

November 2018

## How to become a game changer

Simon Weaver had us all captivated with Harrogate Town's journey. Going from 250 spectators to an average of 1,800, Simon, together with Garry Plant (MD) and Irving Weaver (owner and Simon's dad), have quite literally taken the club to another level - the National League. This has been accomplished by creating a stable, sustainable club, as well as understanding the need for [community involvement](#). Investment allowed for an improved infrastructure, and changing to full-time players motivated the team, but Simon doesn't just want to win; he wanted to win with a style of play that would give the club an identity that they and Harrogate could be proud of. Players must immerse themselves in the area to fully appreciate Harrogate (and leave egos behind). He passionately believes football should be accessible for anyone, at any age. Their Player Development



Centre provides coaching for local 7- to 16-year-olds, and the club's Community Officer is active in local schools to encourage a love of sport and exercise. The ground is very much a community resource. The right mindset, together with sound business principles, has taken Simon and Harrogate Town to new heights.

## Disability Action Yorkshire: Think Access

Neil (Chair) and Jackie (Chief Executive) came to make us aware of the advantages of 'thinking access'. The social model of disability says that individuals are disabled by barriers in society, not their own impairments or differences. Neil suggested more training is necessary, such as for taxi drivers, who would increase bookings from disabled passengers. Jackie explained that the 'purple pound' is worth £200 billion, and with 10,000 disabled people living in our area, enabling access is not only the right thing to do, it will have a positive effect on business revenue. The disabled make more informed choices



Jackie Snape

Neil Revely

over a longer period. Poor service accounts for 75% of disabled customers walking away from businesses. Enabling everyone through improved customer service will have a positive impact on your business.

## December meeting: Business Safari

Our quarterly networking event is on Monday, 3rd December. The venue is Harrogate College, Hornbeam Park, HG2 8QT. [Register to attend.](#)

This is our usual, 'speed dating for businesses' evening and is open to members only. You'll want to remember plenty of business cards, and if you were here for Sally Rogers' presentation, you might want to review your notes (e.g., say your name twice). A buffet will be served.



### Harrogate BID success

John Fox and his team were congratulated on a successful BID ballot. A simple majority was required, both in votes cast and rateable value of votes cast. The Harrogate BID won by an impressive 88%. A company is now being formed to be launched in February 2019.

### Main Post Office closure

Andrew Jones MP is fighting to keep the same level of service in a stand-alone post office. This is to be discussed at Westminster. You can send your comments to Andrew using this [form](#).

### Local Plan: new settlement

The question of whether our Chamber should endorse either the Flaxby Park or Green Hammerton proposal was raised. After a brief discussion, it was decided that while individuals could endorse a plan, Harrogate District Chamber would remain neutral. Anyone may write a letter of support to the Planning Department of HBC, but only from a personal standpoint.

### DSC Business Development events

As part of their series of business development events, DSC will be asking: *Is emotional intelligence the key to success?* Renowned trainer and writer, Tony Swainston, will explain how understanding yourself can make you a better leader. Topics covered include:

- 5 ways of developing emotional intelligence today
- How to develop a constructive culture in your organisation
- How knowing yourself better can help gain edge over colleagues and clients



This seminar will take place from 8am-10am on Friday, 23rd November and Friday, 30th November, at The Old Swan Hotel, Swan Rd, HG1 2SR. Register your attendance on the [Eventbrite page](#).

## **Emergency first-aid course**

GRF Associates are running a one-day emergency first-aid course at Hotel du Vin on Wednesday, 28th November. Cost is £69 per person. Telephone 07950 845089 to book a place. For more information on the course, visit the [GRF website](#).

## **New members**

Welcome to the following businesses that have recently joined us, including all 24 tenants of Victoria Shopping Centre. You can find their full details on the Directory page of our website, or introduce yourself if you see them at an upcoming meeting.

### **DLC Financial Management**

Dineo Ledwaba-Chapman

[www.dlcfinancialmanagement.co.uk/](http://www.dlcfinancialmanagement.co.uk/)

07715 942683

### **Potting Shed Trading Ltd**

Lois Woodhouse

<https://pottingshedbar.com/>

07947359740

### **Victoria Shopping Centre:** 3 Store,

Baytree Interiors, Café M, Claire's, Cornish Pasty Bakery, Daisy Mays, Eurochange, Fone+, Grape Tree, HMV, Hats on Top, Jessops, Le Gourmet, Musckaan Beauty, New Look, Silver Lining, Sports Direct, Starbucks, The Body Shop, T K Maxx, Tobacco Not Included, Toyland, Vodafone, and WH Smiths

