

# HDC

HARROGATE DISTRICT  
CHAMBER OF COMMERCE

# Business Review

*Promoting Harrogate business —The latest news from your chamber*

November 2017

## **Roadworks on Kings Road: Latest news**

North Yorkshire County Council has confirmed that gas mains work on Kings Road will be finished before Harrogate Christmas Market begins.

The chamber management group was contacted by several very concerned business owners when the works began in October. We had not been consulted on the proposed date for the works, which fell in the run-up to such an important period for shops, restaurants, hotels and more.

The end date given was Friday 10th October, but during the works by Northern Gas Networks, they discovered an additional gas main at the junction. A bespoke part was needed to carry out essential repairs.

We have been speaking to NYCC and HBC about the situation on behalf of members. This week, they confirmed the work on Kings Road will be finished by Tuesday 14th November—just two days before 60,000 visitors arrive in Harrogate for the Christmas Market.

Following this, they move on to further works on Ripon Road as part of a six-week programme. This will overlap with



other events such as the Knitting & Stitching Show and possibly the Country Living Christmas Fair, both of which bring thousands of visitors into town.

As well as the immediate disruption, we are concerned about the impression this gives to visitors that Harrogate is difficult to access, which may influence their decision about returning in future. We will continue to keep a close eye on the situation and update you with any further news.

If your business has been affected and you have evidence to share, please contact us.

### **Are you up to date?**

Our website is updated daily with news from chamber members, our management group and local authorities. Why not pin it to the bookmarks bar in

your browser and check in from time to time? Don't forget to send us your news to share with your fellow chamber members, too.

**Harrogate District Chamber of Commerce**

[www.harrogatechamber.co.uk](http://www.harrogatechamber.co.uk) — 01423 501988

[Twitter.com/hgchamber](https://twitter.com/hgchamber) — [facebook.com/harrogatechamber](https://facebook.com/harrogatechamber) — Search Harrogate District Chamber on LinkedIn

## Dealing with Conflict in a Post-Truth World

Our November speaker was Alan Molineaux, an experienced trainer whose focus for our meeting was conflict.

He spent time discussing different personality types and the way we respond to situations. For example, some people work best with new ideas and struggle to follow them through to completion, while others relish detail.

Similarly, most organisations work on a functional level by measuring statistics—key performance indicators (KPIs) such as how many, how long and how much. However, most people work at an organic level, spending time compromising, liaising with people and

so on—none of which can be measured statistically.

Alan said we constantly live in a post-truth environment: our brains tell us what's going on, but it may not be the truth or whole truth—rather, an interpretation of it.

Dealing with conflict is about bridging the gap between how you see the world and what you respond to, and how the other person sees it. There is no one-size-fits-all approach, because every individual will see things differently. However, recognising the gap between their approach and yours will allow you to find the best way to resolve the conflict.

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### Chamber news

We were approached by **BBC Yorkshire**, filming a story about A-boards outside shops in Harrogate, with a gentleman who uses a wheelchair. Sandra Doherty gave an interview putting across the business point of view: the importance of attracting customers and how tough times are for local shops and restaurants. Despite some confusion over the regulations, our research shows that A-boards are permitted as long as there is at least 2.5m of space for pedestrians and wheelchair users to pass through. On a street where there are several A-boards, they are expected to be aligned (ie all on one side of the pavement) to avoid creating a slalom effect.

A new **Facebook group** has been formed for chamber members to share referrals and advice. Only chamber members can post in the group and it is monitored by members of the management group. Search Facebook for 'Harrogate District Chamber of Commerce' and you'll find our official

page (please give it a 'like' while you're there!) and the group. Click 'join group' to be part of the conversation.

#### Congratulations to...

**The Harrogate Bus Company**, whose new Cityzap service from Leeds to Manchester has just launched, following on from its direct service from Leeds to York. Meanwhile, the 36 service between Harrogate and Leeds is now operating every 10 minutes on weekdays, and three new vehicles have been ordered to add to the route.

**The Content Market**, which has moved into new large premises at Windsor House and expanded its team to six, as its client list continues to grow. Demand for support with brand and product launches, outsourced comprehensive marketing management, and marketing and PR strategy have all fuelled the growth as the company enters its third year of trading.

## December meeting: Business Safari

Our December meeting is our 'speed networking' Business Safari.

Open to members only, it's a great way to meet and get to know up to 48 other business owners and managers in just a couple of hours. Bring a stack of business cards and prepare your 60-second introduction, then work your way around the tables making lots of useful contacts.

If you haven't been to a Safari before, it's a fun and friendly event. Why not sign up for December's meeting on the website?

It takes place on Monday 4th December at a new venue to us, Harrogate College, where catering students will lay on a buffet to keep up the energy levels throughout the evening. Doors open at 5.30pm and the Safari begins at 6pm (note the earlier time than usual meetings).

Places are limited, so please book in advance. If you later find you can't attend, PLEASE LET US KNOW! We often have a waiting list and can re-allocate your place to someone else.

## Plans for 2018

Our 2018 meeting list is now on the website. Visit the Diary page for details of all the topics we'll be covering.

Among them is Ask a Councillor, when we'll be inviting local councillors to visit and answer your questions on any topics concerning your business.

We are also keen to support businesses throughout the year by lobbying local authorities and other bodies for change, such as over the recent roadworks in the town centre. If anything is causing you problems and you'd like us to put your views to the right people, just get in touch via the website.

## Members' Forum

**Harrogate Christmas Market** is just days away—Thursday 16th to Sunday 19th November 2017. Stalls have now sold out, but more Market Makers are always needed to make visitors welcome, give directions, support traders by watching stalls as they re-stock, and so on. Several local firms have used this as part of their CSR. Shifts can be arranged to suit individual availability. Email [info@harrogatechristmasmarket.org](mailto:info@harrogatechristmasmarket.org).

**Ake & Humphris** is holding a wine fair on 25th November from noon until 5pm at Hotel du Vin. There will be more than 80 types of wine to try, supported by lots of experts to help you find out more about them. Tickets are £10 and there is a special offer of two for £15 when

bought in advance in the shop or online. [www.akeandhumphris.co.uk](http://www.akeandhumphris.co.uk)

The Gilbert & Sullivan Festival will be ringing in the new year with The Musical delights of Vienna. Taking place at the Royal Hall on Saturday 6th January, it will feature leading singers accompanied by the National Festival Orchestra. [www.gsfestivals.org](http://www.gsfestivals.org)

### New chamber member

The following organisation has joined us in the last month. Full details can be found on the directory page of our website.

#### **AurumGold Ltd**

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