



# REVIEW **September 2009**

## FUTURE MEETINGS

17.30 networking  
for 18.15 start

12 October  
St George Hotel

9 November  
Crown Hotel

14 December  
Holiday Inn  
(Safari)

## Review of Chamber Meeting + News Update

### ***ELECTION CALL – Questions answered***

- Prospective MPs for Harrogate & Knaresborough face business questions
- Claire Kelley (Lib Dem) outlines her background and reasons for standing
- Andrew Jones (Cons) outlines his background and recent achievements
- Mark Lancaster, Vice-President, poses the questions and ensures fair play
- Jean MacQuarrie and Brian Dunsby challenge their answers to questions

### ***KEY QUESTIONS – in brief***

- What is your first priority for encouraging business in Harrogate?
- What is a fair and equitable taxation system for small businesses?
- What would you do to create a level of trust after expenses scandals?
- How will you fill the black hole in our economy both locally and nationally?
- Would Tesco in Harrogate be a 'yes' or 'no' for yourselves or your Parties?
- How will you make the voice of business heard in the corridors of power?
- What are your thoughts on the local transport problems - the roads specifically?
- What is your position on a Unitary Council for Harrogate & Knaresborough?
- What about the role of Social Enterprises in the local business community?
- What reforms to the planning application process do the parties have in mind?

## Future Meetings

**Monday, 12<sup>th</sup> October** - St George Hotel, Ripon Road, Harrogate - 17.30 for 18.15  
***Charity Evening - offering benefits for business***  
**Local Charities explain how supporting them benefits a business**

**Monday, 9<sup>th</sup> November** – Crown Hotel, Crown Place, Harrogate - 17.30 for 18.15  
***Networking techniques***  
**How to make worthwhile business contacts and follow them up!**

## ***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](mailto:info@harrogatechamber.org) Website: [harrogatechamber.org](http://harrogatechamber.org)

## ELECTION CALL

In a change from the usual format and attendance principles, Harrogate Chamber opened the September meeting to all businesses in Harrogate & District to attend, so they could pose questions and hear the responses directly from the two main candidates for the Harrogate & Knaresborough seat in the next General Election - Claire Kelley for the Liberal Democrats and Andrew Jones for the Conservatives.

The panel was led by current Vice-President and Past President Mark Lancaster of Colour It In Ltd who was joined by Jean MacQuarrie, Editor of the Ackrill Media Group and Brian Dunsby, Chief Executive of Harrogate Chamber. Mark put questions to the two prospective candidates that had been submitted by members and other local business people, the responses to which were recorded and are summarised below.

Mark explained that Harrogate Chamber is a non-political organisation and Brian Dunsby clarified that just two candidates were invited to answer questions as the Chamber Executive believes the election for Harrogate & Knaresborough is primarily a local issue and, therefore, they wanted to hear the views of the two candidates whose Parties have traditionally carried the large majority of votes cast in this constituency.

### Opening Statements

The meeting opened with both candidates giving brief statements about themselves.

**Claire Kelley** said she had lived in Harrogate for 20 years and first got into politics because she wanted a crossing outside her child's infant school. She has now served 10 years on Harrogate Borough Council and 8 years at North Yorkshire County Council. When Phil Willis was elected in Harrogate in 1997 Claire worked on his successful campaign, following which he asked her to work for him in the constituency office where she is now his Case Worker and in the front line when people come in and bring problems.

The reason Claire is standing is because she wishes to continue the same principles she feels Phil Willis has shown and be a high profile MP, which she said was fundamental to the LibDem Party's beliefs. They believe in local communities and Claire says she has learned from Phil Willis that an MP is there to serve the whole community, regardless of what their political views are.

**Andrew Jones** said that he has lived in Harrogate for many years and has a business background, working in marketing, most recently as Sales & Marketing Director for Bettys and Taylors. Andrew is a Councillor in Harrogate representing the High Harrogate Ward and is in the Council Cabinet with responsibility for resources, which is defined as people, properties and money.

He recently joined the Harrogate International Centre Board which has been working on a re-development scheme to improve the facilities at the Conference Centre to ensure they remain competitive, bringing in a £6.5 million investment from Yorkshire Forward towards the project.

