



**FUTURE
MEETINGS
2010**

*17.30 networking
for 18.15 start*

12 April
Cairn Hotel
(Safari)

26 April
**YORKSHIRE
BUSINESS
MARKET**
(11.00-18.00)
Pavilions of
Harrogate

10 May
Cedar Court
AGM

14 June
Majestic Hotel

19 July
White Hart Hotel

9 August
*Queen's Suite
Harrogate
International
Centre
(Safari)*

REVIEW

**MARCH
2010**

Review of Chamber Meeting + News Update

PROMOTING HARROGATE

- Welcome to Yorkshire plans to drive business and leisure tourism to Harrogate
- Leeds Bradford Airport development and increase in targeted visitors
- Harrogate International Centre using Harrogate's uniqueness to attract events
- Harrogate in Bloom want you to enter their Business in Bloom competition

DISTRICT DEVELOPMENTS

- Harrogate Borough Council Liaison meeting with Harrogate Chamber of T&C
- TESCO Planning Application – your views are needed on this Store location
- Flaxby Park Golf & Leisure Planning Application now proceeding to decision
- Does Harrogate need University-oriented higher education to attract graduates?
- Enterprising Britain Awards – do you think Harrogate should enter this year?

BENEFITS FOR MEMBERS

- New LinkedIn social networking group established for our Chamber Members only
- Yorkshire Business Market is filling up – see enclosed brochure and **BOOK NOW**
- Promoting Harrogate Group elects Peter Banks, GM Rudding Park, as Chairman
- East Coast Trains setting-up national level meeting on London-Harrogate services

Future Meetings

Monday, 12th April - Cairn Hotel, Ripon Road, Harrogate 17.30 for 18.00

Business Networking Safari + Buffet

B2B Chamber members only - limited capacity - pre-booking essential

Attendance FREE for one representative per company; £10 for second representative

Monday, 11th May - Cedar Court Hotel, Park Parade, Harrogate 17.30 for 18.00

Annual General Meeting + 'Making the Most of the Media' get your business promoted in the local media effectively

**Bernard Ginns, Business Editor, Yorkshire Post
Sarah Barry, Station Manager, StrayFM**

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

SIMON PEASE

Robert Whiteley paid tribute to Simon Pease of DSC Chartered Accountants, who passed away suddenly in February at the age of 43.

Robert commended his professional and common sense approach, coupled with a sense of humour, in the presentations he made at Chamber meetings over the years. He will be greatly missed by the Chamber and the wider business community and our condolences go out to his wife, three children and family at this sad time.

PROMOTING HARROGATE

Peter Myers, Business Tourism, Welcome to Yorkshire

Peter Myers is Chief Executive of the West Yorkshire Tourism Partnership and Business Tourism Leader of Welcome to Yorkshire (WtY).

Conferences & meetings in Yorkshire bring £1.6bn into the economy sustaining 70,000 jobs and bringing 10M visitors to the region.

Business Tourism Operating Model & Structure

Yorkshire Forward has a contract with WtY with six contractual headings, one of which is Business. WtY operates Business Tourism through four Conference Desks which they provide funding support to:

- Conference Leeds
- Hull & East Yorkshire Conferences
- York & Scarborough Conferences
- Yorkshire South Tourism

Discussions are underway with Harrogate International Centre to become part of the set-up, which would bring business to the whole of Harrogate.

Business Tourism Strategy

Welcome to Yorkshire business tourism strategy is growth oriented with WtY funding a sales person at each of the Conference Desks. They will then proactively engage with potential organisers of events, and their performance will be regularly reviewed.

