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## Prize Winner

*Rebecca Dupère of 1<sup>st</sup> Design in Modbury won a box of chocolates when her business card was drawn out of the hat following our Business Advice Evening at Endsleigh Garden Centre on March 28<sup>th</sup>.*

*Many thanks to all the exhibitors and visitors who attended the event for helping to make it such a success.*

## Roundabout Devon FSB April/May 2011

*Sue Wilkinson – Development Manager*

The 11<sup>th</sup> of April offered an opportunity to watch the movers and shakers of Torbay in action at the Mayoral Debate held in the Riviera Conference Centre. During the evening it was a real pleasure to be linked to the FSB. Both Jim Thompson and Ian Handford (yes FSB members) asked pertinent questions of the mayoral candidates.

The Torbay branch visit to Fruition Design on the 13<sup>th</sup> of April was also interesting. Fruition is an amazing company who have designed and re-designed a number of restaurants and bars across the bay and elsewhere in the UK.

Time spent with Nigel Hillier, Exeter branch chairman and our education champion was valuable – Nigel and I will be highlighting a number of education issues - the first piece will be in Voice.

I have met my first MP, Anne Marie Morris, in Teignmouth, to discuss the Morrison's proposals.

The Regional Strategy Day on the 8<sup>th</sup> of May gave a valuable insight into the issues that really drive members. I was delighted to note how many of them cared about the policies that affect small businesses.

And finally, **BROADBAND** - hundreds of thousands of businesses and communities across Devon and Somerset are set to benefit after the Government gave the green light for a multi-million pound public and private sector investment in super-fast broadband. Don't expect to see everything working faster tomorrow though, the work will take a while, benefits will be seen towards the end of 2012

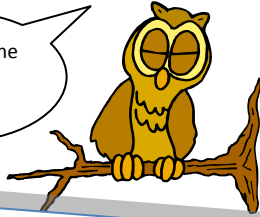


Don't miss the North Devon Business Advice Evening at The Barnstaple Hotel on 23<sup>rd</sup> June - see page 3

### Follow the FSB on Facebook

You can follow the activities of the FSB by joining our official fanpage on Facebook. [Become a fan](#) to view regularly updated events, photo galleries, lobbying information and interactive content.

News from the  
Branches



### NORTH DEVON SHOW

North Devon Branch will be at the Show on 3rd August this year.

Why not take the opportunity to have a stand within the FSB pitch?

A great opportunity to promote your business at a reasonable rate - £45.50 for a 1.5 metre space

To reserve your place call the regional office on

01803 322499 or [email](#)

### The next Mid Devon FIRST Friday Breakfast

will be on 1<sup>st</sup> July at

The Culm Valley Inn, Culmstock EX15 3JJ

7.30 for 7.45 am

**FREE** coffee or tea and croissants

To book please contact

[Chris Prentis](#)

*on 5<sup>th</sup> August we will be at  
The Canal Tea Rooms and Gardens  
Tiverton, for freshly made scones*

### East Devon Branch **FREE** showcase at Axminster Power Tool Centre Limited Unit 10 Weycroft Avenue AXMINSTER EX13 5PH



**On Tuesday 14<sup>th</sup> June at 2 pm**

Light refreshments will be served and this is an ideal opportunity to network and find out how other businesses in your area operate **please book [here](#)**

There is limited on site parking available, on a first come first served basis - book your parking [here](#)

**Torrige Branch  
Breakfast Networking Meetings**

The Durrant House Hotel.

Northam, Bideford

7 am - £4 per person

The last Wednesday of every  
month

To book

Tel: 01237 477457

or [email](#)

Please come and join us at our next **Exeter Branch**  
meeting

At one of Exeter's oldest buildings  
the XCentre, Commercial Road EX2 4AD  
on Tuesday 14<sup>th</sup> June at 7pm until 9 pm

[more information](#)

**Torrige Branch 18.00 Club**

You are invited to the FSB 18.00 club at the  
White Hart in Bideford on the first Tuesday of  
every month at 6 pm

An informal meeting for members and guests  
to meet the committee and network with  
other businesses

The next meeting will be on the 5th of July

No need to book and no charge – just drop  
in

**FREE Business Advice Evening**

The Barnstaple Hotel, Braunton Road, Barnstaple, EX31 1LE

on Thursday 23rd June 2011 - drop in between 6.00 and 8.30 pm

Advice will be available on personal and business taxation, VAT, business rates, trading issues, finance, accounting, training, start up assistance and access to funding.

