



**FUTURE
MEETINGS**

17.30 networking
18.15 start

9 February

Old Swan Hotel

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

**January
2009**

Review of Chamber Meeting + News Update

YORKSHIRE BUSINESS MARKET- 27th April

- How to get the best out of an exhibition – plan, listen, evaluate and follow-up
- How to use promotional gifts to keep your name in front of the customers
- How to keep your marketing materials consistent and simple at minimum cost
- How to get 50% discounts on targeted advertising in local press and web site
- How to help the Chamber promote the event for everyone's benefit

HARROGATE DISTRICT "GOOD NEWS"

- Harrogate College are seeking more employer engagement in various ways
- Anniversary events highlight the attractions of the Royal Hall and Sun Pavilion
- New businesses – Royal Baths Chinese Restaurant and Great Hardware Store
- Harrogate businesses are holding up well in the current Credit Crunch
- Several important local events for networking and raising your business profile

MEMBERS NEWS & BENEFITS

- Yorkshire Business Market - save 15% if you book and pay by 28th February
- Business-to-business Promotion Mailing – low cost District-wide promotion
- Harrogate & District Town Map near completion – supplies FREE – order now
- Several useful Seminars and other special offers from Chamber Members
- Nominations invited for 2009/10 Management Group election at the AGM
- New Hospitality & Tourism Awards launched – nominations invited

Future Meetings

Monday, 9 February - Old Swan Hotel, Swan Road, Harrogate - 17.30 for 18.15

Financial Management after the Credit Crunch and How to survive in a Recession

**By: Simon Pease of DSC Chartered Accountants and Business Advisers,
Ben Binks of Credit Control Services Ltd & Granville Simpson, Past-President**

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

Promoting Harrogate for Business & Leisure Update from the Area Tourism Partnership, HIC/TIC & Chamber Focus Group

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

YORKSHIRE BUSINESS MARKET 27th APRIL 2009

Chamber President, Robert Whiteley, welcomed members to his own 'second home' the Pavilions of Harrogate where the Yorkshire Business Market will be held on Monday, 27th April 2009.

Robert encouraged members to take advantage of the opportunity of booking a stand at the event from as little as £170 while the **15% discount for Harrogate Chamber members continues up to 28th February**. 200 exhibitors are expected and up to 2,000 business visitors - which works out at just 8.5p per contact!

Chief Executive, Brian Dunsby presented a slide show of photographs from last year's event, which showed just how busy the aisles were and reflected the relaxed atmosphere which lends itself to building relationships with existing and potential customers and suppliers.

The VIP Luncheon will be repeated this year as it proved to be such a success with senior business people in the area attending. If you have any important clients whom you would like to be invited to this part of the Business Market, please send their full contact details to the Secretariat.

In a change from last year's format, there will be the opportunity for visitors to discuss with experts many different aspects of their business in the Ask The Expert Clinic. Specialists from Business Link, Harrogate Borough Council and from several of the professional organisations will provide advice on a one-to-one basis.

Also new in 2009 will be the **Exhibitor Networking Coffee Break**, which will take place after set-up. Exhibitors who set up early will be able to enjoy coffee and croissants and chat informally with other exhibitors before the official opening ceremony begins at 12 noon.

Sponsors are still being sought, so if you would like to become involved and have your company flagged on the website and other publicity materials, **please contact Stuart Pearson for more information. Tel: 01423 566522 or stuart@thetrinityfoundation.co.uk**

The Importance of Advertising plus 50% discount offer from Ackrills

Anna Kendal-Greene, Field Sales Executive at Ackrill Media Group, presented details of the generously discounted advertising feature that will support the Yorkshire Business Market. The full-colour 8-page supplement will be published in the Ackrill Series of Newspapers on Friday, 17th April offering exhibitors a 50% discount on their normal advertising rates.

Every week the Ackrills Business Page is read by 100,000 people and the monthly Business Pink is read by 200,000 people. Ackrills have supported the Business Market from the beginning, with great success, and the special supplement will reach all of their readers in North and West Yorkshire.

The supplement will also be published online where they have seen their site traffic increase by 45% over the past year with an average of 80,000 viewings a month, which will bring in an even wider audience than the newspaper circulation alone.

