



### SUMMER 2007

Welcome to the first HCCI Newsletter. This is intended to be **your** newsletter as requested at the Open Meeting so please send in contributions for the next edition. We want to feature your businesses, and highlight your views, concerns, business tips, successes and new ventures in order to develop a better understanding among the business community in Horsham District.

This is in addition to the Members' Forum on the website where we host the Members' Directory and a Members Discussion Forum where topics can be discussed and views exchanged. This area will also contain reports of members' meetings and of any other meetings attended by committee members on your behalf. Password details are sent to you with the receipt for your membership fee.

If you have not yet sent in your directory information please do so as soon as possible.

Please send in your contributions – it would be hard work being both editor and sole contributor!

#### Welcome to new members

**Beam Global Distribution**, a Marketing and Sales company based in Prewetts Mill whose representative is Nicky Lindfield

**Cisswood House Hotel**, Lower Beeding, whose representative is Minni Fiedderus-Diaconu.

**Elgar Estates** of Ashington whose representative is their Chairman, Mr D Eaton.

**P3 Consultancy** of Horsham, specialising in Human Resources, whose representative is Jacquie Griffey.

**Roffey Park Institute**, one of the UK's leading management training organisations represented by Jan Kemp

**Recruit Employment Services** of Horsham whose representative is their Operations Manager, Jim Suleiman.

#### Dates for your diary:

**July:** Meeting with new HDC cabinet member for Economic Development – report in the Members Forum  
One of the suggestions from this was that HCCI host an event on the theme: 'What Horsham needs'. We will be asking for contributors!

**September:** Wine tasting

**November 30:** 2012 – Challenges/Opportunities for Horsham businesses

Horsham District Community Partnership Annual Conference

**Thursday 11 October**, Billingshurst Village Hall from 3-7pm. For more information about the work of HDCP visit their website at [www.hdcp.uk.net](http://www.hdcp.uk.net)

#### Compete, Create, Collaborate: Olympic Games 2012

SEEDA have launched the SE Business Support programme and Business Opportunities Network and a Skills Accord to address skills deficits in games related sectors and to deliver training/development in preparation for Games-related procurement.

Performance indicators include

- At least £10m new demand for environmental technology businesses
- Information and support leading to £7.5m additional business in SE by 2012
- 10% of 2012 Games-related tourism income during 2012
- An extra £1billion for broader visitor economy from Games-motivated tourism during 2008-2016
- Upskill 14-19 age group for new employment opportunities in key sectors such as construction, tourism and leisure.

#### Business Rules have changed

A change to the Companies Act means that all companies have to ensure that any electronic document (e.g. website, e-mail, order forms) have to carry the same information as on your company letterhead – full name of company, registration number, place of registration, and registered address.

#### Cycle to Work

Cycle to Work is a government scheme designed to make bike ownership financially easier for employees. It can halve the cost of purchasing a bike. Pedal2Work are local cycle to work scheme providers.

##### **How it works**

Cycle to Work cuts the price of a new bike in half if you are a 40% taxpayer and by just over 40% if you pay income tax at the basic 22% rate.

It operates as a salary sacrifice through an employee's monthly pay packet. Employers finance the purchase and then are repaid monthly through paying a lower salary. Employees save on tax and national insurance. Employers can also pass on the VAT savings to the employee and will save the NIC contributions on the salary being sacrificed.

##### **What bikes can be bought**

Almost any bike that could be used to commute to work (up to a value of £1000 including VAT).

Full information on HCCI Members' Forum or you can view [www.pedal2work.com](http://www.pedal2work.com).

#### Horsham Retail Crime Diversion Scheme

After several delays this scheme has finally been launched in Horsham and runs alongside a Police Caution or Reprimand as an educational tool to prevent young shoplifters (17 or under) from re-offending. Only those fitting certain criteria are enrolled on the scheme which includes a visit to Lewes prison.



### Scores to show food hygiene standards

Work is underway to look at the viability of a scheme to enable the public to see a score for the level of food hygiene at places to eat and food businesses in Horsham District. **Full information available on Members' Forum.**

### Scams

Do not disclose your company identification number over the phone – fraudsters are able to amend company details without having the directors sign the usual forms.

If you receive a card from a company called PDS (Parcel Delivery Service) indicating that they were unable to deliver a parcel and suggesting you contact them on an 0906 premium rate number **do not ring that number**. If you ring and hear a recorded message you will already have been billed £15 for the phone call. Contact Royal Mail Fraud on 0207 2396655, or the ICSTIS regulator on 0800 500212.