The Fire Service, North Devon College, Careers South West and Torrige & North Devon Councils will be there to offer advice

There will also be plenty of time to network with other businesses

Refreshments will be served during the evening

**Please Book** to help us estimate numbers for catering

## Teignbridge branch will be holding the first of a programme of Showcase Events

on Tuesday 21st June, 6pm at Camborne House, 17 Courtney Park, Newton Abbot, TQ12 2HD

with a presentation by Andrew Postlethwaite on **Virtual Reconstructions past and future**, explaining how his business has moved from crime scene reconstructions to 360 photography for property presentations and interior design

There will also be time to network with other businesses

please contact Andrew on **01626 335918** or **07786 541896/7** if you would like to attend

## Horse Drawn Barge Trip

**Tiverton Wharf EX16 4HX plenty of parking on site**

Make sure you book early for this ever popular gentle journey back in time

**Thursday 8th September 2011 6.30pm for 6.50pm cast off**

Enjoy a relaxing evening in good company with a well stocked bar gliding along through the peaceful Devon countryside on the last Horse-Drawn barge in the South West

Quiet and unspoilt, this historic waterway is now a Local Nature Reserve and home to many otters, dragonflies, kingfishers, coots, ducks and swans. The canal is also rich in flora, including the yellow water iris, white water lilies and the early purple orchid.



On this 2½ hour return trip the barge travels for 1 hour to East Manley, where it turns around and moors up, allowing you the opportunity to take a short walk to see the one and only Aqueduct on the Grand Western Canal. Or you may like to stay and talk to the Horse as he rests awhile under the shade of a tree. You will hear some tales and history of the canal, and often there is a minute's silence ..... so you can experience the true peace and tranquillity of travelling by Horse-Drawn Barge.

Cost, including hot fish and chips specially delivered at Manley Bridge, is £16.50 each.

**To book please telephone the Regional Office on 01803 322499**

*Final bookings needed by 8<sup>th</sup> August please*



Greg Page-Turner, Chairman East Devon Branch,  
David & Caroline Shephard, Adrian Troon,  
NuHeat Director

### The East Devon Branch Showcase Event at Nuheat

This well attended evening was a super opportunity to get together, do some networking and see how other businesses operate.

David Shephard, Devon Region Chairman said, "The government has recognised the West Country as being one of the principal areas for the development of renewable energy sources.

The development of the under floor heating is recognised as being very cost effective.

Nuheat is at the forefront of this new technology, so this showcase evening at their Honiton factory has been met with much interest.

Companies such as Nuheat will ensure the West Country will continue to be at the forefront of renewable energy development".

### Cancer Research Race for Life Barnstaple Sunday 10<sup>th</sup> July, 11am at Seven Brethren Bank

*Why not get fit whilst raising money for Cancer Research?  
You can walk, jog or run the 5km route.*

*Race for Life is the UK's largest women-only fundraising event series where all the money raised goes to fund Cancer Research UK's life-saving work.*

*This year, organisers are hoping that 2,000 women will enter the **Barnstaple Race for Life** and help hit a fundraising target of £113,511*

*For information on how to enter call:  
Ashley Petrons: 07716902860 or [email](#)*

### South Molton Business Association

is once again organising the town's **7 Summer Saturdays events**. Would you like to take part?

No charge to SMBA members for stands/stalls and at present there are vacancies on the Square for businesses to sell products, run activities or promote themselves.

For those who are not members there is a £10.00 charge per event, or to attend all 7 weeks you might choose to take out SMBA membership instead.

The events run from 16 July until August Bank Holiday weekend.

For more details or to book a space please contact

[David Walker](#) or [Susi Atkinson](#)

## Olympic Opportunities

Did you know that a recent announcement by LOCOG confirmed that South West businesses have been awarded 45 contracts so far - the largest region outside of London?

Don't miss this opportunity to get involved, start by visiting the Team South West Olympic [website](#)

## WANTED

Business Leaders with knowledge of operating in Devon, Somerset, Plymouth or Torbay

**The Heart of the South West Local Enterprise Partnership** is seeking to appoint up to eight board members to the Heart of the South West Partnership. These appointments will provide a unique, challenging

and rewarding opportunity for experienced business leaders to drive forward the economic prosperity of the Heart of the South West.

For more information please click [here](#)

### Recycle your old Computer

Do you have an old computer cluttering up your office or workspace but don't know what to do with it.

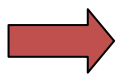
It can be collected for recycling FREE

Telephone 07725001811 or [email](#)

### Let us know your views!

Join the FSB's National Survey Panel and your views will be sought regularly on topical issues via email. Your responses will be known collectively as the Small Business Voice and will enable the FSB to represent your thinking to those in power.

