



REVIEW

October
2009

FUTURE MEETINGS

17.30 networking
for 18.15 start

2009

9 November
Crown Hotel

14 December
Holiday Inn
(Safari)

2010

11 January

8 February

8 March

12 April

Review of Chamber Meeting + News Update

CHARITY EVENING - Benefits for Supporters

- Harrogate & Area Volunteer Centre – can help to place volunteers locally
- Harrogate Homeless Project – helps staff development, training & publicity
- Henshaws of Yorkshire - volunteering for staff or clients + bowling challenge
- Horticap – advise on “green” credentials; collect recyclables; smarten premises
- St Michael’s Hospice – Guild of Patrons – “strength through partnership”
- Yorkshire Cancer Research – marketing, networking, branding and PR

DISTRICT DEVELOPMENTS

- Harrogate International Centre - £13m expansion of Exhibition Halls confirmed
- Harrogate Britain in Bloom GOLD + awards to Cedar Court + DSC Accountants
- Harrogate at Christmas – please donate for a “big bauble” or buy Raffle Tickets
- Harrogate Traffic Blackspots - Chamber campaign taken up to County Council
- Chamber now represented on the Harrogate Employment & Skills Partnership
- Yorkshire Business Market 2010 – book early for 25% discount for members
- International Enterprise Promotion Convention – 50% discount for members

Future Meetings

Monday, 9th November - Crown Hotel, Crown Place, Harrogate - 17.30 for 18.15

Networking techniques

How to make worthwhile business contacts ... and follow them up!

Presentations by Ian Bergel of Auditel; Paul Parkinson of Synergy Automotive Ltd;
Christine Norton of Saint Michael’s Hospice. **GUESTS WELCOME IF PRE-BOOKED**

Monday, 14th December - Holiday Inn, Kings Road, Harrogate - 17.30 for 18.00

Business-to-Business Safari: “hunting for sales leads”
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

CHARITY EVENING

Vice President, Stuart Pearson, of The Trinity Foundation, hosted the first part of the meeting, which included brief presentations from six of our members who are well-known Charities in the area. The remit for the presentations was to explain to members how involving their company with a Charity can be a win-win situation for both organisations.

Harrogate and Area Volunteer Centre
Caroline Shead, Volunteer Centre Manager
www.harrogate.org

Harrogate Volunteer Centre's Employer Supported Volunteering Programme can support your business in a variety of ways. They have excellent relationships with over 170 voluntary organisations, so are best placed to work with you to find a voluntary opportunity that matches your company ethos. In addition, they have a strong corporate background which means they are uniquely placed to understand the pressures and challenges of business whilst ensuring you get the maximum benefit from your Volunteering Programme.

Caroline said 'employees are your ambassadors' and linking with community based projects, making a difference where it really matters most, will enhance your reputation in the community in which you operate.

The Volunteer Centre can support your HR requirements by offering your employees a wide range of personal development opportunities, team building and leadership as well as negotiating and networking skills gained through volunteering.

To find out more, please contact Caroline Shead on 01423 509004 or email volunteer@harrogate.org

Harrogate Homeless Project
Peter Lynch, Trustee & Vice Chair
www.harrogate-homeless-project.org.uk

Change - Homelessness in Harrogate:

- Younger
- More Females
- Complex Drink and Drug Use
- High levels of mental health issues
- Histories of abuse and neglect
- Ethnicity

Development - The Project:

- Investment £250,000
- Specialist Tailored Services
- Secure, Stable and Valued
- Specific Pathways of Care
- Separate Services

Support - Not a Request for Cash!!!!!!!!!!!!

- Relationship
- Build on the good will between business and voluntary sector
- Seeing is believing. An Invitation
- Share expertise. We need your business skills
- Mutual Benefits and Goals

The Future - Charity with Social Enterprise:

- Continue the support services
- Inclusion and work ethic
- Personal development for staff and clients

- End Dependence
- We need your help!

Mutual Benefits - Liaison:

- Community
- Staff personal development
- Training
- Publicity and Profile Raising
- Most are to be discovered....
- Relationship

Feel free to visit and see if we can support each other.

