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Norwich & Norfolk FINANCIAL INDUSTRY GAZETTE

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ISSUE 29

NORWICH – a financial city

SUPPORTED BY:-

shaping the future
the economic development partnership for norfolk



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Financial Industry Group

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• Marsh • Moneyfacts
Norwich and Peterborough
Norwich Union • TaxAssist
The Money Centre
The One account
Travellers Protection Services
ULR • Virgin Money

Investment Advice Exams see page 6

Boom or Bust

We have seen it all before and we can do much more to minimise the economic problems caused by the cycle of boom and bust in the property market. That was the conclusion of a leading national figure in the financial industry in a hard-hitting lecture he delivered at Blackfriars Hall in Norwich in September.

John Woods, Chief Executive of Moneyfacts Group plc, delivered a lecture on the economy, "Boom or Bust or Will this time be any Different?" to a record number of people, which launched the new season of professional events organised by the Norwich Centre of the Institute of Financial Services. Mr Woods is also Chairman of the Shaping the Future Financial Industry Group. Moneyfacts Group plc is the UK's largest provider of personal finance data in the UK and holds data on over 25,000 products, which means Mr Woods is uniquely placed to comment on the impact of interest rates on the economy. He has followed interest rates and the markets over a series of booms and busts and has drawn up a list of "Inevitables" which are the signposts as to exactly whereabouts we are in the cycle of economic growth and decline at any given time.

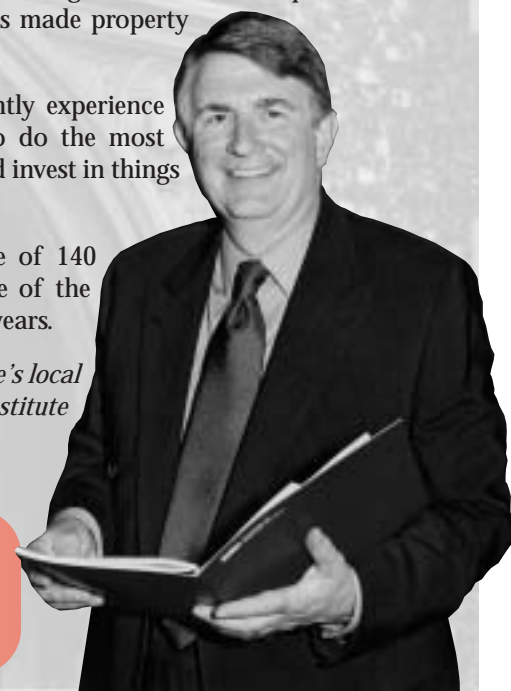
He said: "In the past five years mortgage rates have changed 20 times. We haven't complained because these changes were in a downward direction and the traditional view is that low interest rates are good for the economy. But in fact slashing rates has harmed pensioners and savers and fuelled a boom in house prices which has made property too expensive for many first-time buyers.

"The sort of fluctuation in interest rates we currently experience causes massive unpredictability to people trying to do the most important thing in their lives, namely buy a house and invest in things like pensions."

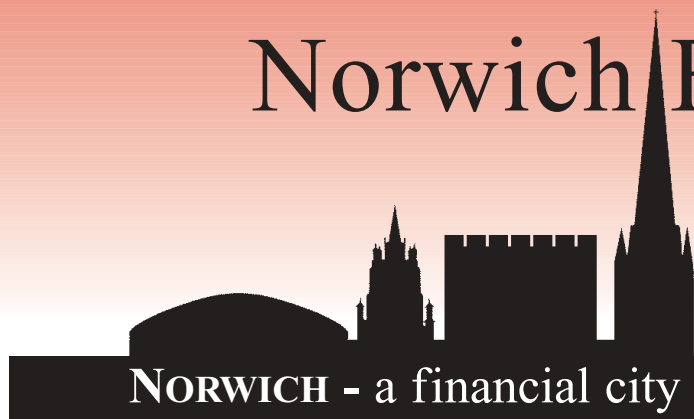
The "Boom or Bust" lecture attracted an audience of 140 people from the world of business and finance, one of the largest ever in the Local Centre's history of over 75 years.

"The Work of the FSA" is the next event in the Institute's local programme, which is a joint event with the Insurance Institute of Norwich. See page 8 for details.

"We have the most sophisticated, advanced retail financial industry of any in the world and we are playing around with it as if we were still in the age of the horse and cart."



Norwich Financial Campus



NORWICH CITY COLLEGE
5 Ipswich Road
Norwich NR2 2LJ



UNIVERSITY OF EAST ANGLIA
Norwich NR4 7TJ

Academic Courses for the Financial Industry in Norwich

ADVANCED FINANCIAL PLANNING CERTIFICATE

G60 PENSIONS

The Financial Services Authority require member firms that carry out transfer and opt-out business to have a nominated pension transfer specialist with a qualification such as this.

Start Date: Tuesdays from 6 January 2004 18.00 to 21.00

Course Fee: £200 13 week course.

Contact: Rob Leigh, Business Account Manager on 01603 773380 or e-mail rleigh@ccn.ac.uk

CERTIFICATE IN MORTGAGE ADVICE & PRACTICE

BRIDGE PAPER

MORTGAGE ADVISERS QUALIFICATION

A top up examination for qualified financial advisers who wish to become qualified mortgage advisers.

Start Date: To be confirmed

Course Fee: £200 12 week course.

Contact: Rob Leigh, Business Account Manager on 01603 773380 or e-mail rleigh@ccn.ac.uk

FINANCIAL PLANNING CERTIFICATE 1

The first of a 3-part qualification aimed at providing a broad-based grounding in the financial services market.

Units include: Regulation and Compliance, Legal Requirement, Economic Conditions and Taxation, National Insurance and Social Security Benefits.

Start Date: Tuesdays from 7 October 2003 18.00 to 20.30

Course Fee: £150 12 week course.

Contact: Rob Leigh, Business Account Manager on 01603 773380 or e-mail rleigh@ccn.ac.uk

FINANCIAL PLANNING CERTIFICATE 2

The second of a 3-part qualification aimed at providing a broad-based grounding in the financial services market. Units include: Protection, Savings and Investments, Pensions and Mortgages.

Start Date: Thursdays from 2 October 2003 18.00 to 20.30

Course Fee: £150 12 week course.

Contact: Rob Leigh, Business Account Manager on 01603 773380 or e-mail rleigh@ccn.ac.uk

FINANCIAL PLANNING CERTIFICATE 3

This qualification aims to help people to apply, in the client's interests, the knowledge of the industry, regulation and generic products tested in FPC1 and 2.

Start Date: To be confirmed

Course Fee: £120 3 week course.

Contact: Rob Leigh, Business Account Manager on 01603 773380 or e-mail rleigh@ccn.ac.uk

INSURANCE FOUNDATION CERTIFICATE 1

A qualification that gives a basic understanding of general insurance and provides entry to the Certificate in Insurance Practice.

Start Date: To be confirmed

Course Fee: £175 14 week course.

Contact: Rob Leigh, Business Account Manager on 01603 773380 or e-mail rleigh@ccn.ac.uk

INSURANCE FOUNDATION CERTIFICATE 2

A qualification that gives a basic understanding of general insurance and provides entry to the Certificate in Insurance Practice.

Start Date: To be confirmed

Course Fee: £240 17 week course.

Contact: Rob Leigh, Business Account Manager on 01603 773380 or e-mail rleigh@ccn.ac.uk

CERTIFICATE IN INSURANCE PRACTICE

REVISION DAYS PO1, PO4, P10

One day revision courses.

