



**FUTURE
MEETINGS
2010**

*17.30 networking
for 18.15 start*

13 September

Cedar Court Hotel

11 October

St George Hotel

15 November

Crown Hotel

13 December

Holiday Inn

(Safari)

REVIEW

**AUGUST
2010**

Review of Chamber Meeting + News Update

MAIN OBJECTIONS TO TESCO PROPOSALS

- Traffic Congestion – proposals will cause an unacceptable level of congestion
- Traffic Safety - shared access for both HGVs and customers cars is flawed
- Gas Works Safety - not safe to create an access road through Gas Pipelines
- Alternative Solution - demolish Gas Holder to create a much larger roundabout
- Commercial Issues - NOT opposed to TESCO Store on commercial grounds

HARROGATE DISTRICT NEWS

- Harrogate Chamber & Council lobbying Government for direct London Trains
- Harrogate International Centre – new halls - ground breaking ceremony
- Impact of scrapping of RDAs and creation of Local Enterprise Partnerships
- Harrogate CCTV Radio-link Co-ordinator aims to reduce Town Centre crime

CHAMBER MEMBERS' BENEFITS

- NEW NETWORKING EVENT – exclusive visit to Leeds Bradford Intl. Airport
- YORKSHIRE BUSINESS MARKET 2011 – 25% discount offer for Members
- LINKEDIN – exclusive group for Chamber members on-line networking
- SEMINARS – new programme of quarterly seminars for members by members

Future Meetings

Monday, 13th September, Cedar Court Hotel, Park Parade – 17.30 for 18.15-20.00
Improving Employee Performance – avoiding problems

- a practical review of how to manage employees within the new Employment Laws

***Presentations by: Neil Goodrum of McCormicks Solicitors
and Michael Millward of Chartered Institute of Personnel Development***

Monday, 11th October, St George Hotel, Ripon Road – 17.30 for 18.15-20.00

Charity Evening - offering benefits for business

Local Charities explain how supporting them benefits businesses

(one more slot available for a presentation!)

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

LINKEDIN SEMINAR

The first FREE seminar aimed at empowering members to improve their business's performance was held in the Conference Suite at the Harrogate International Centre with about 40 members taking advantage.

Steve Phillip and Michelle Beckett of **Linked2Success** were a brilliant double act and covered the pros and cons, the do's and don'ts and the why's and wherefores of LinkedIn. Members left full of enthusiasm with the result that the following day they were all connecting and updating profiles and forming new groups with great fervour!

The Harrogate Chamber LinkedIn Group has now more than doubled in size and activity is increasing – so don't be left behind and join the Group at www.linkedin.com/groupRegistration?gid=2762441. It is exclusively for members to network, ask questions, offer advice, etc.

Many thanks to Steve and Michelle for making this a great success – and they will be happy to provide further assistance on a one-to-one or group basis - find out more at their website www.linked2success.co.uk

BUSINESS NETWORKING SAFARI

The 20th Business to Business Networking Safari took place in the Queen's Suite at Harrogate International Centre and it was great to see so many members taking part in both events from mid-afternoon until mid-evening. The delicious safari-themed buffet laid on by Kudos Hospitality at HIC kept them all sustained throughout, together with a supply of assorted drinks.

This was another FULL HOUSE giving members maximum advantage with business cards and literature being exchanged. We had several new members at this Safari, so there was a great mix of companies all finding out more about each other's products and services. These events are always popular and a great way to meet 48 other businesses in ONE NIGHT!

Bookings are now being taken for the Christmas Safari at the Holiday Inn on Monday, 13th December. Send an e-mail to info@harrogatechamber.org if you want to be included. Don't forget, this is one of the few Harrogate Chamber Events that has limited capacity and is strictly attendance by pre-booking only.

HARROGATE DISTRICT NEWS

Objection Letter to Tesco approved

A three-page letter to Tesco Stores further reiterating Harrogate Chamber's objections to the proposed site access and expressing concern about safety issues, was tabled for members to approve before being sent to their the Corporate Affairs Manager.