You can [sign up here](#)



### **Network Central Exeter Thursday 9<sup>th</sup> June 10.30 am – 3.30 pm**

*at The Future Inn Plymouth, Plymouth International Business Park, Plymouth PL6 5ZD*

*a one day opportunity for businesses to make contacts in every possible sector, beyond the stuffy confines of traditional exhibition space, with no hard sell.*

*Entry to visitors is free, including free seminars, free speed networking & free parking.*

*For more information or to book a stand telephone 0845 307 1954*

*[Rod Major](#) or [Debs Robbins](#)*

## **Training Staff** - Sue Wilkinson & Nigel Hillier

*Working with FSB members we often hear sad stories about small businesses taking the time and money to train their staff only to find that the same staff member is leaving the company within a few months of being trained.*

### **Why train staff?**

There are a number of reasons, from improving current performance through to career development for the staff member. Sometimes training can enhance the quality of service the company provides or it may increase a staff member's job satisfaction.

What must be considered against this is the time away from the workplace, the cost of training and the impact on all your other staff.

### **What to consider before training staff**

1. Will the staff member be able to do the core job role better if the training goes ahead?
2. Is this the right staff member to train? Some companies overlook a key employee because they have been working in the company for a long time and train a newer member.
3. Can the company use the skills that the training will deliver? There's no point training an employee on Photoshop, for example, if they are never going to use the skills.
4. Is the training right for that employee? An accountant might not have much use for a media skills course.
5. Is the training aimed at the role that you are expecting the employee to do?
6. Is it the right level? Sending a secretary on a management training course isn't really sensible unless that's where you plan for him or her to end up.
7. Do staff understand why that particular employee is being trained?
8. Is the employee being trained with the expectation that they will train others in this key skill? Is he or she the right person to do this?

In an ideal world, if you choose the right employee and decide on the right level of training, then work based learning should help to enhance employee relationships and inspire a degree of loyalty.

Make sure you see the benefits – you trained them, you use them!

### **Making it Local** **Funding Workshops**

Tuesday 14th June: East Devon Business Centre, Honiton 10 -12

The workshop covers the application process and funding advice and includes a presentation by a successful local project.

Places are limited so please [email](#) to book your place on this workshop.

## **'Buy With Confidence' Approved Trader Scheme**

Plymouth Trading Standards would like to invite you to join 'Buy with Confidence' .

BWC promotes and advertises reputable traders committed to high quality and good customer care. It is the only way that a business can claim they are 'Trading Standards Approved'.

Using the BWC logo you can be a 'Trading Standards Approved' trader, a recommendation that the public trusts and which will set you apart from your competitors.

There is a small charge for joining, payable only when membership has been approved.

Our scheme is promoted to a wide range of people, including very vulnerable members of the community; we therefore require anyone who enters a consumer's property and works unsupervised to have a basic Criminal Records Check (cost £23 each).

You must have been trading for at least six months to be eligible for membership. A Trading Standards audit of your business will take place prior to the membership being confirmed, this will take approximately one hour and will include the checking of any relevant insurances, offering guidance to ensure legal compliance, etc.

An initial application can be made [here](#)

or contact : Ms L Braddock, Trading Standards Enforcement Officer, Public Protection Service  
01752 307977 [email](#)



News from [Devon & Cornwall Police Authority](#)

### **WORKWAYS - *being mindful of mental health in the workplace***

Whether you are a manager or a member of staff serving your customers, becoming more confident about helping people who experience common mental health conditions such as stress, anxiety and depression is well recognised as being crucial.

There are still places available on the following session to be held at Workways:

#### **Mental Health Awareness - 29 June (3 hours)**

A more in-depth look at common mental health conditions and more severe ones such as schizophrenia and psychosis. Suitable for anyone with little or no knowledge of mental health conditions.

For more information and booking forms please [visit](#) or telephone Lynn Aggett or Richard Frost on 01392 677050

Workways, Second Floor, 11-15 Dix's Field, Exeter EX1 1QA

## Most recent news stories



### Latest FSA e-News looks at 'known unknowns'

Honesty is the best policy when it comes to scientists discussing what they know or don't know about allergy. This was one of the key points that came out of a national conference that looked at how best to communicate the science of allergy.

### FSA publishes updated Strategy to 2015

The FSA has published its updated Strategy to 2015: Safer food for the nation.

### FSA Board agree principles of openness

The FSA is reviewing the way information and technical data is presented to the public, following a discussion on openness and transparency at a recent FSA Board meeting.