In almost 7 years as a Councillor, Andrew is proud of several initiatives he has accomplished including fair

trade, improving energy efficiency, water conservation, tree planting, and introducing more sustainable energy in to council houses. Whilst he worked for Saatchi in London, Andrew ran one of the bigger political think tanks and also participated in the quality development work that David Cameron is making changes to within the Conservative Party.

Andrew said Harrogate is a great place to live because people work to make it so. Fighting for our area and being a strong voice for its people is why he is involved in politics and said it would be his top priority if he is elected as the next MP.

### Question 1: What is your first priority for encouraging business in Harrogate?

Andrew said he felt in terms of policy it would be down to improving our local transport connections, primarily public transport, especially rail. An MP should be a local champion for the constituency, including local business and should be campaigning for what we need here.

He said business should be encouraged in this and every constituency and a government is needed which actually understands business and that wealth generation is the key driver to the engine which fuels our economy.

Claire said her first priority would be to make sure that Harrogate continues its amazing unique selling point, so promoting the most wonderful environment here is the biggest priority for an MP. She felt that being part of the Leeds City Region would be important to Harrogate and she hopes this will bring the infrastructure, the transport links and reform in business rates. There has to be a power for the local economy to set the business rates.

Claire also acknowledged the shortage of housing for people who do the ordinary jobs in Harrogate and it needed to be urgently addressed. We also need to train our workforce and Leeds City Region gives us access to universities. We need a high value economy in Harrogate and they help. Equally, we need to support Harrogate College in providing the training that is needed in this area.

### Jean MacQuarrie asked the candidates if they could give a little more detail on how they could influence and improve rail links for Harrogate.

Andrew said the rail links to Harrogate need to be improved in three ways - high speed rail, direct links to London and improvements in the Leeds to York railway line. These three areas need investment which he said needed to be lobbied for both regionally and nationally.

Claire agreed and added that she would like to see electrification on the line, particularly between Harrogate and Leeds and more halts on local railway lines to link into the system.

### Brian Dunsby asked where could pressure be put on both local Council and government to achieve improvements in our visitor attractiveness, as both leisure and business visitors were so important to Harrogate's economy,

Claire said a lot more could be done for our sporting clubs. Harrogate Town Football Club and the Rugby Club both need new grounds, so we really need to invest in those clubs which bring people into our area.

She felt that the re-branded Welcome to Yorkshire has already brought results with the best ever year in this region despite the recession.

The investment Yorkshire Forward puts into all sorts of industries also pump primes and makes us more attractive. Claire disagreed with the Conservative policy to abolish the Regional Development Agencies and replace them with higher tier Councils taking on that duty. In Yorkshire Forward Claire believes we are fortunate in having a high performing Regional Development Agency.

Andrew agreed that visitors are critical to our economy, 5,000 local jobs are dependent upon the success of the Conference Centre, which brings in £150 million of spending into our district. In terms of leisure, we are extremely fortunate to have two National Parks within a few minutes and we have a World Heritage site, one of the most visited attractions in the entire country, in Fountains Abbey only a few moments away.

Andrew revealed that the Council will later on this month be creating a new department bringing together Sport, Culture and Leisure Tourism to give it increased focus, working more closely with Welcome to Yorkshire and the Harrogate & Dales Partnership. He thinks the future in marketing is highlighting what we have to offer here by working with partners, because these are some of the people who have our funding.

**Question 2: Harrogate has higher than the national average of small or sole trader businesses which get taxed quite aggressively. What do your Parties consider is a fair and equitable taxation system for small business?**

Claire said she would like to see a much better tax regime in the early days of small businesses which provided a much more supportive environment to nurse them along. Small businesses are the lifeblood of our economy, particularly in this area.

Andrew said small business need a tax system which doesn't take all of its capital away early. It needs cash to reinvest to grow the business so not taxing employment through having breaks for National Insurance contributions or providing things like VAT windows. All these are adding to the cash positive nature, which are necessary to make a small business a bigger business.

**Brian Dunsby asked how candidates would react if we could lift the VAT threshold significantly from £68,000 to maybe £100,000, taking businesses out of VAT or if they have an alternative way of dealing with VAT for small or micro businesses.**

Claire responded that she would support lifting the threshold higher. VAT is complex to deal with and if a lot of small businesses didn't have that level of complexity it would be a huge benefit when they are trading at that level.

