



**FUTURE
MEETINGS**

17.30 networking
for 18.15 start

20 July *

White Hart Hotel
* change of date

10 August

Harrogate
International
Centre

14 September

Cedar Court

12 October

St George Hotel

9 November

Crown Hotel

14 December

Holiday Inn

* NOTE: New
date

REVIEW

June
2009

Review of Chamber Meeting + News Update

HOW TO SUCCEED STARTING A BUSINESS

- Claire Morley-Jones, winner of Ackrills Small Business of the Year 2009
- Three tips for success – and how to stand out from the competition
- Advice, support and seminars - freely available to new and growing businesses
- How to secure the right funding needed to help your business to grow

DISTRICT DEVELOPMENTS

- Leeds City Region – pilot status brings hope of funds and transport links
- Pannal Business Park – former Dunlopillo premises now available to rent
- Aldi Discount Supermarket – new application for expanded premises
- Cheltenham Parade – on-going road works needed due to gas leaks
- NYCC Procurement policy challenged – why they are not buying local!

TRAFFIC & TRANSPORT UPDATE

- New air service from Leeds Bradford to London Gatwick starts on 29th June
- Chamber supports Planning Application to enlarge LBA Terminal Building
- Chamber challenges ORR decision to reject the bid by First Harrogate Trains
- Harrogate-Bradford bus service 653 via Otley is being axed as uneconomic
- Chamber is initiating a fresh review of the causes of local Traffic Congestion

Future Meetings

Monday, 20th July * - White Hart Hotel, Cold Bath Road, Harrogate - 17.30 for 18.15

Going Global - how to start exporting your products and services

Presentations by Enterprise Europe Yorkshire, UKTI & Yorkshire Gold

Monday, 10th August - Queen's Suite, Harrogate International Centre - 17.30 for 18.00

Business Networking Safari

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

HOW TO SUCCEED

Starting and growing a new business hr180

Claire Morley-Jones, Managing Director of Yorkshire's fastest growing HR advice and support service related the story of hr180, which won the Best Small Business Award in the Ackrill Media Group Business Awards.

Claire, who is a qualified professional with 11 years' experience in HR, set up hr180 in 2006. The company provides two very different core services – HR Advice & Support and HR Consultancy.

Claire offered her 3 tips for success:

1. **Idea** - If you have a great idea ... act on it!
2. **Execution** - Stand out from the crowd - consider how
3. **Innovation** - Do not stand still – even if you are doing really well.

Claire started out by reviewing the competition and knew it was important that her company was different and several key considerations set them apart:

- A “can-do” not “can't do” approach to HR advising businesses on what they *can* do, not what they *can't*
- **Tailored products and processes** to a business's specific requirements
- **Experience** - all staff have over 5 years' HR experience
- **Flexible working** - all staff have a working pattern tailored to their needs and circumstances, carefully organised to allow an 8am - 8pm service to clients
- **Technology - remote working** - a sophisticated IT infrastructure allows all client information, contacts, e-mails and documentation to be accessed anytime, anywhere - unique to hr 180°.

Right from the start clients were asked if they would be their referees. Claire joined the Institute of Directors which had three-fold benefits of giving her a voice in the region, credibility and a chance to find out how things worked and what was going on.

Their most pronounced successful came when Claire and the team became even more focussed. With the re-writing of a specific business plan, targeted marketing strategy, quarterly reviews with clients to upsell services; specific and stretching targets alongside financial controls the team went from strength to strength.

The best people were recruited with attractive benefits and salaries. They continue to develop with training and strategy days - half days out of the office to discuss how they can take the business forward. Customers are listened to and they are never afraid to ask for and receive feedback, so they can provide what the customer wants.

hr180 gives back to the community via connections with, Graduates Yorkshire, Henshaws, Young Enterprise and Leeds University Knowledge Transfer, amongst others, offering advice, guidance and encouragement. Claire is bursting with new ideas and hopes she gets time in the future to develop them!

To contact the hr180 team go to www.hr180.co.uk or ring 0113 289 6943.