Anna emphasised the importance of advertising that you will be at the Yorkshire Business Market so your existing and potential customers know they will be able to visit you for an informal chat on the day.

So far Harrogate has been lucky because its unemployment rate at 0.9% is way below the national average of 2.3%. Leeds is close by and is the largest financial centre outside London in the UK, coupled with the fact that Yorkshire and Humber have a regional economy worth over £80 billion. This means Yorkshire is an extremely good area in which to do business.

In 2008 the Yorkshire Business Market attracted 1,500 visitors, of whom around 35% were from the HG post code area, 30% from the LS post code and 15% from the YO post code area. The remainder were made up of around 5% from South Yorkshire and 15% from other postcodes in North and West Yorkshire.

Anna said that if a company fails to maintain its market presence during an economic downturn, current and future sales are jeopardised. Maintaining market presence and consumer confidence costs much less than rebuilding it later on. Business history books are full of examples of companies that maintained or increased their advertising budgets during recessions and did well.

Ask the Chamber Secretariat for full details of the Ackrill Discounted Advertising offer, which in summary is:

- **Bronze 5x1 text only full colour advert - £30**
- **Silver 5x2 full colour advert - £60**
- **Gold 10x2 full colour advert - £120**
- **Platinum 10x4 full colour advert - £200**

Deadline for copy is Friday, 3rd April and if you have booked for the Business Market, Anna will be in touch with you - but why wait? To guarantee your space in the supplement contact **Anna Kendal-Greene on 01423 707426 or e-mail to anna.kendalgreene@ypn.co.uk**

HOW TO MAKE AN EXHIBITION OF YOURSELF

So now you've got a taste of what the Yorkshire Business Market is all about, you've booked your stand and you've let everybody know you're going to be there **how do you impress people so they want to look you up and visit your stand first?**

The following advice from three experienced Chamber Members can help you make an impact, not only at the Yorkshire Business Market, but other trade shows also.

How to get the best out of an exhibition Mark Lancaster, Colour It In

This is the third year that Mark Lancaster, co-Director of Colour It In Digital Print and Display, has passed on hints and tips to fellow Chamber members, he has gained over his 25 years' involvement in the exhibition and display industry. Mark's company has been based in Harrogate since 1992 and offer a wide range of print services. He has a useful **FREE booklet** full of advice on the do's and don'ts of exhibiting. Simply ring or e-mail Colour It In and a copy will be sent to you.

Mark said it doesn't matter if you are a multi-national, Blue Chip Company or a one man band; it is down to the design of the stand to get your message across as

effectively as possible. There are no shell schemes at the Business Market, which means you need to be clever with your space and your message.

Even before you get there you have to make sure all your clients know you are going to be there by mailing or calling them. Take advertising space in the Ackrill Supplement. The most expensive exhibition system in the world is useless unless somebody knows you're going to be there.

How do you get your message across when you get there? **KEEP IT SIMPLE - Who you are - What you do - How to contact you.** If you are trying to promote a product or service this has to take a lead in your visual offering. This is where graphics rather than words are key. Visitors only have a very short time while passing your stand to absorb your message.

If you do not have good images of your products - GET SOME! Harrogate is full of good designers and photographers - in fact there are many who are fellow members of Harrogate Chamber! **Search the website 'Members' List' at www.harrogatechamber.org**

Most importantly of all LISTEN! An exhibition is the only marketing medium that gives you a one to one with your customers on neutral territory. Take information down and ask for a business card – this creates a lead.

Don't have too much for visitors to pick up and go. You have paid to be there and you need results, so get a card from them and send a brochure. Then you can follow it up and make those all important points of contact and start building a picture of your new contact.

The real work starts when you get back to the office. The success of an exhibition can only be measured by the amount of work you have to do afterwards. This is not the time to book a holiday!!

Exhibiting is also an excellent opportunity for a bit of industrial espionage! Use the time to look and learn from competitors, especially if you do not have much experience and are looking at doing more exhibitions.

When the exhibition closes remember to take down your equipment and pack it carefully. This can save valuable time at your next exhibition when you discover broken and missing parts. Look after your kit and maximise your investment. If not, you can always call Mark for those missing components!

