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## Financial Industry Conference

### Resolving the industry's skills shortages

On 15 July *Fig* will be unveiling the results of the unique research it has commissioned into skills shortages in the local banking, insurance and finance industry.

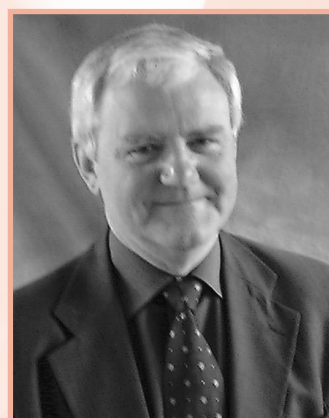
The conference is not to be missed if you want to gain an understanding of the state of the local industry in which you work.



Everyone working in the financial industry can benefit and it is of particular interest to those either in training and recruitment, as well as to students. It is also open to industry providers, such as trainers and recruitment organisations. The research was carried out with the generous support of the Norfolk Learning Partnership.

Opening the conference, organised with the kind support of Jobcentre Plus, will

be Marjorie Eade, Financial Industry Group Coordinator, who will explain what the Training and Recruitment Industry group has been doing since it was formed after the *ifs/fig* seminar this March.



Researcher John McLean will reveal the state of industry skills needs in Norfolk and how both employers and employees want to see the issues addressed.

Keith Finney, Assistant Principal at Norwich City College, will then outline a portfolio of imaginative solutions to meet the needs that the research identified. He will also explain the part City College will play in addressing those needs for students both in Norwich and in the region as a whole.

John Woods, Chief Executive of the Financial Industry Group, will then expound his

vision of a School of Financial Services in Norwich, which will be unique outside London.

Finally, Marjorie Eade will outline the industry's plans to address the issue of skills shortages. These will include encouraging and training new entrants and people returning to work as well as improving recruitment prospects across the industry, including in Call Centres.



The Conference is free and open to all but places are limited and must be booked by 8 July by providing contact details and job title to Marjorie Eade by e-mail at [info@fignorfolk.co.uk](mailto:info@fignorfolk.co.uk) or by fax to 01603 476185.

The conference will be an opportunity for everyone involved in the industry to join in the activities and play their part in developing the region as a leading financial centre.

# SCHOOL'S OUT – SUMMER 2002

Summer 2002 play schemes and activities for school-age children.

<b>JUBILEE AFTER SCHOOL AND HOLIDAY CLUB</b>	22 July to 30 August 2002 Community Centre, Lakenham 8.30 to 18.00	Full day £12.50 Half day £7.50	Tel 01603 616957
<b>HERON HOLIDAY CLUB</b> Age group: 0 to 14 years Under 18 months free	6,7,8,13,14,15,20,21 and 22 August Tue 10 to 12.30, Wed 10 to 12.40 Thur 10 to 14.00	Tue/Wed £1, 70p accompanied 40p with parent help Thur £1.20 unaccompanied	Mrs W Barber Tel 01603 715852
<b>DABBYDALES PLAY SCHEME AND CHILDREN'S DAY CARE</b> Age group: 0 to 14 years	Monday to Friday throughout summer holidays 15a Norwich Road, Dereham 7.45 to 18.15	£2.20 per hour	Tel 01362 695180
<b>BARRACUDAS SUMMER ACTIVITY CAMP</b> Age group: 5 to 16 years	22 July to 16 August Norwich High School Monday to Friday 8.00 to 18.00	£147 per week (discounts available)	Norwich High School Tel 01480 467567
<b>ACTIVE SHAKESPEARE SUMMER SCHOOL 2002</b>	29 July to 2 August (8 to 12 years) 5 to 9 August (13 to 17 years) The Norwich Play House 10.00 to 16.30	£85 per participant	The Norwich Play House Tel 01603 451456
<b>KID ZONE</b> Age group: all ages	24 July to 29 August (Wed & Thur) Various places in Norwich 11.00 to 16.00	Free An adult must accompany children	Tel 01603 212219 or 01603 212137
<b>BROADLAND DISTRICT COUNCIL – TOTS2TEENS CLUB</b> Age group: 5 to 13 years	All holidays Various places in Broadland DC area 10.00 to 15.00	£8.20 per session	Ali Bedder Tel 01603 703223
<b>LANGLEY PREPARATORY SCHOOL AND NURSERY</b> Age groups: 2 to 4 years 4 to 7 years	During school holidays 10.30 to 15.30 (packed lunch required)	£17.50 to £20 dependent on age and day	Mrs Banham Tel 01603 433861
<b>SUMMER CAMPS 02</b> Kings Sports Camps	5 to 23 August Hethersett Old Hall School		Tel 0845 141 0800
<b>AVENUE OUT OF SCHOOL CLUB</b> Age group: 5 to 12 years	During summer holidays 8.00 to 18.00	£16 per day £9 per half day	Jeanine Burks Tel 01603 219102
<b>UEA SPORTS CAMP</b> Challenge and adventure week Age group: 10 to 15 years	5 to 9 August UEA, Norwich 9.30 to 15.00	£60 per child	Sports Reception Tel 01603 592398
<b>CAMP ENERGY</b> Play Scheme Age group: 5 to 14 years	During summer holidays Wymondham Leisure Centre 8.30 to 17.30	£13.50 per day £7.75 per half day	Tel 01953 607171
<b>FAIRWAY AFTER SCHOOL AND HOLIDAY CLUB</b> Age group: from reception to 7 years	During summer holidays Fairway First School 8.00 to 18.00 Monday to Friday	£15 per day £12.50 per session	Fairway First School Tel 07778 755508
<b>J.I.C. CHILDCARE</b> After school and holiday club Age group: 4 to 12 years	During summer holidays Norwich Research Park 9.00 to 17.30	£14 per day £7 per part day	J Amies Tel 01603 450345