Contact Us:

Peter Lynch 07767612873

Liz Hancock 01423566900

liz.hancock@harrogate-homeless-project.org.uk

Henshaws of Yorkshire

Ian Proudler, Yorkshire Fundraising Manager
www.henshaws.org.uk

Henshaws Yorkshire work with people who are blind or have a visual impairment. Many also have more complex needs. At Henshaws they help people gain independence via their Children's Service, Specialist College, Vision Support Team, 15 community houses and of course the Arts and Crafts Centre.

What Henshaws Yorkshire offers Harrogate Business?

Volunteering Days for staff or clients

Henshaws have a number of 'projects' which lend themselves perfectly to a volunteering day or days for a small group of active people. They include:

- Creating a common Room / break out area at the Arts and Crafts Centre
- Developing a small garden for a house of 2 people on the College campus
- Creating a summer house and more accessible garden at one of our community houses
- Designing an archaeology mosaic at the Arts and Crafts Centre
- Some painting and decorating of rooms within our community housing

The Blind Bowling Challenge

Barclay's have pioneered this joint activity with Henshaws where their staff and the Henshaws Community Housing ten pin bowling team merged as part of a challenge. It developed new friends, an appreciation of visual impairment and helped to team build, and raise funds. Each staff member had to use spectacles or blind folds to represent a visual impairment so their understanding became a reality, albeit for a short time.

The above represents a few possibilities but of course there are more. Henshaws Yorkshire are delighted to have John Fox [past Harrogate Mayor] working as their Volunteer Coordinator and he will be delighted to hear from anyone wishing to know more: **John Fox, Volunteer Coordinator, Henshaws Yorkshire, Henshaws Arts and Craft Centre, Bond End, Knaresborough HG5 9AL Tel: 01423 799601**

Horticap

Joy Allan, Chairman + Ian Bradbury, Manager
www.horticap.org

At **Horticap** our raison d'être is to care for, help and nurture the adults with learning disabilities who come regularly to Bluecoat Wood Nurseries, near Harlow Carr.

To do this, we need all sorts of help. It is not just a matter of raising money although this is an important part of our activities; raising awareness is also of importance and we do work with businesses in the town to this end.

We believe that you can help us meet our objectives and also benefit by:

Giving innovative advice on marketing and PR and other commercial skills/activities:

- Offering a training opportunity to one of your junior members of staff.
- Offering professional services from time to time – with the opportunity to carry out research you may require
- Supporting, sponsoring or organising fund raising events – to challenge you and your staff or just to have some fun!
- Sponsoring our quarterly newsletter, (printed version circulation 400 plus) – low cost advertising.
- Inviting a small group of our students to visit your premises – allowing you to estimate whether you could employ a person with learning difficulties

We can also provide development opportunities for members of your staff at our site, although any person would have to undergo security checks.

We will also be happy to advise on your “green credentials” having won Harrogate Borough Council's BAFTERS (Best Action for the Environment Road Show) award. This all highlights your company's social awareness and further increases your corporate profile by being linked to a local charity.

Horticap will collect recyclable items, free of charge - any items are considered, for example, wooden pallets, hessian sacks, carpet tiles, fabric swatches and wallpaper samples.

Local tree surgeons bring tree trunks which we turn into logs or chippings for our use and for sale. They would have to pay to dispose of these elsewhere so this is a great example of a mutually beneficial system.

Of course if you want to smarten up your premises, we can provide hanging baskets, tubs or window boxes. As well as our shop, we have a small meeting room and a beautiful garden, both of which are for hire and a visit to Horticap is an educational as well as a happy experience.

To work with Horticap in any of the above areas, please contact our **Administration Manager, Pauline Shorter at Bluecoat Wood Nurseries, Otley Road, Harrogate, HG3 1QL. 01423 522876**

Saint Michael's Hospice

Christine Norton, Development Manager
www.saintmichaelsospice.org

In 2007 Saint Michael's embarked on a 5-year strategy to double the number of patients we are able to help by 2012. This is being accomplished via a series of aspirations encompassing all aspects of patient care.

