



**FUTURE
MEETINGS**

17.30
networking
for 18.15 start

2010

13 December

Holiday Inn
(Safari)

2011

10 January

Pavilions of
Harrogate

14 February

Old Swan Hotel

14 March

Rudding Park
Hotel

11 April

Cairn Hotel

REVIEW

NOVEMBER
2010

Review of Chamber Meeting + News Update

CURRENT ECONOMIC SITUATION & HARROGATE

- Record attendance for a Harrogate Chamber Meeting with 217 registered
- New MP Andrew Jones explains Government policy on cuts and growth
- Borough Council CEO explains potential impact on Harrogate economy
- Director of Development Services explains Local Enterprise Partnerships
- Discussion focuses on importance of our local businesses being in the LEP

HARROGATE DISTRICT NEWS

- TESCO – decision deferred due to traffic congestion and gas safety fears
- Pannal Business Park – conflicting proposals for housing on Dunlopillo site
- Allerton Park waste processing proposals – are you knowledgeable on this?
- Christmas Lights and festivities in comprehensive new guide from the TIC.

CHAMBER MEMBERS' BENEFITS

- 2011 Meetings Planner published on back cover – some speakers needed
- NEW Social Event – networking at the HIC + backstage visit on 24/01/11
- Harrogate Trains – encouraging response from DfT and Northern Rail
- Yorkshire Business Market reminder - members 25% discount ends 31/12/10

Future Meetings

Monday, 13th December, Holiday Inn, Kings Road, Harrogate – 17.30 for 18.00

Business-to-Business Safari: "hunting for sales leads"
Chamber members only - limited capacity – pre-booking essential

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

Monday, 10th January, Pavilions of Harrogate, Great Yorkshire Showground

"How to make an exhibition of yourself"

Presentations by Chamber Members with a wealth of experience in making the most of exhibitions including practical hints, products and services

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

CURRENT ECONOMIC SITUATION and the impact on Harrogate

Open Meeting for Harrogate businesses

This is the second open meeting Harrogate Chamber of Trade & Commerce has held for local businesses to have the opportunity to listen to and question senior representatives of national and local government.

The topic attracted a record of 217 bookings from business people from Harrogate and district to the Crown Hotel's Churchill Suite to hear from recently elected MP for Harrogate & Knaresborough, Andrew Jones together with Harrogate Borough Council's Chief Executive, Wallace Sampson and Director of Development Services, Nigel Avison.

Chamber President, Simon Cotton opened proceedings by congratulating Andrew Jones on his appointment as Parliamentary Private Secretary to Mark Prisk MP, the Minister of State for Business & Enterprise in the Department of Business Innovation & Skills (BIS).

Andrew Jones MP for Harrogate & Knaresborough

Andrew Jones MP covered three specific areas:

- The impact of the spending cuts on our area
- The actions being taken to get our economy growing
- What he is doing as your MP

SPENDING CUTS

Andrew said: *"We all know the financial position facing the country, and that cuts are being made. The question then is where the cuts will be made.*

The comprehensive spending review has now been published. This has triggered a series of more detailed announcements, which will be the individual departments' spending plans. There will not be another spending review this parliament.

We know what the destination of all the cuts will be. And that is public spending at the level of 2006, and that level was chosen because it means by the end of this parliament our national finances will be in balance. The income and expenditure accounts are in balance, and our national debts are not getting any deeper.

Going to the levels of 2006 might not sound like a great step, but the cuts are significant and I am not in any way seeking to play down the impact.

I think it is good that we now have clarity on the cuts because the speculation in advance of the announcement was astonishing. The most astonishing for me was a chief constable questioning whether they would be able to provide basic law and order. My response has been that they did in 2006, and can again.

There is a further point to make here. The government is asking the public services to look hard at how they run themselves. And remove the bureaucracy. Much of the bureaucracy comes from central government.

If we look at the police for an example, the police do a brave job, and we all turn to them in emergencies.

Yet they spend more time on paperwork than on patrol. Last year, they were issued with 2900 pages of guidance. They have to complete a 16 page form before they can watch a suspect through a window. After an arrest, they have to enter the suspect's name and address in at least four separate databases.

The government will help address this problem, for instance it is scrapping some forms and reporting, and these changes will save hundreds of thousands of man hours. But the drive to change should be from the ground up, not top down. Those on the front line know best what is necessary or not.

So, overall, we are facing cuts of 6-7% per year. This is high for the public sector, but by no means unprecedented in the private sector.

I was pleased to see the recent report from Experian rank our area 28th least effected area out of 324 in our country. The key reason cited being the high levels of work in resilient jobs.

Looking ahead, I suspect the greatest pressure will come at the County Council level, where social care budgets are under pressure from an ageing population, and the challenge of delivering those services in low population density areas."

GETTING OUR ECONOMY GROWING

Andrew stressed that we need to grow our way out of trouble, which means getting our economy moving.

He continued: *"The key message I want to get across today is that the government recognises that economic growth comes from the private sector.*

And that means creating a climate conducive for business. This has policy implications for taxation, regulation, investment priorities.

So we will see simpler taxation and regulation. This has led to the cuts in corporation tax which will go down 1% each year for the next three years until it reaches 24%. The small business tax cut to 20%. The creation of the Office of Tax Simplification. There will be regulation cuts too, in a great repeal bill.

And government spending will be targeted to projects that will increase economic activity.

That is why transport schemes are being protected as far as possible. That leads to local activity, as transport issues are significant for us."

WHAT ANDREW IS DOING AS OUR MP

Andrew has been active in promoting our district and rail has been the key area. He said:

"You will be aware of the excellent work that Brian has been doing on this. I have been lobbying hard in support and have a meeting with the Transport Secretary next week when this will be raised.

We have formed a team of local MPs and work together on important issues. Rail is such an issue, and it led to the allocation of funds to resolve the bottle neck of the southern entrance to Leeds station.

Another example is on broadband investment. We have the lowest level of broadband in the country. It is not such a problem in the centre of Harrogate, but it is just outside.

