allocation (Homes and Jobs) document which will earmark specific areas of land for further housing and employment. This may also outline land allocation for recreational purposes.

#### Further information from Murray Trantor, Trantel Ltd

Tel: 01423 872884 e-mail: [murray.trantor@trantel.co.uk](mailto:murray.trantor@trantel.co.uk)

#### Harrogate Chamber meetings with Council

Brian Dunsby highlighted the many topics that were covered in recent meetings between Chamber Executive members and senior Council Officers from key departments, including: Harrogate Trains; Tesco application; Highways developments; Leeds City Region; Cycling on The Stray, Current Planning Applications; A resurgence in ‘A’ Board enforcement; Core Strategy; Bus/Rail Interchange; Christmas Lights, Concessionary Bus Travel; Parking Charges; Procurement Policy; local Economic Situation; Property Statistics, Unemployment figures; Business Link; etc.

Members with concerns or interests in any of the above subjects, or any other issues they may want to be raised at Council level, should contact Chamber Chief Executive Brian Dunsby on 01423 879208 or send an e-mail to [chiefexec@harrogatechamber.org](mailto:chiefexec@harrogatechamber.org)

## **Bank of England**

Brian Dunsby attended an evening reception at the Bank of England in Leeds during January and heard Paul Fullerton, the Bank's Agent for North Yorkshire outline the current economic position.

Paul outlined four main actions going forward: Monetary Policy - interest rates have been lowered; Fiscal Policy has been acted upon; Exchange Rates have changed and the Inflation Rate is falling, boosting income. All these factors will help to stimulate the UK economy but may take a year or more to work through!

## **MEMBERSHIP BENEFITS**

### **Business to Business Promotion 2009**

**Last call** for inserts in the annual Business to Business mailing due for despatch in March. If you would like your leaflet in the mailing we need to know by 28<sup>th</sup> February. If you want to supply more products or services to new businesses in North and West Yorkshire - this is the ideal promotional opportunity for you.

We can send your business promotion leaflets very economically to 7,000 businesses of all types on our validated database covering Harrogate and beyond into North, West and South Yorkshire – from about 5 pence each - one fifth of the cost of the postage alone – with no labour cost! See enclosed leaflet – act now!

Strict limit on number of inserts. **Closing 28<sup>th</sup> February.**

### **Ackrill Business Awards**

Nominations have closed for the Ackrill Media Group Business Awards, but there is still time to book a table or places at the Gala Awards Dinner on 26<sup>th</sup> March 2009 at the Harrogate International Centre. Harrogate Chamber is sponsoring the Small Business of the Year Category.

Tickets are £60 each - to book your place contact Ginny Long on 01423 707402 or e-mail: [ginny.long@ypn.co.uk](mailto:ginny.long@ypn.co.uk)

### **Hospitality & Tourism Awards**

There is still time to nominate for Harrogate's Hospitality & Tourism Awards 2009 launched by Destination Harrogate last month. Closing date for nominations is 31<sup>st</sup> March 2009 with a Gala Dinner being held on 1<sup>st</sup> June 2009 at the Royal Hall. Harrogate Chamber is sponsoring the Harrogate Ambassador Category.

**Full details at** [www.destinationharrogate.co.uk](http://www.destinationharrogate.co.uk)

### **York & North Yorkshire Chamber Dinner**

The York & North Yorkshire Chamber of Commerce Annual Dinner will be held on 19<sup>th</sup> March at the National Railway Museum, York. Gerald Ratner will be the guest speaker. Tickets are on sale at £69.00 per person, or tables of 10 can be booked. Full details at [www.ynycc.com](http://www.ynycc.com) or telephone 01904 567838.

### **Harrogate Chamber Renewals 2009/10**

Membership renewal invoices will be sent out early March and if your company accounting system requires a Purchase Order please send this to [info@harrogatechamber.org](mailto:info@harrogatechamber.org) by 27<sup>th</sup> February.