Advice and Support Business Link Yorkshire

Pamela Beaton, Business Adviser from Business Link Yorkshire, who had helped Claire, gave a talk around support now available to new and growing businesses.

- Business Link Yorkshire run a series of business skills seminars for those thinking of going into business and for businesses in the early days of trading.
- These are free and held at various locations and times across the Region.
- These events cover, in detail, what it means to start a business and offer practical guidance on each step towards starting and growing a business.
- Seminars cover topics such as Exploring Self Employment: Business planning: Marketing & market research: Selling skills: Financial forecasting: Legal structure of your business and many more
- These events also offer networking opportunities and peer support
- The Customer Information Centre has a team of 45 information officers who can carry out specific research on topics for clients and can provide information factsheets on a wide range of business issues
- In addition there are monthly e-newsletters, business bulletins and hints and tips factsheets
- BLY can also signpost to other business support organisations such as HMRC who run workshops covering topics such as setting up payroll for first time employers, National Insurance, Taxation and VAT

In addition to the support available to new businesses there is a seminar programme specifically for the more established business – all details are on the events section of the website www.businesslinkyorkshire.co.uk There is a lot of good, practical information on this website with links to other support organisations.

Initial contact with BLY is via their Customer Information Centre on 08456 048 048

Local business advisers can meet with businesses to discuss their specific issues and advise of any funding initiatives. In the Harrogate area contacts are:

Stuart Wilson – New Enterprise Adviser.

Contact: 07825 312783

Stuart works with businesses up to 3 years old

Don Cartlidge – Established Business Adviser.

Contact: 07827 938748

Don works with businesses over three years old.

Pamela Beaton works with established businesses in Leeds – Contact 07734 598010

Business Link Seminars

A wide range of FREE Workshops and Seminars are offered in this area for both start-ups and established businesses. Click on www.businesslinkyorkshire.co.uk and then on Workshops & Seminars (Bottom RH corner) or call 08456 048 048 and ask for a programme.

Helping your Business Grow NatWest Bank

Brian Coghlan, Senior Business Manager at NatWest Bank in Harrogate, encouraged members to approach their Bank before getting into serious financial problems, as they can help in many ways. The following is a summary of Brian's presentation. Harrogate Chamber Members are offered an initial no obligation meeting to discuss their business or start up ideas - see contact details at the end of this item.

Helping your business to grow

- Helping our customers focus on their business
- SME Regional Fund - the headlines
- Complete financial solutions for your business
- Sources of additional information
- Maximise your Banking Relationship
- 'Helping your business in 2009' guide

Helping our Customers

- We are committed to supporting SME customers
- Our No.1 aim – to help our customers focus on their business
- To be considered as a Trusted Business Partner
- A series of initiatives offering:
 - **Open for business** message to our customers
 - Committed overdraft funding
 - Overdraft interest price promise
 - 'Trading through the Economic Downturn' & 'Helping your Business in 2009' guides
 - SME Regional Funds

SME Regional Fund - Headlines

- £3bn of new funding for SMEs across the UK
- Additional £250m available in Yorkshire
- Regional focus - understanding local markets
- Innovative financial solutions – tailored to individual needs
- Focus on cash flow and capital efficiency
- Working closely with RDA, BCC and all business agencies
- Dedicated professional Relationship Managers
- Additional Relationship Management help from Specialists

Complete Financial Solutions

- Relationship managers working with:
 - Specialist colleagues
 - Local Credit underwriting teams
 - Maximise the efficiency of funding arrangements
 - Unlock cash, from assets and debtor books
 - Focus on keeping costs under control
 - Tailoring repayments to current cash flow – e.g. capital holidays

Sources of Additional Information

- www.natwest.com
- C O B R A – fact sheets and profiles
- www.SMARTA.com
- Many other useful websites
- Use the advice available – it is free!