Andrew said he would support taking people outside the taxation system all together but with the current state of public finances this could be problematic and recognises we have difficult times ahead. He agreed taking cash out of businesses just when they need it most is inappropriate.

**Question 3: Would Tesco in Harrogate be a 'yes' or 'no' for yourselves or your Parties?**

Claire's instinct was to say 'no' to Tesco as she is worried about the dominance of our markets by such huge entities and would like to see local producers supported better. She felt the size of the proposed Tesco store would have an impact on Harrogate town centre.

Due to his current Committee responsibilities with Harrogate Borough Council, Andrew declined to comment either way due to legal constraints.

**Brian Dunsby added from our Chamber members' feedback to date there are strong objections to the highways implications of the proposal as currently tabled.** These include a breach in the stone wall onto Ripon Road as an entrance and exit for both articulated lorries and customers.

The Chamber's position is that there should only be a pedestrian entrance onto Ripon Road and that articulated vehicles should only use the existing Ripon Way entrance. He added a caveat that the Chamber believes that Tesco should facilitate a park and ride service into the town centre utilising the No. 36 bus. We have spoken to them directly, but they won't make commitments. Maybe Harrogate has got to be the last stand and we only let them in on our terms?

**Question 4: What would your Parties do to create a level of trust after expenses scandals?**

Andrew said total transparency would be his pledge which he thought would go a long way to restore trust.

Claire pledged to publish her expenses.

**Question 5: What imaginative plans do your parties have to fill the black hole in our economy - local and national perspectives?**

Andrew answered there will have to be some very significant efficiency gains and cuts within our public services to bring the finances in order. Political debate for many years has focussed on how much individual parties could spend. The debate has to move on to output - what is actually being delivered for the money.

We also have to make sure the debate is how to make the cuts where we can protect frontline services. We also have to grow our economy, which will generate increased tax revenue. This will also decrease the cost to things like the benefits system. We need business to thrive, to employ people and to generate profit.

Claire said the Liberal Democrats do not support the immediate spending cuts that are being put forward. They think it will aggravate the recession, hurt business and increase unemployment. We need to reduce borrowing to a sustainable level. We have several areas we would cut to bring down public spending.

We need to get people back to work and invest in a sustainable economy. Put the 2.5% back on VAT and invest the money in our young people, who are being hit by unemployment in this recession more than anybody else. Those people are our future, we need to get them properly trained and they mustn't languish on the dole.

**Question 6: Businesses have no vote in the choice of their Councillors or MPs. How would you ensure that the voice of business will be heard in the corridors of power in Harrogate and Westminster?**

Andrew said elect people with a business background.

Claire said there is a need to listen and understand the problems and then to go and fight for them and said she has been a feisty fighter all her life.

**Jean MacQuarrie asked Claire and Andrew to list the number one area they thought would help to fill the black hole in the country's finances.**

Claire said we have to get people working again and to do that we have to get the banks lending money to small businesses so they can get going and produce goods. Having people unemployed just makes the black hole bigger.

Andrew felt the Enterprise Loan Guarantee Scheme would oil the wheels of business. Through economic growth and reducing the burdens on the state we generate the tax revenues and reduce the cost of running the state and get this country back into some kind of financial discipline.

**Question 7: Harrogate's one way system gives a lot of problems with congestion compounded by the sequencing of traffic lights and road works, which confuses a lot of visitors. The Borough Council is losing its Agency and will have no influence. Would the Candidates give their thoughts on the local transport problems, with respect to roads specifically?**

Claire said she felt the current situation was not helped by an apparent stand-off between North Yorkshire and Harrogate over their Agency on the Highways. When North Yorkshire's Unitary bid was turned down, there was supposed to be better working together, but she did not believe this to be the case.

She felt that non-essential journeys on the roads needed to be reduced and people stimulated to use alternative forms of transport. We should also have had a by-pass to stop the huge amounts of traffic coming through the centre of Harrogate, which just adds to the problems.

Andrew said the Council had attempted to stop the problem getting worse by bringing down the level of development within the town and a brake on the installation of traffic lights, with only two sets of lights being installed in the past six and a half years, both for creating safer routes into schools. He agreed journeys on the roads needed to be reduced and bus use was being encouraged with the concessionary fares scheme.

Although the government promised to fund this they did not, leaving local taxpayers with the bill. He is keen to work with the City Region and the Metro Corporate Plan where there is a plan for tram train between Leeds and Harrogate. There is within our Local Development Framework a plan for an integrated transport interchange on Station Parade.