If you have a separate accounting address to send the invoice to, please send details by the end of February.

## **YORKSHIRE BUSINESS MARKET 27<sup>th</sup> APRIL 2009**

Bookings are pouring in for the Yorkshire Business Market and members are reminded this is their last chance to **benefit from 15% discount**. This opportunity will end on 28<sup>th</sup> February. Over one hundred exhibition spaces have already been booked and with about 2,000 visitors expected this year, it is going to be THE business networking event not to miss. Display spaces are still available for as little as £200 for the day!

Visit [www.yorkshirebusinessmarket.org](http://www.yorkshirebusinessmarket.org) for full details including a list of Exhibitors that is being updated daily.

If you aren't exhibiting, don't forget to register yourself online as a visitor for FREE admission, so you can avoid the usual non-registered visitor queues.

The Ackrill Media Group and Yorkshire Post discounted advertising features are available to all Chamber members with prices starting from as little as £30. E-mail to [info@harrogatechamber.org](mailto:info@harrogatechamber.org) for more information - make sure you **keep your company name in the spotlight** in these challenging times!

## **FOCUS GROUPS**

### **Promoting Harrogate**

#### **Harrogate Town Map**

The long-awaited Harrogate Town Map is now available for FREE distribution to business and leisure visitors.

This map is the culmination of efforts by Destination Harrogate, Harrogate International Centre, Harrogate Chamber and St Aidan's School to see this project fulfilled, despite several major obstacles being put in the way. 200,000 copies have been printed in this first run, with a further print run expected in due course.

A sample copy is enclosed in this REVIEW together with a booking form to order some for your business needs. The maps will be available for collection from the next Chamber meeting on Monday 9<sup>th</sup> March. *(We do not deliver – and pads of 100 maps are too heavy to post!!)*

#### **Conference Bureau**

Following the last Promoting Harrogate Group meeting in January, we understand that advanced negotiations are underway with Leeds City Region for Harrogate to be served by their Conference Bureau, which will result in all relevant event enquiries being passed on to Harrogate venues. Members whose business involves attracting or supporting conference or corporate events in Harrogate should contact Brian Dunsby at Harrogate Chamber or Simon Cotton at Cedar Court Hotel.

#### **Christmas Lights**

A working group is being set up comprising members of Harrogate Council, Harrogate Chamber, the Retailers Forum, Harrogate College, Harrogate Lions and Stray FM to plan the way ahead for 2009 Christmas Lights.

Harrogate Chamber hopes to be able to contribute to the Lights with funding from the Yorkshire Business Market surplus. At this year's Business Market, Harrogate Lions have agreed to run a Tombola throughout the afternoon, to help raise funds towards the Christmas Lights. Prizes will be requested from all Chamber Members shortly.

## **Town Centre Pedestrian Signage**

Following Granville Simpson's determined efforts to improve the pedestrian signage in the town centre, a detailed walk-about has taken place with Council Officers to identify what signs are needed. If you notice any areas of town that are not adequately signposted, please send an e-mail to the Secretariat with details.

## **Traffic & Transport**

Brian Dunsby reported the very disappointing news that the Office of Rail Regulation "*were minded to refuse*" the bid by First Hull Trains to run a direct rail service between Harrogate and London Kings Cross. They favoured the new services proposed from Bradford.

Detailed study of their Consultant Report showed that they had taken no account of our substantial number of inward business and leisure travellers. They had simply compared our population with other towns and assumed that rail usage would be in proportion.

A strong letter of objection urging approval of Harrogate Trains has been prepared by the Chamber and other bodies are also being prompted to support our claims. If you are a regular user of trains to and from London please send your comments to the Chamber Secretariat.

## **SCAMS & SPAMS**

Thomas Barton, Commercial Manager of HSBC Harrogate reports that there are many emails relating to updating personal details on Internet Banking flying around. Do NOT click on the link and log-in. Although the websites look correct they are not. Banks will only ask for you to update your details by logging-in in your usual manner. Any email labelled up as HSBC which you feel is spam please could you forward them to phishing@hsbc.com and the fraud team will investigate.

