



**FUTURE
MEETINGS**

17.30 networking
18.15 start

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

10 August

*Harrogate
International
Centre*

REVIEW

**March
2009**

Review of Chamber Meeting + News Update

PROMOTING HARROGATE DISTRICT

- Yorkshire Dales & Harrogate ATP aim to attract many more leisure visitors
- Harrogate International Centre are investing in the "Harrogate Brand"
- Harrogate International Festival now has a wider range of annual events
- Leeds-Bradford International Airport aims to bring more visitors to Harrogate
- Yorkshire Event Centre has over 650 events a year with over 500,000 visitors

YORKSHIRE BUSINESS MARKET- 27th April

- Exhibition spaces are going fast – more than 50% up on same date last year
- New edition of the Business Market Brochure published – copy enclosed
- FREE Admission Tickets now available for issue to your customers
- Ackrill Media Group are compiling an 8-page Advertising Supplement – 50% off
- Yorkshire Post are also producing a well discounted Advertising Supplement

MEMBERS NEWS & BENEFITS

- New FREE Harrogate District Map now available for all local businesses
- Membership Renewal is needed from 1st April – please renew promptly
- Discount offered on membership of Leeds, York & North Yorkshire Chamber
- Hospitality & Tourism Awards – reminder - nominations close on 31st March
- Nominations for Officers & Management Group announced for election at AGM

Future Meetings

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

Monday, 11th May 2009 - Hotel du Vin, Harrogate - 17.30 for 18.15

Harrogate Council Update + Annual General Meeting

Keynote speakers: Councillor Mike Gardner, Leader of the Council & Mr Wallace Sampson, Chief Executive of Harrogate Borough Council

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

PROMOTING HARROGATE

Presentations were made by senior representatives from several organisations responsible for bringing both business and leisure visitors to Harrogate District, providing a major contribution to local economy.

Yorkshire Dales and Harrogate ATP

John Jagger took over as Chairman of the Yorkshire Dales & Harrogate Area Tourism Partnership seven months ago. He stressed the importance of tourism to Yorkshire as a whole bringing in revenue of about £6.23 billion, with a huge number of people employed within the tourism industry.

The Yorkshire Dales & Harrogate ATP is one of six Partnerships under the umbrella of the Yorkshire Tourist Board, all of which are funded primarily from the Regional Development Agency, Yorkshire Forward and to a lesser extent by the local Councils in each area.

Following assessment of the situation after his arrival as Chairman, John now has a defined strategy and co-ordinates with a nearby ATP in order to share the workload and achieve more with the funding available to mutual advantage. The Yorkshire Tourist Board has confirmed funding for a Joint Chief Executive whose sole objective will be to drive tourism in the area.

The Yorkshire Dales National Park will become one of just twelve Europark Designated Areas in Europe and the ATP can advise attractions and venues how to achieve the levels required to attract a small, but growing sector of tourism.

Over the next three years Yorkshire Forward are devoting £34 million to driving tourism revenues forward in Yorkshire. As the retail and manufacturing sectors are suffering in the current economic climate, it is hoped that tourism will be a great way of stimulating the economy and getting employment.

In the future it is hoped to centralise the administration which would enable the focus to be changed to the sales and marketing of the area, including making businesses aware of what grants are available, what IT assistance is around and what they can do to reduce their carbon footprint. The Destination Management booking system also needs to be promoted to all accommodation providers in the area so they are aware of the facility to help them gain new business.

Long term John hopes to attract private sector funding to help stimulate the visitor economy in Harrogate and the Yorkshire Dales. John is optimistic about the future and would be pleased to hear from you if you are looking for some guidance or have any questions.

Contact: John Jagger, Chairman, Yorkshire Dales & Harrogate ATP, Tel: 07867 502917 or E-mail: westgrange103@talktalk.net

The Tourism Agenda

Stuart Quin, Director of Harrogate International Centre (HIC), outlined the HIC's agenda for the future.

The HIC works with the Yorkshire Tourist Board, Dales Partnership and Leeds City Region in promoting and developing Harrogate's tourism product. The HIC, working together with Harrogate Borough Council, are

producing a future strategy to work with others to help drive revenue, increase footfall and increase the profile of Harrogate & District as a tourist destination. The consultation for this strategy will take the form of a series of seminars and workshops where individuals will have the opportunity to provide input.

