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## Round and About Devon

*From Sue Wilkinson - Development Manager*

The last few months have been busy with a host of council meetings. The Regional Chairman, David Shephard; Policy Chairman, Pete Aston and myself have met with most of the Councils in Devon. Usually the local Branch chairman accompanies us at these meetings, as they have far better knowledge of the local situation. So far this year we have met with North Devon, Torridge, Plymouth, Exeter, Mid Devon, Torbay and Teignbridge. The remaining councils have meetings arranged for later in the year.

Far from being difficult, all these meetings have been positive and productive, thanks to the attitudes of the Devon District and Borough Councils. Discussions ranged from how to progress the Link Road in Torbay, to how to help members in North Devon who have issues with planning. We have been delighted with the positive approach and consideration all the councils have given to Small Businesses.

As many of you may be aware, after these Council meetings, we have offered to meet branch members to discuss details of these meetings and any other issues. So, it's a heartfelt thanks to members who did come along to meet us, we have been so pleased with the response to this offer that we are planning to do it again next year.

I have also been looking for sponsors so that we can run the Devon Small Business Awards again. This has proved, so far, to be a thankless task and currently I have only managed to secure sponsors for two categories. If any members are interested in supporting this event please let me know.

Sponsorship for a full category is £1000, but we are happy to look at a number of businesses sponsoring a category. If you can help please contact the regional office on 01803 322499. I would love to hold the Awards event this year, it has been such a success in the past.

The Categories are: *Best New Business, Best 'Green' Business, IT Excellence in Business, Service Excellence, Training and Development, Enterprise and Endeavour, Best Young Entrepreneur and Best Employee of the Year.*

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### 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.

## Recent Successful Events

### North Devon Show

Members who took up the offer of a stand with the FSB at the show had a very successful and busy day. The sun shone and the FSB received a rosette in the Organisation section.



We're already looking forward to next year.



### The North Devon Business Advice Evening

in June at the Barnstaple Hotel was also a success.

Valued supporters such as HMRC, the Valuation Office, North Devon College, North Devon Plus and Torrington & North Devon Councils were there to offer advice.

For the first time at this event we offered stands to members and those who took up the offer found it worthwhile.

News from the  
Branches



### Torridge 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 6<sup>th</sup> September  
and the following on 4<sup>th</sup> October

No need to book and no charge – just drop in!

### East Devon Branch Business Advice Evening Thursday 15<sup>th</sup> September

at Bickton College, East Budleigh, Budleigh Salterton  
EX9 7BY

Drop in between 6.00 pm and 8.30 pm  
Refreshments will be served during the evening and the event is  
absolutely **FREE!**

This is an ideal opportunity for small businesses to discuss their  
issues with the many organisations who can offer help and advice.

Government agencies such as ACAS, Connexions, HMRC, the  
Valuation Office to name but a few, as well as Legal and  
accounting experts will be there to answer your questions

We look forward to seeing you there

To help us estimate numbers for catering please [book](#) here  
or telephone 01803 322499

### The next Mid Devon

#### FIRST Friday Networking Breakfast

will be on 2<sup>nd</sup> September, 7.30 am  
at the Manor Hotel, 2-4 Fore Street  
Cullompton EX15 1JL

Join us for FREE coffee, tea and croissants  
To book please call Chris Prentis  
01884 821340 or [email](#)

*On 7th October we will be at  
The Lamb Inn, Sandford, Crediton EX17 4LW  
&  
4<sup>th</sup> November  
at Mallards Restaurant, Lowman Green, Tiverton  
EX16 4LA*

### Torbay Branch Showcase Event

Wednesday 7th September

at **Dot's Pantry**

118 Union Street, Torquay, TQ2 5QB  
from 7.00 pm

Join us for a free Devon Cream Tea -  
Homemade scones, Devon Jam and  
Devon Clotted Cream

John Doherty will give a 5 minute talk  
about his business followed by  
Rob Pethick of Riviera FM