Start Date: 9.15 to 16.30. Dates to be confirmed

Course Fee: £140

Contact: Rob Leigh, Business Account Manager on 01603 773380 or e-mail rleigh@ccn.ac.uk

All the above courses are organised by

Norwich City College Services to Business

University of East Anglia

Competition and Regulation Policy Individual units towards Masters degree

15 Oct - 18 Oct 2003

Institutions and Remedies
Research Methods

22 Jan - 24 Jan 2004

Anti Trust Case Studies

30 April - 2 May 2004

Case Studies in Regulation
Research Methods

Contact: Laurence Wild, Centre Co-ordinator
Centre for Competition and Regulation
Tel: 01603 593715 e-mail ccr@uea.ac.uk

Data Mining courses

Data mining is a successful new method for large scale data analysis. Data mining courses start from one-day executive briefings right through to two week intensive training courses and an MSc in Knowledge Extraction. Topics include data mining, statistics, database systems, data warehousing, visualisation and modern heuristics.

Contact: Craig Howard, UEA School of Information Services

Tel: 01603 593713

e-mail: cmh@sys-consulting.co.uk

Visit www.sys-consulting.co.uk/courses

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I love the Autumn - it always makes me think of the excitement of going back to a new term at school with the prospect of beginning fresh new projects. Even now, taking an evening class in dressmaking, I find that, with the help of a great teacher and the encouragement of working with a group of other people, I really look forward to it. I also find I accomplish much more in those two hours than in a whole frustrating day of sewing at home where I can easily lose heart.

The same is no doubt true of the evening classes for professional qualifications. We are really lucky in Norwich that we have a very wide range of classes running at the School of Financial Services at Norwich City College.


The courses on offer include:

Insurance Foundation Certificate 1 and 2
Financial Planning Certificate 1,2 and 3
Advanced Financial Planning Certificate (pensions)
Certificate in Mortgage Advice and Practice Bridge Paper /
Mortgage Advisers Qualification
Certificate in Insurance Practice Revision Days (PO1, PO4 and PO10)

Twelve months since the School of Financial Services was set up, it has accomplished a really excellent track record, in terms of great results, high pass rates and low drop out rates and boasts some of the best tutors around.

What's more, students are really getting into their studies and those who start with a first level qualification are now taking on more advanced exams. Students will always need to work hard and be dedicated but these classes do all they can to help them tackle these qualifications successfully. The only extra thing that staff need is encouragement from their employers to sign up for the courses in the first place.

With the prospect of more regulation on the horizon covering all areas, including investment advice, mortgages and general insurance, we all want to be better prepared than in the past and manage new qualifications with a solution that is both effective and resource-efficient. This time round, local financial organisations need not feel obliged to create their own new study programme to help staff through exams as we can count on excellent tuition facilities at the College to keep Norwich ahead of the game.



Marjorie Eade

“With the prospect of more regulation on the horizon we all want to be better prepared than in the past and manage new qualifications with a solution that is both effective and resource-efficient.”

Shaping the Future Annual Conference 2003

Take part in one of the biggest annual business conferences in Norfolk

Join over 300 people drawn from all areas of business at the Shaping the Future Annual Conference 2003 on Friday 7th November at Lynford Hall Hotel near Thetford

8.45 am – 2 pm

Conference fee £45 & VAT including lunch and coffee

Challenge the experts on the changing face of Norfolk

For more information and to reserve your place contact Pat Thompson at pat.thompson@norfolk.gov.uk



Comings & Goings



Alan Wright has been appointed General Manager of THE MONEY CENTRE. Alan, who has been associated with the company for over six years, was formerly the Financial Controller. Prior to that he worked for Lloyds Bank managing their Business Sales Department through the arm of Black Horse agents. Having trained as a chartered surveyor as well as working for one of the largest provincial firms of accountants, his vast experience has proven invaluable to the development of the company.



Brian Carter is Chairman of the East Anglia branch of the INSTITUTE OF FINANCIAL PLANNING and is a Fellow of the Institute. Brian is also the director of N W Brown Pensions & Financial Planning Limited, offering an independent fee based personal financial planning service. The Institute of Financial Planning comprises members who offer a holistic planning service aimed at matching personal resources with lifetime goals. Details of the Institute's activities can be obtained at www.financialplanning.org.uk or by e-mailing enquiries@financialplanning.org.uk.



Rod Gibson has joined the ALAN BOSWELL INSURANCE AND FINANCIAL SERVICES GROUP as Compliance and Training Manager, underlining the Group's commitment to quality and excellence. Based in the Norwich head office in Thorpe Road, he will oversee a transition from GISC to the new regime of the FSA, a move affecting the whole insurance industry in the coming year. The Compliance and Training Manager is a new position created by the Group to ensure this change goes as smoothly as possible.



Charlotte Ashton has joined MARTIN & ACOCK in their accounting and audit team. Charlotte previously spent two and a half years with Sixty & Co and is part way through her accounting qualification under the ACCA, and plans to complete the final stages of her studies through Martin & Acock's professional training scheme. Charlotte's new position will involve her in assisting in the accounts preparation and audit for a wide range of clients throughout East Anglia.



LARKING GOWEN has recently promoted **Alex Wade** to Manager. Alex has worked for Larking Gowen for twelve years. He is delighted to be promoted to the position of manager and is looking forward to the challenges ahead in his new role. As a qualified Chartered Certified Accountant he will continue to deal with a diverse portfolio of clients incorporating audits, corporate and personal taxation. This will involve working with key Larking Gowen clients and staff.



LLOYDS TSB has appointed **Tim Stewart** as its new Business Development Manager. Tim has been in the Bank for 25 years in a variety of roles around East Anglia. His wealth of customer service experience makes him ideally suited to his new role, which will be to raise the Bank's profile locally, attract new personal account customers and co-ordinate local sponsorship. Tim will be based in and around North and East Norfolk and Norwich.



Gwen Davenport FCCA ACA has been elected President of the NORFOLK & NORWICH SOCIETY OF CHARTERED ACCOUNTANTS. Gwen is a partner in Sixty & Co, working from their offices in Norwich and Tacolneston. Prior to joining Sixty & Co she was in practice as a sole practitioner for more than 12 years. Gwen is well known in the East Anglia area having trained locally as well as having spent some years lecturing to accountancy students.



Steven Law, a partner with Ensors, has been elected as Eastern and Midlands council representative for the ASSOCIATION OF BUSINESS RECOVERY PROFESSIONALS, which has 1700 members nationwide and holds just 20 council places. Steven explains: "To have this opportunity to bring a voice to the East Anglia region, at a time when the imminent introduction of the Enterprise Act will change the nature of our work, is a great challenge that I look forward to meeting."

Details and photographs should be sent to the editor

Fig *The One account*

Chip and PIN – making cards even safer to use.

Card fraud has been a growing concern over the last few years – but now the banking and retail industries are set to hit back.

'Chip and PIN' is a new, more secure way to pay for goods and services. Current cards will be replaced by new micro-chipped cards over the next few years – and instead of signing a receipt to authorise payments, customers will be asked to enter a four-digit PIN.

It is hoped that the system will reduce card fraud, which currently costs the industry millions each year. A similar system used in France has cut card fraud by over 80%.

The *One* account plan to start replacing current Switch and VISA cards with the new PIN-protected cards during 2004 – so customers will benefit from additional security as soon as possible.



Chip and PIN

Awards success at *The One* account

The *One* account has collected a number of awards this year – reflecting considerable success in the intermediary market. More intermediaries than ever are recommending the *One* account – and the new flexible mortgage option has proved a best-seller.

Winner Consumer Finance Awards 2003

The Guardian

The Observer

Guardian Unlimited

MONEY
OBSERVER

For the third year running – The *One* account was voted 'Best Mortgage Provider' in the Guardian consumer finance awards.