To drive forward that strategy we needed to focus on sustainable income streams and with this in mind set up a Guild of Patrons with a view to acquiring 30 members who would commit to donating £5,000 per year for 3 years.

21 members have joined so far and, on the basis of 'strength through partnership' they receive the following benefits:

- Glass plaque for display on their premises, as well as Patrons' display in hospice Reception area
- Use of exclusive Guild of Patrons logo
- Monthly updates and invitations to special events, networking evenings etc
- Quarterly Guild of Patrons e-newsletter
- Recognition through local media (approx every 2 months) including Business Pink
- Recognition through hospice presentations to business delegates and groups
- Dedicated page in hospice Magazine distributed to database of over 15,000 supporters
- Opportunities for staff to take part in events such as the Midnight Walk or Santa Dash

This is a great opportunity to give something back to the community in which we live and work, that demonstrates patrons' commitment to corporate social responsibility, offers an effective marketing plan, and generates pride and motivation among their staff. It also enhances their branding and local profile and attracts customer loyalty.

In order to enable smaller businesses to help at a level that suits them, Saint Michael's will be setting up a new Business Membership scheme in the New Year. Local business people are invited to offer input into this scheme, and we welcome suggestions as to price level, concept, benefits and promotion of such an initiative.

If you would like to support Saint Michael's or offer advice please **contact Christine Norton, Development Manager, on 01423 878190 or email cnorton@saintmichaelsospice.org**

Yorkshire Cancer Research

Clair Challenor-Chadwick,
Head of Marketing & Fundraising
www.ycr.org.uk

The Business of Charity Partnerships

We raise our money in Yorkshire, we spend our money in Yorkshire and by working with regional businesses and suppliers we continue to be a vital part of our region's success in terms of economy and world-class research.

What YCR can offer charity partners:

- Full marketing support from a dedicated team including:
 - *writing press releases / dealing with the media / event management / design / advertising*
- Networking opportunities with other businesses / organisations
- High profile sponsorship opportunities
- Branding opportunities throughout the region

Wider benefits to your organisation:

- Potential exposure in charity media, magazine / website / PR with access to nearly 20,000 registered subscribers
- Excellent platform for raising your profile, boosting your image and securing your reputation amongst clients and prospective clients
- Recruitment, retention and engagement of staff as well as a launch pad for wider community involvement
- Increased sales and competitor advantage through effective cause related marketing campaigns
- Greater customer loyalty

Some of our charity partners include:

- Sainsbury's / Costcutters / Hull City AFC / GDF Suez / Altura

Work with us for a world without cancer

YCR is working hard for a world without cancer and by funding world-class research in Bradford, Leeds, Hull, Sheffield and York, we are able to continue to invest in the region's economy and encourage initiative wherever we find it, whether that is in the laboratory, through new business partnerships or from volunteers who are forever coming up with new ways to fundraise.

Clair Challenor-Chadwick,
Head of Marketing and Fundraising
 Tel: 01423 877228 Mob: 07908 377188
 Email: Clair@ycr.org.uk Website: www.ycr.org.uk

DISTRICT DEVELOPMENTS

Harrogate International Centre £13m extension plans approved

Harrogate International Centre has been given the go-ahead to proceed with their new building plans for a £13 million scheme to provide two new industry standard exhibition halls and a new, extended entrance to Springfield House lobby area, together with external improvements along Kings Road.

HIC Brand Manager, Lynne Farrow, said the two new halls would offer an extra 3,400 square metres of space. It is hoped HIC will now be able to attract some of the markets that they have not been able to accommodate before.

Chief Executive, Brian Dunsby asked members to give some thought to their own Trade Association or Professional Institute Conferences. Could they be persuaded to hold their annual event in Harrogate?

Harrogate Blooming Again!