Members unanimously agreed with the contents of the letter, which would be sent to be taken into account in Harrogate Council's consideration of Tesco's Planning Application. A copy can be sent by e-mail on request.

On 30th July Chamber Officers made another site visit accompanied by NYCC Highways Engineers and a group of 11 local business owners and managers. After touring the site we had a round table discussion in which graphic examples were quoted of the current severe traffic congestion and the serious damage which Tesco's proposals will do to all of their businesses.

The forecasts of additional traffic will create gridlock at the New Park roundabout which is already overloaded due to the recent ban on HGVs using the B6161 through Killinghall as a short cut between the A61 and the A59. Tesco's proposed new access on Ripon Road together with the proposed changes to the entrance to Ripon Way will make it almost impossible for many of the large delivery vehicles to enter and exit from the Ripon Way Industrial Estate, including for example Booker Cash & Carry.

The Chamber remains formally opposed to Tesco's revised Planning Application for the following reasons:

Traffic Congestion. Tesco's proposals for customer access via one small roundabout on the Skipton Road together with a traffic light controlled access shared with large goods delivery and service vehicles on the Ripon Road will in our opinion cause an unacceptable level of congestion and delay on both the A59 and the A61. At peak hours it will bring the New Park Roundabout and hence the Ripon Road and Skipton Road to a state of gridlock. The report by Mouchel states that "Site observations indicate that the junction is currently operating over capacity, particularly during evening peak periods." We agree - and this situation has been exacerbated by the recent NYCC 7.5 tonne Heavy Goods Vehicle ban on the B6161 through Killinghall which means that all such HGVs travelling between Skipton and the North of England now use this New Park roundabout in both directions – some with great difficulty.

Traffic Safety. The concept of a shared access off the Ripon Road for both heavy goods vehicles and customers cars is flawed. The proposed junction is just opposite an Infant School and in between two well used bus stops, where the Ripon Road is quite narrow and on a bend that limits visibility in both directions. We have proposed an alternative access route for delivery and service vehicles via Ripon Way on to the roof level of the proposed new Store, but Tesco have rejected that option.

Gas Works Safety. We are not satisfied that it is safe to create a new access road across the existing Gas Works site for use by both customers and delivery vehicles. The site has a large number of high pressure gas mains and regulator valves close to the proposed route which would be vulnerable in the event of any vehicles colliding or going off the designated road for any other reason. Any leak of gas resulting from vehicle impact could be extremely dangerous, particularly with a large Gas Storage Tank nearby.

Our proposed access via Ripon Way would we believe be a much safer route on to the site in terms of proximity to the live gas pipelines and valve gear.

Alternative Solution. As Tesco have rejected the possibility of using Ripon Way, the only alternative we can suggest is to acquire the whole of the Gas Works Site, decommission the tank and remove all the pipelines. Then it should be possible to demolish the existing tank, clear the whole site and create a much larger roundabout at New Park, with one large entrance to the new TESCO Store. United Utilities have informed us that it would be feasible to discontinue use of the Gas Storage Tank, although the pipelines and valve gear are still active.

There could be substantial additional car parking on this existing Gas Works Site to supplement that proposed at the lower ground level beneath the Store. It should then be possible to remove the proposed roundabout on the Skipton Road and route all vehicles into the Store from the larger New Park roundabout – with a separate lane created for service and delivery vehicles going direct to the new roof level, if the more direct Ripon Way route is not taken up.

Commercial Issues. We wish to stress that Harrogate Chamber of Trade & Commerce is NOT opposed to the new TESCO Store on commercial grounds. We appreciate that a few retailers might be adversely affected but on the other hand we believe that the TESCO Store will attract more customers to Harrogate from outlying areas, particularly to the north and west of Harrogate. As TESCO representatives have previously offered to allow free parking for sufficient time to allow customers to use the No. 36 bus to travel into the Town Centre, we believe that on balance most Town Centre retailers will not suffer significantly by the opening of the TESCO Store.