Best current account and offset mortgage provider



Lifestyle lender of the year

Investment Advice Exams - Roadmap Drawn Up

The Egyptian Room in London's Mansion House, the setting for the Chancellor's annual "Mansion House speech", was the venue for the recent launch of the qualifications and standards framework by the Skills Council for financial services (in development). Establishing a Roadmap for the introduction of the new structure, the new framework sets out the development of various qualifications for investment advice as part of the Skills Council's Examination Review, previously the responsibility of the Financial Services Authority. Chief Executive, Professor David Jackman, said the Skills Council had made considerable progress in developing a new Advice Skills Qualification, which would reduce the bureaucracy of work-based assessment and ensure the competence of the UK's 85,000 financial advisers. A number of organisations, both large and small will begin piloting the qualification over the next few months. The Exam Review identified a number of specialist options, including Corporate Finance, Securities, and Derivatives, which could be combined with Advice Skills qualifications to fit the individual's needs of specific roles. For more information about the framework visit the Skills Council Website at www.fsnto.org under Hot Topics.



fig story hits nationals

fig always aims to be at the cutting edge and is apparently becoming required reading for the business media. Last month's exclusive feature by Patrick Snowball, Chief Executive of Norwich Union Insurance - giving his comments on red tape and operating within the global economy - was picked up by the Eastern Daily Press and became the leading front page news story. It was also taken up by the national media, including BBC 2 and the Daily Telegraph.

CII exam tuition from the City of London without leaving Norwich

From November 2003, and for the fifth consecutive year, the University in association with Marsh in Norwich are offering courses for the core subjects of the CIP and ACII via videoconferencing. Marsh will be hosting the classes from their videoconferencing suite and are offering students from all over the city the opportunity to attend.

The courses will run for 19 weeks, commencing 3 November 2003 (with a break at Christmas) to 26 March 2004 to prepare for the April 2004 exams in the following subjects:

CIP

P01 Insurance
P03 Legal Aspects
P04 Modern Business Practice
P10 Commercial General Insurances

ACII

520 Company and Contract Law

All classes last for two hours per week.

In order to book a place on the videoconference course at Marsh, please contact the training department on tel: 01603 207479.

For academic enquiries contact the course organiser, Suzanne White on tel: 020 7320 1421

or email: suzanne.white@londonmet.ac.uk

Find your place in London

www.londonmet.ac.uk

LONDON
metropolitan
university

BEST DRESSED FOR GOLF DAY

On Friday 11 July 2003, KLFM organised a Charity Golf Day at Tydd St Giles Golf Centre to raise funds for the East Anglian Air Ambulance.



Marsh entered a team consisting of in-house golfers - Bob Denton, James Chamberlin, Andrew Feakes and Neal Stannard.

The day was a great success with over £6,000 raised for the East Anglian Air Ambulance.

Unfortunately, despite putting up a decent performance in challenging conditions, the Marsh teams combined score of 107 left them 10 points short of the eventual winning team. However they didn't leave empty handed as they scooped the award for the best dressed team!

The day was enjoyed by all who took part and much needed funds were raised for a worthwhile cause.

BLOOMING AGAIN !



Once again Marsh has have been successful in winning the first prize in the commercial section of Norwich In Bloom 2003.

The Norwich in Bloom competition is organised every year to encourage schools, businesses, pubs and homeowners to create a more colourful and natural environment.

Geoff Padwicke, was presented with the trophy for the fourth time running on Sunday 3rd August 2003 in front of Victoria House.

The presentation was made by the Lord Mayor of Norwich, Councillor Chris Southgate accompanied by the Lady Mayoress, Mrs Jean Southgate and members of 'The Friends of Norwich in Bloom'.

As winners, Marsh automatically enter into the 'Super Award' category next year in which we were successful in last year.

The Lord Mayor commented that although Marsh has such a large site and occupying a prominent position at the entry to the City Centre does give us a slight advantage, the time and effort in maintaining the standard year after year makes Marsh worthy winners.

He went on to say that the continued support as sponsors of St Stephen's Roundabout and 'The Friends of Norwich in Bloom' is much valued by the city and hopefully will continue for a long time.

Picture by Terry Bane



Financial Institutes



The Chartered Insurance Institute

The Insurance Institute of Norwich represents CII members living and working in Norwich
For information about local activities contact local Secretary, Pat Seaman, on 01603 684742

INSURANCE INSTITUTE OF NORWICH IN CONJUNCTION WITH INSTITUTE OF FINANCIAL SERVICES

CENTENARY LECTURE

“THE WORK OF THE FSA”

TUESDAY 14 OCTOBER AT 5.30PM

**VENUE: MAIN COUNCIL CHAMBER
CITY HALL, NORWICH**

Delivered by

**Caroline Wells, Industry Liaison Manager of FSA
and**

Graham Cox, External Liaison Manager of FSA

Following on from last year's successful open debate, we once again visit the Main Council Chamber of the City Hall this time to hear two speakers from the FSA.

The Financial Services Authority is still a mystery organisation to many of us but in future this body will control more and more of our working lives. How much more will be explained in this lecture.

**Tickets available from Pat Seaman on 01603 684742 or
Derek Cousins on 01603 207464**

**Refreshments served from 5pm
CPD points available**



For further information about the Institute, contact Customer and Student Services. Tel: 01227 818609, Website: www.ifslearning.com For information about local activities, contact Marjorie Eade, Norwich Centre President. Tel: 01603 476180, e-mail: info@fignorfolk.co.uk



Financial Institutes

For more information about the activities of the Institute contact Kevin Pruden on 0207 645 0658 or e-mail kpruden@securities-institute.org.uk

SECURITIES INSTITUTE



The Securities Institute is the professional body for the securities and investment industry. Its prime purpose is to set and maintain professional standards of integrity, skill and competence among its 16,000 members and the industry as a whole.

The Institute was originally founded from the old Stock Exchange membership but now, in its eleventh year, draws from a wider range of professions involved in the securities industry.

EAST ANGLIA BRANCH ANNUAL DINNER

The East Anglia Branch of the Securities Institute recently held its Annual Dinner at Queens' College, Cambridge and was hosted by Branch President, Marcus Johnson FSI. Membership Development Manager Peter Brodie updated guests on the activities and plans of the Institute and guests were entertained by Robbie Glen, who drew on his experiences as a Prison Governor. Below is an outline of Mr Brodie's speech.



"Securities Institute Annual Dinner - L-R Guest Speaker, Robbie Glen, East Anglia Branch President, Marcus Johnson.



Peter Brodie, Membership Development Manager

Future Developments within the Institute

The problems surrounding the selling of split level investment trusts, endowment policies and precipice bonds arise in large part from a lack of real understanding of the products by the person selling them. This should demonstrate to any prudent management that getting their staff qualified and keeping them competent are vital activities. The Institute is committed to developing a map of qualifications which meets career needs, with a focus on professionalism and ethics. We are looking at ways of bringing the output of the Institute more readily to our widespread membership using our website, including webcasts, the first of which, a presentation by Nicola Horlick, has already attracted nearly 5,000 visits. The emphasis over the coming months will be to provide a framework within which members can develop throughout their career, with qualifications of the highest quality and relevance, a CPD programme which all members can access, and a database of information on a wide range of topics to give members a professional edge.

We believe that membership of our Institute gives individuals in the financial services industry a hallmark of professionalism and provides their firms with the means to keep them competent throughout their careers.