Andrew Jones Joint MD of Deans Computer Services has provided a useful list of Top Ten Tips to avoid spyware infecting your PC. Copies available on request from the Chamber Secretariat or by telephone Andrew on 01937 541411 or e-mail [info@deansplc.co.uk](mailto:info@deansplc.co.uk)

## **MEMBERS' FORUM**

### **Royal Warrant for Taylors of Harrogate**

Congratulations to Taylors of Harrogate, who have been granted a Royal Warrant of Appointment by Prince Charles. Taylors have supplied Clarence House, the official London residence of the Prince and the Duchess of Cornwall, with tea and coffee for more than five years.

This means the family-run firm may now use the words "By Appointment" and display the Royal coat of Arms on their products, literature and company livery. Find out more about the company's products and ethics at [www.bettysandtaylors.co.uk](http://www.bettysandtaylors.co.uk)

### **Champagne Launch for Executive Centre**

The Executive Centre have just joined the Chamber (see New Members opposite) and would like to welcome Chamber members to their launch on Wednesday, 25<sup>th</sup> February from 4.30pm. Guests will receive a 50% off meeting room voucher and a bottle of fine wine.

A recent multi-million pound refurbishment of Copthall Bridge House now offers state of the art serviced office centre with suites to accommodate 1-200 people.

Contact Kristy Small, Business Development Manager, The Executive Centre Harrogate Tel: 01423 790100 or e-mail [ksmall@cecoffices.com](mailto:ksmall@cecoffices.com) if you wish to attend.

## **Driving at Work - new Health & Safety Act FREE one hour consultation**

New Health and Safety (Offences) Act 2008 came into force in January 2009. Aimed at punishing individuals who breach health and safety rules however, unlike the Corporate Manslaughter Act implemented in April 2008, the breach does not have to result in a death.

Presently a director/manager charged with gross negligent manslaughter could be sent to prison where the sentence would typically be 18-24 months. This Act changes that and crucially, a death does not have to occur. Prosecutors will only have to prove a breach of health and safety.

Mark Deere of Advanced Driving Techniques is offering members a **FREE one hour consultation**. E-mail [enquiries@advanceddrivingtechniques.com](mailto:enquiries@advanceddrivingtechniques.com) or call Mark on 01765 650258 for full details.

## **Hotel du Vin Offers**

Hotel du Vin in Harrogate have launched their new loyalty card offering rewards in the bar, bistro and spa. They are currently running a special offer of two courses per person plus a bottle of Hotel du Vin wine and coffee for just £29.00. Sign up at [www.hotelduvin.com/2009](http://www.hotelduvin.com/2009)

They are launching their new season of Wine Dinners on 27<sup>th</sup> March with wine expert Dimitri Mesnard hosting the evening. The evening includes an aperitif and four courses matched with wine.

For further details contact Nick Lawson, General Manager, Hotel du Vin at [nick.lawson@hotelduvin.com](mailto:nick.lawson@hotelduvin.com)

## **Harrogate & Area CVS**

The Chamber was represented at a celebration event on 23 January to mark the departure of Hazel McGrath after many years and the arrival of Karen Weaver as the new Director of the Harrogate & Area Council for Voluntary Service. She would welcome any ideas or suggestions on the role that the CVS can play in improving the quality of life of the local communities.