Investment in the HIC is essential in order to remain competitive and the Harrogate 'brand' needs to be strengthened in order to promote the HIC as well as the town for visitors. Major events being held in the District, such as the Yorkshire Show, are important for bringing in revenue to local businesses of all kinds, and it is important more organisers are attracted to Harrogate. Although we are facing severe competition from other destinations in the UK and Europe, Harrogate has around 20% of the UK market in trade exhibitions, corporate events and entertainment.

Improved connectivity, both physical and virtual, will be a vital tool for the way forward, including close links with the Harrogate International Festivals and improved rural accessibility. Harrogate is perceived to be inaccessible because it is not directly on a motorway or intercity route. This is another aspect that needs to be made clearer to potential visitors as we are very well located.

Harrogate is different to most conference venues as it is a town, not a city and this uniqueness needs to be emphasised and to deliver the right customer experience will be the way to sustain and increase customer loyalty.

A priority for this year and the next few years is to develop and sustain a distinctive brand for Harrogate as a destination including people's values, customer service and availability of information. The HIC's newly appointed Brand Manager, Lynne Farrow was introduced to the meeting and she drew members' attention to a Brand Questionnaire and the importance of receiving feedback via this document. Contact Lynne directly for a copy to complete.

**Contact: Tel: 01423 500500
Stuart Quin, Director, Harrogate International Centre
E-mail : stuart.quin@harrogate.gov.uk**

**Lynne Farrow, Brand Manager
E-mail : lynne.farrow@harrogate.gov.uk**

Website: www.harrogateinternationalcentre.co.uk

Harrogate International Festivals

Sharon Canavar, Director of Harrogate International Festivals has been with the organisation since 2003, but was only recently appointed as Director.

Sharon outlined their progress to-date from inception in 1966, now focusing on arts, literature, education and community participation with events ranging from working with young people at risk, Amy Winehouse, the new H2O event at Fewston Reservoir, Lesley Garrett, the Carnegie Sporting Words Festival and the Theakston's Old Peculier Crime Writing Festival.

Harrogate International Festival works closely with Harrogate Council and the Harrogate International Centre to promote their events widely.

The Summer Festival attracts 90,000 people to the diverse portfolio of activities each year with 90% of the audience being new to the Festival and, therefore, new

to Harrogate and the area and of those 20% are international visitors.

The Crime Writing Festival has a huge impact annually with 1500 bed nights booked through the International Festival. The print-media coverage is worth £600,000 each year, plus Mark Lawson broadcasts from the Festival on Radio 4. Every mention is another plug for 'Brand Harrogate' so this one event has a wider impact for the town's image both nationally and internationally.

Although they have a small marketing budget, the Harrogate International Festival are working hard to increase their profile, including liaising with the Yorkshire Tourist Board to develop their marketing budget to target the Benelux and US markets and special interest tourism.

For the Summer Festival, Sharon is hoping to encourage a festival feel in the town when events are taking place, and to have musicians performing in unusual locations and also to spread events around the District rather than just be in Harrogate.

With many exciting new developments expected, we hope to keep members up to date through REVIEW - especially as Harrogate International Festivals are one of our many new members this month! Ed.

Contact: Sharon Canavar, Director
Harrogate International Festivals, Tel: 01423 562303
E-mail: Sharon@harrogate-festival.org.uk
Website: www.harrogate-festival.org.uk

Leeds Bradford International Airport

Tony Hallwood, Commercial Director of Leeds Bradford International Airport set out his hopes and aspirations for the airport in the future and answered three key questions on how LBIA, the fastest growing UK airport over the last five years, can work together with local business:

1. How can LBA help Harrogate Chamber to encourage further visitor growth for existing domestic/international destinations?

- Secure effective airline marketing support
- Reduce seasonality
- Encourage more business tourism
- Introduce airport advertising
- Maintain easy access to Harrogate from LBA

2. What routes are LBA focussing on delivering to drive new inbound visitors to Harrogate?

Short Haul: Europe - Germany
Eastern Europe - Poland/Hungary
Scandinavia - Sweden/Norway

Long Haul: Canada - Toronto
United States - New York

These new routes will open up potential business markets in Europe and Scandinavia and also bring in long-stay tourists from Canada and the USA.