Next
Seminar

Company Law Reform Seminar

Thursday 2 October 2003

De Vere University Arms Hotel, Regent Street, Cambridge 6pm

Free Entry

Contact Kevin Pruden at region@securities-institute.org.uk



Professional Profile



The Accountancy and Tax Service for Small Business

TaxAssist Direct is a local success story with even bigger ambitions. Launched with a single Norwich office in 1995, the brainchild of Chairman John Westgarth, the franchise network of accountancy and taxation small business specialists now has 180 branches throughout the UK and is rapidly emerging as a national brand.

Born in response to the introduction of self-assessment rules, TaxAssist Direct fills a niche positioning itself as 'Champion of Small Business' and serves the UK from its Head Office base in Norwich. Financial Industry Group member and ex local HSBC man, Chief Executive Karl Sandall explains: "We discovered that small businesses were not really being looked after very well and were resenting the large fees set by some high street accountants. Our clients need a wide range of different services, many of which were being overlooked. Our franchisees provide a full accountancy and taxation service specifically aimed at small businesses, with a whole range of additional services available."



The formula worked and earlier this year, TaxAssist Direct launched its very first 'one stop' accountancy shop which – demonstrating a further commitment to its Norfolk roots – is based in Aylsham Road, Norwich. TaxAssist Direct sees this high profile presence as being vital to its continued growth and additional shops have already opened in Leeds and London with numerous others due to open around the country by the end of the year.

In January this year, to accommodate its growth and make space for its planned future expansion, TaxAssist Direct also purchased a new and significantly larger building as its Head Office in Thorpe Road, Norwich.

Karl continues: "With such a wealth of people with a financial background in the area, we have never had a problem recruiting quality staff for head office. We now have over 40 employees in Norwich which includes lead generation, network support, administration, marketing liaison and IT. We are growing consistently, in fact we are currently looking for experienced financial services trained staff to assist in creating a very specifically focused client service department at our head office. So if anyone out there is looking for a challenge, tell them to get in touch - I'm always keen to keep skilled staff within the region!"



Karl Sandall has a stated aim of the TaxAssist Direct brand becoming nationally recognised within two years. To help TaxAssist Direct achieve this goal, Norwich based brand communications agency, The Point, has been appointed to provide full marketing consultancy, effective advertising campaigns, strategic PR and Website development.

Karl concludes: "The question of transport links to Norwich is sometimes raised as a potential issue, but we have existing and prospective franchisees travelling to see us all the time and our success is testament to the fact that not being located centrally need not be a problem. We may be growing our business nationally but we certainly have no plans to leave Norwich."

Accountancy and Tax Service for Small Business www.taxassist.co.uk

Fig

Moneyfacts

MONEYFACTS
GROUPMONEYFACTS
GROUPADVERTISING
SALES PERSON
(FULL-TIME/PART-TIME)

We have a vacancy for an experienced advertising sales person to sell advertising space in our 4 publications and on our Website (www.moneyfacts.co.uk).

Candidates will need to be comfortable selling to agencies and financial institutions, face-to-face and on the telephone.

A proven ability to work on both your own initiative and within a small team is essential.

Excellent salary, plus generous commission, contributory pension scheme, occupational sick pay scheme and sports & leisure centre membership.

Please send your CV (quoting job applied for) to:

Helen Wiseman, HR and Training Manager, Moneyfacts Group plc, 66-70 Thorpe Road, Norwich, NR1 1BJ.

Mortgage Regulation
Compliance Expertise

If you are, or are thinking of setting up as a Mortgage Regulation Compliance Consultant contact us at info@moneyfacts.co.uk

MONEYFACTS
GROUP

MONEYFACTS GROUP plc
Moneyfacts House,
66-70 Thorpe Road, Norwich
NR1 1BJ. DX 135010 NORWICH 7
Telephone 0870 2250 476
e-mail: info@moneyfacts.co.uk

Brain bug victim praises "overwhelming support" from company and colleagues

When Peter Dew went home sick one day early this year he and his colleagues presumed he was just another victim of the winter flu bug doing the rounds. But the Sales Administration Manager at Moneyfacts Group had actually contracted the life-threatening brain swelling illness Viral Brain Stem Encephalitis.

Now his wife, Lisa, is planning to jump out of a plane at 10,000 feet to raise money for The Encephalitis Support Group - the charity that helped her husband through his illness.

Peter spent more than a month in hospital after being suddenly struck down by the virus on 20 January. Initially diagnosed as having flu, then pneumonia, doctors finally discovered Peter was suffering from Encephalitis following his emergency admittance to the Norfolk & Norwich University Hospital on 23 January.

Friends and family faced a harrowing time as Peter drifted in and out of consciousness during the worst period of his illness. Things were particularly difficult for Lisa as her husband of only 9 weeks struggled to recognise her through his medication. And afterwards

Peter has faced a long road back to fitness, including four-months of intensive physiotherapy.

"I was lying in a hospital bed for two-and-a-half weeks. My muscles got very relaxed and I had to learn how to walk again," Peter explains. "When I got out of hospital I had no energy at all and I wondered whether it would ever come back."

"I have been overwhelmed by the support that the company and my colleagues have given me in the last six or so months. I could not have wished for a more sympathetic return to work"

Despite Encephalitis being a rare disease, Peter is not the only Moneyfacts employee to have had his life touched by the illness. Another member of staff who has been affected put Peter in touch with the Encephalitis Support Group. The Group aims to raise awareness of Encephalitis as well as provide support for sufferers and their families and promote research into the virus. Peter and Lisa found it to be a great support

and now want to raise as much money as possible to help The Group continue to help others. Lisa is hoping to raise more than £1,000 by doing a parachute jump at Old Buckenham Airfield. Staff at Moneyfacts were eager to help with the fundraising and have rallied round to sponsor her. Also, as a result of Peter's illness, the company now recycles all its used printer cartridges to raise money for the charity.

Coming back to Moneyfacts was a very important milestone for Peter. He began his gradual return on 14 April, 11 weeks after becoming ill, and at first worked for just 2 hours every other day. Peter slowly but surely increased his hours as his recovery progressed and he finally returned to Moneyfacts full time at the end of July.

"I have been overwhelmed by the support that the company and my colleagues have given me in the last six or so months," says Peter. "I could not have wished for a more sympathetic return to work".

If you would like to sponsor Lisa Dew for her forthcoming parachute jump in aid of The Encephalitis Support Group call her, or Peter, on 01603 632521.

MONEYFACTS
Conference
2003

Programme announced

Time is running out to book up for this year's Moneyfacts Conference for personal finance providers. The event will take place on Thursday 23 October at the prestigious Novotel London Euston. This time the theme is *Customer*



Satisfaction and the Keynote Speaker will be Jeff Prestridge, Personal Finance Editor of the Financial Mail on Sunday. Seymour Fortescue, Chief Executive of the Banking Codes Standards Board will be Chair. Other speakers include Mike Lazenby, Chief Executive of Kent Reliance Building Society; Martin Campbell, former Director of Corporate Affairs at Virgin Direct; and Andrew Cunningham, Senior Vice

President of Moody's. John Woods, Chief Executive of Moneyfacts Group and Chairman of the Financial Industry Group will also address delegates.

A last chance booking offer of 4 tickets for the price of 2 is now available (usual price £199 per delegate, including VAT). To reserve your places call 0870 2250 100 or visit www.moneyfactsgroup.co.uk/events/conference.asp

Fig News & Horoscope

Events Guide is launched

Heralded as reflecting the professionalism, confidence and maturity of the financial community in Norwich, the 2003-2004 Professional Institutes Events Guide was highly praised by the Lord Mayor, Councillor Chris Southgate, at the recent launch event at the UEA Sportspark. The launch was attended by the Professional Institutes Group, who produced the Guide, officers and members of the institutes, both local and national, and business and financial professionals.