The disruption caused by road works is unfortunate and the Utilities can dig up roads if there is an emergency.

There have also been road works from road resurfacing in Harrogate and Knaresborough, which Andrew said disproves that Harrogate and North Yorkshire can't speak to each other - otherwise that wouldn't have happened.

**Jean MacQuarrie asked, with the Conservatives in power in Harrogate Borough Council for 7 years, why haven't we got a by-pass?**

Andrew answered that it was because there had been no road building budget given by national government after Mr Prescott said that he would stop road building.

**Jean asked that if there was a road building budget would we have a by-pass?**

Andrew said that in principle he would be supportive of a by-pass, depending on the proposed route.

Claire added that to attempt to resurrect the by-pass plans would take years even if the money was available, because of all the enquiries and consultations that would have to be undertaken.

**Jean asked if candidates believed a lot more people in Harrogate would get on their bikes if they had more cycle routes provided.**

Andrew said he thought it would make a difference, but probably not a noticeable difference.

Claire said she found cycling to be the quickest way to get around town, but it often felt unsafe, which is why she feels more cycle routes should be provided.

**Brian Dunsby suggested several simple and inexpensive changes could be undertaken to improve congestion.** He said worst traffic congestion is seen during the school run between 8 and 9. If the County Council could change the starting time of schools by 15 or 30 minutes, it would spread the load.

**What's your position on simple measures within the budgetary control of the Harrogate Borough Council and County Council?** (Putting to one side the long term objectives of a by-pass which we all want, but we know we are not going to see this decade?)

With respect to the traffic light timings, Andrew said the difficulty was that pedestrians think it's too short and motorists think it's too long, but added that if traffic light timing needs to change, we can change it. He invited a member of the Chamber to meet with the Council's traffic department to see how it all works.

Referring to a gyratory system he said he didn't feel it would make much difference, and was not sure the capacity in the road work was there in the first place. He reiterated that we need to look at encouraging people not to use their cars, not to drive them faster.

Claire agreed with Brian's suggestion of staggering school opening times and that more should be done to get school students on buses and massively discourage people using cars to take their children to school.

Andrew said many people combine their journeys to school and work and to stagger the opening times could make the family journey very difficult. He said we need to improve the routes to school for those walking and improve the bus connections for those that are going to secondary schools.

**Question 8: There has been talk of a Unitary Council for Harrogate & Knaresborough. What is your position on a Unitary Council?**

Andrew said that we should have a local government structure that means decisions are made as close as possible to the point of delivery of the service which allows efficiencies to be generated. Working together is the way forward in the short term, but in the longer term Unitary Authorities are the right way, but we just need to make sure they are viable and that means thinking a little bit beyond the constraints of current boundaries.

Claire said she had fought three times for a Unitary Harrogate & Knaresborough. She doesn't think that Harrogate gets a good deal from North Yorkshire, saying we are the single biggest financial contributor and always seem to be at the end of the queue. She firmly believes that the future of this district lies as a Unitary Authority within the Leeds City Region, which is what she has always fought for and will continue fighting for.

**On the question of a perceived lack of co-operation between Harrogate Borough Council and North Yorkshire County Council, Brian Dunsby asked how the parties can influence the working arrangements between the two Councils until we get a Unitary.**

Andrew countered that he had a very good working relationship with his North Yorkshire colleagues and that many Harrogate Councillors are also North Yorkshire Councillors. He disagreed that Harrogate was at the bottom of the queue for things, but said there are areas of greater economic deprivation around North Yorkshire, that would perhaps change some priorities.

**Brian asked if there was a risk our on-street and off-street parking revenue would be used for more disadvantaged parts of North Yorkshire.**

Andrew said that off-street parking revenues are part of Harrogate Borough Council's income and cannot be taken by anybody else. The parking revenue goes into the overall Council budget which is invested in making our area nice to live in. The on-street is currently partly used to finance concessionary fares and partly used on road improvements. He added that the County Council had just received an £18 million grant for investment in transport and it had been agreed that £3 million would be coming into Harrogate to fight congestion.

**Jean MacQuarrie asked the candidates' positions on becoming a Unitary Council when it ultimately does come round again. Where will Harrogate & Knaresborough sit next time this issue is debated?**

Andrew said he didn't support a County-wide Unitary. He felt decisions should be taken as near as possible to the point of delivering a service.