Tel: 01423 504074 or e-mail: [Karen@harrogate.org](mailto:Karen@harrogate.org)

## **EXTERNAL ORGANISATIONS**

### **FREE Business Link Seminars**

Business Link Yorkshire has published their Seminar & Workshop Programme including local FREE events on:

- Growth strategies for small businesses
- How to turn your website into a customer magnet
- How to stay on top of debt and keep cash flowing
- Selling to the public sector – writing winning tenders
- How to reduce your company's resource costs

Full details at [www.businesslinkyorkshire.co.uk/events](http://www.businesslinkyorkshire.co.uk/events)

## FUTURE MEETINGS

### **Monday, 9<sup>th</sup> March - Cedar Court Hotel Promoting Harrogate - Business & Leisure**

The next meeting will be held at the Cedar Court Hotel, Park Parade, Harrogate, with presentations on the topic of Promoting Harrogate for Business & Leisure. The following speakers have been invited:

- John Jagger, Executive Chairman,  
Yorkshire Dales & Harrogate ATP - Action Plan
- Helen Suckling, Manager, Harrogate  
Tourism Information Centre - Leisure Tourism
- Lynne Farrow, Brand Manager,  
Harrogate International Centre - Business Tourism
- Tony Hallwood, Commercial Director,  
Leeds Bradford Intl Airport - Inward Travel
- Sharon Canavar, Director,  
Harrogate International Festival - 2009 Programme
- Robert Whiteley, General Manager,  
Yorkshire Events Centre - New Developments

All members involved with business or leisure visitors are encouraged to attend and display their literature and participate in this important debate on the best ways to promote Harrogate for business and leisure tourism.

**The new Harrogate Town maps will be available for collection – provided they have been pre-ordered using the enclosed Order Form.**

### **Monday, 6<sup>th</sup> April - Cairn Hotel Business Networking Safari & Buffet**

Please note this meeting is taking place on the FIRST Monday of the month, due to our normal second Monday clashing with the Easter Bank Holiday Monday.

Places are already being snapped up on this popular "Speed Networking" event so make sure you book your place as soon as possible to avoid disappointment. Drop an e-mail to [info@harrogatechamber.org](mailto:info@harrogatechamber.org) if you want to meet up to 48 other companies in one night and make them aware of your business activities.

This Members' Only event includes a FREE buffet for one representative from each company. A limited number of second representatives are welcome, but a nominal charge of £10 is payable for them to attend and they must move around the tables as a pair. Only one representative may speak at each table to be fair to all.

## THANKS TO OLD SWAN HOTEL

Our grateful thanks go to David Ritson, General Manager and their helpful staff for hosting our January Meeting in the beautiful Garden Room at the Old Swan.

Their Chef kindly provided a lovely selection of fresh fruit and biscuits which went down very well with the FREE tea and coffee during an extended networking period before the business meeting – and again afterwards!

For information on the Old Swan's facilities call 01423 500055. [www.macdonald-hotels.co.uk/oldswan](http://www.macdonald-hotels.co.uk/oldswan)

## NEW MEMBERS January/February

### **2020 Dialogue for Business Ltd**

*(Business coaching & mentoring)*

Jim Heaney, Managing Director

Parkside House, 17 East Parade, Harrogate, HG1 5LF

**Tel:** 07717 474560 **E-mail:** [Jim@2020dialogue.com](mailto:Jim@2020dialogue.com)

**Website:** [www.2020dialogue.com](http://www.2020dialogue.com)

### **CDLM Ltd (Consultancy services)**

Luigi Maraffi, Director

44A Leadhall Lane, Harrogate, HG2 9NE

**Tel:** 07590 060308

**E-mail:** [luigimaraffi@googlemail.com](mailto:luigimaraffi@googlemail.com)

**Website:** [www.cdml.co.uk](http://www.cdml.co.uk)

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### **The Executive Centre Harrogate**

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### **Eve Products Limited (Exhibitions & large format print)**

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### **Harrogate Couriers (Couriers, Distribution, Logistics)**

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### **Knowledge Processes Ltd**

*(Business Consulting, Sage CRM)*

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### **Stray Events (Event management consultants)**

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### **Manage a difficult situation**

Acas offer a downloadable software tool 'eManager' to help employers to deal with discipline and grievance situations in the workplace. The system is designed to guide you through a decision-making process depending on each individual case.