There will be tours of the training rooms  
in Dot's Pantry and Riviera FM  
and plenty of time for networking

so please [book](#) so that Dot knows how  
many scones to bake

### **Torridge Branch Networking Breakfast**

The Durrant House Hotel,  
Northam, Bideford  
7 a.m - £4.00

The last Wednesday  
of every month

[Book](#)

### **FREE East Devon Branch Showcase Event**

#### ***The Land Rover Experience Wednesday 21<sup>st</sup> September***

Wessington Farm, Awliscombe  
Honiton, EX14 3NU  
at 6.00 pm

An ideal opportunity to network and  
find out how other businesses in your  
area operate.

Light refreshments will be served and  
it's absolutely **FREE!**

Please [book](#) so that we know how  
many to cater for

### **Attention all Golfers!**

Our recruitment consultant Martyn Chappell is  
planning a Devon Golf Day at Okehampton Golf Club  
on Thursday 27<sup>th</sup> October.

Approximately £30 per head to include coffee and  
bacon bap; 18 holes; 2 course dinner and coffee  
starting around 1 pm

Keep a lookout for full details to be  
released shortly or register your  
interest now by [email](#) and we'll get  
back to you

### **Plymouth is the place to be from**

10<sup>th</sup> – 18<sup>th</sup> September

When the America's Cup comes to town with an  
exciting line-up of entertainment

[View here](#)

### **You are invited to a Business Dinner at**

The Pier House, Merley Road, Westward Ho! EX39 1JU

on Thursday 20th October 2011 at 7.00 pm

with guest speaker

### **Katie Hopkins from television's "The Apprentice"**

"Telling It Like It Is"

We also hope to have two other speakers

Tickets are £20 per person - Don't miss this entertaining evening

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

## You're invited to join Mid Devon FSB at our AGM on Monday 7th November 2011

### But first - an apology

We're sorry if you were hoping for a dull night of Chairman's reports, policy statements and committee nominations. And don't expect an early night with curled sandwiches.



*Because this year we're holding our AGM at Devon's famous Comedy Hall comedy club. Yes, there'll be the formalities of the AGM with your chance to have a say. But we'll inject some fun into the finances - so it's all profit and laughs!*

**AGM**            **6.30pm - 7.30pm** *to attend the AGM only is, of course, free of charge*

**Food**            **7.30pm - 8.00pm**

**Comedy Club**   **8.00pm - 10.30pm**

**Comedy Hall** has been running in Tiverton for four years, and has brought the likes of Bill Bailey, Russell Howard, Marcus Brigstocke, Frankie Boyle, Ed Byrne, Reginald D Hunter and Rufus Hound to Tiverton. After the AGM you'll join the audience to see three top flight comedians in action.

*The cost is just £10.50 per person for food and entertainment. FSB members and non-members, from any branch, are welcome at this part of the evening.*

Only Mid Devon members may attend the AGM which, in itself, is free.

Look out for booking details to follow shortly.

*Venue - New Hall, Barrington Street, Tiverton EX16 6QP. Free parking after 6pm in the adjacent Barrington Street Car Park, William Street Car Park or Market Car Park.*

To add a bit of *pizazz* to their AGM  
**Teignbridge Branch** has invited a speaker  
from Teignmouth's family run **Red Rock Brewery**  
There will be time to do some networking too

so come along to  
Old Forde House, Brunel Road, Newton Abbot TQ12 4XX  
at 7 pm on Thursday 17<sup>th</sup> November -  
it's better than watching the telly  
to book please call 01803 322499 or [email](#)

### **The Famous Torridge Branch Christmas Party**

**All welcome at our Christmas Party which  
will be held once again  
at the Durrant House Hotel, Bideford,  
in the superbly decorated Venetian Ballroom  
on Saturday 17th December at 7.30 for 8.00  
pm  
at a cost of £22.00 per person**

**Meet for a glass of complimentary bubbly in  
the foyer, dine and dance 'til late**

**To book telephone 01803 322499**

**Don't worry about driving home, there is a  
special rate for B&B of £25.00 per person if  
you wish to stay overnight  
*(for this offer telephone the hotel on 01237 472361  
quoting price and Julie Finn agreed)***

**For more information and menu**

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## Branch and Regional AGMs

It's that time of year again!

