



**FUTURE
MEETINGS
2010**

17.30 networking
for 18.15 start

15 November
Crown Hotel

13 December
*Holiday Inn
(Safari)*

2011

10 January

14 February

14 March

11 April

Venues to be
announced

REVIEW

**OCTOBER
2010**

Review of Chamber Meeting + News Update

CHARITY EVENING – HELPING YOUR BUSINESS

- Disability Action Yorkshire - creates opportunities for local disabled people.
- Saint Michael's - provides specialist care and support for terminal illness
- CVS Mental Health Project - supports people with mental health

HARROGATE DISTRICT NEWS

- TESCO – NYCC Highways make a U-turn and withdraw their approval
- TESCO – Chamber reveals serious issues over Gas Safety on the site
- Harrogate at Christmas – still need your contributions for Christmas Lights
- Road works – more delays with re-surfacing and inadequate signage

CHAMBER MEMBERS' BENEFITS

- NEW EVENT – backstage at the Harrogate International Centre 24/01/11
- Yorkshire Business Market – 9th May 2011 – 25% discount for members
- Meetings Calendar 2011 – topic suggestions or offers to speak welcome
- Scams, Spam & Business Briefings – information to protect your business

Future Meetings

Monday, 15th November, Crown Hotel, Crown Place, Harrogate
FREE Seminar – 15.30 – 17.30 – ‘Success creator’ (Members only)
Double your income and increase your business exponentially

PUBLIC Meeting - 17.30 for 18.15-20.00

Current Economic Situation and its impact on Harrogate

Wallace Sampson, CEO, Harrogate Borough Council

Andrew Jones MP for Harrogate & Knaresborough

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

PROMOTING HARROGATE BUSINESS

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

Tel: 01423 879208 Fax: 01423 870025 E-mail: info@harrogatechamber.org Website: harrogatechamber.org

CHARITY EVENING

Disability Action Yorkshire

Disability Action Yorkshire is a Harrogate based charity that has been established for over 70 years.

The aim of the charity is to create opportunities for disabled people. This is achieved by three main areas of work:

- Residential care which is focused on training younger adults with physical disabilities to develop the skills they require to live independently. This is based on Claro Road Harrogate
- Home Care which supports disabled and older people to maintain the independence required to stay in their own homes
- Training in employability skills for disabled people of working age – this service is likely to become much more needed as the government looks to reduce the number of people on Incapacity Benefit.

The charity receives no government or grant funding and is totally reliant on earned income and fundraising.

There are three ways in which Disability Action Yorkshire can help local businesses to help them:

Training Room Hire - The charity has a fantastic training room situated on Hornbeam Park which they hire out to other organisations. It holds up to 40 people, catering can be arranged and it is extremely well situated for both train and bus links.

CRB Umbrella Service - Disability Action Yorkshire processes Criminal Records Bureau Disclosures for organisations that are too small to do this direct. It is not just people working directly with children or vulnerable adults that require CRB's. It affects many other professions including bus and taxi drivers, school photographers and at this time of year even Santa! Our administrative rate is very competitive.

By using any of the above two services you are directly benefiting the development of services for disabled people.

For more information on either of these two services contact Jodie Cormack – on:-

jodie.cormack@da-y.org.uk or 01423 855412

Team Events - We are looking for teams to undertake challenge events for us next year. This is an excellent opportunity for team building as well as personal challenge. We would particularly like to enter teams into the Yorkshire Three Peaks on 16 April 2011 and the National Three Peaks on 24/25th June.

Our neighbours the Harrogate Climbing Centre have also offered us the facility for a sponsored climb, which could take place at any time. To find out more about team challenge events contact Leah on leah.mellors@da-y.org.uk or 01423 855417

If you would like more information about the charity please contact Jackie Snape jackie.snape@da-y.org.uk or 01423 855413

or visit www.da-y.org.uk

Saint Michael's Hospice

Saint Michael's provides specialist care and support to people living with terminal illness and bereavement – at no cost to patients or their families. Last year we helped approx 2,000 individuals and the goal is to increase this to 2,400 in any given year.

Approx 1 in 3 people are likely to need hospice care or support at some time.

Current annual cost £2.8million of which £550k is coming from the government this year.

To help raise the balance of £2.25m Saint Michael's has established mutually beneficial business schemes and sponsorship opportunities at varying levels to enable local companies to demonstrate their commitment to corporate social responsibility. Many local business people now want to show they stand for more than just profit.