As a group of North Yorkshire MPs we wrote a paper and presented it to Jeremy Hunt, Cabinet Minister, making the case for North Yorkshire to be a trial area for super fast broadband.

Jeremy was looking for three trial areas, and we came fourth out of three, but such was the strength of our case that he expanded his trial to four areas and we were included.

These are examples of big campaigns, but I also work to support local business whenever I can. For example, Daleside is the guest beer at the Commons this week.

I have been making jokes that the last time someone from round here was taking barrels into parliament, it was 405 years ago. I am pleased to report no such security issues this time!"

Andrew concluded by emphasising a few key points:

- the government recognises that economic growth is critical
- that it believes wealth creation comes from the private sector
- that there will be cuts to bring the public finances into balance, and that this is not easy
- and that he believes this area will be one of the least impacted and
- he is very optimistic about our future.

Andrew made it very clear during the meeting that he wishes to be accessible to constituents, both residential and business via the Constituency Office, as follows:

Andrew Jones MP

Member of Parliament for Harrogate & Knaresborough
Constituency Office: 57 East Parade,
Harrogate HG1 5LQ Tel: 01423 529614
E-mail: andrew.jones.mp@parliament.uk

Wallace Sampson, Chief Executive Harrogate Borough Council

Coalition Government – Policy & Financial Strategy

Wallace Sampson began by saying the current situation is unprecedented, with economic pressures being felt globally. The impact in the UK is significant with a £156bn public sector deficit leading to increased unemployment, low interest rates, high inflation and falling living standards.

Since the Coalition Government was formed in May 2010 their five year commitment to govern has seen a programme of change initiated for that period. Major policy and financial implications have arisen from the June Budget and October's Comprehensive Spending Review (CSR).

The key messages from Government since May have been to try to reduce the role of central government

and encourage a more localist approach and the role of the citizen in day-to-day affairs.

The government has been looking at ways of cutting red tape and decreasing bureaucracy and improve efficiency with a strong focus on the public sector, including a new permissiveness which enables progress to be made without waiting for permission to proceed at every step of the way.

The pace of change has been fast with the public sector having to respond quickly to address the challenges of the deficit including £6bn public sector savings in the first year.

Over the next four years the major announcement in the CSR was an expectation that local government will be required to achieve savings of just under 30%. On top of this VAT will increase to 20% from January 2011.

The government will abolish or merge about 200-300 Quangos out of a total of around 900. The most important for businesses is the decision to abolish the Regional Development Agencies and create new Local Enterprise Partnerships (LEPs).

There will be major reforms to the Health and Welfare State sectors plus proposals to radically reform Pensions.

The previous government had initiated a review of Housing Revenue Account, which the new government will go ahead with. This controls the delivery of the Council's housing stock with the impact at local level being the possibility of significant borrowing.

We will benefit from some short-term pump-priming from the government to support the local economy around the Planning Delivery Grant and Local Authority Business Growth Incentive Scheme, however these pots of funding will disappear in the future.

The government have decided to scrap the Regional Spatial Strategies and Councils can make their own decisions about targets for housing, etc., rather than having them imposed by government.

There are mixed pictures of opportunities and constraints coming out of the recent CSR including:

- Funding to assist Council Tax freezes (2.5%)
- Real terms 27% cut in formula grant
- Cut in funding streams from 90 to 10
- Ending of most ring-fenced grants
- £1.4bn Regional Growth Fund
- Tighter criteria and reduced housing benefit spending
- Reduced spending on social housing
- Proposed increased 3% pension employee contributions for public sector from 2012

The big opportunity is the creation of the LEPs and the government setting aside £1.4bn over the next couple of years to support their development.

There is a fair degree of uncertainty until mid-December about how the grant changes are likely to impact on Harrogate. The principal reason is around concessionary fares which disproportionately impacts on areas like Harrogate which is an important visitor

destination. It is expected that from April 2011 concessionary fare responsibility will change from District to County Council for which a consultation process is currently under way. Worse case scenario is if Harrogate has to pay back to government more than we were initially provided with in the Grant for this initiative.

Early signs of the impact of the recession affecting us locally were appearing, for example, Conference business income is reducing with lower numbers of delegates attending events, which means the Council will have to support the HIC business into 2011. This also affects the town's economy with less business visitor spending at hotels and in the shops and restaurants.

The combination of the current economic situation, key government policy and key financial constraints from those policy changes, creates a very uncertain position. Over the next year in particular some difficult choices will have to be made. If no changes were made at all, HBC would be facing a shortfall of £2.7m out of a net revenue budget of approximately £26m p.a.

However, the Council has taken action in the form of efficiency savings, a pay freeze, and higher charges, but there will inevitably be resultant service cuts.

Harrogate District has had the largest drop in unemployment claimant rates across the whole of North Yorkshire, from 2.2% down to 1.8%. Shop vacancy rates have increased marginally from 10% up to 10.8%. HBC's Workspace Vacancy rate has dropped from 23.6% to 21.9% but Housing Benefit Claimants have increased 4.5% from quarter 2 in 2009/10, but this is slowing down compared to the first quarter.

The potential impact of the changes will be:

- Public/private sector job losses
- Impact of welfare reform proposals
- Increasing benefit claimants
- Downturn in HIC trading - impact on Harrogate town economy
- Falling Council income

Significant challenges over the next 3 years:

- Economic
- Financial
- Policy
- Meeting customer demand/expectation
- Managing change
- Sub-regionally punching our weight

Wallace ended on a positive note saying that Harrogate has a resilient economy and is relatively well placed to weather the storm and it is still a place that businesses want to invest.

Proactive interventions via the Economic Strategy will help the district to:-

- Invest in infrastructure
- Build on sectoral strengths
- Embrace innovation and enterprise
- Capitalise on education and skills

Wallace Sampson, Chief Executive,
Harrogate Borough Council Tel: 01423 500600
Wallace.Sampson@harrogate.gov.uk

What the New Agenda means for Harrogate

Nigel Avison focussed on the regional agenda around economic policy and how it is likely to impact on the Harrogate District. This will include changes to the business support landscape and funding for economic development and regeneration.