To summarise - Plan; Listen; Evaluate & Follow-up

To conclude, Mark offered a prize draw for anyone at the meeting who had already booked to attend the Business Market offering up to **£1,500.00** towards attendance at The Yorkshire Business Market 2009 which can be used in a variety of ways:-

- Consultancy which helps you maximise your effectiveness at the event
- Pre or post event mailing campaign
- A professionally designed and produced portable exhibition stand
- Professionally designed literature
- Staff training for the event

The winner is welcome to visit Colour It In's premises to see the work being carried out by their team of

professionals if the stand option is chosen. They will go to the winner's premises to carry out consultancy and staff training. This includes a photo opportunity to be included in the PR and marketing of Business Market, which will also offer publicity to the winner's company.

The winner was drawn by the President after the meeting and the lucky winner is Michael Best of **David Newton & Co, Chartered Accountants.**

For further information or a **FREE copy of "How to Make an Exhibition of Yourself"** contact:

Mark Lancaster, Colour It In Digital Print & Display
Freephone: 0800 542 0852 Fax: 01423 858801
e-mail: info@colouritin.co.uk www.colouritin.co.uk

Promotional gifts and giveaways **Christine Hesketh, Autograph Promotions**

In the current climate, it is now more important than ever to keep your name in front of the customer. **People like to receive gifts** and a low cost way to promote your product or service is to hand out promotional gifts at an exhibition such as the Yorkshire Business Market.

A bio degradable plastic carrier bag or natural cotton bag given away with your brochure can be very effective advertising, particularly if the recipient uses your bag to store other literature at the exhibition. This can be a **low cost way to carry your brand around the show.**

Popular items for exhibition giveaways, including confectionery such as mint cards or wrapped sweets, can be given away relatively cheaply, together with a pen, notepad, mug or key ring, wherever possible using environmentally friendly, recycled or recyclable material.

Always choose a gift which is linked to other marketing activities and branding including where possible at least your logo, key message and contact details (particularly website and telephone number) ensuring that it can be easily identified with your colour scheme, brand and industry.

Allow about 4/5 weeks for the process of choosing appropriate gifts, sampling, organising the artwork, approving the visual, printing and delivery of the goods prior to the event. **In the case of the Yorkshire Business Market this would mean starting the process mid March.**

A promotional gift will act as an aide memoire to the recipient long after the literature taken away from an exhibition has been discarded. Your name and brand will be recalled more readily if the product is on the customer's desk when the need for your product or service arises.

A useful tool in any networking situation is a company name badge carrying your logo and colour scheme. This instantly makes your company name stand out and become more memorable.

Autograph Promotions are offering a 10% discount on orders from members of Harrogate Chamber of Commerce exhibiting at the Yorkshire Business Market in April 2009.

Contact: Christine Hesketh, Managing Director, Autograph Promotional Gifts Ltd Tel: 0113 228 6553
E-mail: sales@autographpromotions.com
www.autographpromotions.com

Branding Literature, CDs and Banners **Adam Bonson, PMM Group (UK) Ltd**

Adam Bonson, Director of PMM Group (UK) Ltd. provided a presentation, focusing on the benefits of keeping your marketing materials consistent and simple; helping differentiate your company from not only the competition but other attendees of the Yorkshire Business Market or other trade shows.

Specifically, discussing the opportunities for a strong brand image across your pop up banners, and hand outs such as CDs and Flyers, Adam Bonson provided some key areas where savings can be made, with the minimum of effort and input while still maximising opportunity. This included two websites where images are available to purchase www.bigstockphoto.com and www.istockphoto.com

PMM Group (UK) Ltd. is based in Follifoot, Harrogate and provides a broad range of cost effective printing services. **Offers for CDs, Flyers and Pop-up displays are available to Chamber members** for the forthcoming Yorkshire Business Market. A typical exhibition kit including a banner, 250 flyers and 250 CDs could cost £299.

For further information contact:

Adam Bonson, Director, PMM Group (UK) Ltd

Tel: 01423 810555

E-mail: adam.bonson@pmmg.co.uk

Website: www.pmmg.co.uk

A final word from the President

President, Robert Whiteley, concluded by appealing for members' help in the promotion of the Yorkshire Business Market and by offering a few tips to exhibitors.