3. What are LBA's development plans as we move into the next decade when we attract more airlines and passengers to the airport?

- Transform airport inside and outside
- Deliver level of service offered by larger airports
- £28m investment over next 2 years
- Improve security and immigration
- Improve facilities, retail and catering
- Continue growth ready for upturn in economy

On the termination of BMI services to London Heathrow at the end of March 2009, Tony assured members that discussions were ongoing to secure a replacement service to satisfy both business and leisure demand.

London Gatwick or London City airports are the only options due to slot congestion at Heathrow. It is hoped to replace the service with a multi frequency alternative to allow day returns to London and to Harrogate for the conference/weekend break market.

Connectivity overseas is also important and the existing services to Amsterdam with KLM (3 daily) and Brussels with BMI (3 daily) still provide long haul international connections. A London City Airport service would deliver further connectivity and a Frankfurt link could allow major expansion of LBA's connections later in 2009.

Brian Dunsby applauded Tony Hallwood's presentation and the enthusiasm evident in the new Management and Shareholders at LBIA. He welcomed them into membership of Harrogate Chamber and looked forward to a committed working relationship to bring their aspirations to fruition.

Contact: Tony Hallwood, Commercial Director
Leeds Bradford Internatl Airport Tel: 0113 391 3300
E-mail: tony.hallwood@lbia.co.uk
Website: www.leedsbradfordairport.co.uk

Yorkshire Event Centre

Robert Whiteley, General Manager of the Yorkshire Event Centre which is situated on the 250 acres of the Great Yorkshire Showground, which has been the home of the Yorkshire Agricultural Society since 1951 and a vital player in the business and leisure tourism offer of Harrogate, spoke about the history of the site.

From its foundation in York in 1837 to the current day, the Yorkshire Agricultural Society remains true to its original objectives:

- To advance, promote and improve agriculture
- To advance and encourage agricultural education
- To advance and encourage the protection and safeguarding of the environment
- To hold an annual agricultural show

The latest innovations include "Growing Routes" which helps people in the agricultural community to diversify with the support of Yorkshire Forward and Business Link. Since 2003 over 200 new business start-ups and over £900,000 of funding has been made available.

The site hosts many educational activities for children of all ages including Farmhouse Breakfast Week, Countryside Days, Discovery Zone, Country Craft Experience and Countryside Careers. Short courses for teachers are available free to primary school staff to teach them skills they can take back into their schools, such as developing a school garden, orienteering, creating a school nature reserve, basket weaving.

The best known events are the Great Yorkshire Show and Countryside Live, which together bring in over 130,000 visitors to the town.

Yorkshire Event Centre Limited consists of two venues, Pavilions of Harrogate and Yorkshire Event Centre which are responsible for over 650 events a year attended by over 500,000 visitors. Their activities generate up to £36 million spend in the local economy

and support almost 700 jobs in the district. These figures are from 2004 and that success has been built upon.

The Yorkshire Showground Site is currently developing for the future with 2009 seeing new hard standing car parking for another 200 cars at Pavilions of Harrogate together with a further six new meeting rooms to accommodate from 4 to 40 delegates.

The most exciting development is the new Regional Agricultural Centre which will open in May/June 2009. The £5.1 million project with Yorkshire Forward support has been on target since work started in 2008 following the unveiling of a plaque by Her Majesty the Queen. The Centre will include a Shop and café offering the best of Yorkshire Food and new offices for the Yorkshire Agricultural Society and other not-for-profit agriculturally related organisations. Up to 35 new jobs will be created.

The buildings are of environmentally sound construction using local designers, architects and builders.

Robert concluded by saying he hoped that those Victorian visionaries would approve that the objectives that they set out with 171 years ago are still as relevant to the Yorkshire Agricultural Society of the present, and are pursued with the same passion and vigour now as then.

He also hopes they would be as proud as he is, that the continuing developments of Yorkshire Event Centre not only help support that passion, but also play a significant role in the business and leisure tourism economy of Harrogate and its district.

For further information contact:

Robert Whiteley, General Manager

Yorkshire Event Centre Tel: 01423 544544

E-mail: robertw@pavilionsofharrogate.com

Websites: www.eventcentre.co.uk

www.pavilionsofharrogate.com

QUESTION TIME

Stuart Pearson of Trinity Foundation asked when the car park at Leeds Bradford Airport would be completed.