Three Commitments in the Local Growth White Paper:

- Localism – Shifting power to local communities and business
- Promoting efficient and dynamic markets
- Investing in places and people

Localism

- Shift of power from regional to local
- Increased role for business and voluntary sector
- Abolition of RDAs
- Establishment of LEPs

Implications for Harrogate

- Demise of Business Link by 2012
- Funding for Regeneration activity ended
- Tourism delivery structures under review
- Business Engagement/Key Account Management resources stretched

Promoting Efficient Markets

- Presumption in favour of development and growth
- Planning and regulatory reform
- Financial incentives
 - New homes bonus
 - Business increase bonus
 - Repatriation of business rates
 - Tax Increment Financing

Implications for Harrogate

- Questions over the local Community's appetite for growth
- Importance of conservation to economic success
- How new infrastructure is funded if no development bonus
- Business Rates under local contract

Targeted Investment

- Regional Growth Fund
- £1.4b over 3 years
- Targeted on areas dependent on public sector employment
- To facilitate private sector led recovery and job creation
- Bids from private sector or public-private partnerships
- £1m minimum bid size
- £250m in Round 1
- Co-ordinating role for LEPs

Implications for Harrogate

- Poor match to eligibility criteria
- Limited supply of candidate projects
- Cross boundary opportunities offer best prospects

Local Enterprise Partnerships

- Business led bodies
- Based around functional economies
- Government seal of approval but
- No support for central admin costs however
- May bid to deliver services under contract to Government

The position in Yorkshire and Humber

- 50 plus bids nationally
- Harrogate featured in 2 – LCR and Y&NY
- Only 2 regional bids approved (Sheffield and LCR)
- Lack of business engagement seen as weakness in all bids

The Leeds City Region Proposition

- Leeds City Region as a World Leading, globally competitive, national investment alternative to London
- Focus on Job Creation and Business Growth

The 'Asks'

- Commissioning or delivery role in
 - Business support
 - Innovation
 - Inward investment
 - Skills
- Transport powers equivalent to TfL
- Control of funding for housing delivery
- Borrowing powers
- Co-ordination of RGF bids
- Involvement in spatial planning and investment

Next Steps

- Recruitment of Shadow Board and Private Sector Chair by March 2010
- Shadow Board up and running from April 2011
- Full transfer of powers by April 2012
- On-going negotiation with Government
- Involvement in RGF bids already commenced

The Unanswered Questions

- Arrangements outwith the approved LEP areas
- How to ensure local business voice is represented on the LEP
- What type of business support is needed going forward and how it is provided
- What level of support for tourism and visitor economy will be available in future
- The only thing we know with certainty is what we don't know!

Putting it all in Context

- LCR employment grew by 14.6% to 1.284m over the 13 year period to 2008
- Harrogate District employment grew by 45.5% to 72,000 over the same period
- Public sector employment in Harrogate is 17,200 (23.9% of all jobs)
- The equivalent figure for LCR is 27.2% and for GB is 27.0%
- We are not part of the problem but we can be part of the solution

Conclusion

- Unprecedented level of change
- Future arrangements remain unclear

- Some of support that we have taken for granted won't be around for much longer
- Self help will become more important in future
- Our economic interests lie in collaboration through the Leeds City Region
- But we need to speak up to ensure voice is heard and our potential is realised.

Keeping You Informed

- LCR Website and newsletter
www.leedscityregion.gov.uk
- HBC Business e-newsletter
www.harrogate.gov.uk/business
(click top right link to sign up for e-newsletter)

Nigel Avison, Director of Development Services
Harrogate Borough Council Tel: 01423 500600
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QUESTION TIME

Anne Smyth of Carers' Resource expressed concern that the cutbacks could affect local unpaid carers and wanted to ensure that Harrogate was fully aware of the implications.

Andrew Jones responded that he felt that social care will be the biggest challenge the area will face and he hoped the voluntary sector would be approached by the County to provide relevant services. He said the voluntary sector and social enterprises achieve significant results often for far less funding than the main state schemes. He also mentioned The Little Red Bus which provides a vital service to the local community.

Lyn Costelloe of The Little Red Bus asked if third sector organisations would be considered as part of the partnerships for the regional growth fund.

Andrew Jones said he knew of no reason why not as there were no barriers on applying.

Stuart Pearson of Peak Performance Practitioners asked how business people could be expected to offer their expertise free of charge within the new Local Enterprise Partnerships (LEPs), when Leeds County Council people are receiving a wage. Can it be fair and will it really happen?

Wallace Sampson replied that the government decided to abolish Regional Development Agencies (RDAs) because of the high costs for administration and bureaucracy and a perception of low economic impact. Whilst the government recognises there needs to be Local Authority involvement, they want to see a much stronger direction and drive from the private sector.

However, obviously the main priority of business is to run their business, but being involved in the creation, development and driving forward of LEPs to support economic growth at a local, sub-regional and regional level is a significant opportunity.

The feedback so far shows it does appeal to some business leaders, because they can see the benefit to the wider economy. It will also be a good opportunity for local government to have a higher level of engagement with businesses than previously.

Andrew Jones added that the government recognised that the private sector is the generator of economic growth and wanted to have far more business leadership around a looser structure, but reflect the natural economy of an area, rather than a region.

Andrew confirmed that business leaders who volunteered to help LEPs would not be financially compensated, but the government's current expenditure is £3 billion a week more than its income, which will have an impact on all of us for decades.

Past President, Brian Haines expressed concern that Harrogate Borough Council's Economic Development Forum (EDF) had no focus on business for the past 2 or 3 years. Instead the focus had been through the Local Strategic Partnership, which isn't driven by business people. As the funding wouldn't be forthcoming, there does need to be some incentive to get the private sector involved.

Nigel Avison responded that in his experience the best way to engage businesses is by direct communication via various media. The Council now engages with local businesses via the various Chambers and also by visiting and meeting with larger businesses and he believes the Council now has a better feel for what makes the district tick.

Di Burton of Cicada Communications asked how many private sector companies in the district have stepped forward to engage with the LEPs.