Harrogate Chamber will be promoting the event heavily, but members can help by:

- including a reference in your e-mail signature
- including a logo and weblink on your website
- letting all your clients know you are going to be there
- distributing free tickets to your suppliers and clients

Robert stressed the importance of exhibitors carefully reading the information they receive from the organiser prior to the exhibition. See what time you are meant to set-up and know what is provided on your stand. Make sure all people who man the stand are kept informed.

Make use of every single minute of the exhibition, you have paid to be there. The biggest single piece of business Robert ever did at an exhibition was in the last few minutes of the day, when all the other exhibitors were breaking down their stands and ignoring passing visitors.

If you can make use of the YBM logo on your website please contact Administrator, Maggie Hall by e-mail at info@harrogatechamber.org



HARROGATE DISTRICT NEWS

Harrogate College - Employer Engagement

At a recent meeting with the Principal of Harrogate College, Anne-Marie Bostock, Vice President, Stuart Pearson and Chief Executive, Brian Dunsby discussed several ways they can work together with Harrogate Chamber to raise their profile with local businesses.

Employer Engagement is a multi faceted approach to support students, local businesses and employees. The college is a resource for local businesses to recruit staff and upskill, or retrain their existing staff all levels, from low level through to degree. This training is either FREE or partially funded depending upon eligibility criteria

Further details can be obtained from:

Kerry Jephson, Director of Employer Engagement and Enterprise, Harrogate College Tel: 01423 878399 E-mail: trainingsolutions@harrogate.ac.uk

Anniversary Celebrations

Chief Executive, Brian Dunsby, had attended two anniversary celebrations in Harrogate recently; the first was the 10th Anniversary of the Sun Pavilions on Cornwall Road, which is an ideal venue for small corporate events or wedding celebrations.

The second was the 60th Anniversary of the Gift Fair being held in Harrogate, which was hosted at the refurbished Royal Hall, a superb venue for many events.

New Businesses Opening

Brian and Beryl Dunsby also attended the opening launch evening of the new **Royal Baths Chinese Restaurant**, hosted by owner, Hak Ng. Brian thoroughly recommended a visit to this establishment and complimented Mr Ng on the sympathetic restoration of this area of the Royal Baths into a quality restaurant.

The second new business opening Brian attended was the **Great Hardware Store** on Haywra Crescent. An ideal store for trade and public supplies of hardware, plumbing, power tools, paint, etc. See the enclosed postcard or telephone Jason Whiting on 0800 567 0044

Credit Crunch effects in Harrogate

Vice President David Horth, General Manager of the Victoria Shopping Centre had reported that fortunes were mixed for the retailers in town, but apart from the demise of national stores such as Woolworths and Rosebys, Harrogate's businesses are holding up well. The stronger retailers will survive and we must be positive and look to new customers, new business and ways of maximising your business performance.

Brian quoted several Trade Press suggestions to help businesses to keep positive at this time. Pay your suppliers promptly, don't make it harder for them to do business, we need to support each other. Buying locally means that other local businesses will keep a good cash flow in the region. Network more and get out to events to meet new customers, build good relationships with them now, which will bear fruit in the future.

As mentioned earlier, the importance of maintaining your marketing is paramount in order to ensure that existing and potential customers know you are still there and have not become a victim of the recession.

Business Link FREE Health Check

If you are concerned and feel an external view would be helpful Business Link are offering a FREE Health Check. Each check ensures that firms are maximising their cash flow, marketing and business planning during the current economic climate. There is also an interactive tool on their website called "How Healthy is My Business" where you can self-assess your company.

Business Link Yorkshire is also offering several factsheets and workshops designed to provide businesses with the information they need to make a difference. **More details can be found at:**

www.businesslinkyorkshire.co.uk

LOCAL BUSINESS EVENTS

Mayor's Charity Dinner – 20th Feb

We were privileged to have a special guest with us at the January meeting, the Mayor of Harrogate, Councillor John Fox. He is hosting a Charity Dinner on Friday, 20th February 2009 at the Crown Hotel Harrogate. 7.00pm for 7.30pm. Speaker - Gervase Phinn. Dress is black tie and tickets are £27.50 each including a pre-dinner drink.

The beneficiaries will be the Mayor's favoured charities which are Carers' Resource, Harrogate Hospital - Friends of Woodlands Ward.