The eManager system ensures employers act in a fair and appropriate way by guiding them through the necessary steps to be followed under the Acas Code of Practice on disciplinary and grievance procedures. All key decisions and actions will be recorded and a permanent record produced of each individual case.

Go to [www.acas.org.uk](http://www.acas.org.uk) to access a free trial version.

### **Higher penalties for health and safety offences**

Increased penalties are due to come into force for those who do not adhere to health and safety regulations. The Health and Safety Offences Act 2008 came into force on 19 January 2009, which raises the maximum financial penalty and makes imprisonment an option for sentencing for most offences.

The Act was granted Royal Assent in October 2008, and Health and Safety Executive chair, Judith Hackett, said: "Our enforcement policy targets those who cut corners, gain commercial advantage over competitors by failing to comply with health and safety law and who put workers and the public at risk."

More information at:

[www.opsi.gov.uk/acts/acts2008/ukpga\\_20080020\\_en\\_1](http://www.opsi.gov.uk/acts/acts2008/ukpga_20080020_en_1)

### **Prevent intellectual property crime**

The Government has warned businesses they must implement effective measures to prevent intellectual property crime. The call comes after research by the Intellectual Property Office's IP Crime Group found that 40% of businesses took no measures to ensure their IP is protected, such as registering a trademark or training employees.

It also revealed that a third of businesses did not know whether goods sold on their premises by external traders were legitimate or not. Ed Quilty, director of copyright and IP enforcement at the IPO, said: "Intellectual property is central to the UK economy and businesses of all sizes cannot afford to be complacent in respecting its value."

More at:

<http://nds.coi.gov.uk/Content/Detail.asp?ReleaseID=387749&NewsAreaID=2>

### **Business toolkit to fight piracy**

The Intellectual Property Office has launched a best practice toolkit designed to advise businesses on how they can avoid counterfeit and fake goods entering their supply chain.

Download at: [www.ipo.gov.uk/press-release-20090126.htm](http://www.ipo.gov.uk/press-release-20090126.htm)

### **Acas guide to holiday entitlement**

Acas has published guidance on employee holidays and holiday pay which offers advice on an employee's rights to annual leave, how and when they can take leave and how to calculate holiday pay.

More at:

[www.acas.org.uk/CHttpHandler.ashx?id=955&p=0](http://www.acas.org.uk/CHttpHandler.ashx?id=955&p=0)

### **E-crime advice guide for small firms**

An advice guide on e-crime has been launched for small businesses. The Cybersecurity Knowledge Transfer Network, which is backed by the Government and the Business Crime Reduction Centre, have launched the "E-crime: What Your Business needs to Know" guide, which features tips on e-mail security and spam, as well as phishing and hacking.

The release comes after research from the BCRC showed that a third of small firms do not know whether they have anti-virus software installed.

More information at:

[www.vnunet.com/vnunet/news/2235036/smb-crime-guide-set-launch](http://www.vnunet.com/vnunet/news/2235036/smb-crime-guide-set-launch)

### **Guide on managing the downturn**

The Equality and Human Rights Commission has released a guide for small businesses on how to survive the downturn. Entitled 'Managing the Downturn and Preparing for Recovery', the guide offers a range of advice on issues such as the redundancy process and flexible working practices.

The guide can be found at: [www.here4business.net](http://www.here4business.net)

### **Sign up for Government Contracts**

Small firms are being urged to sign up to the government's [www.Supply2.gov.uk](http://www.Supply2.gov.uk) website and take advantage of the thousands of government contracts available.

More than 123,000 companies have already signed up to the website, which provides an up to the minute database of government contracts for small businesses wishing to supply the public sector.

Suppliers who have signed up receive advice on how best to access government contracts and a free daily e-mail alert notifying them of new opportunities that are relevant to their businesses.

### **New resource for childminders**

The National Childminding Association has launched a guide for childminders. It is designed to help them to consider how they support children to meet required outcomes under the Early Years Foundation Stage framework.

Download the new guide at [www.ncma.org.uk](http://www.ncma.org.uk)

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