Nigel Avison confirmed the Council meets every three months with local District Chambers to discuss a broad agenda covering issues raised by their members, which maintains a two-way communication route.

Di Burton added that Harrogate and District had far more businesses with less than 50 employees and asked how many were stepping forward to offer to make a difference, rather than it being Council or Chamber-led.

Nigel admitted the numbers showed it was a minority, but said that Harrogate Borough Council was being as open as possible for businesses to communicate, and if companies give HBC the platform to talk and engage, they are more than happy to accept it.

Nigel wanted to get the message across to local businesses that HBC's door is open and the number of companies represented at this meeting showed there was huge interest. All businesses are encouraged to contact the Council with their specific concerns.

Jane Fowler of Munro Connections said Leeds City Region Partnership recently requested businesses with up to 50 employees to help direct innovation and growth. They have been oversubscribed six-fold in their appeal for 10 people to sit on the panel.

Jane asked what was being done on establishing high growth potential in the region, as research shows that 6% of businesses generate something like 70% of employment, which is where the growth is needed.

Nigel Avison said research was currently being analysed across the three North Yorkshire Districts within the Leeds City Region (Harrogate, Craven and Selby) to look at what the stock of high growth

business is, what their characteristics are and what support they require. It is premature to speculate on the conclusions as analysis is on going.

Wallace Sampson added that there is currently a process of recruitment through Leeds City Region to identify business leaders that actually want to get involved in driving forward the LEP. The opportunity is out there for any business leaders who wish to be involved. Major employers have been contacted in the search for business leaders who wish to have an active role in driving the new and potentially exciting agenda for the Leeds City Region LEP forward.

Andy Gibbon from Waitrose in Harrogate asked if consideration was being given to engage with local businesses to find initiatives to make savings. He felt local businesses are willing to help.

Wallace Sampson confirmed that Harrogate Borough Council appreciate the opportunity to continue to engage with business – emphasising that there have been other meetings with business leaders regarding the LEPs. He sees these meetings as an ongoing dialogue and looking at ways of involving local businesses – some of whom wish to be more involved than others.

Wallace's immediate challenge is how to balance HBC's finances next year with opportunities hopefully to engage with business on where the focus should be on efficiency savings. The bigger challenge as the LEPs develop is how we ensure Harrogate has a fair share of any funding opportunities available.

Wallace reiterated that the engagement of local businesses in this process is vital and HBC would openly welcome any input.

CONCLUSION

Local MP, Andrew Jones concluded, firstly by relating to Andy Gibbons' point, saying there are some areas where skills from the private sector could be used to help the public sector.

Andrew relayed the latest unemployment information for the area from the House of Commons Library which showed the Harrogate & Knaresborough constituency currently has 1326 claiming Jobseekers Allowance, which ranks H&K as 548th out of 650 constituencies in the country. These show there are 250 less claimants than at the equivalent period last year.

This data can be broken down to show that claimants aged 24 and under have dropped by 25%; those aged 25-49 have gone down by 13%, but those aged over 50 the drop has just been 7%. The number of people who have been claiming for more than 12 months is 220, which is a big increase on the previous year.

Andrew said the government needs to know what is holding you back from doing business. If you can make him aware of your obstacles, he will try his best to get them removed. In response to a cry of 'bureaucracy' from the audience, Andrew asked for specifics on what parts of bureaucracy in particular are holding you back. (Andrew's full contact details are included above at the end of his main presentation.)

HARROGATE DISTRICT NEWS

Tesco – Decision Deferred

Harrogate Borough Council Planning Department has again deferred a decision on the Tesco Superstore application until the New Year. As detailed in October REVIEW, the NYCC Highways Engineers are still considering the issue of traffic congestion.

As agreed at the October meeting, the Chamber Secretariat published a detailed statement on the gas safety issues, which was published in full on the Council website on 12th October and in the local press on 15th October. It can be viewed at www.harrogate.gov.uk/harrogate-105 enter Public Access then Application No. 09/02704/FULMAJ Then click on Documents tab.

The objection was posted both on the Tesco Planning Application and the application for hazardous substances consent on the gas storage tank Application No. 10/04248/HSC.

On 9th November HSC sent to Harrogate Borough Council their conclusion that, *“The risks to the surrounding population are not increased by the continuation of consent and so there are no significant reasons, on safety grounds, for refusing continuation of hazardous substances consent.”*

This approval for the continuation of storage of natural gas means that the Tesco planning application has to be considered in terms of a revised consultation zone, including almost the whole of the proposed Tesco site.

Tesco invited their supporters to a “Free event as a thank you for your support for our Harrogate store proposals ... a Taste of Tesco on Saturday 20th November at the Jennyfield Community Centre” The invitation concluded with the following paragraph:

“This is a critical time for our planning application, with Harrogate Borough Council’s Planning Team expected to confirm a decision date in the next couple of months. We need to continue to show the Council that local people want better shopping and hundreds of new jobs in the area – and to do that we need your help!”

As previously advised, Harrogate Chamber is not objecting to the Tesco Superstore on commercial grounds, but on the grounds of traffic congestion and gas safety. We have noticed numerous detailed objections to their proposals on traffic grounds posted on the Harrogate Council website, with a relatively smaller number of brief letters of support from local residents who naturally would like to have the new store in their area.

We hope that Tesco will be willing to revise their plans for access to the site in order to avoid the inevitable severe traffic congestion and gas safety issues associated with their current proposals.

Pannal Business Park

Sub-letting of the former Dunlopillo factory appears to be progressing steadily and almost the whole site has been designated as a Business Park in the latest

Council consultation on the Local Development Framework. More detailed information is available at www.harrogate.gov.uk/harrogate-6422 This proposes a 5.5 ha of business buildings together with a Park & Ride site, re-development of the sports ground and just 20 houses and a few shops fronting onto Station Road.

Forward Investments, owners of the former Dunlopillo site, have just submitted fresh proposals to Harrogate Borough Council for building 100 family homes and a smaller area of employment premises and retail development, based upon a new access from the A61 Princess Royal Way. A similar application two years ago was rejected by a government planning Inspector.