Do please try to get along to your branch AGM when new committees will be elected for the coming year. No-one will twist your arm but you might just discover that getting more involved with your local FSB could be rewarding. Formal invitations and agendas will follow soon.

The Regional AGM always includes an enjoyable Sunday Lunch and it's a chance to meet members from other branches.

Branch	AGM Date		Location
Plymouth	Wednesday 19 October	7 pm	Royal Plymouth Corinthian Yacht Club, Madeira Road PL1 2NY <b>on the Hoe</b>
North Devon	Thursday 20 <sup>th</sup> October	6 pm	The Pier House Westward Ho! EX39 1JU
	Dinner with Katie Hopkins £20 <i>see page 4</i>	7 pm	
Torrige	Thursday 20 <sup>th</sup> October	6 pm	The Pier House Westward Ho! EX39 1JU
	Dinner with Katie Hopkins £20 <i>see page 4</i>	7 pm	
Exeter	Monday 24 <sup>th</sup> October	7 pm	The Oddfellows Gastro Bar, 60 New North Road, Exeter EX4 4EP
East Devon	Thursday 27 <sup>th</sup> October	7 pm	The Lamb Inn, Lyme Road, Axminster EX13 5BE
Torbay	Thursday 3 <sup>rd</sup> November	7 pm	Riviera International Conference Centre, Chestnut Ave, Torquay TQ2 5LZ
Mid Devon	Monday 7 <sup>th</sup> November	6.30 pm	New Hall, Barrington Street, Tiverton EX16 6QP
	Comedy Club £10 <i>see page 5</i>	7.30 pm	
South Hams	Monday 14 <sup>th</sup> November	7 pm	Long Barn, Old School Farm, Dartington TQ9 6EB
West Devon	Wednesday 16 <sup>th</sup> November	7 pm	Bedford Hotel, 1 Plymouth Road, Tavistock PL19 8BB
Teignbridge	Thursday 17 <sup>th</sup> November	7 pm	Old Forde House, Brunel Road, Newton Abbot TQ12 4XX
	With a speaker from Red Rock Brewery		
Devon Region	Sunday 20 <sup>th</sup> November	11 am	Durrant House Hotel Bideford, EX39 3QB
	Lunch	1 pm	

**Jobsfair on Friday 7th October 2011  
at Torquay Jobcentre Plus  
Desks and chairs will be provided**

*Following the success of previous Employment, Advice and Training Seminar events, Jobcentre Plus is holding a Seasonal Jobsfair aimed at employers with active vacancies possibly for the Christmas and New Year period*

**For more information please contact  
Janine Fadian on 01803 356126 or Marzenna Seares 01803 356072**

### **Rural Broadband Project**

Devon County Council has commenced work on a Rural Broadband project having secured funding in the region of £30m towards this initiative.

Councillor Barry Parsons would like to invite members of the FSB to a presentation by Devon County Councillor Will Mumford

**on the 2nd September 2011 at 4 pm at The Town Hall Bideford**

come along and find out what this project means for you  
Please book with Pete Ashton 01237 477457 or [email](#)

#### **SMBA Breakfast Meeting**

**Thursday 15 September 7.30am.**

**at Stumbles Hotel, South Molton**

£6.50 for SMBA members

£8.50 for non-members payable to "The SMBA".

please book with Terese Kingman on

01769 575982 during office hours or [email](#)

## Health and Safety Executive

[\*Health and safety made simple\*](#) is part of a package of resources recently launched by HSE to help employers understand their health and safety duties and avoid unnecessary bureaucracy and expense. Other available resources include online risk assessment tools for low risk premises, detailed guidance on specific topics and a professional register of health and safety consultants to help businesses find reliable external help if they want it.