Tony Hallwood responded that the first phase of the car park expansion had been opened on schedule last October, which included the new bus terminus and Arrow Taxi area and the first phase of the rapid drop-off car park. The second phase, which would deliver an extension of the rapid drop-off car park, disabled bays and short term car park, would be open just before Easter ready for the Summer programme.

Bernard Fenton of Blue Line Cars asked if the second stage of the airport forecourt would enable taxi and private hire cars to drop passengers off nearer to the terminal? The present arrangement provides no weather protection for passengers whatsoever.

Tony Hallwood confirmed the next phase opening just before Easter, would allow passengers to be dropped off much closer to the terminal. The new short term car park would be only 100 metres from the terminal and will have its own dedicated entry and exit points.

Further question and comments from all members and readers of REVIEW are welcome which can be forwarded to the most appropriate speaker for reply.

Please e-mail: Secretariat@harrogatechamber.org

HARROGATE DISTRICT NEWS

Dunlopillo to remain as employment land

Following an appeal by the developers who acquired the Dunlopillo site following the refusal of their initial planning application, a Government Inspector confirmed that the site should remain as employment land and be modelled on the Hornbeam Park business park.

This follows close collaboration with Harrogate Council's Planning Officers to whom the Chamber has sent a congratulatory letter on the outcome of the appeal.

Future Governance Models for local Council

Harrogate Borough Council (HBC) is at the consultation stage of future governance models for the Council leadership. The Government are encouraging Councils to consider whether they continue with the existing Leader and Cabinet Executive model, or whether an elected mayor would be favoured.

This is an open consultation available on the HBC website at www.harrogate.gov.uk/surveys/new098.htm
The deadline for responses is 17th April.

A second survey is consulting with respect to how often the Council should be elected - to carry on with the current practice of electing a new Council every year, or to elect the Council every four years? This survey is at www.harrogate.gov.uk/surveys/news097.htm

New Parking Restriction List published

Long lists of proposed new parking restrictions were published in the Harrogate Advertiser on 6th March, asking for any objections in writing by 27th March. Members are encouraged to check the list, which is available for inspection at the Council Offices on Crescent Gardens, 09.00 to 16.30 Monday to Friday.

Positive trends for Harrogate businesses

On the surface it doesn't appear that Harrogate businesses are suffering to the same extent as in other towns and cities throughout the UK. Supporting the Ackrill Media Group's business feature "**Bucking the Trend**", we would like to hear your good news on the business front to pass on to other members and to the business reporters at the Harrogate Advertiser.

Conversely, if your company is struggling, we can confidentially signpost you to some help on all aspects of business. E-mail: chiefexec@harrogatechamber.org

MEMBERSHIP BENEFITS

FREE Harrogate Map

The first supplies of the new FREE Harrogate Map were available for members to collect. If your business requires a supply, please contact the Secretariat and we will make arrangements for collection.

Brian Dunsby thanked all the partners for their help in creating this map - Destination Harrogate, Harrogate International Centre, Yorkshire Event Centre plus with Harrogate Printing & Artlink who subsidised production and St Aidan's School who helped with research.

YORKSHIRE BUSINESS MARKET 27th APRIL 2009

A supply of FREE entry visitor tickets is now available. Please either collect a quantity from the April meeting, or contact the Secretariat to arrange delivery. These can be distributed to every member's business customers, suppliers, contacts, business clubs, societies and networks. It is vital that every member does their best to promote the event and attract a large number of visitors.

Tickets and the brochure are also available as PDF files if you are able to circulate these to your contacts electronically, or include on your website with a special link via the YBM logo. **Request these from the secretariat at info@harrogatechamber.org**

At this stage we have sold 50% more exhibition spaces than at this time last year, so we expect the exhibition to be full by the end of March. Don't delay if you had been considering taking a place - there are not many left!

The Ackrill Media Group's 8-page advertising feature, offering 50% discount on their advertising space, will be published a week before the Business Market. The deadline for copy is 7th April 2009.