Harrogate has again won the Britain in Bloom Gold Award, coupled with the Valley Gardens winning the best Public Park category, Cedar Court Hotel winning

the Best Large Hotel category and DSC Accountants winning Best Retail & Commercial Premises category.

The Chamber's congratulations go to Pam Grant, Caroline Bayliss and the Harrogate in Bloom Committee, for their hard work in achieving this success again. Awards like this put Harrogate on the map, and on course for a European Award.

Harrogate in Bloom have also kindly donated £100 to the Harrogate at Christmas appeal and pledged to do so for the next four years.

Ackrill Business Awards

The time of year has come around when you can nominate for the 2009 Ackrill Media Group's Business Awards, which were launched recently. The closing date for nominations is 8th January 2010. Harrogate Chamber will again be sponsoring the Best Small Company (1-10 employees) Award + a FREE Business Market Stand.

There are many different Awards for nominations, including Young Entrepreneur, Rural Initiative, Tourism, Green, Employer, Employee, Company Website, Mayor's Award, Business Personality and Lifetime Achievement, as well as the Best Small, Medium or Large Company Awards.

Nomination and success in these Awards bring welcome extra publicity for your business, whatever type and size. The awards ceremony will take place at the Harrogate International Centre in March 2010.

Full details are available on the Harrogate Advertiser website www.harrogateadvertiser.co.uk

Harrogate Council Liaison

A consultation is under progress for the Sites & Policies Local Development Framework Document, and members at the meeting were advised that comments were required by mid October via a link on the Council's website. The Consultation is about where housing and business development should take place as a result of the Inspector challenging the initial proposals.

The Chamber's regular quarterly meetings with the Council's Department of Development Services continue to take place and members are asked to raise any particular points for Chamber Officers to answer them, or bring them up at future meetings.

Tower Street Hotel plans turned down

The development plan for a new hotel on Tower Street in Harrogate has been turned down by the Planning Committee, due to objections from neighbours of the proposed property. This unfortunately sees an end to the prospect of a new budget hotel next to the multi-storey car park as the developers have now abandoned the idea as no compromise could be found.

NYCC Economic Bulletin

The latest Economic Bulletin has been received from North Yorkshire County Council, which says the most significant change is the 7.4% increase in visits to attractions in North and North Yorkshire.

The significant figures on jobs are unfortunately still declining, but the rate of change has declined, bringing a glimmer of hope for the future.

Chamber representative on HESP

Harrogate Chamber now has a representative on the Harrogate Employment & Skills Partnership with Marian Farrar of St Aidan's School now representing the business community. The next meeting is late October, so any members with an interest in the field of Employer Engagement, Training and Education of young people, please send a message via the Secretariat.

Gambling Act Consultation

Any members interested in being involved in a Review of the Statement of Principles of the Gambling Act 2005 may like request a copy of the link for the draft document from the Secretariat. The consultation period ends on 2nd November 2009.

Council Procurement Policy

A copy of the booklet 'How to do business with the Councils in North Yorkshire' is available by e-mail on request. Any members experiencing problems tendering for business with either the County or Borough Councils should contact the Secretariat.

Claire Kelley, Case Worker for Phil Willis MP and prospective LibDem Parliamentary Candidate, was pleased to report progress in her campaign to try and persuade the Councils to change their policy of opting to use larger businesses away from local communities.

At a recent County Council meeting the Executive asked the Corporate Procurement Member Working Group to review the arrangements under which contractors, particularly local SMEs, can qualify for inclusion on the County Council Tender. There needs to be a balance between meeting the requirements of the legislation, whilst not discouraging local companies who might be suitable to provide certain types of products and services at a local level. There may well be situations where a local company could provide better overall value for money, for example with schools for maintenance contracts, who can respond more quickly to urgent call-outs.

Brian asked for members who had been adversely affected by the procurement practices to get in touch with the Secretariat, which will be treated in confidence.

MEMBERS' FORUM

FREE Live Coaching Seminar

New member, ProPerforma Coaching, invite you to a FREE Life coaching seminar, which is an opportunity to experience first hand the benefits it can bring to both your personal and business life. This event will be held on Tuesday 10th November at the Crown Hotel, Harrogate. Registration at 7.00pm.