Claire said she felt Harrogate should be doing far more about promoting itself as a Unitary Authority and she didn't see that happening.

**Question 9: What do you feel about the role of Social Enterprise as part of the local business community?**

Claire said Social Enterprises play an incredibly important role in our local business community and that we have some wonderful social enterprises in Harrogate

like Paperworks, Horticap and Claro Enterprises. She has chaired the Harrogate and Area Council for Voluntary Service for the last three years and been a member of their Board for six. Not only do they provide a fantastic service to their users by giving them real valuable work that competes with the best of any organisations, they also give other local businesses a chance to support our community. A lot of businesses do that because most businesses want to support the local community and those who perhaps are less fortunate than a lot of us. She feels local authorities are now coming up to speed about the not-for-profit sector, but in terms of how they support those enterprises, there is a long way still to go.

Claire has been campaigning recently about access to procurement for all small businesses, and she wants to see local authorities doing far more to support them.

Andrew agreed that Social Enterprises play a critical role within our community and thoroughly supports them as they do a great job. He added The Little Red Bus by Harrogate Community Transport to the list of those who provide a service which is a lifesaver for many people.

He said Social Enterprises have an important role and growing role getting people working, getting a structured rhythm and pattern during the day and there's absolutely no doubt we should be encouraging all parts of the public sector to look at social enterprises as part of their procurement. Part of that is making it simpler to supply the public sector, suggesting all purchasing decisions that Councils make should be published so we can see what is being purchased and then let local social enterprises pitch for that business.

Brian Dunsby drew attention to Disability Action Yorkshire and their team at Spot-On who are another social enterprise and also members of the Chamber.

**Picking up on procurement policy, Brian highlighted problems where North Yorkshire County Council have adopted procurement policies resulting in contracts going to businesses far away, denying local businesses the opportunity to even compete for it. There are examples where Harrogate's own local businesses who have been supplying the Borough Council for years have lost out. How could you tackle that in the context of relationships with the County?**

Claire said these problems with procurement policy had sparked off her campaign. She gave an example where people who had worked for years on school maintenance or doing electrical work for example in County Council buildings, suddenly found that the work was being tied up into huge £½ million contracts that they couldn't get near, so the business is then given to big national companies. Local businesses lose out and it costs us in the end far more. The County Council told Claire she was wrong, that it wasn't happening and that they were doing everything they could to encourage local business. The evidence she has doesn't support that. She is very sceptical about the quality and the value that we get from large national organisations and is a great believer in using local ones.

Andrew said it was a very difficult balance and that every single organisation has an obligation to consider cost as part of their purchasing process and we are talking about decisions which are using public money.

He advocated encouraging Council Officers to use public money as if it was their own. Within that, if we can have local sourcing that would be a good thing. Cost is part of the process. If we don't consider it part of the process then it would be breaking the law and we would be delivering, as every Council would, poor value for taxpayers. We need all of our public sector to be delivering good value for taxpayers.

He added that transparency in tendering is the way forward, people can see what is being paid and cost has to be a part of the equation.

**Question 10: What reforms to the overall planning application process and procedures do the parties have in mind at the moment?**

Andrew acknowledged that the planning process is full of difficulties both for those applying and those who will be affected by decisions. He said we have to have a policy which is consistent and transparent and is applied fairly so that everybody can see exactly where they stand when applying for planning permission.

It is difficult getting business sites as land values in Harrogate are high. The former Dunlopillo site is an example where we fought to stop that prime business land going for housing. He stressed that the built environment of Harrogate is extremely high quality compared to many other areas and he thinks the planners aren't doing that bad a job.

Claire said that the key issue is the balance between local, national and regional decision-making in planning. There is recent legislation that takes away a lot of power from local communities and puts it in the national sphere. In some instances that's necessary, but at the moment she feels it is too far towards the national and it needs to come back towards local.

**CLOSING STATEMENTS:**

**Andrew Jones, Conservatives**

Andrew said the debate had made him feel like we have started the general election campaign and we have a crucial general election in front of us. He believes it will be one of those elections which will be a generational change. He strongly believes that we must have a change of government and he is going to spend his time working to ensure that this constituency plays its part in that change.