**CALL NORFOLK EARLY YEARS DEVELOPMENT AND CHILDCARE PARTNERSHIP: 01603 622292**

**The Financial industry gazette is a self-financing publication. Any surplus goes to support the aims of the Financial Industry Group.**

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## Welcome

The financial industry in Norwich has always appeared to me to be made up of excellent employers and great staff, but this seems to have been our own little secret.

Reputations are not always what they seem and, in our industry, we can't help but recognise the bottom line impact of reputation. Our businesses depend upon it. But we are not always good at recognising our own very high standards and sometimes it takes external recognition for us to appreciate our own strengths.

So it was good that our work on training and recruitment has been picked up and praised in a journal as prestigious as Financial Adviser and that our collaborative approach as an industry group has been recognised in magazines like Insurance Day.

As a region, we have uniquely taken steps to recognise commonalities of a sector as diverse as banking, insurance and finance and are working to meet our common aims. This approach is one strongly supported by the Financial Services Authority who see the benefits of a collaborative approach to examinations and they are now proposing a single coherent framework for the industry.

It is therefore particularly refreshing that the leaders of the professional institutes, such as the Institute of Financial Services and the Chartered Insurance Institute, recognise what we are doing and want to support us.

### Future Developments

As the Training and Recruitment Group develops its work on skills shortages, it will be tackling a number of issues. These include increasing the pool of skilled workers by encouraging people to enter or return to the sector, attracting young people into the industry, including call centres, and developing the curriculum of courses available to all. It will also be getting together people from the general insurance industry to manage the changes in general insurance as a region.

We will have the opportunity of working alongside bodies like the Norfolk Learning Partnership, Jobcentre plus (previously the employment service) and the Learning and Skills Council.

Norwich, it seems, is leading the way. If you would like to play a part in meeting industry needs get in touch and come to the *Fig* Conference on 15 July.

**Marjorie Eade**

## Support and Sponsorship

The *Financial industry gazette* is a self-financing publication. We distribute 10,000 copies to the financial industry, schools and libraries in Norfolk each month.

We always welcome press releases, staff appointments (both junior and senior), event details, letters for publication, details of exam completions and editorial submissions.

### SPONSORSHIP RATES

<b>Page sponsorship plus colour logo branding on front cover</b>	£600.00 per month (minimum 3 mths)
<b>"Spotlight" on a company</b>	£600.00 one page for a single month
<b>Sponsor strip - Logo Branding on Front Cover</b>	£150.00 per month (Colour)

### OTHER SUPPORT

<b>Inside Front Cover</b>	£1250.00 per month (Colour)
<b>Inside pages</b>	£500.00 per page per month (Black & White)
<b>Inside Back Cover</b>	£1250.00 per month (Colour)

**FINAL COPY DATE FOR AUGUST ISSUE IS 4TH JULY**



**Chris Greaves** has been appointed Agency and Development Manager by BECKETT RISK MANAGEMENT LIMITED to enhance and extend the firm's trading relationships with the insurance market as well as new product development. Chris believes the insurance market will continue to polarise, with a small number of larger regional brokers being able to withstand market pressures and shaping the direction of the insurance market through providing high service levels to clients and operational efficiencies.