The Chamber has supported the Council’s view that this site is more suitable as a business park, because of its close proximity to the road, rail and bus services. Our only caveat was that the current Spacey Houses junction needs to be converted from the inefficient multiple traffic signals into one large roundabout.

At the same time the Council has suggested new residential development on the land to the north of Pannal fronting on to the A61 near the Garden Centre.

Consultation on the Local Development Framework closes on 26th November 2010.

Allerton Park Waste Processing

NYCC’s proposal for a major Waste Processing Station including an incinerator at Allerton Park near the A1 / A59 junction has stimulated an outcry from protestors.

At the same time the CBI has called on the Government to increase the use of non-recyclable waste to meet the UK’s energy needs and reduce the amount of rubbish being sent to landfill sites. They have launched a report “Going to Waste: Making the case for energy from waste”, highlighting the important role that energy from waste could play in a broad-based energy mix. So why not burn waste at Drax?

Chamber members knowledgeable on this subject are invited to send their views to the Secretariat so that we can make informed comments to the County Council.

MEMBERSHIP BENEFITS

2011 Meetings Planner

The Management Group have now formulated next year’s meeting dates and venues and also agreed on most of the topics, as shown on the Meetings Planner for 2011 printed on the back page of this REVIEW.

A few have yet to be finalised and members are invited to offer to speak on relevant subjects that will help to inform fellow members on business-related topics. Please send your proposal to the Secretariat by e-mail.

FREE Seminars – 2011

Following the success of the first two free seminars offered exclusively to Harrogate Chamber members, we are making plans for more in 2011. Proposals from members to present short, informative programmes such as we recently had from Steve Phillip and Stuart Pearson, should be e-mailed to the Secretariat outlining their proposed topic and preferred timing.

Bank of England event March 2011

Following the success of the recent Open Meeting with our MP and Council Officers, the next open business meeting will be on Monday, 14th March 2011, when Paul Fullerton, Agent for the Bank of England in the Yorkshire & Humber Region, will be the keynote speaker. You may have seen a major article on Paul in the Yorkshire Post Business Supplement on 16th November. He predicted that, *"The regional economy could see a broad recovery within the next two to three years and he called on Yorkshire Businesses to help maintain the region's confident image to the outside world to help attract new investors."*

Paul Fullerton is keen to meet local businesses to discuss business conditions and gather intelligence for the Bank of England's Monetary Policy Committee which meets each month to set interest rates. He said, *"When you talk to me you are talking to the MPC. I am the Bank's eyes and ears in the region."*

Social Events

Following the successful Airside at the Airport visit to Leeds Bradford Airport in September, we have received an invitation from Harrogate International Centre for members to go **"Backstage at the HIC"**.

The date is Monday, 24th January which will include the opportunity for networking with complimentary drinks and nibbles. Send an e-mail to the Secretariat if you wish to be included. More details next month.

MEMBERS' FORUM

Christmas Lights & Festivities

Harrogate Borough Council's recently established Leisure & Tourism Team published a comprehensive **Winter Events Guide for Harrogate and District** – a handy 20 page A5 booklet detailing a wide range of attractions both indoor and outdoor for adults and children during the winter months. Copies are available from the Tourist Information Office or visit www.enjoyharrogate.com

Pavilions of Harrogate's offer to Harrogate Chamber members for their Christmas Party Nights on 10th & 17th December – **£26.95 (inc VAT) per person**. Contact Karen Sweeney on 01423 544544 or karens@pavilionsofharrogate.com

Cairn Hotel www.strathmorehotels.com

Cedar Court Hotel www.cedarcourthotels.co.uk

Crown Hotel www.crownhotelharrogate.com

Grants Hotel www.grantshotel-harrogate.com

Hotel du Vin www.hotelduvin.com/harrogate

Nidd Hall Hotel www.warnerbreaks.co.uk

Rudding Park Hotel www.ruddingpark.co.uk

Ripley Castle are hosting the White Rose Winter Festival of concerts from 1-4 December – more at www.whiterosefestivals.com Tel: 01423 563563

The Harrogate Christmas and Gift Exhibition will be held in the HIC Exhibition Halls from 9-12 January 2011 for trade only. See www.harrogatefair.com

20% discount off e-mail marketing

Harrogate digital agency **Mixd** has repackaged its Email Marketing services (as used by the NHS) and made a really affordable and successful method of communication even more cost effective! As a local Harrogate company, it is **discounting these new rates by up to 20% for Chamber members**.

To see how email marketing can work for you or to take advantage of this offer and support a local Harrogate business, please get in touch with Bob Tait at Mixd for an informal chat.

Tel: 01423 566043; Mobile: 07967 303252;

E-mail: b.tait@mixd.co.uk Twitter: @bigbobtait

Information for Migrant Workers

If you have foreign employees who are new to the Harrogate district there are a number of resources which they may find useful. Helen Jillings of Harrogate & Area Council for Voluntary Service has signposted a detailed document '**Resources for new arrivals in Harrogate**', via this link: www.harrogatecvs.org.uk/docs/ResourcessfornewarrivalsinHarrogate.pdf

This gives details of the North Yorkshire Welcome Pack, CAB, health and safety information, English classes, health information, and local international groups. Please contact Helen if you require more details or flyers on any of these topics.

Helen Jillings, Minority Ethnic Development Worker, Harrogate & Area Council for Voluntary Service
E-mail: helen@harrogatecvs.org.uk Tel: 504074.

PROMOTING HARROGATE

Congratulations Welcome to Yorkshire

The Welcome to Yorkshire TV marketing campaign "A long weekend in Yorkshire" was named as the world's leading marketing campaign at the World Travel Awards Ceremony in London, beating competition from finalists from Abu Dhabi, Johannesburg, Kuoni, Qatar and Visit Scotland.

This follows an award as Europe's leading marketing campaign. Congratulations to Gary Verity and his team on this amazing success, which certainly generated much higher visitor numbers to the county this year.