He said we are seeing huge changes to this constituency through the changes in the boundaries, but he thinks the change in our area is about the way we do politics; the old system of entitlement and expenses has to go. The policy of centralise and then tax and spend has failed to deliver anything like the improvements we need for the taxation that we have paid. He believes we need a system which offers significant devolution of decision-making to local communities. Trusting people and local engagement is the way to delivering the right solutions for our area, the right solutions for every area, and delivering value.

Events like this one are an important part of that local engagement, so thank you to the Chamber for arranging this event and I look forward to putting the Conservative case for change to you all again and again over the coming months.

**Contact Andrew Jones at the Harrogate & Knaresborough Conservatives office, 57 East Parade, Harrogate, HG1 5LQ Tel: 01423 526165 E-mail: [andrewjoneshk@hotmail.com](mailto:andrewjoneshk@hotmail.com)**

**Claire Kelley, (Liberal Democrats)**

Claire gave her pledge that if she is elected as the Member of Parliament for Harrogate & Knaresborough, she will make herself a very difficult person. Nick Clegg will not get somebody who toes the party line or just does as they are told. She said she has a reputation for sometimes being rather difficult and thinks that is the job of an MP and promises to be difficult on behalf of the people and businesses and all those involved in Harrogate and Knaresborough.

She said she wouldn't want to be the MP for anywhere else and felt that the past 12 plus years had seen the best Member of Parliament that this area has ever had and when we say we believe in localism you know it's true, because we have always said that. It has always been a firm pledge of ours. Power is a very dangerous thing and it needs to be spread thinly and it needs to be in the hands of as many people as possible. That is a fundamental belief for Claire and that is how she would set out on this role.

**Contact Claire Kelley at the Liberal Democrat office, 75 Station Parade, Harrogate, HG1 1ST Tel: 07806 781082 E-mail: [cekelley@ntlworld.com](mailto:cekelley@ntlworld.com) Website: [www.clairekelley.org.uk](http://www.clairekelley.org.uk)**

**VOTES OF THANKS**

**Jean MacQuarrie** thanked both candidates for their honesty. She also offered a huge thank you to the Harrogate Chamber of Trade & Commerce for organising the meeting. She believed it was the first time Claire and Andrew had been together on one platform.

**Brian Dunsby** added his personal thanks to Claire and Andrew and stressed the importance that they are both rooted in Harrogate and not imposed on us from lists that have been compiled in London. They both know the town well, they know the needs of business and they know the needs of residents. That's a great advantage for Harrogate and we need to respect and enjoy that.

**Mark Lancaster** concluded by thanking all four top table speakers and hoped everyone had found the evening interesting. He also thanked Simon Cotton and his team at the Cedar Court Hotel for hosting the meeting and catering for the record attendance at very short notice.

**MEMBERS' FORUM**

There was no time for Members' Forum at the meeting, but the following items were sent for REVIEW.

***New direction for Colour It In Ltd***

After 18 years in production print Colour It In has evolved. The harsh economic climate and changing client needs led to the company using its industry knowledge and contacts to develop a design lead print management and marketing service. Their approach seeks to solve clients design, print and marketing problems rather than just trying to sell ink on paper, making Colour It In unlike other printers.

The responsibility for purchasing print in most organisations falls to administration personnel who can find the whole experience very stressful! Colour It In are here and happy to help.

Contact Mark Lancaster on 01423 813515 or e-mail [mark@colouritin.co.uk](mailto:mark@colouritin.co.uk)

### **How to do business with Councils**

Following recent items on the problems with tendering to offer services to Councils, Harrogate Borough Council have forwarded a copy of their explanatory brochure to use entitled "**How to do business with the Councils in North Yorkshire - A Guide for Suppliers and Contractors**".

This 31 page document covers all aspects of the tendering process has been produced to assist suppliers and contractors to understand the obligations placed on Councils in the procurement of works, goods and services. It also directs suppliers and contractors where to find the opportunities to supply councils and explains how to bid for council work.

The Chamber secretariat can e-mail a copy on request.

### **Local Transport Plan Survey**

Members are encouraged to take part in the North Yorkshire County Council's Local Transport Plan Survey which can be accessed at [www.northyorks.gov.uk/ltp](http://www.northyorks.gov.uk/ltp) - however time is short with the **closing date for responses is 30<sup>th</sup> September 2009!** Please take the time to participate as satisfactory transport links to and from Harrogate and the surrounding district are vital to the success of our economy.