If you would like to be included get in touch with Anna Kendal-Greene at Ackrill Media Group Tel: 01423 707426 E-mail: anna.kendalgreene@ypn.co.uk

Similarly the Yorkshire Post is running an advertising feature shortly before the Business Market. If you wish to take advantage of their discounted space contact: **Phil Hall at the Yorkshire Post on Tel: 0113 238 8853 E-mail: Phil.Hall@ypn.co.uk**

Stuart Pearson encouraged members not to be left out-it is "The Place to be Seen" in Yorkshire on 27th April.

If you are not exhibiting, don't forget to register online to visit at www.yorkshirebusinessmarket.org/visit.htm and ensure quick entry on the day avoiding the queues.

MEMBERSHIP BENEFITS

Harrogate Chamber Membership Benefits

Make sure you are taking full advantage of all aspects of Harrogate Chamber membership. An up to date information sheet is available on the literature table at meetings, or you can find this on our web site at www.harrogatechamber.org/membership.htm

Harrogate Chamber also offers low cost promotion opportunities throughout the year. Again details are available on the literature table at each meeting or visit www.harrogatechamber.org/promotion.htm

Discount on membership of LNYNCC

Along with your Harrogate Chamber membership renewal subscription invoice recently despatched, you will have received notification that Harrogate Chamber members can benefit from a 20% discount on the annual subscription of Leeds, York & North Yorkshire Chamber of Commerce. Members interested in taking advantage can request the special form by writing to: payments@harrogatechamber.org

This is NOT a joint membership, but is a supplementary amount payable directly to LNYNCC. This will enable you to attend their meetings at member rates and make contact with businesses in the Leeds and York areas.

FOCUS GROUPS

Town Centre Improvements

Christmas Lights 2009 - Robert Whiteley was pleased to report that the Mayor of Harrogate will be hosting a meeting with all interested parties to ensure the lights this year are even bigger and better than last year. It is on Wednesday 1st April at 18.00 in the Council Offices. If interested in attending please contact Vice-President David Horth or Lyn Wardell on 01423 569550.

Traffic & Transport

Loss of Heathrow Air Service - Brian Dunsby expressed his concern at the loss of the air service between Leeds/Bradford and London Heathrow due to Lufthansa, the new owners of BMI, wishing to make more profitable use of the slots at Heathrow and not because of lack of use by local people. He is optimistic, however, that the team at Leeds/Bradford will be able to restore a service to one of the other London Airports.

Harrogate to London Rail Service Refusal - Brian was also concerned at the recent rejection by the Office of Rail Regulation of the application from First Trains for new direct services between Harrogate and London.

Despite strong support from Harrogate Borough Council and the Yorkshire Dales & Harrogate ATP, North Yorkshire County Council, Destination Harrogate, etc, the ORR relied upon consultants whom it appeared had made assumptions based on the statistics of population.

Brian Dunsby explained how this was disappointing, as many of their arguments were flawed. For example, they said that Harrogate was a smaller community than Sunderland or Bradford, but they did not take into account the different demographics and social economic profile of the towns or the large number of inbound visitors that Harrogate has for both business and leisure.

We are now waiting to see if National Express take up the contingent rights that have been offered. That is, they have the right to run services to Harrogate if they can satisfy all the conditions, one of which is that they do not interfere with all the existing services through Leeds City Station. As members know, Leeds Station is already very congested which is one reason why NXEC trains from Harrogate do not always materialise.

Northern Rail bring inbound visitors - Following recent complaints by Harrogate Chamber to Northern Rail about repeated advertising of special discounted offers on services from Harrogate to Leeds, Northern Rail have now provided copies of advertising for cheap tickets to Harrogate from both York and Leeds.

THANKS TO CEDAR COURT HOTEL

Our grateful thanks go to Simon Cotton, General Manager at the Cedar Court Hotel and the helpful staff for hosting our March Meeting in their beautifully appointed Queen's Suite.

For further information on Cedar Court's facilities for all types of functions, large and small, business or personal, go to www.cedarcourthotels.co.uk or ring 01423 858585.

SCAMS & SPAMS

Data Collection Scams Warning

The Information Commissioner's Office have given another warning about the data collection scams, reminding businesses never to pay anybody to register you under the Data Protection Act - it is not necessary to pay anybody, except the Data Protection Office itself.

If you are in any doubt about a letter or e-mail you may have received call the **Information Commissioner's Office notification helpline 01625 545 740**.