Maximise your Banking Relationship

- The more we talk the better solutions we can provide
- Preparation & Planning – share an agenda
- Avoid surprises
- Consider the fall back position
- Regularly review
- Be willing to listen
- Avoid being defensive
- Explode the myths

'Helping Your Business in 2009' guide

- Practical guide
- New initiatives to help:
 - More money to more customers
 - Keep cash flowing
 - Unlock the value of assets
- Sources of advice and support for lending and risk management:
 - Business Status Alert
 - Business Lifeline
 - Mentor - health and safety and employment law

In Summary

- We are OPEN FOR BUSINESS and committed to lending an additional £250m in Yorkshire
- We believe it is in all parties interests to support viable businesses in Yorkshire
- Our aim is to be seen as a Trusted Business Partner
- To help highlight and mitigate risks
- We are developing innovative products, funds and models to support businesses through the recession
- Maintain a meaningful dialogue with your Manager
- Use the information that is available

To arrange an initial meeting contact:

Brian Coghlan, Senior Business Manager, NatWest
Tel: 01423 505220 or Brian.Coghlan@natwest.com

BENEFITS OF MEMBERSHIP

Leeds, York & North Yorkshire Chamber

Paid-up Harrogate Chamber members who wish to join the recently merged Leeds, York & North Yorkshire Chamber (LYNYCC) can benefit from a generous 20% discount off their membership subscription rates for the coming year. A special booking form should be requested from the Harrogate Chamber Secretariat.

LYNYCC are holding a Business Lunch at Hotel du Vin on Thursday, 25th June. Environmental Consultant, Chris Wilson from RBS Mentor Services will be speaking. The cost is £20 for their members and £35 for non-members. To book phone 01904 567838.

Essential Business Guide

Harrogate Chamber Members are being offered a discounted price, until the end of June, of £15 against the normal £24.99 retail price for the book "Essential Business Guide". The Director of British Chambers of Commerce said it is "... an indispensable guide for start-up and established businesses."

Find out more about the book at www.essential-business.co.uk and ask for a link to the discounted order form BEFORE THE END OF JUNE!

DISTRICT DEVELOPMENTS

Leeds City Region

Leeds City Region is one of only two regions in the country to be granted Pilot Status by the Government. This will lead to advanced funding and enhanced authority to go ahead with Leeds City Region projects.

It is hoped this will bring improved transport links to the region and ensure that Harrogate is recognised as THE Conference destination of the region, including funding for the extension of the Harrogate International Centre.

One benefit of Harrogate being part of the Leeds City Region is that Harrogate has now been included within the MetroCard zone, meaning season ticket discounts are now valid between Harrogate and West Yorkshire.

Pannal Business Park

The owners of the former Dunlopillo Site in Pannal are now offering a wide range of refurbished office and warehouse premises on the site for business use, with a range of sizes and terms available from just £3 a sq. ft.

Anyone looking for office or workshop space should contact Nick Prescott at Gent Visick Property LLP
Tel: 0113 245 6000 or e-mail:
nick.prescott@gentvisick.com

Aldi application to develop Focus site

Discount supermarket chain, Aldi, have expanded their planning application to develop the former Focus site at Oak Beck off Skipton Road. Harrogate Chamber members have not raised any objections to this proposal, which is all within the current site.

Any members with personal experience of the site should contact the Secretariat if they have any objections or observations about the revised plans.

Cheltenham Parade utility works

Any members directly affected by the ongoing works on Cheltenham Parade should contact the Secretariat. The Chamber has recently put businesses affected by the excavations and road-works in touch with the relevant United Utilities and Harrogate Borough Council Officers.

Harrogate for Business - keep up-to-date

Harrogate for Business is a free monthly e-newsletter for local businesses, brought to you by Harrogate Borough Council's Economic Development Unit. It features latest news, events and support information for businesses in the district. If you would like to receive your copy, please e-mail your contact details to edu@harrogate.gov.uk

NYCC Procurement Policy

Brian Dunsby expressed his concern at an apparent conflict of interest in the NYCC procurement policy, which encourages support for local businesses, but on large contracts they put them out to tender and deny local suppliers an opportunity to bid.

Anyone tendering to the Borough or County Council should contact the Chamber Secretariat with details of their experience and we can make some suggestions for the most appropriate people to approach.

FUTURE MEETINGS

20th July - White Hart Hotel

Note new date for this meeting.