Single tickets or tables of eight can be purchased from: Margaret Kidd, The Mayor's Secretary, Harrogate Borough Council, Council Offices, Harrogate HG1 2SG Tel: 01423 556033 Email: margaret.kidd@harrogate.gov.uk

Ackrill Business Awards - 26th March

Nominations have closed for the Ackrill Business Awards and the judging is under way. If you would like to join a Chamber table please contact the Secretariat.

The Gala Awards Dinner takes place on Thursday, 26th March 2009 at the Harrogate International Centre. **Tickets can be obtained from Ginny Long at Ackrills Tel: 01423 707402 or gabby.long@ypn.co.uk**

Raising the Bar – 26th March

Members are offered a special reduced price for this one day event at HIC designed to improve your Company's performance. How to perform better, faster, smarter - all you need in one incredible day, says the organiser Kristina Grimes, one of the stars of The Apprentice.

Pack herewith. Offer closes 14/2/09. Tel: 0800 822 3406

MEMBERSHIP BENEFITS

Business to Business Promotion 2009

Do you want to supply more products or services to other businesses in North and West Yorkshire?

If so, we can offer an ideal opportunity to send your business promotion leaflets very economically to over 6,500 businesses of all types on our validated database covering all of Harrogate and district – for about 5 pence each - one fifth of the cost of the postage alone – and with no labour cost! See enclosed leaflet – act now!

Strict limit on number of inserts. **Closing 28th February.**

Leeds, York & North Yorkshire Chamber

Negotiations are continuing with the newly merged Leeds, York & North Yorkshire Chamber (LYNYC) and following the good response from members to the recent questionnaire about your membership of one or both Leeds and York Chambers we have a better idea of what you want. Thank you for taking the time to reply.

The questionnaire asked members if they would be interested in a special discount offer on the membership subscription of LYNYC. The benefit of this would depend where your target market is – local, regional or national.

The Chamber Executive Officers will analyse the responses and comments to formulate a response, to ensure those members who wish have the opportunity, to join LYNYC, whilst protecting the future of Harrogate Chamber itself. More news will follow in due course.

Nominations for AGM - 11th May 2009

Please submit nominations for Chamber Officers and Management Group members by post or e-mail to the Secretariat by 6th February 2009. Most Officers are on a one year term and all are eligible to stand for re-election.

Candidates for nomination should have at least one full year's membership of the Chamber prior to election. Self-nominations are acceptable. The Management Group review nominations received and recommend to the AGM those that provide the broadest representation of the different types of business active in the Chamber. The AGM votes to accept or decline those nominations.

FOCUS GROUPS

Promoting Harrogate

Working in conjunction with Destination Harrogate and HIC, a new map for visitors to Harrogate is now nearing completion. This will feature all the major hotels and the main visitor attractions in Harrogate and District plus plenty of photographs and useful information with contact details for local services – but no advertising!

Any member whose business has contact with business or leisure visitors to the town can request a quantity of maps in A3 pads FREE from the Secretariat. Order now!

Town Centre Improvements

Following the success of the Christmas lights, David Horth of Victoria Shopping Centre has undertaken to make an early start on planning the Christmas Lights to attract more interest and support from local businesses, in addition to support already promised by Harrogate Lions and Harrogate College. Anybody interested in assisting in any way should contact the Secretariat.

Traffic & Transport

The Office of Rail Regulation is making their decision on the future of Harrogate to London rail services. A dialogue is continuing to ensure this comes to fruition.

Members with ideas to improve the traffic flow through the town centre should send their thoughts to the Secretariat, as discussions are underway on improvements. Brian Dunsby attends regular meetings with representatives of all modes of transport - Air, Bus, Rail and Road – so your input on all aspects is welcome.

SCAMS & SPAMS

Website Directory Scam

A member has recently fallen foul to one of the very genuine looking directory scams that was purporting to be supporting the Yorkshire Show. This has resulted in them receiving legal letters demanding £3,400 for an entry for three years in the website directory.

The legal advice they have received is that as they were tricked into signing the contract, they should firmly resist the claim from the company – based in Austria!

This shows how easy it is to fall for these scams and how important it is to make all staff aware and to read the small print carefully before signing away an “update”.