EU Company Directory

Another mass e-mail scam that may have reached you is the EU Company Directory based in The Netherlands who are offering to update you "free of charge". However, close inspection of the small print at the bottom of the form reveals an annual charge of 995 Euros for three years!

Business Internet Directory

This is another data scam that writes to new limited companies stating that it is "*important that your business details are present and correct on the Business Internet Directory for UK Businesses.*" Reading through the small print a response to their letter can result in your company being tied into a contract.

Bogus Food Standards Agency letter

Food business operators should be aware of a scam letter purporting to be from the Food Standards Agency. The Food Standards Agency's press release says the letter is: "*demanding payment for supposed breaches of food safety regulations. One letter that has been drawn to the Agency's attention demands payment of £1,000.*"

The Agency warns businesses that they should not send the money but instead report the letter to their local police. Any breaches of food hygiene regulations would be dealt with by local authorities and the Agency would not be sending letters demanding payment. The following link takes you to a copy of their Press Release: www.foodstandards.gov.uk/news/newsarchive/2008/dec/letters

MEMBERS' FORUM

Hospitality & Tourism Awards 2009

Nominations for Destination Harrogate's inaugural Awards will close on 31st March 2009. Online voting can be carried out at www.destinationharrogate.co.uk

The prestigious Gala Dinner will take place at the Royal Hall on 1st June 2009. Tickets can be booked by calling Sian Craig on 01423 858585.

St. Michael's Hospice Charity Ball

Chamber member Clare Flynn, from Binns-Tomlinson Safety Training Services Ltd, is undertaking a challenge to trek for 5 days along the Great Wall of China in September in aid of St. Michael's Hospice. She has organised a charity ball at Cedar Court Hotel on Friday 3rd April as one way of generating funds.

Tickets are available from Clare Flynn on 01423 551818 or at walkthegreatwall@gmail.com

Resellers wanted for Swift Feedback!

Richard Whittaker of IHM Services Ltd is looking for resellers for Swift Feedback software, with the potential to earn money for every Swift system they sell and generate more of their own core service.

The ideal reseller is somebody for whom Swift adds value to their existing service - consultants, designers, marketing and telemarketing agencies, printers etc.

Contact Richard Whittaker at IHM Services Limited
Tel: 01423 879648 or E-mail: rw@ihmservices.co.uk
or visit www.SwiftFeedback.com

FREE Breakfast Seminar

DSC's next FREE Business Breakfast Seminar will be held on 1st April between 08.00 and 10.00 on "**The Benefits of Co-operative Networking**". Book your free place by contacting Jenny Purdy at DSC Chartered Accountants on **01423 560547** or email her at j.purdy@dcca.com

Turn Design website offer

New members Turn Design Ltd are offering a 5-page business website for £499 which would be ideal for a small business or business start-up.

For more information contact Adam Lloyd, Creative Director at Turn Design Ltd on 01423 522114 or E-mail: adam@turndesign.co.uk

Bettys to re-open after refurbishment

June Wood, Manager of Bettys in Harrogate, was pleased to announce that the newly refurbished Bettys will be re-opening on 28th March in good time for Easter including the Montpellier Café Bar which is a new concept for Bettys.

Meanwhile it is business as usual in the Imperial Room.
Find out more at www.bettys.co.uk

Seminar Room for hire at St Michael's

Catherine Archbold, Hospitality Manager at Saint Michael's Hospice offered the use of their beautifully appointed seminar room at Crimple House, which can host events for up to 65 people. Parking is free and all profits go towards the upkeep of the hospice.

For more information contact Catherine Archbold at Saint Michael's Hospice on 01423 878192.

Platinum E-marketing services

In addition to well known printing and mailing services, Platinum Print now offer a wide range of web design and e-marketing services. They can create and send bulk e-mails to your customers and prospects ensuring existing and potential clients receive tailored personalised content. Contact David Wyvill on 01423 881158 sales@platinumprint.com

Last call from Autograph Promotions

Christine Hesketh of Autograph Promotions reminded members exhibiting at the Yorkshire Business Market that if they wished to use promotional gifts that they need to put in their requests now in order to guarantee delivery before the event.

Call Christine on 0113 228 6553 for immediate attention.

FUTURE MEETINGS

Monday, 6th April - Cairn Hotel Business Networking Safari & Buffet

Please note the next meeting will be on the FIRST Monday of April, due to the second Monday clashing with the Easter Bank Holiday. It will start at 18.00 hours.