HIC 'Breaking Ground'

The official start of building work on the new event spaces at Harrogate International Centre took place on 3rd August with the 'Ground Breaking' ceremony by the Mayor of Harrogate, Councillor Bill Hoult.

Brian Dunsby congratulated the HIC team and Harrogate Borough Council Leadership for securing 50% funding for the project from Yorkshire Forward.

The development includes two new event halls totalling 3,300 square metres, providing an extra 20% capacity, which will allow multiple events to run alongside each other. This will enhance HIC's international reputation as a leading destination for events, whilst visually complementing the town's reputation for beauty.

The King's Road frontage will also be enhanced by a tree-lined boulevard entrance and a vibrant outdoor covered 'piazza style' dining area. Completion is scheduled for autumn 2011.

Full details including the plans, visuals and a live video stream of the build in progress are available at www.harrogateinternationalcentre.co.uk

Economic Development in Harrogate

As mentioned in PREVIEW, a 4-page letter from Wallace Sampson, Chief Executive of Harrogate Borough Council, is available on request by e-mail.

The letter outlines how recent Government changes are expected to affect the future delivery of Economic Development in the town, following the scrapping of Regional Development Agencies and introduction of Local Enterprise Partnerships.

Information available thus far indicates that Harrogate will be covered by Leeds City Region.

YNY Economic Bulletin

The July edition of York and North Yorkshire Economic Bulletin shows glimmers of sunshine in their weather forecast style scale of improvement. A copy is available on request by e-mail if your marketing involves projecting future business developments.

New Radio-link CCTV Co-ordinator

Moves to combat the effects of business crime in the Harrogate district have taken another step forward by the appointment of Patrick Byrne as Harrogate District CCTV Radio-link Co-ordinator by Community Safety Team at Harrogate Borough Council.

This is a newly created post which aims to provide shops, licensed premises and other businesses that join the scheme with a first point of call for help in fighting potential crime that might affect their business.

Working closely with the Police Safer Neighbourhood Teams, Patrick will be responsible for gathering information about crime incidents or known offenders and sharing details with shop managers and licensees. Armed with this intelligence, Radio-link members can then put preventative measures in place to protect themselves from falling victim to such crimes as organised shoplifting or alcohol-fuelled violence.

Linking with his counterparts in other parts of the region, Patrick can also learn about travelling criminals who come to the Radio-link areas of Harrogate, Knaresborough and Ripon to commit crime and can ensure that local businesses have the chance to recognise who these offenders are and inform the Police and other Radio-link members.

The Radio-link scheme now has 77 members. Further information is available from: Nicky Garside, Head of Public Protection, Harrogate Borough Council on telephone 01423 556847.

MEMBERSHIP BENEFITS

Seminar Proposals Wanted!

If you wish to hold a FREE seminar for members in 2011 on a topic you specialise in that can be useful to most members to improve their skills and business performance, please send your proposals by e-mail to info@harrogatechamber.org for the Management Group to consider at their meeting on 6th September.

Suggested topics are: **Marketing** – finding and keeping customers and public relations; **Money** – raising finance, fixing prices and controlling cash flow; **Management** – essential HR skills for entrepreneurs; or **Modern Techniques** for small business – IT, websites, SEO and social networks. Other topics are welcome.

November FREE Seminar

Following the positive interest in the August LinkedIn seminar, the next FREE seminar will be '**Success creator. Double your income and increase your business exponentially**' to be held on Monday, 15th November from 15.30, prior to the monthly meeting in the Crown Hotel, Harrogate. (*Subject to confirmation*).

Stuart Pearson of Peak Performance Practitioner, who will be running the seminar, said: "If ever there was a time for people to get cracking it's now before it gets tough. Many would think it has already started and I want to help businesses in the Chamber to prosper."

If you would like to attend, please send an e-mail to Maggie Hall at info@harrogatechamber.org

November Meeting Topic Change

As Stuart's seminar will cover the original topic intended for the November Meeting 'Improving your business performance', it has been decided to change this to be: '**The Current Economic Situation and its impact on Harrogate**'.

