MAY 2006 ISSUE 60

Fig Norwich & Norfolk FINANCIAL INDUSTRY GAZETTE

Bruce Carnegie-Brown lecture this month.
See back page.

NORWICH – a financial city

Central Trust goes for massive growth

Fast-growing Central Trust is aiming to boost turnover to £1 billion by 2010 and create up to 1,500 jobs in the next four to five years, FIG members were told at the recent Top Table lunch.

Addressing an audience of leading players from industry and the public sector, Central Trust Chief Executive Andrew Turner revealed the levels of business he expected to achieve by the end of the decade. He said he had set his sights on annual growth of 100%, so that he could raise turnover from last year's £75 million to £1 billion by 2010. He envisaged he would need to increase his total workforce from 500 to between 1,500 and 2,000 to do it.

He intended the expansion to take place primarily in Norwich, where he currently employed 250 people, and ruled out any acquisitions. But he acknowledged that to reach these ambitious goals the company would have to "change its thinking".

Mr Turner, who was placed fifth in Management Today's list of the UK's top 100 entrepreneurs, beating high-profile people like Carphone Warehouse's Charles Dunston, set up Central Trust ten years ago and moved to Norwich five years ago.

The company is now based in London, Norwich and Guernsey but Mr Turner still has special feelings for Norwich which he described as a "great place". Thanking the Financial Industry Group for its work he said: "Norwich has been exceptionally good for us but then there are exceptional people in Norwich."

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Financial Industry Group

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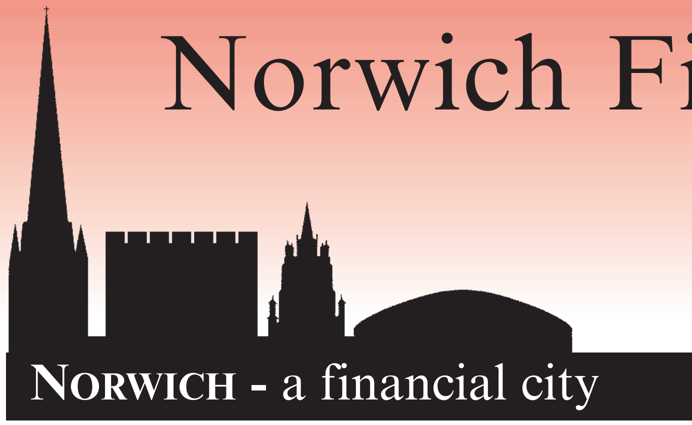

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Financial Industry Courses at Norwich City College

Take the opportunity to study on professional courses that will be part of our

National Financial Services Academy

from September 2006!

For more information about these courses and our new Academy contact Emma Sealy 01603 773510; esealy@ccn.ac.uk; www.ccn.ac.uk/businessandfinance

Certificate in Financial Planning

CF1: UK Financial Services, Regulation and Ethics
Start date: 25 April, 12 weeks, Tuesdays 18:00 - 20:00.
June / July
Course fee: £220

CF2: Investment and Risk
Start date: 20 April, 12 weeks, Thursdays 18:00 - 20:30.
18 July, 12 weeks, Thursdays 18:00 – 20:30
Course fee: £240

CF3: Financial Protection and CF4: Retirement Planning (combined course)
Start date: 6 June, 12 weeks, Tuesdays 18:00 – 20:30.
Course fee: £240

CF5: Integrated Financial Planning
Start date: May/June 2006, ask for details

CF7: Lifetime Mortgage Activities
Start date: 22 May, 6 weeks, Mondays 18:00 – 20:30.
No class 29 May.
Course fee: £175

Certificate in Mortgage Advice

CF1: UK Financial Services, Regulation and Ethics
Start date: 25 April, 12 weeks, Tuesdays 18:00 - 20:00.
June / July
Course fee: £220

CF6: Mortgage Advice
Start date: 17 May, 8 weeks, Wednesdays 18:00 – 20:30
Course fee: £200

Certificate in Insurance

IF1: Insurance, Legal and Regulatory
IF2: General Insurance Business
IF3: Insurance Underwriting Process

Start Date: June/July 2006
Price: TBA, ask for details

Diploma and Advanced Diploma in Insurance

You now have the opportunity to take Insurance courses at City College Norwich, which is registered under the Chartered Insurance Institute Accreditation of Prior Learning Scheme. This means you will be assessed during the course and will not have to take the CII exams!

P05: Insurance Law starting in March is fully booked. Would you be interested in taking P05, P10 and 510? Telephone Emma Sealy on the Business School hotline to discuss.

Course fees exclude course materials and exams, for which students are responsible.

All courses are subject to change and will run with sufficient demand.
If a course that you are interested in taking is not shown, please call our hotline to discuss. We are accepting applications for courses and request that you complete an application form as soon as possible.
We will advise you when the course will commence closer to the start date.

sponsored by **Moneyfacts Group**

Welcome

The Financial Industry Gazette is the magazine of the Norwich and Norfolk Financial Industry Group. The Group is part of the Shaping the Future Economic Development Partnership for Norfolk between the public and private sectors.

The Group aims to keep Norwich at the forefront of the financial services industry and to help maintain its position as a leading financial centre. It is an independent, not-for-profit organisation but is grateful for the funding provided by the industry and the public sector.

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People or Process?