The three key areas of activity delivered by partner conference bureaux are:

- Intermediary venue finding services
- Marketing
- Business support

Business Tourism Campaign Initiatives 2010-2011

Welcome to Yorkshire's 2010-11 business tourism campaign investment of £552K, delivered through its partner conference bureaux, is comprised of the following key initiatives:

- Growth
 - Sales Force & Key Account Management: *Sales staff employed to identify & win high value meetings & events*
 - Enquiry Management System: *investment in enquiry management software*
 - Sales Support & E-Marketing: *investment in E-marketing and promotions to support sales*

- Exhibition Programme: *investment in Regional attendance at one exhibition or a series of buyer workshops*
- Familiarisation Visits & Site Inspections: *investment in 2 locally delivered group familiarity visits and 30 site inspections*
- Retention:
 - Ambassador Programmes: *investment in ambassador programme delivery*
 - PR Campaign: *investment in Business Tourism PR*
 - Media / Advertorial Campaign: *investment in a coordinated media/advertorial campaign*

International Campaigns 2010

Welcome to Yorkshire is working in these five international short haul markets during 2010 (Italy, Spain, France, Germany and the Netherlands), either directly with on territory marketing agencies, or with VisitBritain consultants in Netherlands and Germany.

Partners include Jet2.com in four of the campaigns, P&O, Visit Leeds and also Easyjet for Germany.

They are also targeting the following long haul markets: China, India, USA and Canada, working with tour operators to get Yorkshire featured within their itineraries and promoting Yorkshire to the media.

There are six international versions of Yorkshire.com – each highly targeted to their markets in Dutch, French, German, Italian, Spanish and simplified Chinese.

On the Italy market site there is a blog featuring the adventures of William Yorkshire, Yorkshire terrier who encourages his fellow Yorkies displaced in Italy back home - Back to Yorkshire!

Further information contact:

**Peter Myers, Chief Executive,
West Yorkshire Tourist Partnership**

Direct Line: 07502 317 895

Website: www.yorkshire.com

To support Peter's presentation, Stuart Gill, Chairman of the Yorkshire Dales & Harrogate Area Tourism Partnership added that all the Tourism Partnerships were now working together towards one goal under the Welcome to Yorkshire umbrella.

Although there are some major tasks ahead including the website and tax issues over the smaller Bed & Breakfast accommodation providers.

Invitation to Welcome to Yorkshire Y10 Conference - 22nd March 2010

Welcome to Yorkshire will be setting out its strategy at the Harrogate International Centre at 11.00 on 22nd March 2010 and all members are invited to attend and join the 1,100 plus delegates who have already booked.

Welcome to Yorkshire will be unveiling a number of exciting marketing initiatives for the coming year and highlighting key activities that have resulted in tremendous growth figures in Yorkshire.

Find out more and register to attend FREE at:
www.welcometoyorkshire.net/Feature-Stories/Join-us-at-Y-10.aspx

**Tony Hallwood, Commercial & Aviation
Development Director,
Leeds Bradford International Airport**

Tony Hallwood shared Leeds Bradford Airport's vision for the airport's developments and for tourism in the region and for Harrogate. His presentation included an artist's impression of what the new terminal will look like, which is due for completion in two years time.

LBA Vision:

- To deliver an international airport that the Yorkshire region can feel truly proud of.
- To deliver a step change in the level of airport facilities and standards in services that will confirm LBA as a 'best in class' regional airport.
- To build and retain and develop successful regional stakeholder relationships that can deliver mutual benefits for both parties.
- To ensure that the Yorkshire region takes maximum benefit both from a business and leisure perspective of the airport's growth and development

LBA Airport:

- Yorkshire's international Gateway airport.
- 75 destinations across 24 countries.
- 2010 LBA will be one of fastest growing UK airports.
- 10 new routes commencing this Spring.
- £28m Investment approved to deliver terminal development in 2012.
- Focus is on delivering new routes that will drive inbound visitors to Harrogate and the region.
- Supporting local business to maximise their profile domestically and internationally

Enhancements for 2010:

- Investment to enhance security zone underway.
- New equipment and realignment to enhance space and reduce queue times.
- New Fast track and layout.
- Improvements airside to catering facilities.
- More seating airside.
- New car parking facilities, 1000 more spaces.
- More Happy to Helps in and around the terminal.
- Improvements to public transport provision.
- Constant improvement is our goal.

How can LBA help you?