The Chief Executive of Harrogate Borough Council, Wallace Sampson, has agreed to explain what will happen following the demise of Yorkshire Forward and Business Link and what it will mean for the business community in Harrogate. This will closely follow the Government's October Spending Review when a better picture of next financial year will be available.

Our new MP Andrew Jones has also been invited to explain the Government's economic policy and their emphasis on "localism". (*Subject to confirmation*)

The meeting will be held at the Crown Hotel in Harrogate from 17.30 on Monday, 15th November.

MEMBERS' FORUM

Discounted IT Storage for Members

Millennia Computer Services Limited has joined forces with Coraid to bring their EtherDrive IT storage solutions to the full UK market.

Director, John Thorpe, said: "Enterprise Strategy Group (one of the world's top 10 analyst firms) has shown that Coraid's Ethernet SAN solutions provide faster performance than fibre channel at 20% of the cost and are shockingly simple to manage. With Enterprises today spending 40% of their IT budget on storage, potential savings are considerable."

Harrogate Chamber members will be awarded a further discount.

Coraid solutions are already trusted by more than 1,200 customers from manufacturing, IT, public, financial services, military, and hosting.

For more information contact new Chamber Member:

John Thorpe, Director

Millennia Computer Services Ltd

Tel : 01423 790124 www.millennia.it

Development opportunity for Hospitality and Tourism SMEs

Harrogate College offers to develop a professional website that can reach customers all over the world, enabling your company to have an international and regional online presence. This will allow you to take web bookings and to attract more customers.

This exceptional offer is open to all SMEs with less than 250 employees in the hospitality and tourism industry, such as: **Hotels, B&B's, Cafes, Restaurants, Free Public Houses, Tourist Attractions, Caravan Parks, Museums, Theatres.**

The offer is open until the end of November and includes: a new or updated professional website for your business, with web support for 12 months, 5 days of bespoke IT training and a Free Laptop. More benefits are included in the offer.

The full package is valued at approximately £3,000 but the cost of this offer to you is £750.

For more information call Harrogate College on 01423 878357 or 01423 878268 or email employerresponsive@harrogate.ac.uk

Discounted Health & Safety Training

Steve Pepper Training Associates are offering Harrogate Chamber members discounted rates on their half day morning training session on **Health & Safety for the Self Employed and Small Businesses** on 28th of September 10.00 – 13.00.

Steve is offering Harrogate Chamber members a **reduced rate of only £30** for Early Bird Booking on the course, which would normally cost £55 per person.

Visit www.steve-pepper.co.uk for more information or call Steve on 01423 524840 or 07806 472134.

FREE CPD Presentation CON2DW

A more specialised seminar has been offered to members who are solicitors – although this may be of interest to those in other sectors.

Safe-Move, a part of Yorkshire Water, is the region's official provider of CON2DW Drainage and Water enquiries. A key part of their customer service involves a commitment to improving your understanding of the CON2DW, the issues it raises and the problems it highlights. As part of this they offer a free, one hour CPD presentation on the residential and commercial search results.

The presentation can be carried out in your offices at a time and date convenient to you and they will be happy present to as few or as many people who are interested. If you would like to hear more about the CPD presentation or other services which Safe-Move may be able to offer, then please contact:

Cathryn Clayson

Safe-Move Customer Account Manager

Yorkshire Water

Mobile: 07790 616340 Tel: 01274 692640

E: cathryn.clayson@yorkshirewater.co.uk

YORKSHIRE BUSINESS MARKET 9th MAY 2011

A booking form for the Yorkshire Business Market on **Monday, 9th May 2011**, was given to all participants on the Safari. A further copy is enclosed with this edition of REVIEW.

Harrogate Chamber members can deduct a **25% discount off the prices quoted**, if booked and paid in full by 31st December 2010. Membership of Harrogate Chamber for 2011/12 must also be renewed from 1st April 2011, in order to retain this discount.