I have always believed that we have excellent financial staff in Norfolk. We certainly have some of the largest numbers of qualified insurers and qualified bankers outside London.

In particular most have a very positive attitude to work, which they see as a key part of their life-style choice and just as important as any other reason for choosing to live in Norfolk. They want a challenging role and the personal fulfilment of carrying it out succesfully.

Norfolk is very fortunate to enjoy a skilled, qualified and experienced financial workforce. I want to ensure that we keep those skills in Norfolk by continuing to offer fulfilling roles and that we help to continue to develop their skills.

So it's great to see someone as successful as Andrew Turner (page one) putting the undisputed success of Central Trust down more to people than to process. I agree with him that there are exceptional people here and this is doubtless why the business is planning to expand here.

Exemplifying this success are Paul Dodimead who has won Mortgages Direct Best Newcomer award, and businesses such as The Finance Shop, nominated for Mortgage Adviser of the Year award (page 12).

In order to support the sort of growth envisaged by Central Trust and others, Norwich will need to continue to expand and develop its workforce, and where better to start than in schools? Understanding personal finance is a key life skill, so it is good to see two separate initiatives in the region to help pupils find out more about finance (page four). If this also makes young people more interested in how money works, then taking the next step of joining the industry will be that much easier.

All around us I see a financial industry which is both pioneering and thriving and staff are showing that they can rise to the challenge. If people really are more important to business success than process, then we should be really proud of our staff.

Marjorie

Marjorie Eade

Continued from page one

He went on to spell out his secrets for success – a mixture of the right people and the right process. On the process side of the equation Central Trust looked at the Japanese model as used in companies like car giant Toyota. However, the people were the main drivers of success. "The people are the thing we have got most right," he said. "We sometimes forget that and only remember when things go wrong."

He admitted that it had been easier when the company was smaller. He said: "You lose something when, with 500 staff, you can't name everyone. We need always to get back to that small company feel, whereas the pressure is to add to the bureaucracy. With 1,500 plus staff, the challenge will be to make them all feel part of the family." He concluded: "The Central Trust culture is unique and not everyone likes it. We believe the operation is slick so decisions are made quickly. But everyone supports one another."

Also speaking at the lunch was Caroline Williams, Chief Executive of the Norfolk Chamber of Commerce, who explained the various ways in which the Chamber supported businesses. This included New Wave, which helps to develop young professionals, offering human resources and legal helplines, the support of Norwich Area Enterprise Agency and running 100 networking events a year.

Debate puts teenagers in personal finance picture

One of Norwich's most historic banking buildings will play host to a debate aimed at helping youngsters come to terms with the issues arising from today's culture of consumer debt.

The Question Time-style event, to be held at Connexions within the Open Youth Centre inside the former Barclays Bank headquarters in Bank Plain this month, has been organised by a voluntary partnership of Connexions Norfolk, Children's Services and the Citizen's Advice Bureau.

The panel of experts will include two local bank/ building society managers - Jim Shepherd, Assistant Branch Manager at Barclays, St Stephens, and Alan Butterworth, Branch Manager at the Norwich Chapelfield office of Norwich and Peterborough Building Society. In the wake of the Budget 2006 they will answer questions on financial issues posed by an audience of local young people aged between 16 and 18 years old.

The three organisations have designed a website, www.doughuk.com, a Norfolk-born project which has been set up to provide resources for young people who need to understand personal finance issues if they are not to fall into the credit trap. The website has detailed information about nine aspects of personal finance that are specifically relevant to young people aged from around 14 to 24.

These sections on the site, which include budgeting, borrowing, benefits, insurance and banking are all organised in the same way so that young people can assess their knowledge about personal finance matters. 'Borrowing', for instance, explains why people borrow and gives information on where to borrow – banks, credit unions – and where not to borrow - loan sharks. It then covers activities related to borrowing money where surfers can test their knowledge by answering questions or trying to work out the cost of a loan. A number of real-life case studies are included on the site so that surfers can assess whether they could cope with the situations that these people had to face or whether they could do better.

For more information contact:
Matthew Cunningham, Connexions Norfolk at
mcunningham@connexions-norfolk.co.uk

High school pupils brush up on personal finance

Pupils at a Norfolk high school have taken a day off the timetable to get to grips with the ins and outs of personal finance.

Aylsham High School decided that the best approach to introducing a personal finance education programme would be to plan and implement a major event, in this case a Year 7 (ages 11-12) personal finance education day. All Year 7 students and teachers were taken 'off timetable' for the day. The teachers worked on ideas that would encourage active and co-operative learning and enable the Year 7 students to learn about the workings of the economy, the euro, and household finance.

The day involved classroom activities, using business resources, role play, classroom visitors, off-site visits and problem-solving activities. The teachers introduced ideas of their own and came up with a comprehensive and exciting programme. Most of the sessions involved the participation of local businesses and other organisations such as HSBC, Norwich Citizens' Advice Bureau and Norfolk Education & Action for Development, which is a local development organisation. The experience of the Year 7 day has encouraged Aylsham School to think how it can implement a full programme of personal finance education for all year groups. Teachers developed their skills and confidence on the job, with support from Personal Finance Education Group (Pfeg) consultants and personal finance training materials. The staff training programme has been successful and will continue to be developed.