The topic for the July meeting is "**Going Global - how to start exporting your products and services**" with presentations by Jenny Lawson of Enterprise Europe Yorkshire and Philip Kelly of UKTI.

A recent addition to the programme will be a representative from Yorkshire Gold explaining how businesses can secure contracts to supply the diverse requirements of the 2012 Olympics.

10th August - Queen's Suite Harrogate International Centre

Bookings are now being taken for the 17th **Business Networking Safari**, which will be held in the Queen's Suite of the Harrogate International Centre. Space is limited for this meeting which is restricted for Members only and by prior booking, with preference given to newer members. A limited number of second representatives may attend for a nominal £10 charge, but both representatives must move around the tables as a pair with only one speaking per session.

A FREE buffet will be provided for members from 17.30 with top-up breaks as the evening progresses. This is always a popular event, so please BOOK EARLY by sending an e-mail to info@harrogatechamber.org

14th September - Cedar Court Hotel

In a change to the earlier published Meetings Planner the Charity Evening has been moved to 12th October, introducing a new topic for the September meeting of "**Election Call**". The main Parliamentary Candidates will be answering key questions from local businesses.

Members may put key questions directly to Claire Kelley (LibDem) and Andrew Jones, (Conservative) on matters that are of a concern to their businesses.

12th October – St George Hotel

Following the success of last year's innovative Charity Evening, we are again inviting all local Charities who are Harrogate Chamber Members to explain how being involved with their Charities can bring benefits to local companies and employees - as well as to the Charity and its beneficiaries. Please contact the Secretariat.

FOCUS GROUPS

Business Promotion

The Business Promotion Focus Group co-ordinates plans for the Yorkshire Business Market and it has now been confirmed that the date for next year will be Monday, 26th April 2010 at the Pavilions of Harrogate.

Posters will be created for the first time and members are asked to contact the Secretariat if they have suitable premises where copies could be displayed for other businesses to see – please specify A4, A3 or A2 size.

A full report with photographs and testimonials has now been published on the Yorkshire Business Market website www.yorkshirebusinessmarket.org

Promoting Harrogate

The Inaugural Hospitality & Tourism Awards organised by Destination Harrogate were a great success – as witnessed by some of the major players in the Tourism, Conference and Exhibition business in Harrogate.

Congratulations are due to the Chairman, Simon Cotton of the Cedar Court Hotel, and the HIC and KUDOS Catering teams for organising the Awards and the Gala Dinner event at the Royal Hall. This event sends out a strong message to conference and exhibition organisers that the ‘foot-soldiers’ of Harrogate pull out all the stops to maintain high levels of customer care.

Harrogate Chamber sponsored the Ambassador Award which was won by Sir Thomas Ingilby of Ripley Castle.

Members in the Tourism business are now invited to enter the Welcome to Yorkshire White Rose Awards for Tourism 2009 with the closing date for entries on 10th July 2009. There are 15 categories for entry, from pubs to accommodation to attractions. Call 0113 322 3508 or click on <http://www.ytb.org.uk/> and scroll down the page for the link to the 2009 awards and online entry form.

Members are reminded that copies of the FREE Harrogate Map are available for collection at the monthly meetings or by arrangement between meetings. Pads of 100 maps or smaller amounts are available for issue to your business and leisure visitors to help them make the best of their visit to Harrogate – and hopefully take the map home and show to their friends and colleagues.

Harrogate at Christmas

The Harrogate at Christmas group chaired by Councillor John Fox is gaining support more for the town centre Christmas Lights. Members who are interested in becoming involved would be most welcome - please e-mail the Secretariat for more information.

David Horth of the Victoria Shopping Centre added that a good response had been received to the recent appeal to over 240 retailers in the town centre.

Mark Lancaster urged members to offer support in any way that they can, either by contributing funds or donating items for the next big raffle. The next meeting will be on Thursday 16th July starting at 18.00 in Harrogate College, Hornbeam Park. All are welcome.