### **Peartree Heybridge - Spring Chicken Award?**

Greeting card and gift company Peartree Heybridge are hoping to bring back a coveted prize from the card industry's annual award ceremony, the Henries, in October. The company's popular humorous card brand, **Spring Chicken** has been nominated for the Henry Cole Classic award. Named after the founder of the commercial greeting card industry, it is awarded to greeting card ranges that have stood the test of time.

Peartree Heybridge is optimistic about the future and confident that in spite of the challenging and very competitive trading environment, sales and profits will continue to grow. Additional staff are being recruited to bolster the sales effort further.

For more information contact Mike Partridge on 01423 547007 or [mike@peartreeheybridge.co.uk](mailto:mike@peartreeheybridge.co.uk)

### **Hotel du Vin voted Favourite Hotel**

Congratulations to Nick Lawson and his team at Harrogate's Hotel du Vin, which has been voted **Favourite UK Boutique Hotel** in the Sunday Times Travel Magazine Reader Awards. The article described the hotel as 'Fruity, full-bodied and beautifully aged' which took the readers' award for its 'fabulous food and drink', 'good deals' and 'stylish conversion of a Georgian terrace'.

Contact information: Tel: 01423 856800 or visit [www.hotelduvin.com](http://www.hotelduvin.com)

### **New TONIC Seminars**

Stuart Pearson's The Trinity Foundation, is running a series of three 'New TONIC' seminars in October and November designed to guarantee results to counter the often unexpected consequences of reduced resource and the daily negativity from the media.

The events will be held in Harrogate on 5<sup>th</sup> and 27<sup>th</sup> October and 24<sup>th</sup> November and Harrogate Chamber members can book at the discounted rate of £149 + VAT. Find out more at [www.mor4less.co.uk](http://www.mor4less.co.uk) or call Stuart on 07966 371919 Tel: 01423 566522 or e-mail: [stuart@thetrinityfoundation.co.uk](mailto:stuart@thetrinityfoundation.co.uk)

### **International Trade Awards 2009**

Leigh Briggs, Area Commercial Director, North Yorkshire at HSBC Bank Plc has highlighted the **International Trade Awards 2009** sponsored by HSBC.

Businesses do not need to bank with HSBC to enter these awards which are open to companies who are involved in import, export, outward investment or inward investment, who can compete in the 12 regional heats for a place in the final and a chance to win the title of 'International Trade Company of the Year' at the House of Lords in March 2010.

The closing date for Yorkshire & Humberside applications is 9<sup>th</sup> October 2009. Download an application form at [www.internationaltradeawards.co.uk](http://www.internationaltradeawards.co.uk) or contact Leigh Briggs at HSBC in Harrogate on 07748 622736 or e-mail [leighbriggs@hsbc.com](mailto:leighbriggs@hsbc.com)

### **Free Health and Safety Event!**

Harrogate & District Health & Safety Forum are running a seminar - Health and Safety "You are not alone" on 14<sup>th</sup> October 2009 (13.45 – 16.00) at Pavilions of Harrogate, Wetherby Road, Harrogate

This event promises to introduce you to an ever increasing range of resources and support available to businesses on Health and Safety some of which is free.

This event will help you gain more knowledge and understanding of what is available to businesses to enable you to provide a safe and healthy working environment and reduce the likelihood of legal proceedings if things do go wrong.

If you would like to attend the event please ring or e-mail to reserve your place as numbers are restricted

For more information or to book a place Call 01423 556905 or e-mail [lynn.widdows@harrogate.gov.uk](mailto:lynn.widdows@harrogate.gov.uk)

### **YORKSHIRE BUSINESS MARKET**

Harrogate Chamber members can take advantage of a massive **25% discount** off their stands at the Yorkshire Business Market on 26<sup>th</sup> April 2010 at Pavilions of Harrogate. All you need to do is complete and return the enclosed booking form along with your payment, by 31<sup>st</sup> December 2009, deducting 25% from the prices shown.