Pfeg is an educational charity formed to ensure that all young people leave school with the confidence, skills and knowledge in financial matters to take a full part in society. It offers a range of advice and resources suitable for pupils of all ability levels, as well as reflecting different social, economic and cultural backgrounds. Pfeg supports UK teachers working with children and young people aged 4 to 19. It is currently working with the FSA on Learning Money Matters, a major initiative which will target 4,000 English secondary schools, reaching around 8,000 teachers, and benefiting 1.8 million secondary students in England over the next five years.

More details are available from www.pfeg.org or call 020 7833 2184.

MARSH APPOINTS NEW HEAD OF CLIENT AND MARKET SERVICES OPERATIONS

Marsh, the world's leading risk and insurance services firm, has appointed Mark Wylie as Head of Operations for Client and Market Services (CMS) in Norwich and Pune, India.

CMS is Marsh's largest global services operation and provides claims, documentation, fiduciary and placement and production services for all of Marsh's London Market businesses, as well as specific services for Marsh's UK retail operation and other Marsh operations globally.

CMS's operation in Pune is responsible for selected back-office and administrative functions, while the Norwich business focuses on the higher value-added aspects of the services it provides to internal and external clients.

Over the past three years, CMS has achieved significant service improvements whilst reducing cost through the redesign of key processes, the introduction of a performance management framework and customer service, and relationship training programmes.

Mark Wylie, Head of Operations, Client and Market Services in Norwich and Pune, India

Reporting to Patrick Mina, Chief Executive Officer of CMS, Mark will be responsible for delivering continued service and efficiency improvements to help deliver CMS's vision of becoming a global service centre of excellence for Marsh. Mark replaces Peter Nicholson, who retired earlier this year following a 30-year career with the firm.

Mark joins Marsh from a career with HSBC and latterly Royal Bank of Scotland where he was Head of Credit Card Operations, responsible for three sites in the UK. Whilst at RBS, Mark led the business transformation and staff engagement programme following the merger of NatWest Bank and Royal Bank of Scotland and restructured the two operations into one.

Commenting on Mark's appointment, Patrick Mina, Chief Executive Officer of CMS at Marsh said: "Our goal is for CMS to be recognised as a global centre of excellence, not only in Marsh, but the wider industry as a whole. Mark will play a pivotal role in accelerating our progress towards achieving this through delivering unparalleled customer service and process efficiencies in both Norwich and Pune."

High Sheriff's Plate to ongoing supporters Marsh

In February 2006, Marsh was awarded the High Sheriff's Plate which was presented by Sir Nicholas Bacon. The award was given in recognition of our outstanding assistance given to the Partners Against Crime Taskforce through our continued sponsorship of the WHAM Project. Norfolk PACT is a broad based community partnership whose aims are to improve the quality of life for all people in the county by introducing and supporting new initiatives, which help to reduce crime, the fear of crime, improve community safety and encourage good citizenship in young people.

L-R Carol Plunkett, Sir Nicholas Bacon and Chief Constable, Norfolk Constabulary, Carole Howlett

MATTHEW BULLOCK TAKES BSA CHAIR

Norwich and Peterborough Building Society Chief Executive Matthew Bullock is to take the chair of the Building Societies Association at its annual conference this month.

He is the first N&P executive to become Chairman of the body whose members have total assets of more than £260 billion and provide mortgages for some two and a half million homebuyers. He has a number of issues he is looking forward to addressing during his time in the hot seat.

First, the Financial Services Authority (FSA) is moving towards working more closely with trade associations (a new role for the BSA), specifically on the issue of the FSA's 'Treating Customers Fairly' regime. The BSA produced for its members an Industry Code to help them comply and the FSA liked it. The suggestion is that the FSA would like to support more trade association codes. The question Matthew Bullock poses, which is also posed by others in the financial services industry, is what will be the costs and benefits of having industry codes as well as regulation? This approach will only work if the detailed regulatory burden is reduced by simplifying the Conduct of Business regimes. "Having just got rid of the Mortgage Code and borne the huge cost of introducing mortgage regulation, people are not going to be jumping for joy at the thought of now re-inventing the Mortgage Code all over again, unless MCOB gets substantially pruned."

As a member of the Financial Services Practitioner Panel, a statutorily appointed group of 15 individuals who interact monthly with the FSA, Matthew Bullock says he has two other issues he has "been going on about". Firstly, he wants to get better information on the cost of complying with FSA regulations: research has recently been commissioned through the Practitioner Panel on this and he believes that everyone will be surprised how high the costs are.

The second point is about the "responsibilities of consumers". The Financial Services and Markets Act refers to these responsibilities, but gives no further definition. Matthew Bullock says that, although consumers currently have the right, free of charge, to complain through the Ombudsman about alleged mis-selling, the extent of their own responsibilities in buying a product is not clear. Because of this lack of clarity, firms are adding to the costs of regulation by protecting themselves against this free consumer option to demand compensation if the out-turn of the sale is not what they wanted.

He was also aware that the impact of Basel II will take effect under his term as Chairman. Under this regime the amount of capital a lender is required to maintain to cover its loans will take better account of the level of risk. In the case of mortgages this will probably increase the capital available to lenders and in turn drive down margins still further. Some firms, like N&P, will apply for IRB Advanced status, based on sophisticated risk analysis modelling. Others may not be so well prepared, and may find greater difficulty in competing in the new mortgage market that the new Basel regime will introduce.

It sounds like a challenging year to lead the building society movement!