Note: The AGM of Welcome to Yorkshire will be in their Leeds Office 11.15 for 12 noon on Monday, 29th November. Further details from Sara Hamizadeh Tel: 0113 322 3500 shamizadeh@yorkshire.com

Harrogate in Bloom at Number 10

Congratulations to Councillor Caroline Bayliss and MP Andrew Jones on their successful 'planting' of Harrogate Crocus Bulbs in the garden of No. 10 Downing Street!

Andrew Jones said, *"We all enjoy the crocus beds on Harrogate's Stray in the spring and I am pleased that the Prime Minister will have some of the colour and beauty of God's own County in his Westminster garden too. It is great that we can share the beauty of North Yorkshire at the highest possible level."*

Ackrill Business Awards 2011

Ackrill Media Group has announced that they will launch another of their successful Business Awards programmes on 19th November and entries will close on 28th January 2011. The Award Ceremony will be on Wednesday, 23rd March 2011 at HIC.

Harrogate Chamber of Trade & Commerce will again be sponsoring the Best Small Company of the Year category (for 1-10 employees) and we encourage all members to submit nominations to demonstrate their successful growth. Full details will be in the Ackrills Business Pink supplement on 26th November.

Harrogate District Volunteer Oscars

Congratulations to the Harrogate at Christmas Group on winning the Corporate Engagement category of the Harrogate District Volunteer Oscars for 2010. Brian Dunsby as Treasurer accepted the Award on behalf of the group from the organisers Councillor John Fox and Ackrill Editor, Jean MacQuarrie.

Harrogate Chamber of Trade & Commerce was also nominated in the category for Organisation of the Year.

New Primark Store Opens

The opening of Primark on Cambridge Street on 17th November was featured on the Adam Tomlinson Show on BBC Radio York, including a live interview with our Vice-President, Peter Jesper who said *"the new store would have a very positive impact and would attract many welcome shoppers and provide essential employment opportunities for local residents too"*.

Peter said there was a great balance of retailers in the town centre and careful planning and consideration would maintain and improve Harrogate's appeal to shoppers and tourists over the coming years. He concluded that Harrogate has a quality offering and encouraged people to *"come to town and experience some great service and a proper Yorkshire welcome!"*

TRAFFIC & TRANSPORT

Rail

The Chamber's comprehensive bid to the Department for Transport entitled "Why Harrogate Trains?" has been acknowledged and their initial response is that, *"It confirms that the case for an improved Harrogate service is very persuasive. There is much information that will be very helpful when we get to the stage of detailed evaluation of options for the next franchise."*

Our MP, Andrew Jones, also commented favourably on the report in his speech to the Chamber meeting on 15th November and said that he has arranged a meeting with the Transport Secretary, Philip Hammond, at which he proposes to present the Minister with a copy of our report to urge his support for our proposals for direct Harrogate-London trains.

The Contents List and an executive summary of the report can be seen on the Chamber website, although the full report is confidential, as it contains valuable commercial information. The next stage of the

campaign is to arrange a series of meetings with potential bidders for the East Coast Mainline franchise.

As one small improvement to local services, Northern Rail has responded to item 6 out of our 15 item check-list. The 09:05 service from Harrogate to Leeds will now stop at Hornbeam Park for the benefit of both college students and local businesses. A copy of the full check-list of points raised by the Chamber with Northern Rail will be sent on request to the Secretariat.

ECML Capacity Review

The Chamber has responded to Network Rail's consultation on the East Coast Mainline capacity review 2016. Seven specific points were made in a 2-page submission covering technical issues that control the number of slots available on the line for high speed passenger services. Our main recommendation is that all freight trains should be operated overnight in order to release slots currently occupied during the daytime. A normal freight train occupies the equivalent capacity of two passenger services due to the greater length and lower speed of the freight trains. Copies of the submission can be sent to members on request.

NYCC Bus Service reduction

The Chamber has submitted very strong objections at the North Yorkshire County Council Area Committee to NYCC proposals to totally withdraw funding for the 767 Harrogate to Leeds Bradford Airport express bus service in April 2011. We have submitted detailed arguments for increasing the frequency of the service in order to encourage both business and leisure passengers to plan to use it instead of paying the high cost of car parking at the airport or return taxi fares.

We are also engaged in discussions with a number of bus operators who could possibly operate an airport express service on a lower cost basis and/or operate a Horsforth Station shuttle service to the airport connecting with the Harrogate-Leeds trains every 30 minutes. Members who use the airport frequently are asked to contact the Chamber Secretariat to express their views on what is needed by business and leisure visitors and local business travellers.

NEXT MEETING

13th December – Holiday Inn

The ever-popular Christmas Business Networking Safari will take place at the Holiday Inn on Monday, 13th December from 17.30. It is an excellent business-to-business networking opportunity for providers of products and services to other businesses. (It is not suitable for retail businesses.)

This is a particularly useful event for new members to attend as you will meet up to 48 other businesses in one night to tell them what your business activities are.

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

HARROGATE BOROUGH COUNCIL BUSINESS SUPPORT

Resource Efficiency Voucher

Daniel Harper, Business Development Officer at Harrogate Borough Council told us that CO2 Sense recently launched a Resource Efficiency Voucher for:

- One day free advice from an expert environmental consultant
- Up to £8,000 grant funding for equipment that will reduce energy, water and waste
- Or up to £6,000 for ten days consultancy to help you make savings on energy, water and waste

Each business taking part can get up to £8,000 if they pay 50% of the project. Find out more at:

www.co2sense.org.uk/default.aspx?tabid=122

To take advantage of this voucher, contact Daniel Harper on 556019 or Daniel.harper@harrogate.gov.uk For more information on environmental business support visit www.harrogate.gov.uk/business

Business Waste Handbook

Harrogate Borough Council's Waste & Environmental Services Manager, Debi Rowe, has signposted a new Business Waste handbook which is available online at www.harrogate.gov.uk/immediacy-822 (scroll down to the link). The book was produced as part of a joint project with Leeds City Council and other authorities.