Self Assessment Tax Return Scam

Taxpayers who are submitting their self-assessment returns online before 31st January have been warned that fraudsters are sending out scam e-mails in a bid to collect bank and credit card details. The e-mails tell the recipients that they are entitled to a tax refund and in order to receive it, must send banking information.

For HM Revenue & Customs advice on e-mails, see: www.hmrc.gov.uk/security/fraud-attempts.htm

MEMBERS' FORUM

Harrogate International Centre

Robert Penfold of Harrogate International Centre reported that contrary to reports business at HIC in 2008/09 is only down around 7% on the previous year and for 2009/10 bookings are looking very healthy.

Find out what events are being held there by visiting www.harrogateinternationalcentre.co.uk

Food Standards Agency “Scores on the Doors”

Steve Pepper of Steve Pepper Training Associates, Food Hygiene Health & Safety Training, is offering Harrogate Chamber members two free places on one of his Food Hygiene Training Courses when 14 places are booked (i.e. 14 for the price of 12).

The importance of Food Hygiene in all businesses that handle food cannot be stressed too much, especially as the Food Standards Agency is rolling out a national scheme called “Scores on the Doors”. Consumers will be able to check food hygiene standards online. i.e. restaurants, wedding functions, nurseries, nursing homes. More details from: www.Steve-Pepper.co.uk

Building a Superbrand: You

Steve Phillip of Red FM will be offering a limited number of places on its popular ‘Building a Superbrand: You’ personal development programme to any business owners or professionals, who would like to develop their ability to influence others and achieve more success in business. Steve says, “With 60% or more funding available through Train2Gain, this is an opportunity to give yourself a great performance edge during these challenging economic times.”

More information at www.red-fm.co.uk

DSC Breakfast Seminars

Jenny Purdy of DSC Chartered Accountants and Business Advisers are running two of their successful Breakfast Seminars on 4th and 6th February at the White Hart Hotel from 08.00 to 10.00. The topic will be “**How to Survive a Recession**”.

Call Jenny Purdy on 01423 560547 or e-mail j.purdy@dscga.com for more details or to book places.

Cedar Court Valentine's Ball

Cedar Court are holding a Valentines Ball on 14th February 2009, with three course meal, glass of champagne, a red rose and dinner dance, for £35.00 per person. Alternatively an overnight package for £99.00 per person is available, with dinner as above, plus a bottle of champagne and box of chocolates in the room and full English breakfast. For more information contact the Cedar Court Sales office on 01423 858585.

New Generation Beekeeping

If you would like to add further interest to your garden by introducing a bee hive, you need to talk to Past President Peter Armitage, whose latest venture is New Generation Beekeeping. This can provide a fascinating hobby for anyone to take up with an added bonus of your own honey supply as an end product.

For more information visit www.newgenbees.co.uk

Berwins February Seminars

Berwins are running their popular Breakfast Seminars in February on the following topics:

- Technology Businesses - 20th February, York
- Making it Stick - Breach of Contract and Your Options - 23rd February, Yorkshire Hotel, Harrogate
- Survival of the Fittest: Business Progression from Credit Crunch to Recession ... and back to normality! - 24th February, Yorkshire Hotel, Harrogate

Reserve your place by ringing Sarah Beales on 01423 542779 or SarahBeales@berwin.co.uk

Deans Computer Services

Deans Computer Services PLC have announced the acquisition of IT, web design and telephony specialists Intramation Limited of Doncaster, which has widened their product portfolio considerably to the benefit of both of their customer bases. DCS at Boston Spa is one of the leading accounting software solution and support companies in the North of England. Tel: 01937 541411

DriveStyle

Drivestyle Horseless carriages have moved their sports and specialist car sales and after-sales service from Hornbeam Park to Lime Street off Skipton Road. They are making an offer to members to join their Privilege Club with up to 50% off service labour costs. The special offer is extended up to 28th February - see enclosed leaflet or phone H-561666. www.dhctvr.co.uk

Hotel du Vin – Special Offer

Special offer enclosed – 2-course Dinner for two plus a bottle of wine for just £29.00 – most nights in February.

Register for voucher on-line: www.hotelduvin.com/2009

EXTERNAL ORGANISATIONS

Do You Know a Star?