Competent and compliant for A-Day

With A-Day now behind us, the Institute of Financial Services (*ifs*) is pleased to announce that it has brought all its study aids into line with the new Pension Tax Simplification rules.

Students studying for either the Certificate for Financial Advisers (CeFA®) or the Certificate in Mortgage Advice and Practice (CeMAP®) will be most affected by the new legislation; they have been able to download updated learning materials from the *ifs* student website: www.myifslearning.com since the beginning of April. The *ifs* has now launched its redesigned Competence Development Tool (CDT) CD Rom in both the CeFA® and CeMAP® versions.

"Preparations for A-Day have been underway for some time and it is essential for both qualified advisers and those studying for professional exams to be up to date with the new regulations," commented Mark Roberts, Head of Faculty Financial Regulation, at the *ifs*. "The redesigned Competence Development Tool enables advisers to test their knowledge of the new rules in the post A-Day environment." The Competence Development Tool is available to both corporate and individual customers. For more information please visit www.ifslearning.com.

'Podcast' style CeMAP® notes now available online

'Podcast' style revision notes are now available online for the Certificate in Mortgage Advice and Practice (CeMAP®). The new Audio Revision Notes were recently launched by the Institute of Financial Services (*ifs*) to assist CeMAP® candidates with their exam preparation. Now a demo version is available online for students to download and try out free of charge. "It is no secret that studying for professional exams while holding down a full time job requires effective time management," commented Mark Roberts, Head of Faculty Financial Regulation, at the *ifs*. Advisers work extremely hard to achieve their qualifications and making use of time spent commuting or at the gym, for example, to prepare for exams can really help them to achieve that all-important pass."

The new Audio Revision Notes are currently only available for the third module of CeMAP® (Assessment of mortgage advice and knowledge) but other modules are likely to follow. For more information about the audio revision notes or to download the demo version, please visit www.ifslearning.com.

A Waste of a Competition ?

Something a little bit different this month as the author has been away delivering football kit to a team in Bosnia. The people and place were stunning and in future FIG pages I hope to tell you the odd tale from Eastern Europe.

Meanwhile, back at Norwich Union, we recently held an environmental week and one of the topics was energy-saving. We put an environmental quiz on our intranet along with a host of articles, aided by an outfit called Global Action Plan. 13 questions may be unlucky for some but getting your company's approach to the environment isn't about luck. It takes perseverance and much planning – as our CSR report, available through www.aviva.com will testify.

Send your answers to Thomas.oxley@norwich-union.co.uk. The winner will receive a voucher for Burgill's (fantastic) Fair Trade and organic coffee stall on Norwich market.

Fingers on buzzers, then:

1) A photocopier left on overnight uses enough energy to make how many photocopies?
a) 250 b) 750 c) 1,500 or more

2) Each year, video recorders and TVs in the UK consume around how much electricity whilst on standby (in £)?
a) £100m b) £150m c) £200m

3) How many PCs are land-filled each year in the UK?
a) 500,000 b) 1,500,000 c) 3,000,000

4) What percentage of these land-filled PCs is fully functioning?
a) 10% b) 70% c) 90%

5) How much energy does a screen saver save?
a) None b) 9% c) 14%

6) What percentage of the Sahara Desert would need to be covered in solar panels to generate enough energy for the whole world?
a) 2.6% b) 26.7% c) 73.4%

7) If everyone in UK offices saved one staple per day, how much metal would be saved per year?
a) 40 tonnes b) 120 tonnes c) 250 tonnes

8) How many times do you think we could circle the equator with the number of paper and plastic cups we throw away in the UK?
a) 3 b) 7 c) 14

9) How many disposable nappies are thrown away daily in the UK?
a) 1 million b) 9 million c) 12 million

10) How much water does the average person in the UK use on a daily basis (in litres)?
a) 80 litres b) 100 litres c) 150 litres

11) What percentage of waste did Norwich Union recycle in 2005?
a) 40% b) 51% c) 62%

12) How many plastic cups did Norwich Union recycle in 2005?
a) 10.3 million b) 15.7 million c) 19.6 million

13) By what percentage did Norwich Union reduce its general waste in 2005?
a) 7% b) 14% c) 21%

Winning the generous competition prize is one thing but I hope you get a feel for your responsibilities in this area. Businesses flouting proper waste management can face fines and their personnel can face prison. More positively, environment is an easily tangible way to get your ethical messages across to staff and suppliers. I'd like to work on other areas such as our direct mail and, at the time of reading, Norwich Union will have just announced its decision to switch all photocopy and fax paper to an 80% recycled version. It's a start.

And finally…

An ex-colleague e-mailed me to say he'd enjoyed seeing my article in February's FIG and was glad that I was still green. Had he read it? We may never know. "I recycled it immediately," he said. Thanks Glen!

BARCLAYS' NEW REGIONAL DIRECTOR

Tony Reynolds, Regional Director for Local Business Banking (Small Business).

Barclays has appointed Tony Reynolds as its Regional Director for Local Business Banking (Small Business) in the East of England.

Tony previously worked for Mortgages Direct as an Operations Director where he managed a wide range of their business activities including Mortgage Operations, Customer Contact and Service Centre. He has worked in the financial services industry since 1990 and brings a wealth of experience to his new role. Tony is no stranger to the Eastern region, having worked here for the last ten years. He will manage 13 local business teams, which support entrepreneurs thinking of starting a business through to businesses with a turnover of up to £1m.