*Health and safety made simple* explains clearly what the law expects and what businesses need to do to comply with it. It's a good starting point for any business operating in a low risk working environment.

There are also new arrangements for reporting injuries and incidents: [details here](#)

### **Beware Scam Invoices & Contracts**

Several Members have reported being targeted by companies requesting payment for goods or services which they have not ordered. Advertising space is a favourite.

Invoices are presumably sent in the hope that they might be paid without being checked first. However, when they are not paid, members have been threatened with court proceedings. We are given to understand that Trading Standards is investigating one such company.

Another problem is being unwittingly tied into a contract, having made what you thought was a one off purchase. The contract details are usually hidden in very small print.

Please be aware and contact FSB Legal if you require advice.



### **Family-run businesses wanted for a new BBC 2 TV programme!**

TwoFour Broadcast are looking for family-run businesses to feature in a new BBC 2 series. As the granddaughter of Lord Forte, presenter Alex Polizzi grew up in one of Britain's most famous family firms and is passionate about keeping our family businesses alive. She will draw on her experience and offer advice to businesses wanting to secure their future. If you feel your business would benefit from this fantastic opportunity,

please contact Briony Jones on 01752 727400 or [email](#)

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### *Prove that your business is best*

UK businesses that are amongst the best in their field are being encouraged to gain recognition for their excellence by applying for the most prestigious business awards in the UK

#### **The Queen's Awards for Enterprise**

The Awards are bestowed by Her Majesty the Queen in three categories: Innovation; International Trade and Sustainable Development. Entry to the Awards is now open and it is free to enter – all UK based companies employing more than two people can apply.

The Awards provide global recognition for a company. Winning can boost staff morale and lead to an increase in sales. All winners may display the Awards emblem for five years and will meet Her Majesty the Queen at a reception at Buckingham Palace. Winners also receive a Grant of Appointment certificate and a crystal chalice.

There is also an award for individuals – the Queen's Award for Enterprise Promotion – anyone can nominate a person whom they believe to be worthy of recognition for promoting enterprise.

Entry is now open for the 2012 awards – and the closing date is 31st October 2011. If your company deserves the ultimate recognition, start your application today.

[more information](#)

### ***News from Business Link***

#### *Finding opportunities to do business with Government*

**Contracts Finder** is a new service developed to help businesses find contract opportunities in government. You can use the service to find new opportunities, view awarded contracts and register to receive email alerts free of charge. In the first 3 months following the launch of Contracts Finder there have been over a million page views. Contracts Finder currently issues around 5000 daily email alerts to businesses and individuals, so take a look and remember that you can search the site and receive email alerts free of charge.

*There is also a FREE online course to help smaller firms bid for government contracts*

**"Winning the Contract"** is a nationally available, free, on-line public procurement course which details how government buys goods and services, explains the bidding process, and where to search for Government contracts. It is designed to help smaller firms bid for the £236 billion of public sector contracts.

Torbay Hi Tech Forum & Torbay Development Agency

**Manufacturing, Technology & Innovation  
Annual Conference**

Thursday 20th October 2011 9am-5pm  
at the Riviera International Conference Centre  
FREE OF CHARGE with buffet lunch included  
(companies in sector given first priority)

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*Why not promote your business FREE in the new online  
**Torbay Business Directory**  
Hosted by Torbay Development Agency?*

**[more information](#) on both these opportunities**

***MID Devon FSB members – you are invited to have a day out watching football  
whilst promoting your business to a West Country audience in the process.***

*Companies can sponsor a match or a match ball at Tiverton Town, one of the South West's most  
successful non-league clubs.*

*Sponsors receive a number of tickets to the game, a buffet alongside the players and various  
advertising, not just on the day but throughout the season.*

*Advertising comes with boards at the stadium, on the front of and inside the programme, over  
the tannoy and on the club's website*

*With Tiverton facing Taunton Town, Bridgwater Town, Bideford and a number of teams from the  
Bristol area in the Evo-Stik Southern League in 2011/12, companies have an opportunity to  
reach a wide audience.*

*It costs £250 plus VAT to sponsor a match and £150 plus VAT for a match ball.*

*For more details, call the club's commercial manager Jim Bray on 07425 133606 or [e-mail](#)*



## Olympic Opportunities for Business

At the last count South West businesses had been awarded 45 contracts to supply goods or services for the 2012 Olympics – more than any other region outside London.