- Website - Visibility of Harrogate and its attractions and facilities. New website in summer 2010.
- Advertising - Short term terminal promotional locations for tourist providers in Harrogate.
- Sales promotion - Highlight forthcoming events.
- Sense of Place - WtY can expand visual coverage of region in arrivals corridor to now include Harrogate
- Food and products – We are keen to show Yorkshire off to our visitors by delivering a 'taste of the region'
- PR - Our PR manager is open to ideas and suggestions to help you drive your business forward.
- Press trips – visits to Harrogate a priority.
- Airline relationships - LBA can bring you into contact with the right airline personnel to help you promote and grow your business.
- As LBA introduce a wider route network the opportunities for raising the profile for Harrogate both in UK and Overseas markets grow.
- Don't be afraid to ask – We are here to help !

How can our airlines help you?

- A well oiled marketing machine that can support you.
- Tap into regional markets across the UK / Overseas.
- Airlines -- Ryanair, Jet2, Flybe, Eastern, Air Southwest, Bmi regional, Manx2, KLM.
- Website - promotion of Harrogate.
- In flight magazine - city focus and attractions, festivals, events.
- E-news – promote your offer, activity or exhibition to a wide audience. Prizes and competitions.
- Special offers - drive added benefits for loyal airline customers.
- On board promotions - advertising on aircraft.
- Conferences & Exhibitions – enable regular visibility of events.
- Link with airlines domestic and overseas marketing campaigns - maximise opportunities as part of larger airline purchasing power.
- PR – Airlines love a great media story so lets ensure we maximise on this potential.

Ryanair - focus for 2010:

- Important milestone for Harrogate, WtY and the regional tourism partnerships.
- 14 new routes at end of March from LBA.
- New routes to France, Poland, Italy, Malta, Ireland.
- Potential to drive significant % of inbound tourists to region.
- Promotion of Yorkshire region overseas in new or underserved markets for first time.
- Ryanair can provide Harrogate with new business, but you all must work with them to maximise your rightful share.
- Ryanair's success will bring further routes to LBA.

Route Development Focus:

- USA - Project America now launched. Long term strategy to open up access to our largest overseas market.
- UK - New departure points under discussion.
- Europe - Germany and Scandinavia are major gaps in our network and we will deliver new services to these key markets over next 2 years.
- Airlines - We are talking to new airlines who have not traditionally considered Yorkshire or LBA.
- REMEMBER - we all need to ensure that existing services are well supported to encourage growth.

LBA's Harrogate Links:

- Tourism partnership with Harrogate - key to success and regional growth including jobs.
- Transport links - ongoing discussions to improve our bus links.
- Harrogate Hospitality Awards – LBA is a new 2010 sponsor.
- Support Harrogate chamber events - integral part of airport's strategy.
- Increase exposure to support conference opportunities with HIC.
- LBA supported the Harrogate Festival in 2009.
- Relationship with Stray FM - advertising new Ryanair routes to France and Italy. Regularly distribute news of LBA.
- Harrogate Advertiser - relationship needs developing fast for the benefit of both LBA and Harrogate.
- Community links - St Michel's Hospice - it's not all about money.

Conclusion:

- Thank you for supporting Leeds Bradford Airport.
- Happy to welcome the Harrogate Chamber and its members to visit LBA.
- Working in partnership, driven by Brian and his team.
- Deliver strong business and leisure traffic growth.
- Confident that Harrogate will be one of the main beneficiaries of LBA development.
- Your tourism and business vision matches our vision, let's work even closer together for maximum benefit.

Tony Hallwood,
Commercial & Aviation Development Director
Leeds Bradford International Airport
E-mail: Tony.Hallwood@lbia.co.uk
Tel: 0113 391 3300
Website: www.leedsbradfordairport.co.uk

Stuart Quin, Director **Harrogate International Centre**

Stuart Quin outlined the progress being made by HIC, both in development of their Kings Road site and in relationships with key stakeholders. It is expected that Harrogate's unique selling points will carry the town through to the other side of the recession.