A few places are still remaining for this Business Networking Safari, so book now to avoid disappointment. Drop an e-mail to the secretariat if you want to meet up to 48 other companies in one night and make them aware of your business activities and also find out what they might be able to do for you.

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.

Monday, 11th May - Hotel du Vin Annual General Meeting

The Annual General Meeting will be held on Monday 11th May from 17.30 with keynote speeches by the Harrogate Borough Council Leader, Dr Mike Gardner and Chief Executive, Wallace Sampson.

Any Special Resolutions for consideration at the AGM must be submitted to the Secretariat by 24th April 2009.

Nominations for AGM Election

The Management Group, with the assistance of the Past Presidents Group, have nominated the following officers and committee for the year commencing at the AGM on 11th May - to be voted upon for acceptance or rejection:

President 2009/10:

Robert Whiteley, Pavilions of Harrogate

Past President 2009/10:

Granville Simpson, The Rocking Horse

Vice Presidents 2009/10:

David Horth, Victoria Shopping Centre
Mark Lancaster, Colour It In Digital Print & Display
Stuart Pearson, The Trinity Foundation

Hon. Treasurer 2009/11:

Michael Best, David Newton & Co

Hon. Legal Adviser 2009/10:

Neil Goodrum, McCormicks Solicitors

Management Committee (3 vacancies):

Ian Bergel, Auditel
Brian Coghlan, NatWest
Simon Cotton, Cedar Court Hotel

Any member who wishes to stand for election next year should give notice to the Secretariat by 31st December.

EXTERNAL ORGANISATIONS

Advance details have been received for the planned Flaxby Country Club which aims to be one of the key resorts in the UK luxury hotel sector. Investors are invited to share in future room income. Further details from Ben Simpson, Skelwith Leisure Ltd, 01904 788308 or click on www.skelwithgroup.com

NEW MEMBERS

Affinity IMS Ltd (Financial)

Jarrold Robinson, Mortgage & Insurance Broker
JAK House, 25 Hutton Gate, Harrogate, HG2 9QG
Tel: 0845 116 1318 **Fax:** 0845 116 1319
E-mail: jarrold@affinityims.co.uk
Website: www.affinityims.co.uk

AFPP Ltd (Commercial arm of a Charity)

Joanna Ripley, Head of Events
Daisy Ayriss House, 6 Grove Park Court,
Harrogate, HG1 4DP
Tel: 01423 508079 **Fax:** 01423 531613
E-mail: joanna.ripley@afpp.org.uk
Website: www.afpp.org.uk

Alexa House (Guest House)

Sandra Doherty, Co-owner
26 Ripon Road, Harrogate, HG1 2JJ
Tel: 01423 501988 **Fax:** 01423 504086
E-mail: enquiries@alexa-house.co.uk
Website: www.alexa-house.co.uk

Harrogate International Festivals

(Creative cultural organisation)
Sharon Canavar, Operations Director
Raglan House, Raglan Street, Harrogate, HG1 1LE
Tel: 01423 562303 **Fax:** 01423 521264
E-mail: sharon@harrogate-festival.org.uk
Website: www.harrogate-festival.org.uk

Leeds Bradford International Airport (Airport - Aviation)

Tony Hallwood, Commercial & Aviation Development
Director, Yeadon, Leeds, LS19 7TU
Tel: 0113 391 3300 **Fax:** 0113 391 3301
E-mail: tony.hallwood@lbia.co.uk
Website: www.leedsbradfordairport.co.uk

Royal Baths Chinese Restaurant (Chinese Restaurant)

Hak Ng, Manager
Central Hall, Crescent Road, Harrogate, HG1 2WJ
Tel: 01423 536888 **Fax:** 01423 536888
E-mail: hak@centralhallrb.com
Website: www.royalbathschineserestaurant.com

Rudding Park Ltd

(Hotel, Restaurant, Conference Facilities)
Peter Banks, Managing Director
Rudding Park, Follifoot, Harrogate, HG3 1JH
Tel: 01423 871350 **Fax:** 01423 872286
E-mail: peter.banks@ruddingpark.com
Website: www.ruddingpark.com