**Natalie Miller**, Tax Manager at PricewaterhouseCoopers Norwich, has been elected Chairman of the East Anglia and Norfolk region of THE CHARTERED INSTITUTE OF TAXATION, CIOT. The East Anglia and Norfolk region covers a wide geographical area including Norwich, King's Lynn, Ipswich and Bury St Edmunds. Local meetings are held every month from October to May. Anyone interested in attending a meeting should contact the Chairman, Natalie Miller for details. Tel: 01603 883289.



ALAN BOSWELL GROUP has appointed **Maxine Murray** as an Account Handler. Maxine has had wide experience of the insurance industry, has a Certificate of Insurance Practice and is a Member of the Society of Technicians in Insurance. "I am hoping to expand my experience of the insurance business at Alan Boswell Group and become a valued member of staff," she says. "I enjoy being part of a team and look forward to the prospects offered here."



**Ken Applegate**, will become Operation Director for NORWICH UNION INSURANCE, based in Norwich. Ken, who joined Norwich Union in 1979, previously worked on the development and delivery of new customer propositions. Prior to the merger Ken was responsible for the delivery of insurance policy servicing for Norwich Union Insurance. He led the integration of the CGU and Norwich Union UK general insurance businesses, before taking up the role of Change Management Director within the new Norwich Union Insurance.



**Nick Hindley** has been elected Deputy President of the INSURANCE INSTITUTE OF NORWICH. An active member since 1990, he joins the education committee. Nick is Head of Training and Development for Intermediary Business at Norwich Union. In addition to ACII and ASFA he has a masters degree in Human Resource Strategy. "I am keen to encourage support for employers dealing with the impending regulation, which is why I am such a fan of *Fig*."



**Steve Seekings** has been appointed Sales Manager of BECKETT RISK MANAGEMENT to lead the commercial insurance new business team. Steve was previously a sales executive and has more than 17 years' experience in the insurance industry, both with brokers and with the former Commercial Union where he was an Inspector in the City. Paul Whittaker, Managing Director, said: "Steve's appointment and the additional recruitment we are carrying out within the new business team will greatly strengthen our position."



LARKING GOWEN has expanded its Corporate Finance Department with the appointment of **Ian Barber**, as a manager. Ian joined Larking Gowen in 1991 after graduating from university and qualified as a chartered accountant in 1995. He was previously a manager in the firm's Holt office. He commented: "I'm thrilled to be joining the corporate finance team, where I will be able to build on the experience that I have already gained in the firm."



NORWICH UNION has announced that Graham Boffey is to become the new Corporate Partnership Director. Graham, who is currently the company's Director of Claims Sourcing and Supply, will take up his new role on 1 August. Graham said he is looking forward to taking on the corporate partnership mantle and developing Norwich Union Insurance's relationships with some of the UK's top name brands. He added: "While we still have some tough challenges, we also have some hugely exciting opportunities."

*We welcome details of appointments at all levels within the industry and they are published free of charge. Details and photographs should be sent to the editor at [info@fignorfolk.co.uk](mailto:info@fignorfolk.co.uk). Contributions to the August issue by 4th July please.*

# Commitment to Norwich

**Norwich Union continues to support local events and initiatives, which this year include the Royal Norfolk Show, the Corporate Games and the EDP's "The Ultimate" campaign**

This year Norwich Union is reinforcing its commitment to Norwich by supporting a number of local initiatives that they hope will help the community by bringing business to the region, improving security in homes, encouraging school children to take up sports and introducing a programme to help schools in the local area.

Norwich Union has a long history of supporting activities in and around Norwich and hasn't forgotten its roots. In 2002 we have a full programme of initiatives that we are involved with, which we believe will improve the quality of life for people living in Norfolk.