Tourism is key to the economy across this large District unique in Yorkshire and Humberside region in having:

- A large convention facility – HIC (whose competition is all big cities) and a large multi purpose event centre(YEC/Pavilions)
- Significant destination in its own right for leisure tourism
- Looks both to the North (Dales) and South (Leeds City Region) and to a degree to the East (York)

THE TOURISM SECTOR: MAJOR DEVELOPMENTS

HIC: New Investment

£13m scheme, 50% funded by Yorkshire Forward:

- Two new event halls
- Links in to Conference Centre; Hall D, Queens Suite, Kings Suite , Hall Q
- New enlarged entrance in front of Springfield House
- New piazza and external catering area;
- New entry points into conference centre and Hall Q
- Enhanced approaches on Kings Road
- Expected completion - November 2011

The Leisure Tourism Strategy

- Switch from 'place' to 'product' marketing
- Key products are based around area's strengths: e.g. Heritage; Floral ;Pampering; Golf;
- Marketing and promotion of these will be delivered by the area tourism partnership (ATP)
- Responsibility within HBC for leisure tourism will switch to Department of Development Services

KEY BUSINESS TOURISM DEVELOPMENTS

Branding

- Brand audit has uncovered strength and recognition of the HIC brand within the business marketplace
- Need to reposition the Harrogate business tourism brand, promoting our unique qualities
- Competition: Manchester, Liverpool, Birmingham
- Need community buy in, particularly key stakeholders

Branding – Key points of differentiation

HIC and Harrogate is a **CHIC** business destination. We aim to become the aspirational destination of choice for our clients, because we can offer the delegate and visitor:

- **A creative and innovative venue** for their event, with excellent facilities in the centre of the UK
- **A unique town experience with a big city atmosphere** – safety and community spirit, combined with a vibrant networking offer
- **Everything is within effortless walking distance** – once here, leave your car and enjoy the close proximity of the major hotels, stylish shopping, restaurants and attractions
- **A real Yorkshire welcome** with an impeccable level of service both within HIC and within Harrogate town

To support this HIC are running a new CHIC advertising campaign and unveiled a newly branded stand at CONFEX.

Conference Desk

Policy objective to develop a desk to represent Harrogate and Dales as key destination for conferences. The format is to be tabled later this year for consultation. The aim is to have a desk up and running by autumn.

New Hotel Development

Rudding Park: 48 new bedrooms – on site now

Majestic Gardens: 107 new bedrooms - direct link into conference centre

Further Developments

- New HIC website launched - important marketing tool
- Development of the Leeds City region identity and engagement in bidding for high profile national and international events
- Prominence and success of WtY
 - Major event at HIC 22nd March - free registration
 - Initial stats from first year of operation show targets in terms of visitor spend, etc. are more than met

THE BUSINESS TOURISM AGENDA

Challenges still lie ahead:

- Dealing with recession (*eg exhibition market demand overall down by c.25%!!*)
- Unlevel playing field (*it was ever thus !!*)
- Increasing competition
- Scarcity of capital
- Communications

But....

- Enduring and unique strengths of the town as a business tourism destination
- Business tourism really matters to this town
- Different product from city competitors
- Delivering the right customer experience will produce customer loyalty
- Already some "greenshoots" showing in enquiries and bookings

Stuart Quin, Director
Harrogate International Centre
E-mail: Stuart.Quin@harrogate.gov.uk
Website: www.harrogateinternationalcentre.co.uk

Pam Grant, President Harrogate in Bloom

Pam Grant explained that Harrogate in Bloom exists to promote and improve the floral image of Harrogate, which plays a big part in tourism. Last year Harrogate won the only Gold Medal for Large Town in the UK, which is an incredible achievement, plus the Valley Gardens won Best Park in the country.

Harrogate in Bloom are working to develop those achievements and are in the process of re-developing the New Zealand Garden in the Valley Gardens, which will be launched on 12th August 2010 with the New Zealand Golden Oldies Cricket Team as special guests.

Pam is pleased to have forged links with both RHS Harlow Carr Garden and the Northern Horticultural Society, which means they are all now working together to Promote Harrogate.

Pam thanked Harrogate Chamber for their kind donation of £500, which Harrogate in Bloom have decided to spend on decorating the newly discovered well on Kings Road during preparations for the new HIC development. The Well will be bestowed with a special plaque prepared by the Civic Society and will be officially opened by Gary Verity, Chief Executive of Welcome to Yorkshire on 22nd March during the Y10 event.

