Promoting Harrogate business
— The latest news from your chamber

Since the conclusion of the UCI World Road Championships in Harrogate at the end of September, there has been much debate about the benefits and drawbacks to hosting it.

While many businesses—including some chamber members—did exceptionally well, and many of us enjoyed the spectacle of the nine days, we have to acknowledge that some businesses suffered significantly.

As you may know, the chamber conducted a survey before the event, and one immediately afterwards. We also held a meeting (pictured, right) to speak to local businesses and hear their views. Some of the losses reported are alarming. Whatever the cause, we are keen to do all we can to help them recover as quickly as possible.

Our President, Steve Scarre, is speaking to Harrogate Borough Council about the situation on behalf of all businesses.

Meanwhile, we are looking at ways to support businesses, especially those in retail who suffered particularly, in the run up to Christmas. We are working alongside other groups to see what can be done to drive more footfall and spend in the town centre and nearby streets to ensure the run up to the festive season is a success.

If you would like to contribute to our plans to support the town centre, please contact us using the details at the foot of the page.

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From buses to bikes via ex-Prime Ministers: The latest business news

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Strategies for protecting and promoting mental health in the workplace were the topic under discussion at our October meeting.

With three fantastic speakers, we heard how everyone from sole traders to employers of large teams can make good mental health a priority for themselves and the people they work with.

Emily Fullarton of **Wellspring Training and Therapy** discussed the growing number of people who suffer with poor mental health. A YouGov survey showed 74% of people were so stressed, they felt unable to cope.

Although one in five people has taken at least one day off work because of stress, but 90% felt unable to tell their employer that mental ill health was the reason for absence.

Emily discussed the warning signs of someone suffering mental health problems, along with strategies for protecting ourselves in the long term. She outlined the work that Wellspring does with businesses to support staff. Not only does this reduce absence through mental ill health, it also makes employees happier, more productive and easier to work with.

Simon Gregory of **GPS Return** spoke about the benefits to mental health of flexible working. His background is in recruitment and he now specialises in finding the right positions for people returning to work and looking for a better harmony between work and home—something which a staggering 94% of the UK workforce say they want.

While the benefits to employees are obvious, Simon illustrated that there are also many benefits to businesses in offering more flexible working practices. The CIPD reports that 75% of businesses say flexible working improves their retention and 73% say it increases motivation. An Ernst Young study showed that staff working flexibly were 22% more productive than full-time employees. This means eight people working flexibly could do the same amount of work as 10 people working standard office hours.

Phill Holdsworth outlined the ways in which **Aurum Gold Ltd** helps businesses to take a proactive and preventative approach to mental health.

From training selected team members to become mental health first aiders to carrying out a wellbeing audit, there are many steps that employers can take to make the workplace a more supportive environment.

As well as the demands placed on employees and the support they are offered, Phil outlined the importance of giving people a sense of control over the way in which they work. Reducing conflict, and managing and communicating organisational change effectively, also contribute to employees’ wellbeing.

**Thanks to all our speakers, and to the Country Living St George Hotel for hosting our October meeting.**
Business News

**Harrogate BID and Harrogate Bus:**
Free Sunday bus services will run on selected routes in Harrogate until Christmas thanks to new sponsorship from Harrogate BID. The organisation is keen to bring more people into town in the run up to Christmas. The 2A, 2B, 3 and 6—linking Bilton, Jennyfields and Harlow Hill to the town centre—are all electric bus services operated by The Harrogate Bus Company, so encouraging use also delivers environmental benefits. Timetables are on the [Harrogate Bus website](http://www.harrogatebus.co.uk).

**Harrogate International Festivals:**
The Raworths Literature Festival is about to begin again, drawing some big names to speak at the Crown Hotel in Harrogate. Among them this year are David Cameron, John Craven and Louise Minchin. Tickets are available now on the [Festivals’ website](http://www.harrogateinternationalfestivals.com) or call 01423 562303.

**Congratulations:** [Synergy Car Leasing](http://www.synergycarleasing.co.uk) has been shortlisted for three high-profile industry awards. They are Best Medium Leasing Broker, Best Medium Leasing Broker Customer Service, and the Marketing Award in the Leasing Broker Federation’s annual awards. The latter of the three nominations was for Synergy’s bike donation station, which saw give every child in Yorkshire the chance to borrow a bike free of charge through the Yorkshire Bank Bike Libraries.

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**Is your online profile up to date?**
Don’t forget to keep your business description and contact details up to date on our website—it’s a free benefit of membership and a great additional way for customers to find you! Log in to the website now to check yours.
New Members

Welcome to all the new members who have joined us in the last month. You can find their full details in the Directory on our website—and don’t forget to look out for them at an upcoming meeting too.

Alex Goldstein Property Consultants
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alex@alexgoldstein.co.uk
01423 788377

Charlotte Gale Photography
Charlotte Gale
www.charlottegalephotography.com
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Earlswood Construction
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Gideon Fireman
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Hale Portfolio
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Millennia Cloud Services
John Thorpe
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Naughtone
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Volta Media
Izak Jackson
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Watson Training Services
Ruth Watson
www.watsontrainingservices.co.uk
07725337977

New members are invited to introduce themselves at their first meeting. Please let Sandra know you wish to do so.

The Five Habits to Help you Win at Life

"If you are going to achieve excellence in big things you develop the habit in little matters” - Colin Powell

At our November meeting, Quarterdeck’s Head of Training Alan Aucoin introduces five habits you could choose to make part of your daily routine that will help you in your personal and business life.

This evening will be interactive and include work with small groups or partners. You will leave this session with practical, actionable tips that you can implement right away and start to create some meaningful change in your life.

We’d love you to join us. The meeting takes place at the Crown Hotel, Harrogate, on Monday 11th November from 5.30pm. Open networking is followed by the start of the meeting at 6.15pm. Please register on the website.

It’s an open meeting, so guests are welcome to join us; their first meeting is free and second is £10. Again, guests can register to attend via the website.