Other common scams include bogus holiday clubs, prize draw and sweepstake scams, and fake foreign lotteries.

The latest copy of the regular bulletin, detailing various scams and highlighting current versions, issued by Sussex Police may be viewed on [www.sussex.police.uk/community\\_safety/fraud.asp](http://www.sussex.police.uk/community_safety/fraud.asp)

### Can't find the right school leavers to employ?

Want to do something about it?

**Horsham District Business Education Partnership (HDBEP)** exists to develop links between education and business for the benefit of young people and the future economy. HDBEP aims to work with young people, schools, colleges and businesses to raise standards of achievement, prepare young people for the world of work; and nurture economic success through education and business activity. By working together businesses and organisations can make a real difference to the future prosperity of their community.

Businesses both large and small have identified the following benefits from working with schools and colleges: staff recruitment, staff learning; innovation; a positive company culture; high community profile and an increase in new customers. A wide range of programmes are available in which companies can participate.

HCCI Chairman, John Lytton, along with some other members of HCCI, was involved with the recent Enterprise Event held by Tanbridge House School which aimed to show year 10 students how an idea for a business can be transformed into a viable proposition.

**Southwater Business Resource Centre** developed and manages the annual online Investment Challenge 100 where teams of students, staff or governors have a notional £20,000 to invest in FTSE 100 companies over an 8 month period.



John Lytton, John Bailey and Peter Beckham present Jonathan Alderman from the winning team investomagic with the cheque and trophy.

This year's winning team came from Worthing College with Collyer's teams taking 2<sup>nd</sup> and 3<sup>rd</sup> places.

Horsham businesses have already benefited from working with local schools.

*Rapkyns* Care Home in Broadbridge Heath has taken part in a number of projects with local students. Students from Collyer's College are designing outdoor space for Rapkyns that will benefit their clients.

*Horsham District Council* hosted a visit by ICT students from Collyer's who wanted to learn how ICT is used in the real world!

The 'Song for Christmas' competition gave primary and secondary students the chance to record the songs they wrote in a professional recording studio (QM Studios) in Horsham.

If you wish to know more please contact your local coordinator, Madeleine Mills on 01293 435692 or e-mail: [madeleine.mills@westsussex.gov.uk](mailto:madeleine.mills@westsussex.gov.uk)

### Procurement by public bodies

Increasingly public bodies such as local authorities and the police have a procurement section on their website to make it easier for small businesses to learn of contract opportunities or access guidance on how to bid for contracts. Local 'Meet the Buyer' events are also held on a regular basis by local authorities and Gatwick Airport.

**FairPlaySE** ([info@fairplayse.org.uk](mailto:info@fairplayse.org.uk) or 01403 738739) is a not-for-profit organisation able to assist business with ensuring that they have many of the right policies in place to meet procurement requirements.

### Consultation on the Regional Economic Strategy 2006-16: Implementation Plan and Sustainability Appraisal

The Regional Economic Strategy (RES), published in October 2006, establishes the Vision for the South East, to be a world class region achieving sustainable prosperity by 2016. **Full information available on Members' Forum.**



### Buy with Confidence

This scheme by West Sussex Trading Standards provides members of the public with a list of approved businesses. Businesses are checked to make sure that they are committed to maintaining high standards and have good customer focus. An approved company will be able to display the 'Buy with Confidence' logo and will appear on both the West Sussex and regional trading standards website. Applicants have to send in their company's contractual terms, sales literature and any warranty or guarantee that you use. There is a scale of annual fees per premise depending on the total number of FTE employees.

### Effective CCTV

Is your CCTV system fit for purpose or are the images too poor to be used in a prosecution or incompatible with police systems?

The Home Office and ACPO have issued guidance on the questions you should be asking in connection with any CCTV system you may use. These 19 questions on Quality, Storage, Export and Playback could save a lot of frustration and ensure that you get value for money from your investment. **Copies are available on the Members' Forum.**

### Train to Gain

Helping your business get the training it needs to succeed.

How do you make sure your staff have the right skills to do the best job?

This is one of the key challenges for businesses today when skill shortages threaten productivity, reduce competitiveness and de-motivate staff. Everyone recognises the value of training in overcoming skills shortages, however, how do you make sure you choose the right training and support for your business at the right price?

Train to Gain is a FREE service to help your business get the training it needs to succeed. It can improve your productivity and competitiveness by ensuring your staff have the right skills to do the best job.

Please call your Horsham skills broker, Jilly Bayford on 07894 608520 or e-mail

[jilly.bayford@traintogainse.co.uk](mailto:jilly.bayford@traintogainse.co.uk).