Simon Cotton, General Manager of the Cedar Court Hotel and Chairman of Destination Harrogate, the Association of leading hotels in the town, told members about the official launch of Harrogate's **Hospitality & Tourism Awards 2009**, and asked for help spreading the word throughout town.

The Awards celebrate the key driver of the local economy, the tourism and leisure industry and will generate publicity not only for Harrogate as a destination, but also for the Companies the nominees and Award winners work for. The eight categories are: Waiter/Waitress of the year; Bar Person of the Year; Chef of the Year; Team of the Year; Harrogate Ambassador; Newcomer of the Year; Unsung Hero and Best Achievement of the Year.

Nominations close on 31st March 2009. You can vote online at www.destinationharrogate.co.uk or post your form to the Harrogate Tourist Information Centre at the Royal Baths, Crescent Road, Harrogate, HG1 2RR.

Business in Schools

The Chamber has been approached by the education foundation EDGE who are piloting a campaign to encourage businesses to work with schools and colleges to enrich young people's education. Anybody interested in working with local schools may like to visit the following website: www.businessinschools.co.uk

Harrogate Library temporarily relocated

Harrogate's Public library has temporarily moved to Cophthall Bridge House, East Parade whilst the old building is refurbished and extended. Tel: 0845 034 9520

FUTURE MEETINGS

9 February 2009 - Old Swan Hotel

Financial Management after the Credit Crunch - and How to survive in a Recession is the topic for three Chamber members to make presentations at the February Meeting. Simon Pease of DSC Chartered Accountants will speak on lessons we have learned from the credit crunch. Ben Binks of Credit Control Services will cover cash flow control. Past-President Granville Simpson will recall past recessions and how he coped!

THANKS TO PAVILIONS OF HARROGATE

Our grateful thanks go to Robert Whiteley, General Manager and the helpful staff at Pavilions of Harrogate for hosting our January Meeting. Thanks also go to Kings Catering for providing the delicious treats to accompany the tea and coffee.

Details on Pavilions of Harrogate's versatile function rooms and events taking place there can be found at www.pavilionsofharrogate.co.uk or ring 01423 544544.

If you want to book Kings Catering Company Ltd for your event contact Ian King on 01423 526401 or e-mail to kingscateringcompany@btinternet.com

NEW MEMBERS December/January

Andisa IT Consultants Ltd

(Computer & Network & Software)
Andrew Morrison, Managing Director
30 Beckwith Crescent, Harrogate, HG2 0BQ
Tel: 01423 509086
E-mail: andy@andisa.net
Website: www.andisa.net

Harewood Entertainments Ltd

(Cocktail lounge & nightclub)
Andrew Strugnell, Events & Marketing Manager
Unit 1, Royal Baths, Parliament Street,
Harrogate, HG1 2WH
Tel: 01423 520567
E-mail: a.strugnell@hotmail.co.uk
Website: www.theviperrooms.com /www.mokolounge.com

Harrogate Holiday Cottages & Yorkshire Apartments

(Self catering letting)
Alison Hartwell, Owner
Crimple Head House, Shawfield Head,
Harrogate, HG3 1QU
Tel: 01423 523333 Fax: 01423 526683
E-mail: bookings@harrogateholidays.co.uk
Website: www.harrogateholidays.co.uk

Larock Construction Limited

(Construction/Property Developer)
Sarah King, Business Development Manager
Units 12-13, Nidd Valley Business Park,
Knaresborough, HG5 9JA
Tel: 01423 869999 Fax: 01423 867777
E-mail: sking@larock.co.uk
Website: www.larock.co.uk

ORCA Websites

(Website design)
Keith Bracken,
34 Fountains Way, Aspin,
Knaresborough, HG5 8HU
Tel: 0845 270 1128
E-mail: keith.bracken@orcawebsites.com
Website: www.orcawebsites.com

Physis Research & Consulting

(Market Research & Consulting)
Nick McNamara, Director
14-15 Regent Parade, Harrogate, HG1 5AW
Tel: 01423 705187
E-mail: nick@physisconsult.co.uk
Website: www.physisconsult.co.uk

Utility Warehouse (Energy & Telephony Supplier)

Prue Keigwin, Independent Distributor
Low Mains Farm, Masham, Harrogate, HG4 4PS
Tel: 01765 689499
E-mail: prue@uwclub.net
Website: www.telecomplus.org.uk/p.keigwin

Wellspring Therapy and Training

(Charity and Training)
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Health & Safety Offences Act 2008 comes into force from 16 January

Business owners who flout health and safety law could find it tough to survive the recession, an industry expert has warned. Nattasha Freeman, President of the Institution of Occupational Safety and Health (IOSH) has said those who fail to implement adequate health and safety measures could *"face the prospect of incurring increased financial penalties at a time when they cannot afford it"*. She added that any preventable accident could "spell the end" for a business.