Charity of the Year – staff fundraising matched by the company. Saint Michael's team helps you to set and reach a target via staff involvement in challenges and other fundraising activities.

Guild of Patrons (based on Strength through Partnership) – an exclusive group of companies committed to securing the future of Saint Michael's.

Currently 25 members at £5,000 p.a. for 3 years – goal is to acquire 30 members by April 2011.

Benefits – regular features in Business Pink, promotion via hospice presentations and at special events, staff engagement, networking opportunities, special logo to use and glass plaque to display.

The Guild of Patrons won Harrogate Borough Council award at Ackrills Business Awards ceremony in March for outstanding contribution to their community.

Business 500 Club (based on Strength in Numbers) – 19 members so far including a number of Chamber members.

Introduced in response to smaller/newer companies wanting to give back to the community.

Benefits – networking opportunities, special events, enhanced local profile, special logo, certificate and window sticker.

Get your logo 'on the road' and seen – advertising opportunity to display your logo on our Retail Vehicle which services 9 shops and 1 warehouse around North Yorkshire. Investment £1,000 for 2 years.

Other bespoke sponsorship packages can be arranged at a level to suit your company. Bring me your ideas, come and have a look round Saint Michael's – there's so much more going on than people realise.

For more information contact:

Christine Norton, Business Development Manager
Saint Michael's Hospice

Tel: 01423 878190 or e-mail

cnorton@saintmichaelsospice.org

or visit www.saintmichaelsospice.org

The Mental Health Project and Talking Space Counselling

The Mental Health Project and Talking Space Counselling Service are Projects of Harrogate and area Voluntary Service.

Why do you need to know about us?

- 1 in 4 people will experience some kind of mental health problem in the course of a year.
- British men are 3 times as likely as British women to die by suicide.
- Suicide remains the most common cause of death in men under the age of 35. (DOH, 2005)
- The 3rd of November 2010 is **National Stress Awareness Day**. Employers now have to take notice of workplace stress. Work-based stress is one of the most common causes of employees being absent from work and can involve lengthy periods of absence.

How do we help?

The Mental Health Project supports people with mental health issues within the community through three schemes: MINOS (Mums in Need of Support), a Befriending scheme and the Sunday Social Group.

Talking Space is a counselling service providing over 60 hours of counselling a week. Counselling is free but donations are welcomed. Talking Space is independent from the NHS and offers long-term counselling. Counselling is useful in a wide range of situations: depression, anxiety, stress, career and work issues, redundancy, self-esteem/confidence, bereavement and relationship issues.

How could you get involved?

There are lots of ways in which you could get involved: volunteering, e.g. becoming a volunteer, seconding employees for work experience, marketing and publicity, assisting with funding bids, fund-raising, making donations.

What would you gain from joining us?

The Government's vision of 'A Big Society' encourages volunteering, the creation and expansion of charities and social enterprises, charitable giving, active involvement in the local community. The message is about supporting the voluntary and community sector.

Volunteers gain experience and training, volunteering also improves self-esteem and confidence. In return for sponsoring us we could promote your service, e.g. with your logo on our leaflets. Through joining or supporting us you would gain community involvement and the satisfaction from knowing you are making a difference.

For further information contact:

Lizzie Rosewood, Projects Manager, Talking Space
Telephone: 01423 505676
Email: mentalhealthproject@harrogatecvs.org.uk

To learn more about our work visit www.harrogatecvs.org.uk and click on cvs projects.

President's Comment

President, Simon Cotton, concluded that a Corporate Social Responsibility policy is now sought after by suppliers when quoting for business, particularly in the hotel industry. He emphasised the importance of team building aspects for staff when working with charities.

HARROGATE DISTRICT NEWS

Tesco – NYCC Highways U-turn

Chief Executive, Brian Dunsby, reported on an important change by North Yorkshire County Council's Highways Department which had just withdrawn their previous approval of the traffic arrangements at the proposed new Tesco site in Harrogate.

This came about following two on-site meetings with NYCC Highway Engineers and Harrogate Chamber Officers when they were introduced to owners of several businesses on the Ripon Way industrial estate who showed them the impact of Tesco's proposals.