Places are limited, so to book your place please contact Sue Corben on 01423 734622 or visit www.properformacoaching.com

FREE Meeting Room offer

Forsyth @ Southfield are offering fellow Harrogate Chamber members the opportunity to book a meeting room, holding up to 10 people, at Southfield completely FREE! The offer is available until the end of November 2010.

Southfield is situated at the corner of York Place and Station Parade, adjacent to The Stray. Members are welcome to drop in at any time between 08.30 and 17.30 to have a look round, or contact **Centre Manager, Helen Long on 01423 704100.**

GOLD Rose for Cold Cotes

Congratulations to Cold Cotes Guest Accommodation, who were awarded the Yorkshire in Bloom Gold Rose Award, which is presented to communities and businesses that achieve outstanding positive and lasting improvements to their local environment through horticulture.

Cold Cotes Guest Accommodation and Events is a five-star gold award guest accommodation and events centre located seven miles west of Harrogate, offering six en-suite rooms for overnight stay and converted barn spaces ideal for business away days and personal celebrations.

Cold Cotes welcomes garden visits by groups of any size by prior arrangement. Groups of 20 or more can be provided refreshments and an introductory talk about how the garden has been developed.

More information is available at www.coldcotes.com

Art Auction at Hotel du Vin

Chamber members are invited to an Art Auction being held by Yorkshire Cancer Research on Thursday, 29th October at Hotel Du Vin, Harrogate. Wine and canapés from 19.00 with the auction commencing at 20.00. The paintings can be viewed all day. The Auctioneer is Jeremy Hopkinson OBE.

RSVP to Sally Crerar by phone 01423 877210 or email sally@ycr.org.uk by Wednesday, 28th October.

International Enterprise Promotion Convention

Brian Dunsby repeated the offer of a 50% discount for Harrogate Chamber members wishing to attend the International Enterprise Promotion that his company Perlex Associates is organising at the **Harrogate International Centre on 15-17 November 2009.**

This Convention will bring together organisations in the UK and internationally that specialise in helping individuals to start their own business, guiding them through the initial development stage to a secure trading position in their own country and onward into the global marketplace.

If you are interested in the promotion of entrepreneurship and in supporting the creation and development of small businesses, please look at the Convention website www.enterprisepromotion.org

Harrogate Chamber Members are offered a 50% reduction on the normal full delegate fees - making it just £145 for the three days and two evening events for bookings received and paid by 7th November.

Further details from: Brian L Dunsby, Convention Organiser, IEPC 2009, Dept HR10, PO Box 288, HG1 9AX. Tel 01423 879208 Fax: 01423 870025 e-mail: organiser@enterprisepromotion.org

FOCUS GROUPS

YORKSHIRE BUSINESS MARKET 26th April 2010

Stuart Pearson reported that an even more successful Business Market was expected for 2010 with at least 200 exhibitors. Those who have exhibited before know what an effective event this can be for promoting your business locally at a very low cost.

Harrogate Chamber members can take advantage of a massive **25% discount** off their stands at the Yorkshire Business Market at Pavilions of Harrogate next April. All you need to do is complete and return the booking form along with your payment, by 31st December 2009, deducting 25% from the prices shown. A booking form is enclosed and it is also available by e-mail on request.

Some changes in the format are planned for 2010, including a series of free seminars run by Business Link Yorkshire. The new layout of the exhibition rooms at Pavilions of Harrogate means there will be a route fully under cover around the four rooms.

A full report and photographs on this year's Business Market are at www.yorkshirebusinessmarket.org

Promoting Harrogate

Robert Whiteley reported that the Promoting Harrogate Group now has a representation from a wide range of businesses involved in the business and leisure tourism sector of Harrogate, from meeting and exhibition venues to bus companies and hoteliers, and was going from strength to strength.