Contact Debi Rowe for further information or guidance at debi.rowe@harrogate.gov.uk or Tel: 0845 300 6091

Rent-a-desk @ The Innovation Centre

Harrogate Borough Council is offering a new flexible rent-a-desk facility at the Innovation Centre in the grounds of Conyngham Hall in Knaresborough. This is an opportunity for lone-workers or new business start-ups to gain all the benefits of a shared office and supporting services at an affordable price.

As an introductory offer HBC is offering the first month rent free, with a monthly charge of £199.75 (inclusive of VAT) thereafter. Find out more at:

www.harrogate.gov.uk/pdf/DS-E-RentADesk-1010.pdf

Business Crime Reduction Initiative

Harrogate Borough Council has introduced a district wide Business Crime Reduction Initiative aimed particularly at town centre businesses. The initiative will put the Radio-link scheme and its members on a more formal footing, given that such partnerships are a common feature of many towns and cities and have proven to be very successful.

The key element is businesses working together to support each other to reduce crime, to make their businesses a harder target for criminals and provide a safer and more attractive environment for customers. The first meeting took place on 18th November. If you wish to be involved in future meetings please contact: Patrick Byrne, Radio-link Co-ordinator
Harrogate Borough Council, Community Safety Team
Tel: 01423 556987 or 551644 Mobile: 07525 988147
Patrick.Byrne@harrogate.gov.uk

SCAMS & SPAMS

Parcel Delivery Scam (1)

A large number of false messages have been received purporting to come from UPS, FedEx or DHL parcel services inviting you to click on a link for details of the item. The link is invariably a zip file which hides a virus. Unless you are definitely expecting a parcel, do not click on such links – undertake a website search first to check the details.

Parcel Delivery Scam (2)

As Christmas is fast approaching the Trading Standards Office are making people aware of another parcel delivery scam. A card is posted through your door from a company called PDS (Parcel Delivery Service) suggesting that they were unable to deliver a parcel and that you need to contact them on a 0906 Premium Rate telephone number.

DO NOT call this number, as this is a well known scam. If you call the number and you hear a recorded message you will be billed for an expensive phone call.

If you do receive a delivery card through your letterbox which you do believe may not be genuine and which asks you to dial a premium rate number you can contact PhonepayPlus on 0800 5002121 for further guidance. (Mon-Fri 9am-5pm).

Business Guides

North Yorkshire County Council Trading Standards have received a number of complaints this year from businesses that have signed up to what they believe to be free listing in the European City Guide or the World Business Guide. After signing up for the advertising the businesses then receive a bill for almost 1,000 Euros.

NYCC advise all businesses that receive offers of such advertising to ensure that you obtain a copy of the full terms and conditions and read them thoroughly before making any decision as to whether to contract. Whilst these Guides appear to offer "Updating free of charge", they fail to make it clear that the initial insertion is chargeable for a minimum of three years! If you have already signed up for such an offer believing that there was no cost, you may well have already received, or are about to receive, letters asking for payment.

If you receive such letters we would advise that you contact NYCC Customer Direct for advice Tel: 08454 040506 or e-mail business.advice@northyorks.gov.uk

Advertising for Charity

We were pleased to note recent press reports on the successful prosecution of two companies, Yellow Partnership and MPH Direct, which raised large sums of money through the sale of advertising space in their publications, but only donated a fraction of it to the good causes which they claimed to be representing.

These are just two examples of fraudulent companies undertaking hard selling techniques followed by aggressive debt collection when they were misrepresenting the charities they claim to be supporting. Always ask for specimen copies before advertising!

YORKSHIRE BUSINESS MARKET 9th MAY 2011

Chamber Members will be aware of the importance of businesses not neglecting their marketing during these difficult economic conditions. We highly recommend booking a display space at the next Yorkshire Business Market on Monday, 9th May 2011 at the Pavilions.

If your marketing budget is stretched, the cost of a small stand would only work out at £16.62 a month, if you take advantage of the Harrogate Chamber 25% discount! (If booked and paid in full by 31st December 2010. Membership of the Chamber for 2011/12 must also be renewed from 1st April 2011, to retain this discount.)

Stands begin at £266.00 for 2m x 1.5m space which is **only £199.50** with 25% members' discount. (No VAT)

Large stands 4m x 1.5m are £532 less 25% = £399.

Sponsorship and seminar opportunities are available.

Early booking also means you get listed on the YBM website sooner, meaning more exposure for your company and visits to your website via our weblink!

We are hoping for another sell-out of exhibition space and at least 2,000 visitors during the day.

Don't forget to follow Yorkshire Business Market on Twitter at www.twitter.com/yorkshirebusmkt where we currently have a list of Harrogate Chamber members you can follow, with a YBM Exhibitor list to follow soon. **Please spread the word if you are on Twitter!**

NEW MEMBERS

Business & Enterprise Coaching Ltd (*Business Coaching & Mentoring*)

Jez Willard, Managing Director

43 Hookstone Road, Harrogate HG2 8BT

Tel: 07860 456192 **Fax:** 01423 540191

E-mail: jez@businessandenterprisecoaching.co.uk

Website: www.businessandenterprisecoaching.co.uk

Harrogate Family Law (*Family Law Solicitors*)

Andrew Meehan, Principal

Southfield, Station Parade, Harrogate HG1 1HB

Tel: 01423 594680 **Fax:** 01423 301101

E-mail: andrew.meehan@harrogatefamilylaw.co.uk

Website: www.harrogatefamilylaw.co.uk

Impact on Performance (*Training and Coaching*)

Steve Potiphar, Business Owner

Apartment 12, Langham Place, 21-27 Valley Drive, Harrogate HG2 0JL

Tel: 07590 893012

E-mail: steve@impactonperformance.com

Website: www.impactonperformance.com

Reservation Highway Ltd

(*Accommodation booking agency*)

Susan Manton, Managing Director

Wells House, 8 Cold Bath Road, Harrogate HG2 0NA

Tel: 01423 525577 **Fax:** 01423 525599

E-mail: susanmanton@reservation-highway.co.uk

Website: www.reservation-highway.co.uk

THANKS TO THE CROWN HOTEL

Many thanks to Ali Kariminik, Managing Director of the Crown Hotel, for accommodating this meeting which far exceeded our expectations in attendance. Some last minute juggling of rooms and his staff's efficiency, meant everyone could be seated comfortably in the beautifully restored Grade 2 listed Churchill Suite.