June is a busy month for us. You may have seen our stand at the Royal Norfolk Show and next comes the UK and Ireland Corporate Games and the launch of a campaign with the EDP which will give schools a chance to win sports equipment for their

students. This is the first year that the UK and Ireland Corporate Games have been held in Norwich and it is expected to attract 6,000 participants and additional revenue of £3 million over the

weekend of the games. Norwich Union is sponsoring the Dragon Boat Race and the 6-a side football this year and staff from all over the UK will be representing the company at the event.



It is also the first time we have sponsored "The Ultimate" Campaign with the EDP. This year's promotion, "Get Equipped", will give five schools in the EDP catchment area the chance to win £5,000 worth of sports equipment each. We plan to run sports events throughout the summer at Pinebanks to promote fun and fitness to youngsters. This campaign fits really well with our Group sponsorship of UK athletics, as well as an education programme that we're running with local schools, where we offer support through mentoring, work experience, industry days and assistance with bids for special status.

We recognise the importance of being a responsible employer within the communities in which we operate. We believe that by supporting these activities and other initiatives we can make a real difference to the quality of life of people in these areas.

## Tackling Local Crime

Norwich Union hosted a lunch at their Surrey Street office last month on behalf of the Norfolk Partners Against Crime Taskforce (PACT). Representatives from key businesses in Norwich were invited to the lunch to hear how they can support PACT.

PACT was set up over five years ago and runs a number of initiatives that are aimed at reducing both the causes and effects of crime. One of the initiatives, "Safe and Secure", has a close link to the insurance industry, as its purpose is to improve security, free of charge, by replacing or increasing door

and window locks in homes that have been burgled or identified as vulnerable.

Norwich Union has worked in partnership with PACT for four years and is delighted that their work has enabled people, particularly the vulnerable and the elderly, to feel safe in their home. Speaking about their long-term sponsorship of the project, Sarah Ward from Norwich Union Insurance said: "We are committed to fighting crime and the fear of crime, particularly in the local community. Schemes like "Safe and Secure" provide practical solutions, comfort and

reassurance for victims of crime".

Norwich Union was also able to come to the rescue of the "Community Safety Dogs" project recently. Under the scheme a project worker visits schools with the dogs to help put over the "stranger danger" message. When it looked as if children from Aylsham John of Gaunt First School might miss out on a visit from the two dogs, Norwich Union stepped in. A change of sponsor of the Community Safety Van meant that Project Worker, Carol Atherton, had to take a special course before she could get insurance. Left without cover and unable to get to Aylsham, a quick call was put in to Norwich

Union who, with the assistance of Alan Boswell Insurance, arranged temporary insurance cover. With the van insured, Carol was able to visit the school and deliver the "stranger danger" message, avoiding disappointment for the children.

If you would like to support PACT or any of the schemes that it runs, please contact

Norfolk PACT  
Partnership House  
Avenue Road  
Wymondham  
NR18 0YZ



# Finance Training On Your Doorstep

**Training is very much the priority for finance industry businesses in Norfolk.**

The possibility of regulatory qualifications within the general insurance sector has contributed to the growing demand for better local

training provision.

The School of Business and Finance at Norwich City College is responding to these needs. Business Account Manager Rob Leigh has spent considerable time talking to employers.

"Despite the diverse nature of the sector there are some common views which we are taking on board. These include the desire for local classroom training for the regulatory qualifications. It has been proven that this can lead to much better pass rates compared to other learning methods.

"The College has already this

year launched the Call Centre Training School and is currently extending its established accountancy qualifications into the modern apprenticeship schemes offering huge advantages for employers and students.

As a result of our research we are looking to introduce further finance / insurance qualifications to our portfolio. It is also worth pointing out that many of our short courses such as selling skills, management development, and customer care may be of interest to many companies.

"Our aim is to provide solutions which will benefit the finance industry in

“

**It has been proven that local classroom training for qualifications can lead to much better pass rates compared to other learning methods.”**

**Rob Leigh,  
Business Account Manager**

Norfolk. We are very grateful to **Fig**, Norfolk Learning Partnership and the many companies working with us to achieve this.”