Her warning comes as the Health and Safety Offences Act 2008 comes into force from 16 January, which rules that those who breach the law can be punished with a custodial sentence or a fine.

Read more at:

www.iosh.co.uk/index.cfm?go=news.release&id=599

More information on the Act is at:

www.opsi.gov.uk/acts/acts2008/ukpga_20080020_en_1

Carbon footprint your products

DEFRA and British Standards have launched a standard against which businesses can assess their products.

To download "Guide to PAS 2050 - How to assess the carbon footprint of goods and services" go to:

www.bsigroup.com/upload/Standards%20&%20Publications/Energy/PAS2050%20Guide.pdf

HMRC issues tax deadline reminder

HM Revenue & Customs has reminded those who need to file a Self Assessment tax return that they must file it online. Tax returns for 2007/2008 must be submitted online before 31st January deadline. Failure to submit an online return or sending in a paper copy instead could result in a £100 penalty. Read more at: <http://nds.coi.gov.uk/Content/Detail.asp?ReleaseID=388731&NewsAreaID=2>

Importance of fire risk assessments

Insurer Norwich Union is warning businesses to ensure they carry out fire risk assessments and review them frequently, or face prosecution for non-compliance. The insurer found that more than a third of firms it surveyed failed to carry out a fire risk assessment, which is a requirement of the Regulatory Reform (Fire Safety) Order 2005. A spokesman for Norwich Union said *"there has been an up turn in the number of prosecutions being brought by the fire and rescue services"* and firms are *"facing fines running into thousands of pounds"*.

More on this story at:

www.aviva.com/indes.asp?PageID=55&category=aviva&year=2008&newsid=4604

More on complying with the legislation at:

www.fire.gov.uk/Workplace+safety/WhatTheLawRequires

Age discrimination assumption warning

Firms are being warned about age discrimination after a man was wrongly dismissed by an employer who assumed that a worker's capability reduces at the age of 65. An employment appeal tribunal recently ruled against a law firm which forced a senior partner to retire on the basis that the quality of his work had "dropped off" once he passed 65. A spokesman for law firm Cloisters said the appeal judgement should *"warn employers off from making unfounded assumptions that a persons work performance drops away at around age 65"*. Read more at:

www.personneltoday.com/articles/2008/12/22/48818/age-discrimination-warning-after-partner-wrongly-forced-to-retire-at-65.html

Access Government finance packages

The Forum of Private Businesses has created a quick guide to the various Government finance packages that have recently been announced and which banks they will be available through. For further details see:

www.fpb.org/hottips/369/Government_finance_package_for_small_businesses.htm

Online 'staff sharing' website launched

An online staff sharing website has been launched to help businesses utilise their employees' time effectively during the economic downturn. The site, entitled 'StaffShare', enables businesses to register the details of their employees and offer them for short and medium-term roles in other businesses and organisations.

The aim of the site is to help businesses avoid making staff redundant when their skills can be used elsewhere. A pilot begins this month which will re-deploy employees to areas which are under-staffed, such as the charitable and voluntary sector.

Read more at: www.itpro.co.uk/609422/new-staff-swap-shop=site=launches

Visit StaffShare at: www.staffshare.co.uk

Advice on exporting

The following website offers advice and information to anyone planning to export and sell their goods to overseas customers. It includes articles on transporting goods, choosing freight forwarders, excise duty and choosing which overseas market to export to.

Read more at: www.selloverseas.co.uk

Protecting skin at work

The Health & Safety Executive has released advice on protecting skin at work for businesses in industries where workers are at risk from skin damage and disease, including those in catering, hairdressing, construction, motor vehicle repair and health services.

See advice at: www.hse.gov.uk/skin/employ/highrisk.htm