Following the speech by the Lord Mayor the Group Chairman, Graham Tate, a Norwich Union man and Vice President of the Insurance Institute of Norwich explained how the Guide was put together and his aspirations for the Group to collaborate on other areas of Professional Development in the future.

To obtain a copy of the guide contact:
Marjorie Eade at
info@fignorfolk.co.uk



THE BARCLAYS CHARITY BALL IN AID OF THE ANTHONY NOLAN TRUST

"where leukaemia meets its match"

Saturday 11th October 2003, 7pm to 2am

At The Hilton, Norwich

7.00pm: Champagne reception

7.45pm: Fantastic 3 course dinner

9.15pm: Guest speaker + charity auction
(including 2 Caribbean holidays valued at
£6500 in total)

10.30pm: Live band – Agent Orange

12.00am: Disco to finish

2.00am: Carriages

Dress: black tie

Price: £40

Individual tickets & tables of 10 available

For more information, and tickets,
contact Peter Daines on 07775 555108

Horoscope Exclusively forecast for *fig* by Jane Sunderland

ARIES [21 March - 20 April]

It'll be easier than usual to get along harmoniously with other folks. Your compassion will draw you into situations where you find yourself in a caring role but in doing so find that exciting new friendships and relationships are on offer. The Full Moon on the 10th brings the culmination of plans to do with your long-term security, perhaps even new domestic responsibilities. Either way, pay attention to what ought to be done rather than what you'd like to do. Duty first!

TAURUS [21 April - 20 May]

A breath of fresh air is blowing and new friends and social connections will bring a sparkle to the routine. The Internet seems to be a particular source of excitement so you'd better get surfing to see what and who you can find, as well as joining clubs and societies or even starting one of your own! Be a bit sceptical about wonderful opportunities and promises that are dangled in front of you - they are possibilities to inspire you, not probabilities to build your hopes on.

GEMINI [21 May - 20 June]

It'll all start off smooth and easy. But there are hidden rocks under that tranquil surface rocks which the Full Moon on the 10th could highlight - causing you more than a moments wobble at the uncertainty and problems thereby revealed. So be suspicious and take nothing and no one for granted. Do your duty as efficiently as possible because if there is anything guaranteed to undermine you, it's sloppiness, forgetfulness and daydreaming. You have been warned!

CANCER [21 June - 22 July]

This month's Full Moon on the 10th is significant for Cancerians in that it will crystallise and coagulate the results of your past efforts - for good or bad. Its strong aspects to Saturn in your sign brings a sobering time in which you must grow up, face facts and accept responsibility whether you like it or not, though a consolidation of family or property ambitions seems most likely. Handle things maturely and in years to come, you'll see this as one of the most critical turning points in your life.

LEO [23 July - 22 August]

Take deep breaths, count to ten and think again before committing yourself to either lend or borrow more than you are totally comfortable with. The urge to be generous is so strong in you these days that it will be all too easy to give away more than is wise, to promise more than you can deliver or even to borrow more than makes sense. You could actually be misled or deceived into overstepping sensible boundaries, so you'd be wise to err on the side of caution in all things.

VIRGO [23 August - 21 September]

Friends and colleagues will be looking to and relying on you for guidance in the first part of the month. You'll thrive on the responsibility and should be exploring different options through which you can develop your organisational skills further. It's time to think a lot about personal development. The knowledge and experience you acquire now is certain to be an extremely valuable asset to the growth of your status and standing in the community in the months and even years to come.

LIBRA [22 September - 22 October]

Be careful that you don't make one too many compromises in order to keep the peace or you'll feel suppressed, resentful and frustrated. The power is in your hands now and although you won't turn into a bully overnight, it does seem to be up to you to take the initiative to transform certain situations which you intuitively feel cannot go on in the same old way any longer. Do the job right and you could achieve a boost to career prospects.

SCORPIO [23 October - 22 November]

There's a buzzing excitement in the air around you. Flirtations, attractions and lots of fun will be on offer. Use your people skills to explore future options as well as to form new connections. You'll come up with some bright ideas that are going to revitalise the working environment too. Enjoy this surge of creative power and it'll produce lasting rewards if you find a discipline or structure through which you can express it. Sign up for further qualifications or tempting evening classes!

SAGITTARIUS [23 November - 20 December]

Your star is riding high in the sky and new horizons loom large - but all is not as it appears to be and it'll be all too easy to go off on wild goose chases or build castles in the air. Try to keep those feet on the ground and use your imagination to explore and examine all sorts of future options for your life's purpose. What you're searching for is something that has a meaning and purpose. The more your life lacks it, the more discontented and confused you'll feel.

CAPRICORN [21 December - 19 January]

You may normally find it difficult to show your feelings, admit your vulnerability or to ask for help but a crisis in your dealings with other people, will either force you to break that pattern or to accept the consequences of being such a self-contained and controlled soul. This crisis represents a significant turning point - after which you will be more aware of both your strengths and weaknesses and about what you can do to capitalise on them or remedy them. Either way, ignorance is no longer a defence.

AQUARIUS [20 January - 18 February]

Common sense and logical rationality may be your forte but are no longer sufficient to explain everything. Mysterious situations and losses will stir up questions, the purpose of which is to initiate a journey of discovery into the intangible, the illusory and the imaginary. Learn more about the power or promotion, of image and advertising, not only in relation to business but also in relation to yourself and you will add a new and formidable weapon to your arsenal.

PISCES [10 February - 20 March]

Be suspicious of generous overtures coming your way. The donor may have a hidden agenda or your own wishful thinking may cloud an accurate assessment of the situation. Either way, things are not as they appear to be. Accept the encouragement of others but keep the timing and the reins of control firmly in your own grasp. This is an exciting time of new initiatives for you and alien influences could be clouding and confusing the issue.



Specialist financial industry jobs

Contact Andrew Shipp on 01603 618318, 12b London Street Norwich NR2 1LF, andrew@osr-recruitment.co.uk

Fig Norwich Union



Local Children Flock to Sports Days

Norfolk's budding David Beckham and Paula Radcliffes flocked to the 'Get Equipped Sports Festival' in August, keen to brush up on their sporting skills and swap tips with the stars. This three day event, hosted by Norwich Union at the company's Pinebanks Business and Recreation Centre in Norwich, offered children the chance to try a broad range of sporting activities – free of charge. The event formed part of the 2003 'Get Equipped' promotion, sponsored jointly by Norwich Union and the Eastern Daily Press.



Norfolk Athletics Association provided a team of qualified coaches for the first day of the festival and on the second day Norwich City 'Football in the Community' focused on coaching and encouraging children aged 6-14 years. As an added bonus, Norwich City right back Marc Edworthy was there to pass on

advice to the star-struck youngsters. "It's good to give something back", commented Edworthy. "It's great to see kids out playing and training and I'm glad Norwich Union are doing this."

Finally, the Norfolk Cricket Board offered 7-14 year olds a cricket training session on the third day, supervised by a group of qualified coaches. Schools across the county have now finished collecting tokens from the EDP in support of their 'Get Equipped' entries. The written entries – 150-200 words detailing why the schools should win one of five cash prizes of £5,000 – are now being judged. Winners will be announced shortly. The second phase of the Government's Sportsmatch funding has also now been completed. Nine local schools have been successful in securing a share of the extra £25,000 from the fund, to be put towards developing activities such as gymnastics, badminton, kwick cricket and hockey.

Youngsters take on Westminster

Secondary school children across the country have been invited to take on the roles of government, opposition and backbenchers in the 2003/4 National Youth Parliament Competition.