Finally, a reminder for any business in Harrogate to enter the Spring Business Competition. It is free to enter and forms are available from Harrogate Chamber Secretariat. **Closing Date 31st March 2010.**

Robert Whiteley explained that the donation came from the Yorkshire Business Market surplus, which has also been used for donating to other local initiatives.

DISTRICT DEVELOPMENTS

Council Liaison Meetings

Chamber officers regularly meet with the Economic Development Unit and Planning Department of Harrogate Borough Council. At a recent meeting a number of significant issues were discussed, including the various planning proposals from Tesco, the Majestic Budget Hotel and Asda.

Representations were made regarding the new Primark store in the hope that they will develop the frontage onto Oxford Street to improve the environment in what is a dark area of the town centre.

The problems caused by the town centre markets were also discussed, and whether or not they were having an adverse impact on existing businesses.

Traffic and Highways issues are difficult items to raise with Harrogate Borough Council, as a lot of the responsibility is being passed to North Yorkshire County Council. However, issues like the lack of signage to Harrogate on the north and south A1 approaches to Harrogate; winter gritting; potholes; Valley Drive parking permit restrictions were brought up.

Members' feedback on the above points would be welcome together with any other issues you would like to be raised with Council officials at future meetings.

The question of matched funding towards the 2010 Harrogate at Christmas campaign was raised, and we are confident HBC will again support this initiative.

The change of provider for the Leeds Bradford bus service was also brought up, together with improvements to the rail connectivity to Harrogate, which is becoming a big issue with Conference and Exhibition Organisers and other businesses. A combined rail strategy is essential for Harrogate's continued growth in the conference sector.

Tesco Planning Application

The development of the Tesco Planning Application has been played out in the press, with the Yorkshire Post picking it up as a feature on their North Yorkshire Post, and the Harrogate Advertiser has covered the issues extensively.

The debate sways between local residents who are happy to see a new supermarket in their area to bring cheaper products from local competition, and objections from a wider perspective looking at the potentially excessive traffic congestion.

If you have any strong feelings either for or against Tesco's plans, please send an e-mail to the Chamber Secretariat - info@harrogatechamber.org

Full details of the plans are on the Harrogate Borough Council website www.harrogate.gov.uk with a decision expected from the Planning Committee during April.

Flaxby Park Golf & Leisure Centre

The plans for the proposed 5-star Flaxby Park Golf and Leisure Centre on the York Road at Flaxby are now proceeding for Planning Committee consideration after being blocked by the Highways Agency over concerns that the volume of visitors could choke the motorway - specifically when the Ryder Cup is held there!

Harrogate Chamber has supported the proposals in principle as they will be an additional benefit to the town.

Brain drain threat to Harrogate

A recent article in the Yorkshire Post with the headline "The brain drain that threatens future of spa town" was initiated by Harrogate Borough Council's draft Economic Strategy, which stressed their concern at the loss of younger people leaving the town because of the lack of higher education in Harrogate.

Brian Dunsby was asked for Harrogate Chambers' comments on the situation and he confirmed it was having an impact on the town's economy and how important it is for Harrogate to have university-oriented education available to bring an inflow of graduates to counteract the outflow of local students. Views welcome.

Plans for new Police Station

Members feedback would be appreciated on the North Yorkshire Police plans to vacate the current Police Station on North Park Road and build purpose-built premises at Beckwith Knowle in Harrogate.

A town centre police office will still be maintained in the town centre to keep North Yorkshire Police at the heart of the community.

Enterprising Harrogate??

Recent EDU statistics show that unemployment has increased from 1.5 to 2.2%, which compared to national rates is not significant. Shop vacancy rates have also increased, but again much lower than the rest of the UK.

After hearing this news it was suggested that Harrogate ought to be entered into the Enterprising Britain Awards, a national competition for the most enterprising place in the UK. Members interested in joining a group to put forward a bid for the 2010 Awards please contact the Secretariat.

