



**West Devon Business Information Point
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BIP NEWSLETTER

BIP supports Independent Retailer of the Year 2007 for the South West

The Devon based contemporary lifestyle store receives the accolade from the **Progressive Gifts & Home Retailer Awards 2007** at the glamorous Royal Lancaster Hotel, London. 'The Greats', as the awards are known within the Industry, are considered to be the Oscar equivalent of gift retail.

Currently Insideout has stores in Tavistock and Dartmouth, and is expanding further still when it opens its flagship store in the much anticipated new PrincessHay development in Exeter later this year "It is a very exciting time" Paul revealed, "We are simply over the moon."

Owners Nicky and Paul Edmunds are absolutely delighted: "We are overwhelmed to have won such a prestigious award and are pleased to be recognised for all of our hard work in growing and establishing our company. Winning is fabulous as it shows we're on the right track, and makes us even more excited about our future prospects."

Insideout, finalist in two categories of the National Business Awards 2007, has established itself as a highly reputable and successful lifestyle store since opening in March 2004. Insideout has made a name for itself due to its individuality and the diverse range of products it offers, from inspirational items for the home and the soul through to gifts for children and accessories.

West Devon Business Information Point advisor Deborah Turner congratulated the team at Insideout and said "Nicky and Paul have researched and implemented a strategic business plan, having astutely managed cash flow and maintained quality in all aspects of the business".

At West Devon Business Information Point there is an opportunity to work with a professional business advisor on a one to one basis to help with various aspects of your business management. This service is free to eligible businesses. For more information phone Freephone 0800 592872



WORKSHOPS

WORKSHOPS ARE FREE TO BUSINESSES IN ELIGIBLE AREAS

Making Employment Law work for you

A workshop with Roger Phillips, former Personnel & Training Director of such Companies as B & Q plc; Toys R Us (UK); and C & J Clark Ltd. Limited to ten attendees in order to personalise the content as much as possible: **What you will learn**

- Where UK employment law has come from and where it is going;
- What you absolutely have to know.....and what you don't;
- Using contracts of employment, Grievance & Appeals and Disciplinary Procedures to management advantage;
- Understanding where employers are vulnerable to discrimination claims;
- A Q & A session and the development of a personal action-plan

Tuesday 3rd July 10:00 – 12:30 – Tavy Business Centre, Pitts Cleave, Tavistock

Food Businesses and Trading Standards



Are you a food producer or are you thinking of diversifying your business to produce value added food products? This workshop looks at food labelling, traceability and other trading standards requirements for your business.

Wednesday 13th June, Tavy Business Centre, Pitts Cleave, Tavistock 10:00 – 12:30

Market Trends in Rural Tourism South West Tourism - Annette Cole

This is your opportunity to examine regional market trends that affect your future prosperity. Join us and discuss market trends with a rural tourism expert.

Tuesday 18th September 10:00 – 12:30 - West Devon BIP, Bridge House, Okehampton
Thursday 20th September 10:00 – 12:30 – Tavy Business Centre, Pitts Cleave, Tavistock

E- Mail newsletters- Free Easy to use template

When your newsletter hits the mark, it strengthens your relationship with your existing customers and piques the interest of potential customers. Take away a free template and guide.

Thursday 24th May West Devon BIP, Bridge House, Okehampton 10:00 – 12:30

CIEH Principles of Manual Handling

Topics covered; The process of manual handling in the workplace; Manual handling injuries and the activities which cause them; Manual handling assessment and control option; Responsibilities imposed by the manual handling operations regulations.

Wednesday 6th June The Studio, Kingdon House, Pym St, Tavistock 9:00 – 12:30

Essentials of COSHH - Easy steps to control health risks from chemicals

Advice on controlling the use of chemicals for a range of common tasks, e.g. mixing, or drying.

Wednesday 6th June, the Studio, Kingdon House, Pym St, Tavistock 13:00 – 17:00

Secure Wireless Broadband Connection

This short workshop will demonstrate what you need to know to keep your wireless broadband connection secure and how you can benefit from added-value services to your customers.

Tuesday 12th June Tavy Business Centre, Pitts Cleave, Tavistock. 10:00 – 12:30
Tuesday 26th June West Devon BIP, Bridge House, Okehampton 10:00 – 12:30

Growing Pains and Profitable Cures

Starting a business is relatively easy. Keeping it going through its first five years is the real challenge. This workshop examines common marketing problems you've experienced running your business.

Thursday 7th June West Devon BIP, Bridge House, Okehampton 10:00 – 12:30

CIEH Level 2 Award in Conflict Resolution and Personal Safety **Enables employees to protect themselves in the face of confrontational behaviour**

Yet high staff turnover and a lack of training mean many people are still vulnerable. The costs to businesses can be very high indeed. This qualification will help businesses protect their staff as well as their operational effectiveness.