Commenting on his appointment, Tony said: "This is an exciting new role for me where I can use the skills and knowledge I have acquired in the industry to drive forward Barclays' support for local business in the region. Barclays helps over 240 businesses to start up every working day."

Tony continued: "Entrepreneurs and existing owners of local businesses value the support and advice that our managers offer. From the initial discussions, we are able to advise what they need to think about before starting a business and how Barclays can support their businesses to grow. My role will be to make sure we back this up with robust customer service."

Horoscope

Exclusively forecast for *fig* by Jane Sunderland

ARIES [21 March - 20 April]
Spring has sprung! And whilst Venus is passing through your sign, your powers of attraction and charm are at a peak. Unconsciously you're drawing what you need towards you. Have fun doing whatever it is that turns you on and look for the professional or creative opportunity that emerges in the course of such activities. Link up with others and something special will come of it.

TAURUS [21 April - 20 May]
And now for something completely different! New networks, new friendships, and new relationships - the month is filled with unusually fortunate opportunities to expand into new territory on both a personal and social level. Weird coincidences, lucky breaks and bolts from the blue must be followed up on if you aren't to waste the chance of a lifetime. Take a chance and go for it!

GEMINI [21 May - 20 June]
You may feel low in vitality during the first part of the month as you approach the end of your annual cycle. But if you spend the time clearing and cleaning up the past, so that you're ready to take new initiatives after the New Moon on the 27th, you'll be ready to take full advantage of a golden opportunity to use your innate skills to forge stimulating creative connections between words, people or ideas.

CANCER [21 June - 22 July]
Powerful emotional forces are more than likely to sweep you off your feet and carry you into territory where you feel like a stranger in a strange land. Passion is the key word! The emotion that transforms and changes, that takes you to places from which there is no return. Could be desire, could be anger, could be righteous enthusiasm. But go with it you must, for in doing so you flourish, grow and feel a renewed enthusiasm for life's magic.

LEO [23 July - 22 August]
It's all go on the caring, compassion and domestic fronts. These are the fields within which growth and upbeat options are currently to be found. You may be decorating, looking after others, or investing in care homes - whatever, follow the intuitions and hunches that pull you into being less self concerned and more willing to do your bit towards making the world a more homely place for others.

VIRGO [23 August - 21 September]
Don't allow important information to slip by you: make sure you read everything you're supposed to, return all phone calls and listen at a few keyholes! Forewarned is forearmed and though something you hear may be shocking, it'll put you in a position where you can take the necessary action to enable you to make some kind of new beginning by the New Moon at the end of the month.

LIBRA [22 September - 22 October]
It's a great time to forge partnership connections, business or romantic. Through them there are clear signs of material and financial gain, particularly around the time of the Full Moon on the 13th. Be clear about expectations and obligations; all will benefit from clarity over such issues. Having sorted out this foundation, you'll then find yourself considering possibilities that were once a distant pipedream.

SCORPIO [23 October - 22 November]
It's bound to be pretty heavy and intense this month. Powerful forces are stirring up an emotional storm, bringing new desires and personality traits to the surface. There's always more to learn: remember that and be willing to admit your ignorance and eagerness to develop in new directions and you'll find these tides are taking you to some place good after all. Go for the new, go for the strange - and you'll be lucky!

SAGITTARIUS [23November - 20December]
A trip to the races is called for! Such an outing epitomises constructive advice for you this month. Enjoy and appreciate natural high spirits and the power of nature, be prepared to back your hunches and stake something tangible on what it is that you deeply believe and enjoy the flames of enthusiasm burning bright within. Then watch for what the angels have to drop on your doorstep.

CAPRICORN [21 December -19 January]
Be sociable. Spread your wings and go visit all sorts of weird and wonderful groups of folks. The wider the field you explore at this time, the greater the chance of meeting an unexpected stroke of good fortune that brings an exciting opportunity your way. Call in favours, do your networking, curry favour with those in an influential position. It's who rather than what you know that counts.

AQUARIUS [20 January - 18 February]
Hope you don't have dirty secrets to hide because something about you is going to hit the headlines this month. It's a perfect time to broaden your sphere of influence, so don't be bashful about publicising and broadcasting your unique talents, reaching new markets by employing innovative techniques. Your working life is all set to expand dramatically into new arenas: hope you're ready!

PISCES [19 February - 20 March]
A turning point has arrived and the closer your birthday is to the 4th of March, the more you will be aware of it. Some things will be taken away from you, leaving a space into which those things of which you have greater need will come. View yourself as a pilgrim or a traveller who is true only to the voice of the heart and to your true beliefs and you won't get lost.

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Moneyfacts Partners with the University of East Anglia

The 2006 Financial Fraud Conference at the University of East Anglia is a unique partnership between Moneyfacts and the UEA's Norwich Business School.

To be held at the UEA's campus in Norwich between 28 and 30 June 2006, it will bring together experts from all parts of the financial industry. The subjects to be covered include Mortgage Fraud, Credit Card Fraud, Banking Fraud and Insurance Fraud, as well as in depth sessions on Data and Intelligence Sharing and Technological advances to fight fraud.

"External View of the Sainsbury Centre for Visual Arts, UEA
Photographer: Pete Huggins, Camera Techniques Copyright SCVA,UEA"

The keynote speaker will be The Rt Hon Charles Clarke, Home Secretary.