The Chamber also pointed out a conflict of interest between the person who signed off the proposals, and the person who initially advised Tesco on what their plans should be. NYCC subsequently decided to reconsider the traffic impact of the Tesco proposals and requested fresh submission by their consultants.

As the proposals were due to go to Planning on 26th October, Brian Dunsby raised a new issue that was not in the public domain as of the date of this meeting. Members' views were sought on Gas Safety situation.

If Tesco's current proposals are approved, they are at risk of breaching the Health & Safety Regulations on the proximity between new developments and plants handling hazardous substances. In this case methane – otherwise known as natural gas.

There is up to 27 tons of methane stored on the site which does not currently have Hazardous Substances Consent. The consent lapsed after the land was sold to Tesco, and went unnoticed, which is why HSE initially had no comment on the proposals as they did not realise hazardous materials were still on the site. As a result of our intervention, an application for Hazardous Substances Consent has now been made by Northern Gas Networks. Once that is processed it will bring the Health & Safety Commission into the picture.

As the next planning meeting was two weeks away, Brian Dunsby recommended to the meeting that the matter be made public, saying that Harrogate is too important to allow Tesco to build a road through the middle of a gas pipeline compound, as their current proposals show. He said it is Harrogate Chamber's responsibility to intervene on the grounds of public safety as well as highway congestion.

President, Simon Cotton, reiterated that Harrogate Chamber was NOT against a Tesco store coming to Harrogate. We are trying to get sensible proposals and propositions for a suitable road network around the site and the dismantling of the gas tank and making it safe.

Members unanimously voted FOR making this safety matter public knowledge.

Local Development Framework

Consultation is underway on the Local Development Framework. For those of you in the rural areas it is a major opportunity to be consulted on proposals for building houses in substantial numbers across the district. Please e-mail Secretariat for more details.

11 Weeks of Road-works!

The major re-surfacing of roads in and around Harrogate commenced at the end of September and is still ongoing. Harrogate Chamber Officers were consulted on the proposed diversions for both buses and commuters.

Any members encountering recurring problems with these evening road-works, please contact the Secretariat by e-mail with full details so we can look into it on your behalf and ensure the diversionary routes are well signed and short-cuts kept open.

Overview and Scrutiny Commission

Chamber Officers were invited to attend a recent meeting of the Overview and Scrutiny Commission – a body that monitors what the Council Cabinet approve.

Harrogate Borough Council's Cabinet hired consultants to write a report on Harrogate's traffic situation. It succeeded in confirming that there was traffic congestion in Harrogate and recommended people walk, get on their bikes or use the bus. However, it did not deal with the underlying cause of the traffic congestion.

The Chairman of the Committee shared that view, so Brian Dunsby's statement to the Committee was taken into the minutes. The outcome was that the study only concluded what the traffic situation currently was; it did not produce realistic solutions. The Chamber did so.

Leeds City Region – LEP

Harrogate Chamber has also been approached to consult on the Leeds City Region Local Enterprise Partnership supplementary submission draft.

A lot has been written in the press recently about proposals for the new Local Enterprise Partnerships (LEPs) - apparently business-led, but in fact Council driven – in this case by Leeds City Council.

Anybody willing to represent Harrogate on the LEP please contact Brian Dunsby.

Separately, a York and North Yorkshire LEP is also being proposed. Harrogate could potentially be involved with both LEPs to promote our interests.

New Police HQ approved

The planning application for new Police Headquarters at Cardale Park has been approved.

Harrogate Chamber had been consulted prior to the planning meeting and several Officers attended the public display and were impressed with the new building and with plans to maintain a presence in the town centre as well.

More details available on request from the Secretariat.

MEMBERSHIP BENEFITS

2011 Meetings Planner

The Management Group have been formulating next year's meetings topics and venues and agreed to repeat the same venues as used this year.

Half of the topics for the year have been agreed, which obviously leaves half to be filled. Members with suggestions or offers to speak on subjects that will help to inform fellow members on business matters, please send your proposal to the Secretariat by e-mail.

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 proposed date is Monday, 24th January (subject to confirmation) which will include the opportunity for networking with complimentary drinks and nibbles.

More details to follow soon.

FREE Seminar – 15th November

Stuart Pearson of Peak Performance Practitioners will be running the second in the series of FREE seminars offered exclusively to Harrogate Chamber members.