Traffic & Transport

Air Services

The new Flybe air services between Leeds Bradford Airport and London Gatwick commence on 29th June with fares from as little as £25.99 one way. The airport is offering an introductory offer in July and August for free Fast-track through airport security to help make your journey hassle free. Once at Gatwick the ‘Gatwick Express’ regular train service can get you to Victoria Station in 30 minutes. Full information at www.flybe.com

Since the last meeting, Harrogate Chamber has written to Leeds City Council supporting the airport’s Terminal extension, which had been deferred by the Planning Committee. The Chamber reiterated the importance of the extension to improve the customer experience whilst passing through the airport.

Rail Services

We have researched the reasons behind the Office of Rail Regulation’s (ORR) decision to refuse the bid to run direct Harrogate to London rail services. The conclusion has been drawn that it was a mis-informed decision and a four-page letter has now been sent to the ORR setting out a total of 17 points where the decision was incorrect.

We also have it in writing that National Express has stated that the lack of any realistic path across the A and B lines at the west end of Leeds Station to and from Harrogate has “stymied” their proposition to serve Harrogate more often than the once a day we have now!

Copies of our letter have been sent to the new Transport Secretary, the Department for Transport, Network Rail, North Yorkshire County Council, Harrogate Borough Council, Welcome to Yorkshire, etc. Some of these organisations are going to write to the ORR supporting an appeal for the reversal of the decision, so that at the very least ORR can give First Hull Trains permission to run services to Harrogate when the economy improves.

Bus Services

A further blow to transport connections in the area was the announcement that the 653 bus service from Harrogate to Bradford via Otley would cease. An appeal has been made to the County Council Cabinet Member and to Harrogate Borough Council for their intervention.

More bus services are in fact required east-west from Bradford to Harrogate and to York, together with pick-ups at the villages in between in order to provide a commuter service for people coming to work in Harrogate.

We have further suggested that the Otley service could be combined with the 767 Harrogate Airport service and then double the frequency from the current 90 minutes.

Roads

A recent news release from Transport for London highlighted the Mayor of London’s commitment to improving traffic flow by carrying out a review of the traffic light timings at several major intersections. Brian Dunsby has forwarded a copy to Harrogate Borough Council’s Leader and Chief Executive suggesting what is good for London, should be good for Harrogate!

Members are asked to send in examples of problems they experience on their daily route to and from work, so these can be included in a full review of the basic causes of such traffic congestion, which the Chamber is now undertaking in conjunction with major road users.

Business Waste & Recycling

Members were reminded about a leaflet that had been included in May REVIEW offering low cost solutions to disposal of trade waste. The company Forgewaste are offering a FREE waste audit and FREE recycling trial.

Phone 0800 048 0102 or e-mail info@forgewaste.com,

Harrogate Borough Council has provided a comprehensive list of waste recycling and disposal services that can provide suitable skips or plastic containers and collect the contents regularly. If you have waste disposal problems, ask the Secretariat for a copy.

SCAMS & SPAMS

Car Park Car-Jacking Warning

A serious new scam has been brought to our attention by Fiona Gilbert where a piece of paper is fixed to the rear window of your car when it is left in a car park.

Often this is not seen until you are ready to drive away and select reverse gear. The reflex is to jump out of your car door with the engine still running to remove the piece of paper. At this point the carjacker jumps into your car and drives off at speed with your car and, in many cases, your handbag, purse and house keys.

Please be warned if you see a piece of paper stuck to your back window do not be tempted to stop and remove it - drive away and remove it later.

United Parcel Service e-mail scam

Another serious scam is again doing the rounds with an e-mail from United Parcel Service of America - or other delivery services - claiming they have been unable to deliver a postal package and asking you to look at the attached file to collect the package.

The attachment is usually a zip file and when opened it releases a virus into your computer. Please ensure all your staff are aware of this scam to avoid a disaster on your computer system.

HMRC text fraud

Businesses are being warned to guard against fraud as they announce a new legitimate system of contact. In an attempt to cut fraud, HMRC have announced it now plans to contact taxpayers via text and automated voice messages.