The competition is organised by the Citizenship Foundation and is sponsored by Norwich Union. To enter, teams of 11-18 year olds must recreate the parliamentary chamber and make a 20 minute video of their parliamentary session, to include a (Prime) Minister's Question Time, a debate on a mock bill (on a national issue of their choice) and an element of Parliamentary procedure. The videos are to be judged by MPs and Lobby Correspondents at Westminster, with winners awarded at both regional and national level.

A second competition will be running for the first time alongside the National Youth Parliament challenge. The National Political Journalism competition is again targeted at 11-18 year olds. Individuals or teams of up to four will be required to put together their own print, TV or radio news piece. Judges will be looking for entries that demonstrate a clear understanding of how an idea becomes 'news' rather than a technically perfect final product.

"Both competitions support the citizenship curriculum", commented Norwich Union Community Affairs Consultant, Sarah Ward. "The competitions will help young people to develop skills of enquiry and communication, as well as a greater understanding of the political world and its relationship with the media. They also offer young people an opportunity to justify their personal opinions in a creative and innovative way."

Winning teams or individuals in each competition will win digital video cameras. The Best Political Journalist(s) will also be invited to a reception in Westminster (or Holyrood in Scotland, if they prefer) along with the winners of the National Youth Parliament Competition who, in past years, have also had tea at 10 Downing Street.

Teams for the National Youth Parliament Competition must register their interest before 7 December 2003 and, for the Political Journalism Competition, before 5 February 2004. Further information can be obtained from the Citizenship Foundation on 020 7367 0523.



Training & Events Directory

HANDLING DIFFICULT CUSTOMERS

Melanie Ruse - Clear Training Consultants

1 October 2003

9.30 to 12.30

Chamber Offices, 9 Norwich Business Park, Whiting Road, Norwich

Members: £55 + VAT

Non-members: £75 + VAT

Margaret Read

Norfolk Chamber of Commerce

01603 729703

CRITICAL ILLNESS

Presented by Paul Coleman

1 October 2003

9.30 for 10.00 start

Wensum Valley Hotel, Beech Avenue, Taverham

Free to members

John Booth

Life Insurance Association

01362 851118

INTRODUCTION TO STRESS MANAGEMENT COURSE

2 October 2003 - start date

19.00 to 21.30

University of East Anglia, Norwich

£100

Centre for Continuing Education

University of East Anglia

01603 593266

Other courses available

EFFECTIVE TIME MANAGEMENT

Julian Hammond - Gemini Training

2 October 2003

9.15 to 16.45

Chamber Offices, 9 Norwich Business Park, Whiting Road, Norwich

Members: £99 + VAT

Non-members: £120 + VAT

Margaret Read

Norfolk Chamber of Commerce

01603 729703

ADVANCED WORD

2/3 October 2003

9.30 to 16.00

Broadland Council Business Development & Training Services, Hellesdon Park Road, Norwich

£85 per day

Broadland Council, Training Services

01603 788950

Other courses available

FIRST AID AT WORK STATUTORY CERTIFICATES

4 day course

6 to 9 October 2003

9.00 to 16.30

St John Training Centre,

59 King Street,

Norwich

£180

St John Ambulance

01603 621649

Other courses and venues available

FIRST AID AT WORK HSE CERTIFICATED

4 day course

6/7 and 13/14 October 2003

9.00 to 16.30

The Hotel Victoria, Lowestoft

£189 + VAT

Angela Fickling

FAST (First Aid & Safety Training)

01502 742190

Other courses and venues available

INCORPORATING A BUSINESS - FOR PROFESSIONALS

7 October 2003

16.30 for 17.00 start

Larking Gowen, King Street House, 15 Upper King Street, Norwich

£10 + VAT

Anna Nursey

Larking Gowen

01603 624181

EMPLOYMENT LAW UPDATE

Alan Kefford, Managing Partner,

Howes Percival (Norwich)

7 October 2003

Norwich City Football Club

Free

Keith Shorten

Norwich Society of Chartered

Certified Accountants

01603 663300

FINANCE ACT UPDATE

Jane Blades CTA (Fellow) BSc CA

7 October 2003

16.00 to 19.15

Sunningdale Suite, Dunston Hall, Ipswich Road, Norwich

£35

Sue Catton

Chartered Institute of Taxation

01603 223177

MICROSOFT OFFICE

MS EXCEL 97 & 2000

INTERMEDIATE

7 October 2003

9.30 to 16.30

Jarrold Software Training, Norwich

£125 + VAT

Jarrold Software Training

01603 677107

Other courses available

LOSS OF PENSIONS IN P.I.

8 October 2003

9.30 to 12.30

Central Norwich

£90 + VAT

Tim Vogel

Chamber of Experts

01760 725880

PROFESSIONAL TAX UPDATE

Matthew Hutton

9 October 2003

17.00 to 18.30

The Norfolk Club, Norwich

£40 + VAT

Cheryl Gould

01508 528388

BUSINESS VALUATIONS

9 October 2003

9.30 to 12.30

Central Norwich

£100 + VAT

Tim Vogel

Chamber of Experts

01760 725880

MICROSOFT OFFICE XP

ACCESS 2002

ADVANCED USER

2 days

9/10 October 2003

Software International Training, Thorpe Road, Norwich

£220 + VAT

Software International

Training Limited

01603 667308

Other courses available

EMERGENCY AID FOR APPOINTED PERSONS

13 October 2003

9.00 to 13.00

St John Training Centre, 59 King Street, Norwich

£38

St John Ambulance

01603 621649

MICROSOFT OFFICE XP EXCEL 2002

ADVANCED USER

2 days

13/14 October 2003

Software International

Training, Thorpe Road,

Norwich

£220 + VAT

Software International

Training Limited

01603 667308

FIRST AID AT WORK REFRESHER

2 day course

13/14 October 2003

8.45 to 16.30

Professional Training Centre,

Easton College, Easton, Norwich

£100

Professional Training Centre

01603 731211

Other courses available

"OFFICE SURVEILLANCE" AND EMPLOYMENT LAW UPDATE

14 October 2003

9.30 to 17.00

Park Farm Hotel, Hethersett, Norwich

£150 + VAT (9.30 to 17.00)

£80 + VAT (9.30 to 13.00 -

"Office Surveillance")

£80 + VAT (13.45 to 17.00 -

Employment Law Update)

Alice Howden

steales

01603 274700

MOTIVATION & GOAL SETTING

14 October 2003

8.00 to 11.00

The Oaklands Hotel,

89 Yarmouth Road, Norwich

£75 including course material and refreshments

Richard Parramint

Positive Speech

01508 482753

SELLING SKILLS WORKSHOP

Gavin Drake - Inspire UK Limited

14 October 2003

9.30 to 16.30

Chamber Offices, 9 Norwich

Business Park, Whiting Road,

Norwich

Members: £99 + VAT

Non-members: £120 + VAT

Margaret Read

Norfolk Chamber of Commerce

01603 729703

CENTENARY LECTURE THE WORK OF THE FSA

Caroline Wells, Industry Liaison

Manager

Graham Cox, External Liaison

Manager

Joint meeting with

Institute of Financial Services

14 October 2003

17.30

Main Council Chamber, City Hall

Free

Pat Seaman

Insurance Institute of Norwich

01603 684742

FIRST AID AT WORK RE-QUALIFICATION COURSE

2 day course

14/15 October 2003

9.00 to 16.30

St John Training Centre,

59 King Street, Norwich

£110

St John Ambulance

01603 621649

INTRODUCTION TO EXCEL

2 Parts

14 and 21 October 2003

13.30 to 16.30

Centre for Staff and Educational

Development, University of East

Anglia, Norwich

£110

IT Course Co-ordinator

University of East Anglia

01603 593849

Other courses available

STARTING UP A SMALL BUSINESS

John Cunningham, NatWest Bank

15 October 2003

19.30 to 21.30

Yare Room, Norwich Sports Village,

Hellesdon, Norwich

Free including refreshments

David Woodcock

The Association of Accounting

Technicians

01603 756001

LEADERSHIP AND MANAGING TEAMS WORKSHOP

Gavin Drake - Inspire UK Limited

15 October 2003

9.30 to 16.30

Chamber Offices, 9 Norwich Business

Park, Whiting Road, Norwich

Members: £99 + VAT

Non-members: £120 + VAT

Margaret Read

Norfolk Chamber of Commerce

01603 729703

MICROSOFT OFFICE MS POWERPOINT 2002

ADVANCED

15 October 2003

9.30 to 16.30

Jarrold Software Training, Norwich

£125 +



Training & Events Directory

EMERGENCY AID FOR APPOINTED PERSONS

16 October 2003
9.00 to 16.30
St John Training Centre,
59 King Street, Norwich
£55

St John Ambulance
01603 621649

BASIC WEB AUTHORIZING

2 Parts
16 and 23 October 2003
13.30 to 16.30
Centre for Staff and Educational
Development, University of East
Anglia, Norwich
£110