Stands begin at £266.00 for a 2m x 1.5m space, which **costs only £199.50** with the 25% discount. (VAT is not applicable).

Early booking also means you get listed on the Exhibitor page of the Yorkshire Business Market website sooner, meaning more exposure for your company and visits to your website via the weblink!

FOCUS GROUPS

Town Centre

The 2010 **Harrogate at Christmas** campaign is now well under way, with a great result following the Stray FM phone-in on 30th July. Simon Cotton and John Fox were at the Radio Station all day taking calls, and a grand total of £21,925 was raised including the £10,000 matched funding from Harrogate Council.

The large 'Harrogate at Christmas' Baubles are available for display for companies who donate £100 or more to the campaign. Bauble Cards are also available for those who donate smaller amounts.

Visit www.harrogateatchristmas.org to download a support form.

Harrogate Chamber's Management Group has agreed to donate £1,000 to this year's lights, which the Chamber can only do due to the success of the Yorkshire Business Market. The event is run on a not-for-profit basis and the small surplus generated allows the Chamber to donate to local causes.

Promoting Harrogate

Food premises serving the public in Harrogate District have now been awarded a star hygiene rating on the basis of the last inspection made by Harrogate Borough Council's Environmental Health Officers, under the national scheme **Scores on the Doors**.

We were pleased to hear from the following members who were participating in the Safari that they have been awarded a 5-star 'Excellent' rating:

Cedar Court Hotel
Cold Cotes Guest Accommodation
Disability Action Yorkshire's Claro Care Home
Hampden House Care Home
Kings Catering
St Aidan's School

Full details are available on the national website www.scoresonthedoors.org.uk

Traffic & Transport

Rail - Brian Dunsby has been working hard in conjunction with senior Chamber officers, Councillor Don Mackenzie, HBC, Andrew Eason NYCC plus local MP Andrew Jones, in order to lobby for more frequent direct trains between Harrogate and London.

A 25 page report "Why Harrogate Trains?" has been drawn up including a compilation of all the relevant statistics to demonstrate why Harrogate is more appropriate for this increase in service than other nearby towns. Any members with further statistics on visitors to Harrogate, please get in touch with Brian Dunsby chiefexec@harrogatechamber.org

The document will be sent to the Office of Rail Regulation and Department of Transport for consideration of the bid.

Copies are available to members by e-mail on request.

Air/Bus - We were surprised to hear of North Yorkshire County Council's decision to cut the 767 airport bus service between Harrogate town centre and Leeds Bradford Airport from April 2011 as part of their cost-cutting measures.

It is regrettable that neither Leeds Bradford Airport (who also invested funds for the service), nor Harrogate Borough Council nor Harrogate Chamber (who campaigned vigorously for the service initially) were consulted before this decision was made.

Brian Dunsby called for an emergency resolution at a recent NYCC Area Committee Meeting resulting in the Committee (made up of opposing political parties) voting unanimously to reject the officers' report. However, this is not guaranteed to be successful in reversing the decision.

Roads - Harrogate is seeing a lot of major repairs to main roads around the town with the resultant diversions and road closures. We have not had reports of any major problems getting around the road works, but should you experience major difficulties in a particular area, please contact the Chamber Secretariat who are in contact with NYCC Highways.

EXTERNAL ORGANISATIONS

tecmesh - IT & Telecoms Expo 2010

A one day exhibition and conference for all businesses in the region to meet Yorkshire and the Humber's IT & Telecoms providers is being held on 30th September 2010 at the Royal Armouries in Leeds.

- **Discover** the latest trends in the IT & Telecoms industry
- **Learn** what the future technologies will be in the IT & Telecoms sector
- **See** first hand what Yorkshire and Humber's IT & Telecoms companies can provide now
- **Hear** how your business can benefit from adopting these technologies

Register to attend **FREE** at <http://techmesh.org/expo/register>

THANKS TO HARROGATE INTERNATIONAL CENTRE

Many thanks to Robert Penfold, Front of House Manager; Roger Triggs, Event Manager and Jo Hutcheson, Event Planning Assistant, at the Harrogate International Centre, for their attention to detail in the planning and hosting of not only the Safari, but the extra LinkedIn Seminar that was added to the day's programme later on.