Individuals and businesses are warned to still be on their guard with the HMRC advising taxpayers only to respond to texts or voice messages quoting specific telephone numbers - for tax it is 0191 225 5348 and for tax credits issues it is 0845 300 3900.

This form of contact has been criticised by experts in the tax sector who urge anyone receiving a text message or phone call or e-mail purporting to come from HMRC NOT to respond to it, but to call the above number(s).

MEMBERS' FORUM

Food Business "Fitness for Work"

Steve Pepper reported that on 14th May the Food Standards Agency published their new Regulatory Guidance and Best Practice Advice for Food Business Operators on "Fitness for Work". Food businesses should look at implementing these with immediate effect.

At the back of the leaflet there is a form, which can be used for pre-employment checks of Food Handlers and for people returning to work after an illness or after coming back from abroad or for visitors to food premises.

If anyone would like a PDF copy please email Steve Pepper on - Mail@Steve-Pepper.co.uk or give him a ring on 01423 524840.

Confidence Seminar

Stuart Pearson of The Trinity Foundation is holding a Confidence Seminar on Tuesday 23rd June and Monday, 13th July. The cost to attend is £99.00 plus VAT - with a 10% discount if 2 or more delegates book.

For more details ring Stuart on 01423 566522 or e-mail stuart@thetrinityfoundation.co.uk

25% discount from Mixd

Bob Tait of new member Mixd, who provide solutions for brand, printed materials and websites, outlined their recent move to Harrogate from Northallerton and was delighted to report that the move has been a great success with account wins for clients in Lincolnshire, London, Teesside, Italy and the USA. This increase in business means they have been able to offer employment opportunities to 3 local people and business opportunities to many Harrogate companies.

Mixd would like to offer Chamber members a 25% discount off their rates for any of their in-house services. Furthermore, Chamber members can take advantage of their project referral scheme and receive free e-mail marketing set-up; including advice, branded template design and initial e-mail broadcast to your database up to 1,000 contacts. Terms and conditions apply.

Contact Bob to find out more - Tel: 1423 566043 or B.Tait@mixd.co.uk

Coaching for Female Entrepreneurs

Steve Phillip of Red fm the personal branding and effectiveness organisation, aimed at female entrepreneurs and professionals, has a window of opportunity available to take on two additional coaching clients during June and July of this year.

If you are a female entrepreneur who is looking to grow her business or a team leader, who is looking to achieve increased performance from her team then follow this web link <http://tinyurl.com/redcoaching> to find out more or contact Steve on 07879 628708.

Participation in Voucher Scheme

Nadene Lennon of Harrogate International Centre appealed for members who would like to participate in a Voucher Scheme to encourage visitors to the forthcoming Knitting & Stitching Show to go out and spend in the town centre following their visit to the show.

Members interested in participating should contact Nadene on 01423 537331 or Nadene.Lennon@harrogate.gov.uk

Partnering Business in a Difficult Climate

Harrogate Business Centre would like to invite members to a seminar on Wednesday 1 July, midday to 7pm.

The seminar will offer an opportunity to speak with business advisors on a one to one basis for advice and guidance in starting or developing your business in the current climate. SEE ENCLOSED INVITATION.

For more information please contact Pam Binfield on 01423 873 888 or pam@harrogatebusinesscentre.com

Join Ackrill's Reader Panel

Jean MacQuarrie, Editor of the Ackrill Media Group is looking for members to join a Reader Panel to provide feedback on the content of the Harrogate Advertiser and help to shape the future of our local newspaper.

To find out more go to www.harrogateadvertiser.co.uk and click on the 'Join Our Reader Panel' link.

Music on a Summer's Evening

Kings Catering invites members to Music on a Summers Evening 2009 to be held in aid of Saint Michael's Hospice at Pavilions of Harrogate on Sunday 16th August. Tables of 8 or 10 or single tickets are available.

The theme this year is "Smooth Jazz" with pre-performance drinks and canapé reception, followed by Dinner and entertainment. To find out more contact Patsy on 01423 546290 or e-mail to kingscateringcompany@btinternet.com

50% Discount on Meeting Rooms

The new Executive Centre is located in Copthall Bridge House, which is just a minute's walk from the railway and bus station on Station Parade, the building above the Habitat store. The Centre offers premier serviced offices, meeting and conferencing facilities in brand new, state of the art surroundings following a multi-million pound refurbishment.