### Introduction of gluten into an infant's diet

The Agency is reminding parents of Government advice to exclusively feed babies breast milk for around six months and not to introduce solid food until after this time. This is following an in-depth review by experts who looked at the best time to introduce gluten, a protein found in cereals such as wheat, rye and barley, into infants' diets

### Views on nanotechnology: research published

The FSA has published a report of consumers' views on the use of nanotechnology in food and food packaging. The focus group research, which asked participants about their views on nanotechnology in late 2010 and early 2011, was carried out as part of the FSA's programme of work on nanotechnology.

### FSA highlights raw milk rules

The Food Standards Agency is reminding local authorities and dairy businesses about the rules on the sale of raw drinking milk and unpasteurised dairy products. This follows the announcement by Defra that cattle testing positive for bovine tuberculosis, known as TB reactors, are to be tracked using their DNA to further strengthen controls to prevent the spread of TB.

### For more news and email updates

To find the news story you're looking for visit <http://www.food.gov.uk/news/> or sign up for our email updates <http://www.food.gov.uk/subscribe>

### Contact

Nick Mann

Deputy Regional Coordinator – South West and West Midlands

[Nick.mann@foodstandards.gsi.gov.uk](mailto:Nick.mann@foodstandards.gsi.gov.uk)

Do you trade with other EU countries and, if so, have you encountered difficulties with contracts in other countries?

If you have, Sietske in our policy department would like to know. Please [email](#) your experiences and we will pass them on.

## Member Feature



FSB member Matthew Conridge (right) with Tiverton Football Club Chairman David Graham

TIVERTON Town Football Club has appointed Devon's Young Entrepreneur of the Year to their board of directors. Matthew Conridge, 26, is the Southern League club's youngest ever director and is also managing director of Mamka Ltd, an online leisure gear retail company based in Exeter.

Matthew is a big fan of non-league football and is looking forward to the challenge of bringing the glory days back to Ladysmead. He said, "There is no denying that Tiverton is currently going through a rough patch on the pitch, but the club has a great recent history, tradition and a fantastic fan base.

Tiverton has a great team behind the scenes, who I firmly believe will restore the club to its past glories, and I'm delighted to be in a position to help them achieve this."

Matthew won the Young Entrepreneur of the Year accolade at the FSB Devon Business Awards 2010 and was also named Young Entrepreneur of the Year at the inaugural Express and Echo Business Awards at Sandy Park. Mamka Ltd was shortlisted for the Small Business of the Year award at the same event.

"Clubs are the central point for local communities and are a big part of people's lives, from the children that play in the youth sides to the fans who turn up each week without fail," said Matthew. "What's clear is that clubs need to become self-supporting instead of relying on individuals putting money in on a regular basis.

I think the key is to help develop the club's income streams. This should then support the playing budget, with the target being to play at the highest possible level."

Matthew set up Mamka Ltd in 2006, it is the parent company for Togga, Outdoor Leisure Direct and Fivestar Wholesale brands. The company is moving into a 37,000 sq ft warehouse in Marsh Barton in October, allowing it to continue its rapid expansion.

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## Featured Member Benefit

## FSB Finance for Business

### Loans and Finance for Small Businesses

Could your small business benefit from a loan or other form of finance? FSB Finance for Business helps members access the finance their business requires. The scheme, operated in association with ASC Finance for Business, provides companies with finance to take their businesses forward

ASC Finance for Business was established more than 40 years ago and the company has a track record of success in helping small businesses. FSB members can benefit from a free consultation with an ASC Regional Director to assess their situation and find out what options are available. All Directors are experienced business people.

### What types of loans and finance are available?

FSB Finance for Business offers a diverse range of loans for small businesses. With many years' experience of arranging finance for small businesses and entrepreneurs, all aspects of commercial finance are covered, including:

- Business Finance - purchase, expansion, re-finance, partnership buyout.
- Property Finance - buy-to-let, development finance, bridging loans.
- Corporate Finance - tailor-made lending packages for larger and more complex transactions.
- Asset and Working Capital Finance - leasing, brewery loans, overdrafts.

ASC works with a huge variety of businesses, including:

- Property development companies
- Shops
- Pubs
- Care homes
- Restaurants
- Hotels
- Factories
- Warehouses

### Benefits for FSB Members

- Free, no obligation consultation and financial analysis
- Discounted fees
- Individually negotiated terms
- Service-level guarantee

For more information call : 01392 423600



**Federation of Small Businesses**  
*The UK's Leading Business Organisation*

137-139 St. Marychurch Road  
TORQUAY  
TQ1 3HW

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[www.fsb.org.uk/devon](http://www.fsb.org.uk/devon)