Success creator - Double your income and increase your business exponentially; it offers you:

- Learn the 8 ways to increase your profit exponentially at little or no cost to you
- Have you got the right business model?
- Understand what is stopping you creating exactly the kind of business success you feel you deserve
- The simple way to overcome what is stopping you
- How to create the changes required

The session will be totally interactive. Find out more about Peak Performance Practitioners at:

www.peakperformancepractitioner.com

If you would like to attend, please send an e-mail to Maggie Hall at info@harrogatechamber.org before all places go! It will be run before the evening meeting.

Second chance to get LinkedIn

For members who missed the first FREE Seminar by Linked2Success last August, there will be another opportunity on Tuesday, 9th November at 16.00-17.30.

Harrogate Chamber members are invited to participate FREE in the session being run by Michelle Beckett and Damian Thompson of Linked2Success **"Creating new business opportunities using LinkedIn"** during the International Enterprise Promotion Convention (IEPC) being held at the Harrogate International Centre.

Places are limited so secure yours by e-mailing Steve Phillip at steve@linked2success.co.uk

Harrogate Chamber members wishing to attend the whole IEPC event can do so at a 25% discounted rate. Full details at www.enterprisepromotion.org/fees.htm - book using the 'Reduced Rate' option.

MEMBERS' FORUM

Exclusive Offer for Members

Pavilions of Harrogate are making an exclusive offer to all Harrogate Chamber members for their popular Christmas Party Nights from 19.30 until 01.30 on 10th December (Traditional Christmas Fayre) and 17th December (Thai Sharing Banquet) – **just £26.95 (inc VAT) per person.**

Private party rooms for your own Christmas Party are also available. Further details from Karen Sweeney on 01423 544544 or karens@pavilionsofharrogate.com www.pavilionsofharrogate.com

Harrogate Golf Club

Brian Haines of Harrogate Golf Club was pleased to report that their junior member, John Parry recently won the Vivendi Trophy in Paris and had finished third at St Andrews (as of day before the meeting!). He is now amongst the top 40 golfers in Europe, which is a tremendous achievement. Brian recommended anyone thinking of taking up golf to consider take lessons at Harrogate Golf Club www.harrogate-gc.co.uk

Hampden House

Lynda Cooper of Hampden House's Head of Department Team has been nominated for the Great Yorkshire and Humberside Care Awards and is through to the National Care Awards run by the Caring Times. Lynda hopes to report back favourably in two months time when the results are published.

Find out more about Hampden House's facilities at www.efhl.co.uk

Save £150 and become more confident!

Peak Performance Practitioner, Stuart Pearson, is offering Harrogate Chamber members the opportunity to "Become A Confident Speaker, Presenter and Communicator" on 9th November 2010, for just £99 + VAT (normally £249 + VAT).

Call Stuart for more details on 01423 566522 or stuart@peakperformancepractitioner.com or visit www.peakperformancepractitioner.com

Sunday Brunch at Cedar Court

Cedar Court Harrogate have launched their new Sunday Brunch from 10.30 – 12.30 every Sunday. Designed to be a very relaxing start to the day offering a traditional English Breakfast.. and more - including Sunday papers with an introductory offer of £10.00.

More details and some mouth watering photos at www.cedarcourthotels.co.uk/Harrogate/Dining/Sunday-Brunch.aspx Tel: 01423 858585

DSC Seminar - The Selling Revolution

DSC Chartered Accountants are running a free special breakfast seminar "The Selling Revolution" by Lianne Coates at the White Hart Hotel on 10th and 12th November from 8.00-10.00.

To book call Rosie Hawkwood on 01423 560547 or r.hawkwood@dcca.com

And a Partridge in a Peartree.....!

Chamber member Peartree Heybridge is delighted to offer fellow members its cards and gifts at trade prices in the run up to Christmas.

The company's Spring Chicken 2011 Calendar, Aprons and Recipe Holders are particularly appropriate as Christmas gifts for those personal and corporate friends who are beyond the first flush of youth!

Visit their website www.peartreeheybridge.co.uk to see images of the product range and contact Mike Partridge on mike@peartreeheybridge.co.uk or phone 01423 547007 to order or for more information

(Thanks to Peartree Heybridge for donating several calendars that were used to tease funds out of the pockets of members to buy Harrogate at Christmas Raffle Tickets on the way out of the Meeting!)