Anne Joyce, Head of Events, said: "I am delighted with the response that the launch of this event has generated, showing that there is a real need for a strategically focused 'meeting of minds' across the industry. I look forward to expanding our partnership with the UEA well into the future and to seeing this event become a regular feature on our calendars."

For further details, please visit the event web page on www.moneyfactsgroup.co.uk/conferences/fraud06, or call Anne Joyce on 0870 2250 559.

New Model Adviser

Small is proving beautiful for clients of ARW Partnership, the Norwich firm of independent financial advisers.

The firm, which employs 11 people at Honingham, near Norwich, was recently short-listed for the New Model Adviser awards. The firm was interviewed for the New Model Adviser awards and after a visit from the magazine was one of four short-listed for the Eastern Region finals in January, which was won by SG Wealth Management.

It offers will writing, mortgages and general insurance business as well as a paid-for advice service which they believe makes them better able to provide truly independent advice. It has embraced the new model adviser approach as the way forward, giving expert independent service, a focus on clients and building long-term relationships with customers, said Ian Roberts and his co-director Bernie Whitbourn.

The company was established in 2001 to provide a complete financial advice service to its clients – a real 'one stop shop' to meet all their financial needs. The directors Bernie Whitbourn and Ian Roberts have between them more than 60 years' experience in financial services with some of the UK's main blue chip insurance companies. They are supported by an equally experienced team which is capable of providing expert advice and guidance on all financial requirements.

ARW is an appointed representative of IN Partnership, the trading name of The On-Line Partnership. Visit www.arwgroup.co.uk

Awards final for Finance Shop

Clients dealing with the Finance Shop have given the company a huge vote of confidence by nominating it for a prestigious national award.

The Finance Shop, which was founded in Gorleston in 1980 and also has offices in Norwich and Lowestoft, has reached the last six in the Mortgage Adviser of the Year category in the Money Marketing Awards.

Partner Danny Steel said it was particularly pleasing that it had reached the final on the back of votes from mortgage providers whom the company dealt with on a daily basis.

Woolwich appointment

Rob Phillips has been appointed Mortgage Specialist for the Woolwich, covering Barclays branches at Thetford and Mildenhall.

Rob has worked for the Woolwich since September 2005. Before then he worked for the Countrywide Group as a mortgage consultant.

Commenting on his new appointment, Rob Phillips said: "I am looking forward to my new role and the challenges it will bring. I will be promoting Woolwich mortgages as a way to help people manage their money better."

Paul is Best Newcomer

Hard work paid off for 28-year-old mortgage consultant Paul Dodimead when he was adjudged Best Newcomer at Haart, the mortgage consultant, in Norwich.

Based at the Haart office in Queen Street, Paul joined sister company Mortgages Direct a year ago.

Receiving the trophy at a London gala he said: "We consistently strive to deliver a quality service to all our customers and this award demonstrates the excellent level of work that has been achieved."

Haart and Mortgages Direct are part of the Spicerhaart Group.

Grim reality of living on a state pension Could you live on a pensioner's shopping basket?

OAPs who mainly rely on a state pension have less to spend on their weekly grocery shopping than the average person in Britain spends on dining out, according to research from Virgin Money. Based on figures from the Office of National Statistics, pensioners in the 1.2 million households which mainly rely on a state pension spend on average only £20.73 a week on food and non-alcoholic drinks (£88.84 per month). This compares to the weekly amount of £27.41 spent at bars and restaurants by the average Briton.

The Government is hoping that the simplified pensions regime introduced on 6 April 2006 – known as 'A-Day' - will lead to an increase in pension savings, especially for the eight million plus British workers (21%) who still don't have any pension provision at all. Virgin Money spokesperson Jason Wyer-Smith commented: "Over a fifth of pensioner households in Britain are living on a pittance, barely managing to afford life's essentials like food and drink. We're asking the eight million Britons who aren't saving anything for their retirement if they could live on a pensioner's shopping basket, not just for one week, but every week, because at the moment that's the retirement they're headed for."

Virgin Money is currently waiving the fees for the first year on its Stakeholder Pension to encourage more people to start saving for their retirement (terms and conditions apply).

Shopping List

So what is the reality of living on a state pension? Virgin Money has suggested what a weekly shopping list for an OAP living mainly on a state pension could look like. Try making this stretch to 21 meals:

2 Cans of Value Baked Beans	30p
2 Cans Spaghetti Hoops	82p
1 Pint of Milk	35p
Hot Cross Buns x 4	£1.06
1 Can of Peach Slices	38p
Custard	35p
1 Can Vegetable Soup	59p
1 Can Chicken Soup	31p
1 Can Tomato Soup	49p
1 Can Mushroom Soup	59p
Scottish Porridge	57p
Carrots	17p
Value Bread	28p
Honey Roast Ham	£1.58p
4 pack baking potatoes	72p

Walnut Cake	£1.03p
Princes Corned Beef	89p
Mild Cheddar	£1.18p
Value Butter	53p
40 Tea Bags	72p
Rich Tea Biscuits	54p
Gravy Granules	£1.26p
Onions 300g class 2	63p
Chicken Liver Pate	99p
Roasted Half Chicken	£2.37p
Ginger Ale (1 litre)	86p
Orange Juice 1.5 L	97p
Extra Strong Mints	30p
Total	**£20.83**

And it's not just the grocery shopping that pensioners have to scrimp on.
These figures from National Statistics show how much an average single retired person who mainly depends on state pension benefits spends on other goods and services each week. It's not exactly 'the high-life'.