Synergy Automotive Ltd

(Vehicle finance & fleet management)
Paul Parkinson, Managing Director
Evans Business Centre, Hartwith Way,
Harrogate, HG3 2XA
Tel: 0845 373 5368 **Fax:** 0845 833 1843
E-mail: paul@synergyautomotive.co.uk
Website: www.synergyautomotive.co.uk

Turn Design Ltd (Brand Communication Agency)

Adam Lloyd, Creative Director
Windsor House, Cornwall Road, Harrogate, HG1 2PW
Tel: 01423 522114
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Stay on top of health and safety paperwork

The owner of a small business has warned other firms to stay on top of their paperwork or face hefty fines for not keeping health and safety records. The business owner said his firm was fined a "crippling" £10,000 after it was found guilty of breaching health and safety regulations for not providing training and failing to make a proper risk assessment.

The owner said his business had provided the training and carried out the risk assessment, but had failed to keep the associated paperwork that would have backed him up in court. The fine was cut to £4,000 overall after he complained the original fine would close his business.

Energy Performance Certificates now in force

Landlords are being warned to ensure they are fully compliant with Energy Performance Certificates (EPCs), which have been a legal requirement since 1 October 2008. Landlords wishing to let property will have to provide an EPC to prospective tenants. The EPC lists recommendations to improve the energy efficiency of a property and lasts ten years. Landlords who don't comply can be issued fines of up to £200 every time they are asked to produce an EPC and fail to do so.

More at: www.contractoruk.com/news/003983.html

Tax relief guidance causes confusion

Local authorities have been following outdated Whitehall guidance when they imposed a deadline of 30 September 2008 on the filing of small business rates relief claims. The Department for Communities and Local Government updated the guidance two years ago, giving applicants a three-year deadline in which to apply and scrapped the deadline which ended six months after the end of the tax year.

This means firms have until 2010 to apply for 2007-2008 tax relief of up to £1,100. However, some local authorities claim that those who missed the 30 September 2008 cut-off have missed their opportunity, a decision the DCLG has said is incorrect.

Carbon Trust loans double

The Carbon Trust has announced it has doubled the maximum amount that small businesses can borrow through its Energy Efficiency loans. Small and medium-sized businesses that want to implement energy-saving projects or upgrade equipment to cut their carbon emissions can now apply for an unsecured, interest-free loan of up to £200,000.

The Carbon Trust say the limit has been raised as some businesses found the original £100,000 limit inadequate to finance more ambitious carbon-reducing initiatives.

More at: www.carbontrust.co.uk

Increased contracts for female entrepreneurs

A new initiative aims to boost the amount of public sector and large business contracts run by women-owned businesses. Government-backed WEConnect (Women in Enterprise Connecting to Contracts) scheme aims to connect women with multi-national firms.

The scheme is based on a successful US pilot and has won the backing of firms such as Pfizer, Hewlett Packard and Microsoft. More at: www.weconnect.org/uk

Data Protection Guides

The Information Commissioner's Office has produced two useful guides to assist small businesses:

"**Getting it right - A guide for small businesses**" is a five page guide to understanding and following the requirements of the Data Protection Act, 1998.

"**Small business checklist**" is a two page checklist which will help businesses comply with the Act. At the end is a list of guidance on particular areas where more help may be needed as well as telephone helpline numbers.

These important guides will help you to understand the Data Protection Act and make compliance easier. Go to www.ico.gov.uk for more information.

Identify Health & Safety Risks

A useful microsite from the Health & Safety Executive will help retailers understand how to identify health and safety risks in their premises. The site includes case studies and resources: www.hse.gov.uk/retail/index.htm

Updated Guidance on working from home

HM Revenue and Customs has issued guidance to clarify the costs of working from home. This clarifies what allowable home costs self-employed people can claim against their business. These include:

- A proportion of cleaning costs
- Mortgage interest
- Council tax
- Home insurance

The home is only eligible, however, if its sale would not attract capital gains tax, the business area resembles an office when in use and the worker qualifies as being self employed. The HMRC website lists examples of eligible claims. View the guidance at <http://digbig.com/4xdsn>

Find Government Contacts

Small firms are being urged to sign up to the government's www.Supply2.gov.uk website to take advantage of the thousands of government contacts available. The website provides an up to the minute database of government contracts for small businesses wishing to supply the public sector.

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