Traditional Toy Store has new website

The Rocking Horse is a toy shop in the Westminster Arcade, Harrogate run by Past President, Granville Simpson and his family. The newly extended shop is more than double the size and carries an extensive range of traditional toys designed to help develop social and explorative skills in children at an early age including tin spinning tops and jack in the boxes, and wooden hammer benches, drums and shape sorters.

The dolls house corner features well priced kits and slot together houses with accessories suitable for children of all ages and even adults for hobbies.

Reminiscent of toy shops as they used to be - toys that are child driven, not battery. However, their new website is right up to date and worth a visit at www.harrogatetoyshop.com

Christmas Lights & Festivities

Harrogate at Christmas Group are gradually reaching the target needed to pay for many more lights this year which will be switched-on at 6pm on Thursday 18th November in the Victoria Shopping Centre Piazza on Station Parade. To order some raffle tickets, or to make a donation please e-mail the Secretariat or just look at the web site www.HarrogateatChristmas.org

So our other Christmas festivity providers are not left out, we know there are great options at the following members' establishments over the holiday period (in alphabetical order – no preferential treatment!):

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

FOCUS GROUPS

Promoting Harrogate

Congratulations to RHS Garden Harlow Carr!

The White Rose Awards, organised by Welcome to Yorkshire took place at the Yorkshire Event Centre at the Great Yorkshire Showground. A glittering evening saw over 1,000 people sit down to dinner with a star-studded West End-style performance.

Harrogate was the only town to achieve TWO gold medals! **RHS Garden Harlow Carr** walked away with awards for best **Large Visitor Attraction of the Year** AND **Sustainable Tourism**, which recognised their new carbon neutral Bramall Learning Centre.

Harrogate & Dales Convention Bureau

Plans are going ahead for the Harrogate & Dales Convention Bureau with support from Destination Harrogate, Accommodation Harrogate and Promoting Harrogate. The Bureau is intended to be a low-cost way for venues to promote their premises for meetings, corporate events and training programmes. Similarly, any businesses offering services to the conference and exhibition trade please send a note to Mark Lancaster at mlancaster@harrogate.com

The Convention Bureau is an even more important addition to Harrogate's promotion services, as the Yorkshire Dales & Harrogate District Tourism Partnership is being merged into Welcome to Yorkshire and their offices closed. Harrogate Borough Council now has a Tourism Promotion Service headed by Lois Toyne, who is working closely with the Promoting Harrogate Group. This is vital with mounting competition from Manchester, Liverpool, Birmingham, Glasgow and now even Leeds, York and Scarborough.

Town Centre

Regeneration of former Boots & BHS Stores

The former Boots store on Cambridge Street will be taken over by the Arcadia Group that operates Top Shop and Top Man, so the empty store will be back in business soon. PRIMARK are progressing well with their major redevelopment of the former BHS Store.

Christmas Lights Campaign

The Harrogate at Christmas Campaign is getting a good response but more donations are still required.

Business supporters are presented with a Harrogate@Christmas Bauble to display – commensurate with the size of your donation! You also get a name check on the Supporters page of www.harrogateatchristmas.org

Books of Raffle tickets are available to either buy or sell on to friends, colleagues, clients, etc. Please contact Simon at sc@cedarcourtharrogate.co.uk or 01423 858585.

The list of prizes is pretty impressive and last year 1 in 5 of tickets purchased produced a winner! An updated list will be added to the website soon – go to www.harrogateatchristmas.org

Traffic & Transport

Airport

Easyjet have announced new routes out of Leeds Bradford International Airport, commencing with a winter service to Geneva on 17th December. This is an important new operator of scheduled services at this airport, as it means potentially more routes will open up to and from Europe directly into this area.

Jet2.com has added a new service to Madeira and plan to re-commence a New York service in December.

The struggling airline Air South-West has been taken over by Eastern Airways, so the services to Bristol, Cardiff and Plymouth will continue.

Rail

The new Government have announced a new High Speed Network north of Birmingham will be created to both the west and east of the country, building a 'Y' shaped rail network. There will be a short wait before this is realised ... 2025 at the earliest!

A copy of the Network Rail East Coast Main Line 2016 Capacity Review draft for consultation has been obtained, which mentions aspirations to run frequent services between Harrogate and London Kings Cross – which is a positive sign this could happen in future.