IT Course Co-ordinator
University of East Anglia
01603 593849

INTERMEDIATE WEBSITE DESIGN

16/17 October 2003
9.30 to 16.00
Broadland Council
Business Development &
Training Services,
Hellesdon Park Road, Norwich
£85 per day
Broadland Council, Training
Services
01603 788950

EMERGENCY FIRST AID APPOINTED PERSONS

20 October 2003
9.00 to 16.30
The Hotel Victoria, Lowestoft
£50 + VAT
Angela Fickling
FAST (First Aid & Safety Training)
01502 742190

THE INTERACTIVE STRATEGY WITH WINGS

Dr Peter Cochrane, Co-founder
ConceptLabs
20 October 2003
18.00 to 20.00
University of East Anglia, Norwich
£35

Keith Fletcher
East of England Network
For Interactive Marketing (EENIM)
School of Management, UEA
01603 593340

FIRST AID SKILLS UPDATE

20 October 2003
9.00 to 16.30
St John Training Centre,
59 King Street, Norwich
£55

St John Ambulance
01603 621649

FIRST AID AT WORK

4 day course
20 to 23 October 2003
8.45 to 16.30
Professional Training Centre,
Easton College, Easton, Norwich
£165
Professional Training Centre
01603 731211

INTRODUCTION TO THE INTERNET/EMAIL

21 October 2003
9.30 to 16.00
Broadland Council
Business Development &

Training Services,
Hellesdon Park Road, Norwich
£85
Broadland Council, Training
Services
01603 788950

INTERNET & EMAIL MS OUTLOOK 98/2000/XP INTRODUCTION

21 October 2003
9.30 to 16.30
Jarrod Software Training, Norwich
£150 + VAT
Jarrod Software Training
01603 677107

MICROSOFT OFFICE POWERPOINT 97 & 2000 ADVANCED USER

22 October 2003
Software International
Training, Thorpe Road,
Norwich
£110 + VAT
Software International
Training Limited
01603 667308

MICROSOFT OFFICE MS ACCESS 2002 INTERMEDIATE

22 October 2003
9.30 to 16.30
Jarrod Software Training, Norwich
£125 + VAT
Jarrod Software Training
01603 677107

INTRODUCTION TO WORD XP

2 Parts
22 and 29 October 2003
9.30 to 12.30
Centre for Staff and Educational
Development,
University of East Anglia,
Norwich
£110
IT Course Co-ordinator
University of East Anglia
01603 593849

INTRODUCTION TO POWERPOINT

2 Parts
22 and 29 October 2003
13.30 to 16.30
Centre for Staff and Educational
Development, University of East
Anglia, Norwich
£110
IT Course Co-ordinator
University of East Anglia
01603 593849

ADVANCED EXCEL

23/24 October 2003
9.30 to 16.00
Broadland Council
Business Development &
Training Services,
Hellesdon Park Road,
Norwich
£85 per day
Broadland Council, Training
Services
01603 788950

WEBSITE DESIGN FRONTPAGE 2000 & 2002 STANDARD USER

2 days
23/24 October 2003
Software International

Training, Thorpe Road,
Norwich
£250 + VAT
Software International
Training Limited
01603 667308

TIME MANAGEMENT

27 October 2003
9.30 to 16.00
Broadland Council
Business Development &
Training Services,
Hellesdon Park Road,
Norwich
£55
Broadland Council, Training
Services
01603 788950

BUSINESS INSOLVENCY UPDATE - FOR PROFESSIONALS

28 October 2003
16.30 for 17.00 start
Larking Gowen, King Street House,
15 Upper King Street,
Norwich
£15 + VAT
Anna Nursey
Larking Gowen
01603 624181

DIGITAL PHOTOGRAPHY

28 October 2003
9.30 to 16.00
Broadland Council
Business Development &
Training Services,
Hellesdon Park Road,
Norwich
£85
Broadland Council, Training
Services
01603 788950

MICROSOFT OFFICE MS WORD 97 & 2000 INTERMEDIATE

28 October 2003
9.30 to 16.30
Jarrod Software Training,
Norwich
£125 + VAT
Jarrod Software Training
01603 677107

LIFE INSURANCE ASSOCIATION NORFOLK AUTUMN CONFERENCE

29 October 2003
9.00 for 9.30 start
Wensum Valley Hotel, Beech Avenue,
Taverham,
Norwich
John Booth
Life Insurance Association
01362 851118

GIVE YOUR AUDIENCE A BREAK

How to make your presentations work
30 October 2003
9.30 to 16.30
The Oaklands Hotel,
89 Yarmouth Road,
Norwich
£130 including course materials,
refreshments and lunch
Richard Parramint
Positive Speech
01508 482753

SCENARIO PLANNING

Professor Stephen Drew
30 October 2003

School of Management,
University of East Anglia, Norwich
£375
Terry Kendrick
University of East Anglia
01603 593217

COMMUNICATION/TELEPHONE SKILLS

30 October 2003
9.30 to 16.00
Broadland Council
Business Development &
Training Services,
Hellesdon Park Road,
Norwich
£55
Broadland Council, Training
Services
01603 788950

APPOINTED PERSONS EMERGENCY FIRST AID

30 October 2003
8.45 to 16.30
Professional Training Centre,
Easton College, Easton, Norwich
£40
Professional Training Centre
01603 731211

EXCEL CHARTS

30 October 2003
13.30 to 16.30
Centre for Staff and Educational
Development,
University of East Anglia,
Norwich
£55
IT Course Co-ordinator
University of East Anglia
01603 593849

MICROSOFT OFFICE XP WORD 2002 ADVANCED USER

2 days
30/31 October 2003
Software International
Training, Thorpe Road,
Norwich
£220 + VAT
Software International
Training Limited
01603 667308

DEVELOPING ASSERTIVE BEHAVIOUR - PART 1

31 October 2003
9.30 to 16.00
Broadland Council
Business Development &
Training Services,
Hellesdon Park Road,
Norwich
£55
Broadland Council, Training
Services
01603 788950

SUCCESSFUL BUSINESS MANAGEMENT

3, 4 and 5 November 2003
9.30 to 16.00
Broadland Council
Business Development &
Training Services,
Hellesdon Park Road,
Norwich
£55 per day
Broadland Council, Training
Services
01603 788950