MEMBERSHIP BENEFITS

ACKRILL MEDIA GROUP 2009-10 BUSINESS AWARDS

The glittering Gala Awards Dinner for the 2009-10 Ackrill Media Group Business Awards will be held at the Harrogate International Centre on 25th March 2010. Tickets are still available at £60 each - if you would like to join other Chamber members on a Chamber table, please indicate this when you book and let us know too.

For tickets contact Ginny Long at Ackrills by phone on 01423 707402 or e-mail ginny.long@ypn.co.uk

LinkedIn Harrogate Chamber Group

Following the LinkedIn presentation by Steve Phillip of Linked2Success at the February meeting, the Secretariat were stimulated to get 'LinkedUp' and have created a Harrogate Chamber Group that is **exclusively for members** to network and exchange ideas with each others.

If you are on LinkedIn search for 'Yorkshire Business Market' in the groups and it will bring up both the Harrogate Chamber Group and the Yorkshire Business Group. The Yorkshire Business Group is open to all to join and we will be encouraging exhibitors and visitors to the Yorkshire Business Market to sign up to facilitate further networking before and after the event.

You also might like to search for Brian Dunsby and Maggie Hall to connect to them personally. Go to www.linkedin.com to find out more.

YORKSHIRE BUSINESS MARKET 26th April 2010

Exhibitor bookings are coming in well for the Yorkshire Business Market - you can find the full list at www.yorkshirebusinessmarket.org/exhibitors.htm

Some spaces are still available from £240 (VAT not applicable) - **DON'T MISS OUT!!**

Discounted advertising is being offered to exhibitors by the Business Link Magazine, Ackrill Media Group and the Yorkshire Post - but deadlines end soon, so don't delay for maximum impact prior to the event. These discounts can be extended to Harrogate Chamber members - please ask for more details.

Several Chamber members are also offering discounts on their products and services to exhibitors. Please ask Chamber Administrator, Maggie Hall for more details - info@harrogatechamber.org

The series of six FREE Taster Workshops will take place throughout the day, starting at 09.30, run by Business Link Yorkshire. These include:

How to set up and run a business from home

Online social networks – reaching out to new customers

How to set up and run a retail business

How to turn your website into a customer magnet

Search engine optimisation 2010: Developing a winning SEO strategy

See www.yorkshirebusinessmarket.org/workshops.htm for details and how to **book direct with Business Link**.

Plus a series of three FREE Business Seminars will run during the afternoon:

What is the point of public relations?

Di Burton, Cicada Communications Ltd

Make marketing work for you right now!

Siobhan Lees, Brighter Marketing Ltd

Networking With Skill & Confidence

Nick Bramley, Managing Director of NBA4Business

See www.yorkshirebusinessmarket.org/seminars.htm

This year's brochure, incorporating a free entry ticket, is now available for members to take a supply to distribute to business contacts. If you have a mailing going out in the next couple of weeks, please request a supply from the Secretariat - info@harrogatechamber.org

FOCUS GROUPS

Promoting Harrogate

Promoting Harrogate Group - New Chairman - Peter Banks, Managing Director of Ridding Park recently kindly agreed to become Chairman of the Promoting Harrogate Group. The resulting news release brought some good publicity in the Ackrill Media Group of newspapers, coupled with Ridding Park's recent award for 'Best Hotel in the UK' as voted by TripAdvisor.

Harrogate Hospitality & Tourism Awards - Closing date for nominations is 31st March 2010. With nominations across nine categories of the hospitality industry - make sure their efforts are rewarded by nominating the most deserving waiters, bar people, hotel staff, etc. Full details on the Destination Harrogate website www.destinationharrogate.co.uk The Gala Awards Ceremony will take place on 7th June 2010 at the Royal Hall.

FREE Harrogate Town Map - If you need a supply of the Harrogate Town maps to display or use in your premises, supplies are available at the monthly meetings of Harrogate Chamber of Trade & Commerce..

Town Centre Improvements

Following the recent announcement that the Police Station will move away from the town centre (page 5), North Yorkshire Police's reassurance that a Police Station would remain in the town centre is welcomed.