The most recent meeting was addressed by Aviva Pearson, the new CEO of the Yorkshire Dales & Harrogate Tourism Partnership who was a breath of fresh air coupled with the recently re-launched Yorkshire Tourist Board as 'Welcome to Yorkshire'. All this rejuvenation in branding can only mean an increase in visitors to the area over the next few years, which is a great advantage to many local businesses.

Destination Harrogate, chaired by Simon Cotton of the Cedar Court Hotel, are hoping to put together a DVD to promote leisure tourism in Harrogate using the best parts of DVD's already put together by the Harrogate International Centre and have approached Harrogate Chamber for assistance in funding the project. This will be discussed at the next Management Group meeting.

We would be interested to hear from any members who have joined 'Brand Harrogate' on the LinkedIn Network. Robert Whiteley would be interested to know how the Promoting Harrogate Group can work with them for the most effective way forward.

Christmas Lights

Frank Di Lorenzo confirmed that 32 retailers have been supporting the Harrogate at Christmas campaign with up to £5,000 worth of raffle prizes generating more revenue for entertainment on late night trading nights in the run-up to Christmas. Donations are still sought, for which companies are presented with a bauble to display in their premises and all companies have a mention in a roll of honour on the Harrogate at Christmas pages on the Chamber website www.harrogateatchristmas.org

Robert Whiteley thanked Frank and David for their hard work with the Retailers' Forum this year to gain support for the campaign, which means the funding is paving the way for the best Christmas Light display in a long time.

Members who wish to support the campaign in any way should contact either Frank Di Lorenzo at Debenhams - frank.dilorenzo@debenhams.com or David Horth at Victoria Shopping Centre David.Horth@eu.jll.com

Town Centre Improvements

Members who use the Cambridge Street Post Office regularly are asked for feedback after our Past President, Granville Simpson, had experienced problems when sending parcels.

One member reported that the Post Office's weighing scales appeared to be faulty after having to pay excess postage on parcels which were received by customers with insufficient postage, when they were actually carrying pre-paid labels printed by the Post Office.

Please send other examples to the Secretariat.

Traffic & Transport

Brian Dunsby said the Chamber's list of traffic Black Spots, compiled in conjunction with the Taxi Association and Bus Company, was recently featured in the local paper. Chamber officers have already had one meeting with the County Council Highways Officers who will take over responsibility from Harrogate Borough Council on 1st April 2010. Members who experience problems getting around Harrogate please ask for a copy of the list to see if their Black Spot is currently listed. If it isn't, we can add it for the next round of talks.

A new booklet has been published by Transdev Harrogate & District called '**Getting around Harrogate & Knaresborough by bus**'. We are hoping to have a supply of the publication for the next meeting. It is an excellent publication with lots of information for residents and visitors, clearly showing the bus routes available. You can download from www.harrogateanddistrict.co.uk

We are taking up an issue raised by a member on the condition of the railway bridges south of Harrogate Station, i.e. Station Bridge and York Place. Anyone with experience of these bridges and in particular the obstruction of the footpath at York Place, please get in touch with the Secretariat. We have been in touch with the engineer at Network Rail who is involved with the scheme to strengthen the bridge.

The North Yorkshire County Council's Harrogate Area Committee recently decided to ban HGVs from going along the B6161 through Killinghall, after hearing arguments for an against from man residents. Brian Dunsby represents the business community at the meetings he has no vote. He proposed a one-way compromise, and Councillor Don Mackenzie proposed another compromise. But when the vote was taken, the Conservative Councillors voted for the HGV ban and the Liberal Democrats opposed the ban, with neither side seeming interested in finding a compromise.

Leeds Bradford Airport are actively promoting Harrogate to visitors arriving at the Airport and working hard to attract new routes and have every confidence that they will be able to run direct services to the USA. More news as we receive it.

SCAMS & SPAMS

HM Revenue & Customs e-mail scam

A scam e-mail purporting to be from HM Revenue & Customs has been doing the rounds asking you to click on a link to review your tax statement. Members are warned NOT to click on the link included in the message. HM Revenue & Customs would never ask you to communicate with them in this way.