The Directory

Conference Facilities & Meeting Rooms

Barnham Broom Hotel & Leisure Centre	01603 759393
Beacon Innovation Centre	01603 446500
Beeches Hotel	01603 621167
Best Western George Hotel	01603 617841
Blakeney Hotel	01263 740797
Cavalier Hotel	01603 434291
Center Parcs	01842 894000
Congham Hall Hotel	01485 600250
De Vere Dunston Hall Hotel & Golf Club	01508 470444
Easton Sports & Leisure Centre	01603 731208
Garden House	01603 720007
Gissing Hall	01379 677291
Great Hautbois House	01603 737357
Hilton Norwich Hotel	01603 410544
Jarvis International Hotel	01603 787260
Key Audio Visual	01603 616661
King of Hearts	01603 766129
Knights Hill Hotel	01553 675566
Le Strange Arms Hotel	01485 534411
Lynford Hall Hotel & Conference Centre	01842 878351
Lynnsport & Leisure Park	01553 818001
Maddermarket Theatre	01603 626560
Maids Head Hotel	01603 209955
Marriott Sprowston Manor Hotel & Country Club	01603 410871
North East Suffolk Business Centre	01502 501620
Norwich City Football Club	01603 760760
Norwich Playhouse	01603 612580
Norwich Sport Village Hotel	01603 785405
Norwich Theatre Royal	01603 598500
Oaklands Hotel	01603 434471
Oasis Sports & Leisure Club	01603 462462
Park Farm Country Hotel	01603 810264
Park Hotel	01379 642244
Pensthorpe Waterfowl Park	01328 851465
Pinebanks Business and Recreation Centre	01603 434457
Riverside Business Centre	01502 530071
Production Services	01603 864864
Sound Marketing	01603 667725
Sportspark, UEA	01603 592814
St Andrews & Blackfriars Hall	01603 628477
Stower Grange Hotel	01603 860210
Swallow Nelson Hotel	01603 760260
The Assembly House	01603 626402
The Cafe at Brovey Liar	01953 882706
The Cumberland Hotel	01603 434550
The Feathers Hotel	01263 712318
The Forum	01603 727976
The Links Country Park Hotel	01263 838383
The Norfolk Club	01603 626767
The Pearl Continental Hotel	01603 620302
University of East Anglia	01603 591111
Wensum Lodge Adult Education Centre	01603 666021
Wensum Valley Hotel Golf & Country Club	01603 261012
Weston Park Golf Club	01603 872363

Corporate Events

ANGLIA KARTING CENTRE
ARRIVE & DRIVE
CORPORATE ENTERTAINMENT
ALSO AVAILABLE LASER CLEY SHOOTING
RING FOR FURTHER DETAILS
TEL. 01760 441777
THE AIRFIELD, NORTH PICKENHAM, SWAFFHAM
www.anglia-karting.co.uk

Archway Events	01362 869069
Broadland Balloon Flights	01603 495004
Broads Tours	01603 782207
Castle Museum	01603 493624
Christopher Bailey Promotions	01603 219402
City Boats	01603 701701
East Coast Quads Limited	01603 705257
Fantastic Days	01603 812680

Fritton Lake Country World	01493 488208
Hollywood Bowl	01603 631311
Megazone	01603 763403
Norwich Karting Company Limited	01603 486655
Norwich Paintball	01603 705257
Pathfinder Corporate Events Limited	01603 710700
The Reward Company	0870 240 0775

E-Commerce

Astutech Limited	01603 251300
Empresa Limited	01603 623030
Foolproof Online Sales Improvements	01603 766800
Studio Soup	01603 447150

Exhibition Firms

Apex Print and Promotion	01603 410035
Image Display & Graphics Limited	01603 748204
Norwich Exhibition Plus	01603 426604
Production Bureau	01603 285900

Further Education

City College Norwich	01603 773311
Easton College - Norfolk College of the Countryside	01603 731200
Great Yarmouth College of Further Education	01493 655261
Olley College Training Services	01502 584542
Paston College	01692 402334
University of East Anglia	01603 456161

Financial Institutes

Association of Accounting Technicians - Maria Garofalo	01263 516114
Association of Chartered Certified Accountants - Keith Shorten	01603 663300
Chartered Institute of Management Accountants - Peter Harrison-Jones	01603 207254
Chartered Institute of Taxation - Sue Catton	01603 223177
Chartered Insurance Institute - Pat Seaman	01603 684742
Institute of Chartered Accountants in England & Wales - Gwen Davenport	01603 629504
Institute of Financial Planning - Brian Carter	01223 357131
Institute of Financial Services - Marjorie Eade	01603 476180
Life Insurance Association - John Booth	01362 851118

Information Systems Management

Poynter Professional Services	0870 350 0170
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Photographers

Barbara Laws Photographer	01603 448462
BMS imaging	01473 601234
Coe Colour Centre	01603 620433
Mike Harrington Photography	01603 449935
Phil Scott Photography	01603 667854

PR, Marketing & Advertising

BHR Communications	01379 608151
Fox Murphy	01603 621587
InfoTech Communications	01603 508380
Newsmakers PR	01603 737897
Partnership Plus Limited	01603 611031
PR Point	01603 633777
Purple Group	01603 506249
Riley Advertising Limited	01603 764064
Select Marketing	01603 630609
Shorthose Russell Limited	01603 785765
Steve Smith Graphics	01603 617981
The Point	01603 633777
The Works	01603 761500
Turton CMS Limited	01603 766888

Printing Firms

BD & H Limited	01603 620780
Crowes Complete Print	01603 403349
Gallpen Colour Print	01603 624893
Norwich Colour Print Limited	01603 868862
Promotion Sourcing Limited	01603 760025

Recruitment Agencies

Adecco	01603 629951
ARC	01603 613579
Birks Bailie Limited	01603 666788
Blue Arrow	01603 615121
Brook Street	01603 628931
Carousel Recruitment	01603 626278
Castle Personnel Limited	01603 763124
Contract Personnel Limited	01603 764044
Greenstones Recruitment Limited	01603 767689
Hays Recruitment	01603 612301
Keyes Recruitment	01603 283550
Lovell Blake Search & Selection Limited	01603 692225
Manpower	01603 628691
OSR Recruitment Services Limited	01603 618318
Personnel People	01603 761717
Positive Selection	01603 631050
Recruit Direct (Anglia) Limited	01603 626622
Reed Accountancy Personnel	01603 622392
Reed Employment Limited	01603 616190
Reliance Employment Limited	01603 766969
Select Appointments	01603 615511
Staff Call Recruitment Specialists Limited	01603 621480

Training

Broadland District Council Training	01603 788950
Charing Cross Centre	01603 621405
Clear Training Consultants	01508 520739
Complaints Handling Training	01603 476180
Data Results	01603 768465
DGB Associates	01603 700112
First Aid & Safety Training (FAST)	01502 742190
Great House Training Centre	01603 785237
Guaranteed Impact	08450 616252
Hilltop Management	
Development Centre	01263 824514
Inspire	01603 743702
Jarrod Software Training	01603 677107
Learning & Skills Council	0845 019 4173
Matthew Hutton	01508 528388
Modus Agendi Limited	01603 435145
National Training Federation Limited	01603 623262
Nestor Training Services	01603 763220
Norfolk Adult Education Service	01603 674318
Norfolk Chamber of Commerce and Industry	01603 625977
Norwich Community Workshop	01603 626316
Pitman Training	01603 619769
PMB Software Training	01603 667716
Positive Speech	01508 482753
Precept Management Training Limited	01603 630631
Richard Lambert	01502 537713
St John Ambulance	01603 621649
Slice Training	01359 233443
Software International	01603 667308

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The Learning Shop	01603 773552
Thorpe Adult Education Centre	01603 435857
Transformational Training	
Consultancy Limited	01603 627650
Wensum Lodge	01603 666021
Women's Employment Enterprise & Training Unit (WEETU)	01603 767367