Food and Drinks	£21.50
Alcholic Drinks, Tobacco and Narcotics	£3.30
Clothing and footwear	£6.00
Housing, fuel and power (not incuding mortgage interest payments and Council Tax)	£25.10
Household goods and services	£18.40
Health	£2.70
Transport	£5.00
Communication	£4.50
Recreation and Culture	£16.80
Restaurants and Hotels	£5.90
Miscellaneous goods and services	£11.10
Other	£13.00
Total	**£133.30**

Lovewell Blake Financial Planning

Michael Gibbins, left, and his successor David Buller.

Financial services specialist with offices across Norfolk and Suffolk, Lovewell Blake Financial Planning Limited, has a new Managing Director. David Buller is succeeding former managing director Michael Gibbins.

Chartered accountant David Buller came to Lovewell Blake in 1980 and joined the board of Lovewell Blake Financial Planning Limited upon its formation in June 1999.

"I have a passion for seeing this business succeed," he said. "Under Michael Gibbins' leadership, Lovewell Blake Financial Planning has grown from two consultants and two staff to a total of 19, including seven consultants, in just a few years. The company has an excellent team of people and we are ideally placed to provide a truly independent professional service to an ever increasing client base. I look forward to growing the business from these firm foundations."

The move follows the expansion of the team with the recent appointment of a highly experienced financial planning consultant. Mike Trawford is based at the firm's Norwich, Aylsham and North Walsham offices and has worked in financial planning for most of his career, starting with Barclays Life Assurance in London.

Lovewell Blake Financial Planning Limited was set up in 1999 and provides only fee-based advice, with the intention of assisting clients in making the most appropriate financial decisions in their personal and business activities.

Mike Trawford

You've been claimed

Pets can have a stimulating effect on people's lives but they soon lose some of their magic when they earn their owners a place in Norwich and Peterborough Building Society's 'You've been claimed' portfolio.

These include a gentleman claiming for new spectacles who said: "I'd left my glasses on the coffee table when Bruno, my dog, jumped up and ate them."

Also a lady who was warming up her iron when her cat, Smudge, jumped on to the ironing board, knocking the iron on to the carpet and scorching it.

Training & Events

EFFECTIVE INTERPERSONAL SKILLS
Margaret Wade for Matrix Training
3 May 2006
9.30 to 16.30
Norwich Chamber Offices, 9 Norwich Business Park,
Whiting Road, Norwich
Members £150 plus VAT
Non-members £200 plus VAT
Margaret Read
Norfolk Chamber of Commerce
01603 729703

OUTLOOK 98, 2000, 2002 & 2003 STANDARD USER
3 May 2006
Software International Training Limited,
8 Thorpe Road, Norwich
£125 + VAT
Software International Training Limited
01603 667308
OTHER COURSES AVAILABLE

MONTHLY TAX REVIEW
4 May 2006
17.30 to 19.00
The Norfolk Club, Upper King Street, Norwich
£50 plus VAT
Matthew Hutton
Chartered Tax Adviser
01508 528388
mhutton@paston.co.uk

FACE TO FACE COMMUNICATION/ PROFESSIONAL TELEPHONE BEHAVIOUR
4 May 2006
9.30 to 16.00
Business Suite, Broadland District Council,
Thorpe Lodge, 1 Yarmouth Road,
Thorpe St Andrew, Norwich
£65
Holly Bammant
Broadland District Council
0800 3891113
OTHER COURSES AVAILABLE

PRESENTATION SKILLS
Joe Mills for Matrix Training
4 May 2006
9.30 to 16.30
Norwich Chamber Offices, 9 Norwich Business Park,
Whiting Road,
Norwich
Members £125 plus VAT
Non-members £175 plus VAT
Margaret Read
Norfolk Chamber of Commerce
01603 729703

IMPORTANCE OF CUSTOMER CARE
5 May 2006
9.30 to 16.00
Business Suite, Broadland District Council,
Thorpe Lodge, 1 Yarmouth Road,
Thorpe St Andrew,
Norwich
£65
Holly Bammant
Broadland District Council
0800 3891113

INTRODUCTION TO POWERPOINT 2 PARTS
5 and 12 May 2006
9.30 to 12.30
Centre for Staff and Educational Development,
University of East Anglia
£140
Jude Smith
University of East Anglia
01603 593849
OTHER COURSES AVAILABLE

MANAGE YOURSELF, INCREASE YOUR TIME AND ACHIEVE YOUR GOALS
8 May 2006
9.30 to 16.00
Business Suite, Broadland District Council,
Thorpe Lodge, 1 Yarmouth Road,
Thorpe St Andrew,
Norwich
£65
Holly Bammant
Broadland District Council
0800 3891113

INTRODUCTION TO ACCESS 3 PARTS
8, 15 and 22 May 2006
13.30 to 16.30
Centre for Staff and Educational Development,
University of East Anglia
£210
Jude Smith
University of East Anglia
01603 593849

TOP 10 TOPICAL TAX ISSUES
Graham Sillett, Lovewell Blake
9 May 2006
18.00 to 20.30
Norwich City Football Club,
Carrow Road,
Norwich
Free
Karen Wilcox
Association of Chartered Certified Accountants
0121 456 5903