**Full information available on Members' Forum.**

### ISG Jackson Special Projects

The former Focus outlet is being subdivided into 2 units that should be completed this month and will provide an added retail attraction at the entrance to Foundry Lane.

### Member News

#### **Microsoft IT Academy**

After 3 moves in two and a half years **Southwater Business Resource Centre** is now established in the new Lintot Square development in Southwater and was able to qualify for Academy status, the only independent centre in West Sussex. In addition to the standard CLAiT and ECDL (European Computer Driving Licence) we now offer **Microsoft Office Specialist** qualifications at Core and Expert levels through day, evening or distance learning routes. This is an ideal route for those with reasonable skills who want to ensure that they are making most effective use of the software.

Tel: 01403 734431 or e-mail

[ann@sbrc.horsham.co.uk](mailto:ann@sbrc.horsham.co.uk). [www.horsham.co.uk](http://www.horsham.co.uk)

#### **Can I have your name please?**

"Can I have your name please?" I asked. The reply was swift and cutting "No – go get your own" The laughter from my class mates was mocking. This was my first practical lesson in how to ask a question and it wasn't going too well. I was 19 years old, this was 1972 and this was Hendon Police College. The lesson was simple but well remembered.

Asking a question is a skill. There are many ways to ask a question but the reason for asking it is simple – you want to know the answer. People who believe they are in the know talk about body language, low desks, position of chairs, good guy bad guy routines. They have read the book now they are experts. Over the years I have questioned, or in my jargon interrogated, hundreds of people from many different cultures. These people, male and female, had committed some of the most horrendous crimes. I learnt two more lessons:

**Be direct:** Ask the question you want the answer to. If you don't want to know the answer - don't ask the question.

Michael Colacicco, *Harwoods International Limited*

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#### **Cisswood House Hotel**

Cisswood House Hotel offers all the delights of a rural retreat whilst being conveniently close to Horsham and Gatwick Airport. The house was originally built around 1928 for Sir Woodman Burbridge, then Chairman of Harrods. Named after his wife Cissily, the house retains many magnificent examples of traditional wood and plasterwork created by the Harrod's craftsmen.





Cisswood House Hotel changed hands at the beginning of December 2006 and is now part of the Folio Hotels Group. To bring the hotel up to the high standards demanded by its new management, a full refurbishment program was started earlier this year of which the first phase was finished by the end of June, and completion of the full refurbishment is planned for the end of the year. This refurbishment will include all conference facilities and public areas.

[sales.cisswoodhouse@foliohotels.com](mailto:sales.cisswoodhouse@foliohotels.com)

### Roffey Park

Roffey Park offers a unique contemporary country venue for conferences, meetings, away days, private dining and larger events catering for up to 120 people. The meeting rooms offer the latest AV equipment with the bonus of specialist support from one of the UK's leading management training organisations. But beyond all this, the grounds and the setting in St Leonard's Forest makes for an especially rewarding and memorable time.



Food is an important part of the experience, often provided from Roffey Park's own kitchen garden. 60 bedrooms have en suite facilities. Leisure activities include an indoor swimming pool, Jacuzzi, sauna, steam room, fitness room, jogging trail, putting green, croquet lawn and woodland walks.



### Elgar Estates

Elgar Estates was established in 2002 as residential house builders in the Sussex area. They build a variety of homes from 'Trophy' houses to mews houses and flats. The company is presently building 9 plots, and has a land bank of 32 units. It was founded by Doug Eaton, a past Managing Director of Leisure Division, Barratt Developments.

### P3 Consultancy Ltd – Jacquie Griffey, HR Consultant and Executive Coach

- Do you find it a challenge recruiting the right people?
- Have you been thinking about how to create the right culture to get the best performance from your team?
- Are you interested to hear that employee engagement is key to performance and retention – that highly engaged employees experience performance improvement of up to 20% and are up to 87% less likely to leave than employees with low engagement?\*
- Are you facing the people challenges of a growing business? and have you identified that a different leadership style might be needed?
- Do you have concerns that your employees do not understand your business objectives and ethos?

If you have said yes to any of these – help is at hand!!

\*Corporate Leadership Council research

As a career HR professional with over 20 years experience working with SME's and blue chip companies I can help you to identify solutions which will take your business forward and improve your profitability. From reviewing your HR policies and processes, advice on dealing with people issues, through to helping you to develop and implement a People Strategy.



Interested? then give me a call on 01403-273480  
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