They offer all Chamber members, 50% off the price of their meeting rooms to members booking for the first time. They will also provide complimentary tea and coffee. Call the Centre on 01423 790 100 to book your meeting. This offer expires on the 31st of July 2009.

St Peter's Church re-development

Congratulations were offered to Canon Tony Shepherd, Vicar of St Peter's Church in the town centre, who recently abseiled down the church's tower in order to raise funds for the re-development of the church.

It is hoped to raise £2,000,000 to carry out the required work and his recent descent of the tower raised a staggering £102,000 towards this target.

Obviously any further donations would be gratefully received. Tony can be contacted on 01423 568218 or ashepherd@talktalk.net www.stpetersharrogate.org.uk

DriveStyle Partners success

Whilst at the Yorkshire Business Market Drivestyle launched their new business product "Partners", and were delighted at the response when nearly 40 local companies instantly signed up at the Market.

"Partners" is Drivestyle's new business servicing and maintenance package for the Harrogate District and is available for all makes and models of car. Designed to save customers time and money, it includes a collection and delivery service to and from home or office, a complementary written health check and a valeting service every visit – with savings on main dealer prices.

Further details from Steve Williams or Emma Cliffe, Drive Style Horseless Carriages, Skipton Rd, HG1 4BG. emma@dhctvr.co.uk, 01423 561666, www.dhctvr.co.uk

Can you offer a one year placement?

Marian Farrar of St Aidan's C of E High School appealed for any companies who might be willing to offer a one year placement for an ex-St Aidan's pupil who has to undertake a year on a Product Design & Engineering degree course. He is also a website designer.

If you are able to help please contact Marian Farrar by e-mail at m.farrar@staidans.co.uk

EXTERNAL ORGANISATIONS

Harrogate Dramatic Society Appeal

The Harrogate Dramatic Society is searching for suitable storage facilities for a stage set for a production they are doing in the Spring of 2010. Their particular requirements are some very TALL premises, e.g. a warehouse. Please e-mail gavinssmith@ntlworld.com

Winston Churchill Memorial Trust

The 2010 Winston Churchill Travelling Fellowships has opened for applications from people wishing to travel overseas to undertake study projects related to their profession, trade or particular interest. One category that may be of interest to members is entitled Business & Finance – Post-credit crisis – what happens next? The average grant is over £5,000 covering 4-8 weeks.

Tel: 020 7584 9315 or click on www.wcmt.org.uk

THANKS TO MAJESTIC HOTEL

Many thanks to Vince Johnson, General Manager and the staff of the Barceló Majestic Hotel for hosting this month's meeting in two of their sumptuous function rooms.

The hotel can cater for events of all types and sizes - for more information call Vicky Clayton, Events Department Manager on 01423 700311 or v.clayton@barcelo-hotels.co.uk

NEW MEMBERS

Be Personnel Ltd (Recruitment & HR Consultancy)

Janine Lees, Director
Evans House, Hartwith Way,
Harrogate HG3 2XA
Tel: 0844 801 1651
E-mail: janine@bepersonneltd.com
Website: www.bepersonneltd.com

Horticap (Horticultural Nursery)

Pauline Shorter, Administration Manager
Bluecoatwood Nursery, Otley Road,
Harrogate HG3 1QL
Tel: 01423 522876 Fax: 01423 520869
E-mail: pauline@horticap.org
Website: www.horticap.org

Punch Taverns (Pub Company)

Danny Hawkins, Business Relationship Manager
Jubilee House, Second Avenue
Burton Upon Trent, DE14 2WF
Tel: 01283 501917 Fax: 01429 263807
E-mail: danny.hawkins@punchtaverns.com
Website: www.punchtaverns.com

BUSINESS BRIEFINGS

Exporting help for small businesses

UK Trade and Investment (UKTI) recently announced new funding rules for small and medium-sized businesses to enable them to take part in more overseas trade fairs and increase their exports. As part of the Tradeshow Access Programme (TAP) small firms can apply for grants of between £1,000 and £1,800 to take part in one of 400 international trade fairs. The new rules state that a firm can now apply for a maximum of six grants in its lifetime, instead of three. The rule came into force from 1 April 2009.