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

### Funding for Higher Apprenticeships

Higher Apprenticeships were introduced in 2009 in the Engineering and IT sectors to meet employers' needs for higher level skills.

In 2010 the Government announced its commitment to grow these higher apprenticeships and has recently announced £25million of additional funding which will be used to support a whole range of activities, including initiatives to help small to medium sized employers take on apprentices.

[More details](#)

### FREE Technology for [Small Business Seminar](#) in Plymouth

Wednesday 14 September at 6pm  
City Business Park, Plymouth

It's a great opportunity for networking and hopefully will be the start of a regular series of events designed to help business growth.

to register please [email](#) or call 01752 306000 for further information

### FREE HM Revenue & Customs 2 hour Workshop VAT – trading with other countries

Thursday 1<sup>st</sup> December 10.30 am  
at HMRC Office, Longbrook House, New North Road, Exeter EX4 4UD

Find out about:

- terminology used when making overseas supplies
- current European Union members
- VAT Regulations for supplies of goods to and from the EU and rest of the world
- VAT Regulations for supplies of services to and from the EU and rest of the world
- how to correctly record these transactions and make returns
- where to go for further help and information

To book please call 0845 6032691

## Member Feature

### Debbie Manners ND Media



North Devon member Debbie Manners, from ND Media, won Best Growing Business Award at the 2011 Women Do Business Devon Awards announced at a special gala dinner on May 18<sup>th</sup> at Dartington Hall.

ND Media is based near Barnstaple and provides PR for small businesses and makes short promotional films for use on websites.

Responding to the award, Debbie Manners said: "I am thrilled that ND Media has received this recognition for its growth, in a difficult economic climate, growth that is based on offering high quality products, web videos and PR, at competitive prices. We have been delighted to work with an increasing number of Devon businesses who recognize the huge potential of using video as a means of promoting their business on their own websites and via YouTube, now the second largest internet search tool."

Debbie was also one of the four committee members of the

South Molton branch of Women Do Business which won Most Inspirational Host Group Award at the same event. The Women Do Business programme was set up with funding from the Community Council of Devon to provide help and business advice to businesswomen across Devon. The CCD has been supporting women's enterprise in Devon since 2006.

## Benefit of Membership



### Business banking from the FSB

Members can take advantage of the unique FSB Business Banking package provided in partnership with The Co-operative Bank. This free banking service, designed to do much more than meet all your day-to-day banking needs, is just one of the many benefits you can experience as an FSB member.

Signing up for business banking with The Co-operative Bank, means you can:

- Benefit from the fact that there are no fees to pay for standard non-cash transactions such as Direct Debits, standing orders and automated credits
- Pay in as many cheques as you like and deposit up to £4,000 in cash per month, all for free
- Receive interest on your entire credit balance
- Deal with a team dedicated to helping you transfer accounts
- Get an annual £25 loyalty bonus just for banking with us

### Other benefits of business banking with the FSB

As soon as you have made the switch, you can apply for a fee-free overdraft facility, a fee-free FSB Business charge card and business loans from £2,000 to £25,000. Co-operative Bank customers can also benefit from their Five-star service promise.

A free change facility at The Co-operative Bank branches (by arrangement), means you will always have enough coins and notes.

Of course, you can also feel good about the fact that your business is banking with a partner committed to ethical practices. The Co-operative Bank's unique, customer-led Ethical Policy has been setting the standards in sustainable business practices for over 15 years.



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

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