PROPERTY SEMINAR FOR LANDLORDS
9 May 2006
Norwich City Football Club
Free
Derek Leach
The Eastern Landlord's Association
01603 767101

INSTITUTE OF DIRECTORS' ANNUAL DINNER
10 May 2006
19.00
Dunston Hall
Members £47.50
Non-members £52.50
Irene Tibbenham
Institute of Directors - Norfolk
01379 678748
norfolk@iod.net

WRITING EFFECTIVE BUSINESS LETTERS, EMAILS AND MEMOS
10 May 2006
9.30 to 16.00
Business Suite, Broadland District Council,
Thorpe Lodge, 1 Yarmouth Road,
Thorpe St Andrew,
Norwich
£65
Holly Bammant
Broadland District Council
0800 3891113

EFFECTIVE APPRAISALS
Margaret Wade for Matrix Training
11 May 2006
9.30 to 16.30
Norwich Chamber Offices, 9 Norwich Business Park,
Whiting Road,
Norwich
Members £150 plus VAT
Non-members £200 plus VAT
Margaret Read
Norfolk Chamber of Commerce
01603 729703

MEETINGS, AGENDAS & MINUTES
15 May 2006
9.30 to 16.00
Business Suite, Broadland District Council,
Thorpe Lodge, 1 Yarmouth Road,
Thorpe St Andrew,
Norwich
£65
Holly Bammant
Broadland District Council
0800 3891113
PHOTOSHOP - INTRODUCTION
15 & 16 May 2006
Jarrold Training,
St James' Mill, Whitefriars,
Norwich
£450 + VAT
Jarrold Training
01603 677107
OTHER COURSES AVAILABLE

PRESTIGE LECTURE
Bruce Carnegie-Brown, President, IFS and
Chief Executive Officer, Marsh Limited
Joint event with the Financial Industry Group
16 May 2006
17.30 to 19.00
Assembly House, Theatre Street,
Norwich
Free
Marjorie Eade
Institute of Financial Services
info@fignorfolk.co.uk

MODERNISATION OF TRUSTS AND PLANNING IN THE NEW REGIME
Emma Chamberlain, Barrister, CTA, STEP
Joint meeting with STEP
Followed by AGM
16 May 2006
16.00 to 19.00
De Vere Dunston Hall
£35
Stuart Wright
Chartered Institute of Taxation
01842 754166

ASSERTIVENESS TECHNIQUES
Joe Mills for Matrix Training
16 May 2006
9.30 to 16.30
Norwich Chamber Offices, 9 Norwich Business Park,
Whiting Road,
Norwich
Members £125 plus VAT
Non-members £175 plus VAT
Margaret Read
Norfolk Chamber of Commerce
01603 729703

PRODUCING A POWERPOINT PRESENTATION
16 May 2006
9.30 to 16.00
Business Suite, Broadland District Council,
Thorpe Lodge, 1 Yarmouth Road,
Thorpe St Andrew,
Norwich
£95
Holly Bammant
Broadland District Council
0800 3891113

BUDGET AND FINANCE BILL
Roger Jones, Senior Tax Manager,
Larking Gowen, Chartered Accountants
17 May 2006
19.30 to 21.30
University of East Anglia, Sportspark,
Earlham Road, Norwich
Free
David Woodcock
The Association of Accounting Technicians
01603 756046

THE ANTIDOTE
Norwich business networking event
17 May 2006
18.00 to 21.00
Marriott Sprowston Manor Hotel,
Wroxham Road, Norwich
Nial Adams
The Antidote
0870 896 4456

MINUTE TAKING - INTRODUCTION
18 May 2006
Jarrold Training,
St James' Mill, Whitefriars, Norwich
£225 + VAT
Jarrold Training
01603 677107

WEB SITE DESIGN FRONTPAGE 2000, 2002 & 2003 STANDARD USER
22 and 23 May 2006
Software International Training Limited,
8 Thorpe Road, Norwich
£300 + VAT
Software International Training Limited
01603 667308

THE ROYAL STUD, SANDRINGHAM
23 May 2006
18.30
Sandringham
Members £21
Non-members £26
Irene Tibbenham
Institute of Directors - Norfolk
01379 678748
norfolk@iod.net

DEVELOPING ASSERTIVE BEHAVIOUR
24 May 2006
9.30 to 16.00
Business Suite, Broadland District Council,
Thorpe Lodge, 1 Yarmouth Road,
Thorpe St Andrew, Norwich
£65
Holly Bammant
Broadland District Council
0800 3891113

INSTITUTE OF DIRECTORS' LIGHT LUNCH
26 May 2006
12.45 to 14.00
The Last Wine Bar, Norwich
Members £14
Non-members £16
Irene Tibbenham
Institute of Directors - Norfolk
01379 678748
norfolk@iod.net

MARSH

Prestige Lecture

Institute of Financial Services
and
Financial Industry Group

Bruce Carnegie-Brown
President of the Institute of Financial Services
Chief Executive Officer, Marsh Ltd

Qualifications for a Competitive Edge

Tuesday 16 May 2006
Time: 5.30 pm to 7pm
Followed by refreshments

Venue: Assembly House,
Theatre Street, Norwich

Free Admission
Entry by reservation only
info@fignorfolk.co.uk