The Harrogate at Christmas 2010 campaign is progressing well and it is hoped to incorporate Harrogate International Centre's developments on Kings Road to help promote the Christmas Lights.

The Retailer's Forum have announced proposals to change the late night Christmas Shopping evening from a Thursday to a Wednesday in 2010, in order to avoid competition from York and Leeds. David Horth of Victoria Shopping Centre and Frank di Lorenzo of Debenhams are canvassing retailers in the town centre over this idea.

Members thoughts on this suggestion would be most welcome, to help in making a final decision. Please send your comments to secretariat@harrogatechamber.org

Traffic & Transport

Business Parking Permit - As mentioned last month, Harrogate Borough Council agreed to re-consider the possibility of Commercial Disc Parking, with businesses being able to purchase the Disc in order to park for deliveries, etc. without paying at the town centre meters.

If your business could make use of one of these Discs, please let us know how much you feel is a fair annual price. Send to secretariat@harrogatechamber.org

Lack of Harrogate Signage on A1 - We have received examples of the problems the lack of signage to Harrogate on the A1 in both northbound and southbound directions is causing for visitors to the town. Please let us have any more examples so we can lobby the Council Highways Department.

East Coast Rail Services - Harrogate Chamber is still lobbying hard for improvements to rail services to Harrogate. Brian Dunsby recently met with Elaine Holt, Chairman of East Coast Rail, together with Councillor Don MacKenzie, Cabinet Member for Planning & Transport and John Burton, Head of Transport Services at Harrogate Borough Council. Ms Holt has promised to arrange a meeting at Government level with the Department of Transport and the Office of Rail Regulation, to allow us all to reiterate our demands for direct rail services between London and Harrogate.

We were pleased to see faster services to Leeds will be in the "clock-face" timetables of the new Eureka services now available, to be fully implemented by May 2011. Visit www.eastcoast.co.uk/eureka for more information.

MEMBERS' FORUM

Mind, Body & Spirit Workshops 10% discount for members

Cold Cotes Events Centre invite Harrogate Chamber members to join them for an Open Day on Saturday 3rd April, 10am-4pm showcasing their 'Time to Live Differently' Workshops for Mind, Body & Spirit. There will be complimentary refreshments and you can meet the presenters and learn more about the programme.

Chamber members will receive a 10% discount on all April & May workshops including:

- Tai Chi • Yoga • The 5 Rhythms • Introduction to NLP
- Relax with Guided Imagery • Floral Design
- Creative Writing • Building Personal Resilience

Full details at www.timetolivedifferently.co.uk or phone 01423 770937 Cold Cotes Guest Accommodation & Events, Cold Cotes Road, Felliscliffe, Harrogate

LinkedIn Workshops

Steve Phillip of Linked2Success announced limited spaces available on his LinkedIn Workshops on 30th March in Leeds and 20th April in Harrogate, for members who wish to grow their brand image on LinkedIn, which is growing at almost 1 million members a month.

Visit www.linked2success.com for full details or contact Steve Phillip on steve@linked2success.co.uk

Promote your business in Harrogate for FREE

Neighboursunited.co.uk recently joined the Chamber and over the last year, has been growing in size and popularity in the HG postcode area and they are launching in the rest of the UK.

With over 3,000 monthly visitors and as Harrogate's only local social networking site, this is an excellent way to promote your business locally by just taking a few minutes to create your own FREE advert.

If you have any trouble creating your free advert or would like to discuss greater prominence on the site by having a banner please contact Victor Kemeny, vic@neighboursunited.co.uk

Don't Miss Out on FREE Publicity!

Each month Members' Forum is here for you to make announcements of anything interesting that is happening in your business or special offers you may wish to make for fellow members. Items mentioned at the meetings are usually reported in REVIEW along with contact details where appropriate.

Send us a message when you receive the Agenda by e-mail so we are aware you wish to speak, and include a short description of your item so we make sure we include the relevant points.

DSC Breakfast Seminars - postponed

Jenny Purdy confirmed that the DSC Breakfast Seminars originally scheduled for March had been cancelled following the sad loss of Simon Pease. It was hoped to re-schedule in May.