Thursday 14th June, Tavy Business Centre, Pitts Cleave, Tavistock 9:00 – 17:00

Marketing Using the Internet

Enhancing your existing site enables you to increase income and inform your customers of new products and services. Getting your product out there first, or being the quickest to react to changing market trends, can have a huge impact. Discussions with web designers can be fraught with misunderstanding and jargon! Join us and learn how to profit from the Internet.

Wednesday 20th June West Devon BIP, Bridge House, Okehampton 10:00 – 12:30

Self - Employed? Your guide to Self Assessment

It's your responsibility to return the correct details of income and expenditure. It's easier to do this if you have kept good, up-to-date records. And you are responsible for completing an accurate self assessment return on time and for paying any tax and National Insurance contributions you owe.

This guide helps you to work out whether you're self-employed, what income tax and National Insurance you should be paying and how to pay it.

Wednesday 20th June Tavy Business Centre, Pitts Cleave, Tavistock, 10:00 – 12:30

Friday 6th July West Devon Business Information Point, Bridge House, Okehampton 10:00 -12:30

Selling Direct – Food Labelling and Handling **Confused by the rules?**

Sell By, Use By, Packaging Regulations, QUID, Primary Producers Rule, and more, and more!!!! It's a jungle of red tape. Come along to this workshop and take a practical look at how food labelling and handling rules and regulations apply to small-scale food producers of both processed and unprocessed foods.

Thursday 21st June Tavy Business Centre, Pitts Cleave, Tavistock, 10:00 – 12:30

CIEH Stress Awareness

This qualification raises awareness of the likely sources of work-related stress. It is aimed at general workers and also serves as an introduction to the issue for more senior staff. The qualification will enable employees to contribute to strategies which combat work-related stress.

Wednesday 27th June Tavy Bus Centre, Pitts Cleave, Tavistock 9:00 – 17:00

How to go from breakeven to profitability without increasing your workload or costs

Do you know how to improve your profitability without increasing your workload or costs? Margins and breakeven analysis is a great way to understand the profitability of your business. Find out the tools and techniques to optimise profits.

Wednesday 4th July West Devon BIP, Bridge House, Okehampton 10:00 – 12:30

Thursday 5th July Tavy Business Centre, Pitts Cleave, Tavistock 10:00 – 12:30

Level 2 Food Safety in Catering (CIEH Food Hygiene) (previously Foundation Food Hygiene)

Designed for anyone working in a catering, manufacturing or retail setting where food is prepared, cooked and handled. Multiple choice examinations.

Wednesday 19th September 2007 Tavistock Methodist Church, Tavistock 9:00 – 17:30

Is Your Team Ready for Action?

It has been proven time and time again that a happy team translates directly into happy customers!

Could you take advantage of **Free Bespoke Training** for your team, designed and delivered by qualified advisors who speak YOUR language, and can relate to YOUR business?

Could you benefit from training for your team- big or small, delivered to you at your premises, at a time to suit your business?

Are you always looking for ways to get the most from your team; from customer care, induction, product knowledge and up-selling, or the confidence to do an NVQ?

Whatever you need, we can design a variety of short courses to meet your business needs.

So how does this offer work? *It's as simple as this:*

- You contact West Devon Business Information Point, and we will arrange for an advisor to meet with you at your convenience, at your premises to discuss your business needs.
- By assessing your business needs, we can then discuss and agree an outline for a training programme.
- Once a draft of the training required has been produced, we will meet with you again to agree the final contents, and discuss the rolling out of the programme.
- We will then deliver the sessions at a time convenient to the business.
- The training sessions may generate action plans that can be followed up to ensure that the team have really taken on board the new systems or processes; and that improvements are measured.

For more information contact Petra Davies on Freephone 0800 592872

Free One-to-One intensive assistance for eligible businesses

If you have concerns about any aspect of managing your business such as keeping on top of the paper: marketing; financial planning or record keeping; cash flow management; presenting a business plan to a lender; preparing a sales plan; controlling overheads or any other of the many issues that are involved in managing your business we may be able to work with you to help. There is an opportunity for you to work with a business advisor to develop various aspects of your business management.

This intensive support means each business will receive assistance, in confidence, leading to business growth.

If your business is more than 12 months old, and based in North or West Devon then give us a call.

For more information contact us in the office on **Freephone 0800 592872**.



DISCLAIMER

Every effort has been taken to ensure the information contained in these notes is correct, however, West Devon Business Information Point will not be liable for any loss arising from the use of these notes or any omissions or errors contained within.

Sponsored by the European Regional Development Fund, Devon Renaissance / SWRDA and Business Link.