Telephone Scam

Several members have reported receiving a telephone call from someone purporting to be from BT who are about to disconnect your phone because of an unpaid bill and demand an immediate credit card payment of around £31 and claim you will be charged extra if you fail to pay. They appear to prove they can disconnect your phone, but it is all a scam.

If you are approached in this way and are able to get any more details please let us know and we will pass the information on to the Police.

ISP Renewal Reminders

People in the United States are in the business of finding domains that are about to expire and send a reminder inviting you to renew it through them for \$79.95, when your regular provider might only charge £7. Look out for these scam e-mails and don't respond.

Hotel fraud scams

A new scam reported by Melissa Watson of Grants Hotel where a phone call is received asking for a room number and when they are transferred, they pretend to be reception and claim that the guest's credit card details appear to be incorrect and ask them to clarify the details and the card number is used. She stressed that all reception staff should ensure a customer's name should be used, not a room number. The Holiday Inn and Cedar Court had experienced the same scam.

NEXT MEETINGS

9th November - Crown Hotel

The November meeting will be on the topic of 'Networking Techniques'. With the recent rise in networking organisations, this meeting will aim to inform members how to make the most of these to raise their business profile and ultimately bring in more business.

The presentations will focus on how to make worthwhile business contacts and then follow them up effectively. The speakers will be Ian Bergel, of **Auditel**, Paul Parkinson of **Synergy Automotive** and Christine Norton of **Saint Michael's Hospice**.

14th December - Holiday Inn

The ever-popular Christmas Business Networking Safari will take place at the Holiday Inn on Monday, 14th December. It is a good business-to-business networking opportunity for providers of products and services to other businesses. It is not suitable for retail businesses.

This is a particularly useful event for new members to attend as you will to meet up to 48 other businesses in

one night to tell them what your business activities are. At the same time, you can find out what services fellow members provide that you may be looking for.

Before and during the Safari, a festive Christmas Buffet is provided to ensure everyone has enough energy for the 'hunting'! Capacity is limited to 49 businesses and bookings are already coming in, so please send an e-mail to confirm if you wish to attend. Attendance is FREE to members for one representative with a limited number of second representatives admitted at £10 each.

2010 Meetings Planner

An advance copy of the draft 2010 Meetings Planner is enclosed with this REVIEW showing the proposed topics for next year. The topics were selected by the Management Group by a voting process out of around 40 suggestions.

Some members have already volunteered to give presentations on some topics, but all members are asked to send in offers to speak on their specialist topic, together with a series of bullet points they would propose to cover.

EXTERNAL ORGANISATIONS

Business Link - Winning Ways

Business Link is running a FREE one day conference in the Queen's Suite of the Harrogate International Centre on 30th November - see enclosed flyer.

It is entitled '**Winning Ways to Move Your Business Forward**'. Visit www.businesslinkyorkshire.co.uk/events or call 08456 048 048 to book your place.

NEW MEMBERS

BASH Telecom (*Internet Telephone Systems*)

Marcus Thomlinson, Director of Sales
Claro House, Harlow Moor Road, Harrogate HG2 0BA
Tel: 0845 300 2089 **Fax:** 0845 300 2089
E-mail: marcus@bashtelecom.com
Website: www.bashtelecom.com

Garbutt & Elliott (*Accountants & Business Advice*)

Sue Reid, Director
Arabesque House, Monks Cross Drive, Huntington,
York YO32 9GW
Tel: 01904 464100 **E-mail:** sreid@garbutt-elliott.co.uk
Website: www.garbutt-elliott.co.uk

Properforma Coaching (*Personal Development Coaching*)

Susan Corben, Personal Development Coach
2 Hilltop Cottages, North Rigton LS17 0DL
Tel: 01423 734622
E-mail: susan.corben@properformacoaching.com
Website: www.properformacoaching.com

THANKS TO ST GEORGE HOTEL

Many thanks to the new management at the St George Hotel, under Regional Manager, Edwina Stevens, who kindly agreed to continue hosting a Chamber meeting.