For more information go to: www.uktradeinvest.gov.uk

Small firms at greater risk of fraud

Small firms must be vigilant when it comes to safeguarding themselves from fraud as they are more susceptible than larger businesses, according to the Chartered Institute of Management Accountants (CIMA). The Institute has highlighted that many small businesses are unaware that they are more at risk of being victims of fraud.

In a survey of members, CIMA found that 55% believed that employee fraud posed a major risk to their business. Helenne Doody, innovation and development specialist at CIMA, said: "Many organisations still do not have formal fraud systems and procedures in place to prevent, detect and respond to fraud. While no system is completely foolproof, there are steps that can be taken to deter fraud.

Read CIMA's guidance on fraud risk management at: www2.cimaglobal.com/cps/rde/xbc/SID-0A82C289-FC4C2656/live/cid_techguide_fraud_risk_management_feb09.pdf.pdf

Sample forms to help with best practice

Templates, forms and tools have been created by Acas to help businesses ensure that they follow best practice in areas of employment law such as equality and diversity. The 'Acas model workplace' is a template that can also be downloaded free of charge and is designed to aid businesses to improve the effectiveness of their workplace.

For more information go to: www.acas.org.uk/index.aspx?articleid=1340

Statutory annual leave increase

The Department for Business, Enterprise and Regulatory Reform (BERR) has reminded firms that the annual leave entitlement for employees increased from 1 April 2009 under the Working Time Regulations.

The new entitlement rises from 4.8 weeks to 5.6 weeks in the UK. This equates to 28 days per year for employees who work a five day week.

For more information go to: www.businesslink.gov.uk, click on 'Employing People' then select 'Working time and time off' under 'Managing your staff'.

Changes to legislation governing registration of premises

Employers no longer have to register a factory, office or shop with the Health and Safety Executive (HSE) due to changes in legislation.

As of 6 April the requirement to register with the HSE has been removed from the Factories Act 1961 and the Offices, Shops and Railway Premises Act 1963.

Factory employers no longer have to register with the HSE, while office and shop employers do not have to register with their local authority. Railway operators no longer have to register certain track-side buildings.

For more information go to: www.hse.gov.uk/consult/condocs/cd219-notification.htm

National Minimum Wage increase to £5.80

The Government has announced the National Minimum Wage will rise by 7p per hour to £5.80 from October 2009. The rate for 18 to 21 years olds will increase by 6p an hour to £4.83, while pay for 16 and 17 year olds will rise by 4p to £3.57.

HMRC online tax help for small businesses

HMRC has launched a series of videos that offer advice on tax issues to small businesses. Available online, the videos cover a range of tax issues such as setting up in business, National Insurance, tax for the self-employed, corporation tax and VAT. The videos and guide are all available to download free at:

www.businesslink.gov.uk/taxhelp

Code of Practice for online behavioural advertising

The Internet Advertising Bureau (IAB) has launched guidelines designed to set out good practice for firms who collect and use customer data for online behavioural advertising purposes. The Good Practice Principles are the UK's first set of self-regulatory guidelines for this area of digital marketing, which targets advertising at consumers based on their previous Internet browsing activity.

Firms that have signed up to the Principles include AOL, Google and Microsoft Advertising. Mark Howe, country sales director for Google UK, said: "We are supportive of these new self-regulatory principles for online advertising which will enable consumers to increase their understanding of their web surfing options."

The Good Practice Principles can be found at: www.iabuk.net/en/1/behaviouraladvertisinggoodpractice.html

How to take advantage of the business rate relief scheme

The website below offers advice and guidance on taking advantage of the Government's business rate relief scheme. It has practical information on eligibility and how to go about claiming.

Further information at: www.businessraterelief.co.uk

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