SCAMS & SPAMS

www.bestbookingcentral.com

Beware of bookings via www.bestbookingcentral.com. We have received a warning from Conference Leeds that this website takes bookings but keeps the money! The person who fell foul to this scam had managed to make contact with people in Turkey, but has still not managed to get his money back.

Cold Call Selling of Investments

The Financial Services Authority have issued a formal warning that anyone who phones you to try to sell you shares or any other investments is acting illegally.

If you receive calls of this type, please contact the Secretariat and we will forward you the official procedure for reporting them.

NEXT MEETINGS

12th April 2010 - Cairn Hotel Business Networking Safari

The opportunity to meet up to 48 other businesses in one evening and enjoy a FREE buffet. Booking is essential for this event as space is strictly limited. Send an e-mail to info@harrogatechamber.org to book.

This popular Members-only Business Safari provides an excellent business-to-business networking opportunity for providers of products and services to other businesses. Not suitable for retail consumer businesses.

One representative per company can attend for free, but a second representative has to pay a nominal fee of £10. They must also 'hunt' in pairs with only one representative speaking per session.

10th May 2010 - Cedar Court Hotel ## Annual General Meeting

NOTE: change of venue!

To accommodate the significant increase in numbers attending Harrogate Chamber meetings, the venue for the AGM in May has had to be changed from Hotel du Vin to the Cedar Court Hotel.

The meeting's topic will be 'Making the Most of the Media' with the following keynote speakers:

Bernard Ginns, Business Editor, Yorkshire Post
Sarah Barry, Station Manager, StrayFM

They will give advice on how to effectively get your business promoted in the local media at very low cost.

We are very grateful to Hotel du Vin for hosting the AGM for the past few years and for agreeing to host a future Management Group meeting.

EXTERNAL ORGANISATIONS

Acas Updates

Jane Worrell from Acas would be delighted to ensure that interested Chamber members are kept up to date with developments in Employment Law, and good practice in employing people. If you wish to receive updates by e-mail give Jane a call on 0113 2053848 or e-mail her at jworrell@acas.org.uk for further information

Health & Safety Executive funded training

HSE are offering two new heavily subsidised health and safety training courses to help organizations get started with worker involvement, or improve their existing arrangements for involving workers.

The courses are designed to help organisations achieve the potential benefits associated with a collaborative approach to health and safety at work including lower accident rates, increased productivity, efficiency and quality. Visit their campaign website to find out more:

<http://www.hse.gov.uk/involvement/doyourbit/?ebul=slip/s/mar-10&cr=2>

NEW MEMBERS

Fineprint Beyond Digital

(Digital & Wide Format Printers)

Kevin Fulcher, Managing Director

Elizabeth House, Brewery Close, Barker Business Park, Melmerby, Ripon HG4 5NB

Tel: 01765 641308 **Fax:** 01765 641309

E-mail: info@fineprintuk.com

Website: www.fineprintuk.com

Linked2Success

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(Local social networking website)

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Spear Travels (Jetclub Ltd)

(Travel Agents/Business Travel)

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Website: www.speartravels.net

THANKS TO RUDDING PARK HOTEL

Many thanks to Peter Banks, General Manager at the Rudding Park Hotel, and his staff for hosting the March meeting and squeezing another high attendance into the Crosby Suite.

Peter gave an update on Rudding Park's development of a 48 bedroom extension, which has been held up a little due to the bad winter weather. Peter offered to show members around the hotel and premises on request.

For more information on the accommodation, restaurant and function rooms and other facilities at Rudding Park visit: www.ruddingpark.co.uk or phone 01423 871350 or fax 01423 872286 or peter.banks@ruddingpark.com

BUSINESS BRIEFING

Important PAYE Changes

HMRC has written to remind all employers that their Employer Annual Returns must be submitted online by 19th May 2010. There is no longer a paper filling option for employees with less than 50 staff. Late paying penalties are being introduced from May 2010 - more at www.hmrc.gov.uk/employers/payee-penalties-faqs.htm

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