For more information on their facilities visit:
www.coastandcountryhotels.com/our-hotels/st-george-hotel-harrogate/

National Minimum Wage guide for employers

The Department for Business, Innovation and Skills (BIS) has published a guide to the new rates of National Minimum Wage (NMW). The guide sets out the types of payment that can make up the NMW, as well as the law related to tips and service charges and the NMW.

Read the full guide at:

www.berr.gov.uk/files/file53059.pdf

Half of small firms diversify during downturn

More than half of UK small firms are diversifying their business in order to stay afloat during the recession, a survey has shown. Research by insurance firm Aviva reveals that 56% of respondents said they had expanded their services or products in order to weather the recession. However, the majority of business owners (69%) said that cash flow is their biggest concern. This was most pronounced for business owners in the restaurant, pub and leisure sectors.

Read more at www.aviva.com/media/news/5427/

Companies Act comes into force

The remaining provisions of the Companies Act 2006 came into force on 1 October 2009, which the Government claims will "simplify and strengthen" the way British firms operate. Provisions of the Act include new rules on directors and their duties, shareholder meetings and rules on the formation of a new company.

For a summary of the Companies Act 2006 go to:

www.berr.gov.uk/files/file42262.pdf

Scrappage Scheme extension

The Government has announced an extension to funding for the vehicle scrappage scheme, which will cover an extra 400,000 transactions. BIS announced that the eligibility criteria will remain the same, apart from the date of UK registration for cars and vans, which will change to 29 February 2000 and 28 February 2002 respectively. The scheme will come to an end in February 2010 or when the funding runs out.

Read more at:

www.berr.gov.uk/whatwedo/sectors/automotive/scrappage/page51068.html

Government guide for businesses on new machinery legislation

BIS has published guidance for businesses about new legislation on the safety of machinery in the UK. The Supply of Machinery (Safety) Regulations 2008 are due to come into force on 29 December 2009. The Regulations cover health and safety relating to the use of various machinery and equipment.

Read full guide at: www.berr.gov.uk/files/file52968.pdf

Best Practice guidance on tips and service charges

BIS has also produced a Code of Best Practice on service charges, tips, gratuities and cover charges. From 1 October 2009, legislation prohibits businesses from using tips or service charges to make up national minimum wage pay. The Code of Practice relates to sectors where tipping is common, such as hotels and restaurants, hairdressing and beauty therapy businesses, taxis and gambling outlets.

Download guide at: www.berr.gov.uk/files/file52948.pdf

BACS issues payment advice for businesses

Payment scheme provider BACS has some useful tools and guidance for businesses. They include advice on keeping up with payments and tips on how to encourage customers to pay on time.

More at: www.bacs.co.uk/Bacs/Businesses/SME/UsefulTools/Pages/default.aspx

Guide for managers on flexible working

The Equality and Human Rights Commission has produced guidance aimed at helping employers and managers understand the benefits that flexible working schemes can bring to a business. Find out more at: www.equalityhumanrights.com/uploaded_files/Employer_s/flexbetterworkingguide.pdf

Guidance on Services Regulations

The Department for Business, Innovation and Skills has produced guidance for advisers and business owners on the Provision of Services Regulations 2009, which come into force at the end of December.

Find out more at: www.berr.gov.uk/files/file53100.pdf

Payment Services Regulations due to come into force

The Payment Services Regulations 2009 are due to come into force on 1 November, implementing the EU Payment Services Directive, which creates a new type of firm known as a payment institution or PI that will be regulated by the Financial Services Authority. The Regulations will also affect everyday withdrawals and payments made by credit or debit card. Under the Regulations, businesses will have to inform their customers about customer and business rights and responsibilities regarding any payments made. More at: www.hm-treasury.gov.uk/fin_payment_services_directive.htm

New website helps with property valuation

Business owners can check the 2010 revaluation of their property by the Valuation Office Agency in a new website, which is designed to help small business owners check their property's rateable value to avoid being overcharged for business rates. Find out more at: www.voa.gov.uk/business_rates/2010_revaluation.htm

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