Brian Dunsby arranged a recent meeting with three senior managers of Network Rail along with Councillor Don Mackenzie (HBC) and Andrew Easson (NYCC) which covered all the technical issues in bringing trains to Harrogate. They can see no technical reasons why a morning Kings Cross to Harrogate and an evening return service cannot be provided.

Brian Haines asked if there was a possibility for connecting trains from the East Coast Mainline service being held if the service was running late, so that passengers could make their connection. Brian Dunsby explained that, unfortunately, it was now national policy that one operator would not hold a train if another operator's service was running late.

He recommended the shortest wait time was from Leeds Station, as the York Station service was hourly. From May 2011 the new timetables will be speeding up the Leeds service by up to 15 minutes.

A consolidated rail timetable showing all connections between London Kings Cross and Harrogate, via Leeds and York, has been compiled by the Chamber, which is available in an Excel file on request.

Brian Dunsby is always glad to hear from members who regularly encounter problems with train services or connections – send any thoughts or suggestions to chiefexec@harrogatechamber.org

Buses

Harrogate Chamber is fighting hard to maintain the Harrogate – Leeds Bradford Airport bus service, which is due to cease at the end of April 2011 as a result of the County Council withdrawing funding. The Little Red Bus Company is making a bid to run the route on a not-for-profit basis, if they can get funding from NYCC.

Roads

Several members have reported a lack of signage for Harrogate on the A1(M) both northbound and southbound. Diverting Harrogate traffic away from Wetherby has caused problems for visitors unfamiliar with the area. The Highways Agency has been approached with a plea to properly signpost, if not the Wetherby route, then the route via Junction 47 & A59.

They have agreed to drive along the route to see exactly where the signs need to be situated.

SCAMS & SPAMS

NYCC Trading Standards Newsflash

North Yorkshire County Council's Trading Standards are offering a new service to receive warning e-mails directly with full details. If you let them know where you are located you will receive only warnings relevant to your area. To register for this service go to: www.northyorks.gov.uk/index.aspx?articleid=13747

Social Media scam e-mails

Several scams are surfacing relating to social media sites such as LinkedIn, Twitter and Facebook. So always check a web link by hovering over it to look where it will take you before you click on it. The website you are being taken to is usually nothing related to the one it purports to be from and could result in inadvertently downloading a virus or giving away your password or other personal information.

Suspect e-mail attachments

E-mails with attached files consisting of a string of numbers or similar appear at first to be genuine, with messages like "here are the minutes" or "here is the invoice" or "my CV is attached". The attachments are mostly .zip files which contain a virus that downloads immediately and infects your computer.

EXTERNAL ORGANISATIONS

The future of Business Link Yorkshire

Business Link Yorkshire is still continuing to provide help and advice to new and growing businesses in the area. However, in preparation for the upcoming changes, a new company called Enterprise Growth Solutions Ltd has been formed by the owners of Business Link Yorkshire as a potential future vehicle for the delivery of services to businesses and individuals. They hope to contract with the new LEPs to continue offering business support services.

We urge you to take maximum advantage of the services still currently available whilst funds remain. Visit: www.businesslinkyorkshire.co.uk for more.

Royal Hall Restoration Trust

A concert in support of the Royal Hall Restoration Trust will be held at the Royal Hall on 21st December called "Celebrate Christmas with Thomas". Special guests will be English tenor Thomas Spencer-Wortley and Classical BRIT Award winners 'Blake'.

The event offers an opportunity for businesses to support first class entertainment and the Trust by taking one of their sponsorship packages from £150 up to £2,500.

A competition to find local talent 'The Star of Christmas' is also running in connection with the concert, and the winner will perform at the Royal Hall with Thomas and Blake.

For more details contact admin@thomasofficial.com

NEXT MEETINGS

15th November – Crown Hotel

The Current Economic Situation and its impact on Harrogate is the topic for the November meeting.

Following the Government's spending review on 20th October. Wallace Sampson, CEO, Harrogate Borough Council and Andrew Jones MP for Harrogate & Knaresborough will update members on the implications for regional and local government structures of the expected drastic cuts in funding - and the impact they may have on Harrogate District. The current proposals for the formation of Local Enterprise Partnerships to replace RDAs will also be considered.

This will be an open meeting, so please invite business contacts to come along if they are based in Harrogate, just let the Secretariat have a note of their name and contact details in advance – capacity will be limited.

FREE Seminar – 15th November

As detailed on page 4, Stuart Pearson of Peak Performance Practitioners will run the second FREE seminar for Harrogate Chamber members during the afternoon prior to the November meeting.