In the unlikely event that you have not yet heard what the Yorkshire Business is all about, you can find a full report and photographs on the 2009 event at [www.yorkshirebusinessmarket.org](http://www.yorkshirebusinessmarket.org)

## **International Enterprise Promotion Convention**

Several members have expressed interest in the major Convention being organised by the Perlex Associates team that also administers Harrogate Chamber. The International Enterprise Promotion Convention will be held 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. The event will showcase best practice and innovation in the creation and support of small businesses world-wide. It will be an opportunity for many UK and overseas participants to exchange experiences and learn about best practice in enterprise promotion.

A copy of the Convention Brochure is enclosed from which you can see that we are also doing our bit to promote the many attractions of Harrogate - with over 16,000 copies of this brochure being posted world-wide to experts in small business development.

If you are interested in the promotion of entrepreneurship and in supporting the creation and development of small businesses, please look at the Convention web site [www.enterprisepromotion.org](http://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 31st October.

Further details from: Brian L Dunsby, Convention Organiser, IEPC 2009, Dept HR9, PO Box 288, HG1 9AX. Tel 01423 879208 Fax: 01423 870025 e-mail: [organiser@enterprisepromotion.org](mailto:organiser@enterprisepromotion.org)

## **National Customer Service Week**

During National Customer Service Week on 5-11 October, Harrogate Borough Council is hosting an event designed to raise awareness of customer service and the vital role it plays within an organisation.

Members are invited to the event at the Royal Hall on Monday, 5<sup>th</sup> October between 9.30am and 4.30pm. There is no need to book, just turn up - but their one hour tours are scheduled for 10.30 am and 2.30pm.

The event aims to open up their doors on housing advice, planning, housing and council tax benefit, electoral registration, economic development, estates, workspaces, local democracy, wedding and event venues, emergency planning, the customer services and tourist information teams and much more.

As well as getting advice and information face to face with Harrogate Borough Council staff, there will be

'behind the scenes' tours of Harrogate International Centre and the Council Chamber/Mayor's Parlour.

If you can't make this event, the Environmental Services Team is holding a joint open day with Customer Services in Crescent Gardens between 10am and 4pm on Wednesday, 7<sup>th</sup> October. You will be able to talk to Council staff about refuse collection, recycling, street cleaning, etc., and can observe the customer services team in action. Again, no need to book, just turn up.

## **NEW MEMBERS**

### **Oliver Wild Ltd** (*Residential Letting Agency*)

Tom Wildblood, Director  
2 Valley Mount, Harrogate HG2 0JG  
**Tel:** 01423 506613 **Fax:** 01423 506613  
**E-mail:** [tom@oliverwild.co.uk](mailto:tom@oliverwild.co.uk)  
**Website:** [www.oliverwild.co.uk](http://www.oliverwild.co.uk)

### **Shannon Court Guest House** (*Guest House*)

Tony Hay, Proprietor  
65 Dragon Avenue, Harrogate HG1 5DS  
**Tel:** 01423 509858 **Fax:** 01423 530606  
**E-mail:** [tony@shannoncourtguesthouse.co.uk](mailto:tony@shannoncourtguesthouse.co.uk)  
**Website:** [www.shannoncourtguesthouse.co.uk](http://www.shannoncourtguesthouse.co.uk)

## **NEXT MEETINGS**

### **12<sup>th</sup> October - St George Hotel**

The October meeting will be the **Charity Evening**, which will allow our charity members to briefly explain the work they undertake, coupled with what benefits local businesses can gain from supporting a charity - such as PR; brand name and logo promotion; team-building; special events; VIP introductions, etc.

The Charities confirmed to speak are:

#### **Harrogate Area Volunteer Service**

- [www.harrogate.org](http://www.harrogate.org)

#### **Harrogate Homeless Project**

- [www.harrogate-homeless-project.org.uk](http://www.harrogate-homeless-project.org.uk)

**Henshaws** - [www.henshaws.org.uk](http://www.henshaws.org.uk)

**Horticap** - [www.horticap.org](http://www.horticap.org)

#### **St Michael's Hospice**

- [www.saintmichaelsospice.org](http://www.saintmichaelsospice.org)

**Yorkshire Cancer Research** - [www.ycr.org.uk](http://www.ycr.org.uk)

### **9<sup>th</sup> 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 your 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 confirmed to date are fellow Chamber members Ian Bergel, of **Auditel** and Paul Parkinson of **Synergy Automotive**.

**Harrogate Chamber of Trade & Commerce, PO Box 8, Harrogate, HG2 8XB**

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