Thanks also to Ben Campbell and the Kudos Hospitality team for the superb, safari-themed buffet and refreshments that kept everyone sustained throughout the evening.

Visit www.harrogateinternationalcentre.co.uk for more.

NEXT MEETINGS

13th September – Cedar Court Hotel

The September meeting topic is “**Improving Employee Performance** – a practical review of how to manage employees within the new Employment Laws”.

The presentations will be made by Neil Goodrum, Senior Partner at McCormicks Solicitors and Michael Millward, Vice Chairman, North Yorkshire of the Chartered Institute of Personnel & Development.

They will cover:

- Starting out as you mean to go on – recruiting properly - Neil Goodrum
- Agreeing objectives and mutual expectations - Michael Millward
 - Short Q&A session on "Hiring and Induction"
- How am I doing? - providing feedback on performance - Michael Millward
- It's not working – how to use formal disciplinary procedures - Neil Goodrum
 - Short Q&A session on "Appraisal and Firing"

11th October – St George Hotel

The popular **Charity Evening** returns with presentations by several members explaining how your business can benefit by helping local charities and social enterprises.

The presenters will be:

- Harrogate and Area Volunteer Centre (The Mental Health Project/ Talking Space) – Lizzie Rosewood
- CCF Accountancy & Tax (how to satisfy CSR policy by working with Charities) – Teresa Bowe
- Saint Michael's Hospice – Christine Norton

One more slot available – Charity Members only!

If you would like to speak, please send an e-mail to Maggie Hall at info@harrogatechamber.org

LBIA Visit – 27th September

We are pleased to offer an invitation to members for the opportunity of an exclusive ‘**Airside at the Airport**’ networking event, together with Saint Michael's Hospice Patrons and Business 500 supporters.

The visit will include a behind the scenes tour of Leeds Bradford International Airport on 27th September 2010 from 19.00 – 21.00. **See enclosed booking form.**

Places are limited, and will be offered FREE on a first come, first served basis – maximum 2 per company.

NEW MEMBERS

CCF Accountancy

(Accountancy and Tax Adviser)

Teresa Bowe, Director

Evans Business Centre, Hartwith Way,
Harrogate HG3 2DZ

Tel: 01423 534655

E-mail: teresa@ccfaccountancy.co.uk

Website: www.ccfaccountancy.co.uk

Cloud Eleven HR Ltd

(Human Resources Support)

Martin Brockett, Managing Director

Hammerain House, Hookstone, Harrogate HG2 8ER

Tel: 01423 815511 **Fax:** 01423 873999

E-mail: martin@cloud11hr.com

Website: www.cloud11hr.com

Community Partners Ltd

(Advertising and Sponsorship)

Andrew Parker, National Account Manager

Ad House, East Parade, Harrogate HG1 5LT

Tel: 01423 706675 **Fax:** 01423 502522

E-mail: andrewparker@communitypartners.co.uk

Website: www.communitypartners.co.uk

McCarthy's Storage World

(Business & Domestic Storage)

Mark Peters, Branch Manager

Ripon Road, Harrogate HG1 2BT

Tel: 01423 625000 **Fax:** 01423 565965

E-mail: harrogate@mccarthysstorageworld.co.uk

Website: www.mccarthysstorageworld.co.uk

Phil Taylor Photography

(Freelance Photographer)

Phillip Taylor, Creative Director

50 St Catherine's Road, Harrogate HG2 8LA

Tel: 01423 883569

E-mail: boutme.taylor@ntlworld.com

Website: www.philtaylorphotography.co.uk

Santander UK plc

(Banking)

Barry Dillon, Business Banking Relationship Manager

Santander Business Banking, PO Box 646,

York YO26 0DW

Tel: 07881 696767

E-mail: barry.dillon@santander.co.uk

Website: www.santander.co.uk

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

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