Thanks also to Ali Kariminik for kindly donating to charity the fee that the Chamber paid for holding this meeting. The cheque was presented by Andrew Jones MP to Christine Norton of Saint Michael's Hospice at the end of the meeting.

Find out more about the facilities of this historic hotel at www.crownhotelharrogate.com Tel: 01423 567755

HARROGATE @ CHRISTMAS

Harrogate town centre's Christmas Light display was officially switched on at 18.00 on Thursday, 18th November by our Mayor, Councillor Bill Hoult, ably assisted by Father Christmas who also mingled with the crowd! (Kindly arranged by the Harrogate Lions) The actual switch-on was broadcast live on StrayFM from The Stage Bus – another Chamber innovation!

Despite the cold, damp weather a large crowd gathered in the Piazza outside Victoria Shopping Centre for the switch-on count-down compered by Stray FM's Sarah Barry and her team, with entertainment by Harrogate College Performing Arts Students, St Aidan's School Choir and Band, St John Fisher's Concert Band and guest appearances by Britain's Got Talent's Chris Stone and The Dick Whittington Pantomime team from Harrogate Theatre.

Complimentary hot chocolate provided by Cedar Court Harrogate was very welcome on such a cold night.

Many went on to St Peter's Church for a carol service after the Piazza festivities had drawn to an end.

To add to the festivities was a Best Christmas Shop Window competition judged by the Soroptimist International Harrogate & District for which trophies were presented by their President Helen Stalker.

The winners were:

Multinational chain:

Jack Wills (University Outfitter), James Street

Independent Shop:

Julie Fitzmaurice (Ladies clothing), Parliament St.

Charity Shop:

Cancer Research UK, Beulah Street

Two other Christmas Window displays were highly commended: Jesper's, Oxford Street and The White Company, James Street

The winning numbers for the Big Christmas Raffle will be published www.harrogateatchristmas.org.

Thanks also to Harrogate International Festivals for making all the practical and legal arrangements and helping to make the event come together. Their vast experience at organising such a great programme of events in the summer was well utilised.

NOTE: The meetings in 2011 will be held on the 2nd or 3rd Monday of each month at varying locations. Most evening meetings will begin with networking from 17.30 and the formal business will start at 18.15.

Month	Date	Proposed Theme or Format	Location
Jan	10	How to make an exhibition of yourself – practical hints, products and services to help you make the most of the Yorkshire Business Market and other Trade Shows	Pavilions of Harrogate Great Yorkshire Showground, HG2 8QZ Tel: 01423 544544 Fax: 551234
Feb	14	Promoting Harrogate – for business and leisure tourism – the lifeblood of our local economy Updates from W2Y+ HIC + YEC + Lbia + Rail & Bus Oprs	Old Swan Hotel Swan Road, Harrogate, HG1 2SR Tel: 01423 500055 Fax: 501154
Mar	14	The National and Regional Economic Situation – a lively debate about the impact on local business with Paul Fullerton, Agent for the Bank of England in Yorkshire & H.	Rudding Park Hotel Follifoot, Harrogate, HG3 1JH Tel: 01423 871350 Fax: 872286
Apr	11	Business Safari 22 – intensive business-to-business networking + with Buffet – B2B Chamber Members only	Cairn Hotel Ripon Road, Harrogate, HG1 2JD Tel: 01423 504005 Fax: 500056
May	9	Yorkshire Business Market - Large Exhibition, several Seminars, Ask the Experts Clinics & Networking Events - FREE entry 11.00-18.00. FREE Parking & Refreshments	Pavilions of Harrogate Great Yorkshire Showground, HG2 8QZ Tel: 01423 544544 Fax: 551234
May	16 #	Keynote Speakers: New Leader of Harrogate Borough Council + Director, Harrogate International Centre (TBC) + Harrogate Chamber 115th Annual General Meeting	Cedar Court Hotel Park Parade, HG1 5AH Tel: 01423 858585 Fax: 504950
June	20 #	How to succeed starting & growing a new Business by 2011 Ackrills Media Group Small Business of the Year - Award Winner + Business Adviser + Banker	Barceló Majestic Hotel Ripon Road, Harrogate HG1 2HU Tel: 700300 Fax: 502283
July	18 #	Social Networking for business – which to choose and how to make the most of the alternative social networks + practical tips from some successful Chamber Members	White Hart Hotel Cold Bath Road, Harrogate, HG2 0NF Tel: 01423 505681 Fax: 568354
Aug	8 #	Business Safari 23 – intensive business-to-business networking + with Buffet – B2B Chamber Members only	Queen's Suite, Harrogate Intl. Centre Kings Road, Harrogate, HG1 5LA Tel: 01423 500500 Fax: 537210
Sep	12	OPEN MEETING: Economic update – national, regional and local impact of the economy on Harrogate businesses - open to owners and managers of all local businesses	Cedar Court Hotel Park Parade, HG1 5AH Tel: 01423 858585 Fax: 504950
Oct	10	Topic and speakers to be arranged – suggestions and offers from Harrogate Chamber members welcome	St George Hotel, Ripon Road, Harrogate, HG1 2SY Tel: 01423 561431 Fax: 530037
Nov	14	Topic and speakers to be arranged – suggestions and offers from Harrogate Chamber members welcome	Crown Hotel Crown Place, Harrogate, HG1 2RZ Tel: 01423 567755 Fax: 502284
Dec	12	Business Safari 24 – intensive business-to-business networking + with Buffet – B2B Chamber Members only	Holiday Inn Kings Road, Harrogate, HG1 1XX Tel: 01423 849988 Fax: 524435

NOTE: Unusual dates and any changes for this edition are marked with hash sign #

Any feedback on past meetings or suggestions for future meeting topics, speakers and venues are welcome