The theme is Success Creator – the aim is to double your income and increase your business exponentially.

The session will be totally interactive. Find out more about Peak Performance Practitioners at: www.peakperformancepractitioner.com

If you would like to attend, please send an e-mail to Maggie Hall at info@harrogatechamber.org before all places go! It will run 15.30-17.30 before the meeting.

13th December – Holiday Inn

The ever-popular Christmas Business Networking Safari will take place at the Holiday Inn on Monday, 13th December. It is a good business-to-business networking opportunity for providers of products and services to other businesses. (It is not suitable for retail businesses.) LIMITED TO 49 BUSINESSES.

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

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 to confirm if you wish to attend. Attendance is FREE to members for one representative with a limited number of second representatives admitted at £10 each.

YORKSHIRE BUSINESS MARKET 9th MAY 2011

Stuart Pearson stressed the importance of businesses not neglecting their marketing during difficult times and highly recommended booking a stand at the Yorkshire Business Market next May. 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)

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

Bloojam Consulting

(Talent Management Consultancy)

Jim Bloomfield, Director

19 Cold Bath Place, Harrogate HG2 0PQ

Tel: 01423 563644

E-mail: jim.bloomfield@bloojam.co.uk

Website: www.bloojam.co.uk

Nightspace

(Serviced apartments provider)

Claire Eggleston, Director

8 Princes Square, Harrogate HG1 1LX

Tel: 01423 564468 **Fax:** 01423 564468

E-mail: claire@nightspace.co.uk

Website: www.nightspace.co.uk

Specsavers

(Opticians)

Michael Newton, Manager

18 Beulah Street,

Harrogate HG1 1QH

Tel: 01423 564515 **Fax:** 01423 564527

E-mail: mikewton2003@yahoo.co.uk

Website: www.specsavers.co.uk/harrogate

York Technology Group

(IT Communication Solutions)

Walter Woods, Business Development Manager

15 Birkhills, Burton Leonard, Harrogate HG3 3SF

Tel: 0845 878 7001 **Fax:** 0845 878 7002

E-mail: walter.woods@yorktechnology.com

Website: www.yorktechnology.com

THANKS TO ST. GEORGE HOTEL

Many thanks to the St George Hotel duty manager, David Johns, for kindly hosting October's meeting and looking after our needs so efficiently. To find out more about this historic venue and its great facilities, visit www.coastandcountryhotels.com or call 01423 561431

BUSINESS BRIEFINGS

Codes of Practice on new Equality Act

The Equality and Human Rights Commission has published statutory guidance on the Equality Act to help businesses and other employers interpret the Act.

The guidance is in the form of Codes of Practice and these are to be taken into account by tribunals dealing with cases brought to them concerning the Act. Read the Codes at:

www.equalityhumanrights.com/legal-and-policy/equality-act/equality-act-codes-of-practice/

Updated CAP Code released

The UK Code of Non-Broadcast Advertising, Sales Promotion and Direct Marketing, which relates to the rules governing non-broadcast advertisements, have undergone a complete overhaul and an updated version has been released. Find out more at:

<http://cap.org.uk/The-Codes.aspx>

Sale of Goods Act guidance for retailers

The Office of Fair Trading (OFT) has published guidelines for retailers to help ensure they are complying with consumer protection law. The Sale of Goods Act is the major law determining consumer rights in relation to faulty items sold.

The OFT has developed an online portal for retailers so they can read up to date guidance on procedures for dealing with returns and requests for refunds. Research by the OFT has shown that 34% of problems with unsatisfactory goods and services were unresolved, and cost consumers £2 billion per year. See: www.out-law.com/page-11358

Fit note still confuses businesses

Businesses are still confused by how they should respond to GPs' advice on new fit notes, according to feedback from advice service Healthy Working Lives.

The service says that while initial reports have been very encouraging, there is confusion as to whether an employee can return to work before the end date stated on the fit note.

Healthy Working Lives stressed that a GP's advice is not binding and employees can return to work before the end date if both parties agree on the matter. See: www.personneltoday.com/articles/2010/08/24/56403/employers-still-confused-by-fit-note.html

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Printed by Enid Taylor Ltd, Harrogate Tel: 01423 567764 Fax: 01423 567765 E-mail: info@enidtaylor.co.uk