Rob can be contacted on 01603 773380 or [rleigh@ccn.ac.uk](mailto:rleigh@ccn.ac.uk)



## Finance Training Associates

### Needed by Services To Business

The School of Business and Finance is expanding it's portfolio of courses to cover finance industry qualifications. We need freelance training associates, with current industry knowledge to deliver training (daytime or evening) in the following subjects:

- FPC (Financial Planning Certificate) 1, 2 and 3
- AFPC (Advanced Financial Planning Certificate)
- CeMAP (Certificate of Mortgage Advice Practice)

- IFC (Insurance Foundation Certificate)
- CIP (Certificate of Insurance Practice)

Please reply in writing to Rob Leigh at the address below and include a current CV and an outline detailing your areas of expertise.

For further information call

# 01603 773380

Supporting the aims of:



**shaping the future**  
the economic development partnership for norfolk



**Services to Business, City College, Ipswich Road, Norwich, NR2 2LJ**

# Going to Jail?

## Tough new powers under the Enterprise Bill

Last year the Chancellor announced that the economic priority for his second term in office was to promote higher productivity and greater enterprise. The appropriately named Enterprise Bill completed its second reading in the Commons earlier this month and looks set to become law in November.

How exactly will the Bill promote enterprise? By introducing US style anti-trust enforcement. Under the Enterprise Bill company directors or other individuals may be imprisoned for up to five years if they dishonestly agree to fix prices, share markets or rig bids. Directors of companies that infringe competition law will also be liable for disqualification if

they knew, or ought to have known, that the company was breaking the rules.

The primary enforcement agency, the Office of Fair Trading, will also get new surveillance powers under the Bill to tap phones and trace e-mails. The OFT, headed by John Vickers, is currently on a roll. After a slow start under the Competition Act 1998, the OFT now boasts that it is uncovering cartels at a rate of about one a month and promises a series of fining decisions in coming months.

If the existing sanction, under the Competition Act, of fines of up to 10% of UK turnover is not enough to achieve competition compliance, then the prospect of jail or

disqualification should concentrate minds in boardrooms across the UK.

What will be the impact on the financial services markets of tougher competition enforcement? The OFT's mission statement is "to make markets work well for consumers" and it is clear that both the OFT and the Treasury are not convinced that savings markets in this country work as well as they might. The OFT's response to the FSA consultation on depolarisation (CP121) sums up: "Polarisation has inhibited competition and is not operating in consumers' best interests."

In parallel with the depolarisation debate, the Treasury has charged Professor

Ron Sandler to review the UK market for long-term savings. Both the Sandler review and CP121 hold the prospect of a radical shake-up of the market.

A changing market is sure to see winners and losers. For the losers who feel that they are victims of unfair competition a threat to complain to the OFT is now a legitimate competitive tactic. That threat will be taken rather more seriously by the director of a rival who knows that he could face a spell in jail if his company has strayed the wrong side of the line. Effective competition risk management is no longer just an option.

**Stephen Rose, Eversheds Partner**

# Driving Success

"After a successful 2001 season, Eversheds are once again sponsoring racing driver Rob Barff as he bids to win the British GT Championship in his TVR Cerbera Speed 12.

Rob will be racing at Snetterton on the weekend of August 31 – September 1 and

your support would be greatly appreciated. For more information review his Website at [www.robbarff.com](http://www.robbarff.com)



# Eversheds' offering

Eversheds has over 2,000 legal and business advisers providing services to the private and public sector business and finance community. Access to all these services is provided through 18 European offices (including Norwich, Ipswich

and Cambridge) and three associated offices in Asia. Eversheds combines local market knowledge with access to the specialisms, resources and international capability of one of the world's largest law firms.

Eversheds has one of the most highly regarded teams of financial services legal experts in the UK dedicated to insurance, FSA regulation, investment funds, e-commerce, ancillary commercial arrangements, consumer credit

and mortgage lending.

**For further information please contact Linda Woolterton, Eversheds Partner, on 01603 272515 or review [www.eversheds.com](http://www.eversheds.com)**

Straightforward. Enterprising. Effective.





**The Chartered Insurance Institute**

The Insurance Institute of Norwich represents CII members living and working in Norwich

## Summer's Pleasures

### Summer Social event organised by the Insurance Institute of Norwich

With the lecture programme having been completed and the next examinations not due until October, the Insurance Institute will be free to enjoy some social events this summer. From experience, we believe it is better to concentrate on gatherings which have proved to be popular in the past, such as the Pub Treasure Hunt and the Trivia Quiz, but we may also try a trip to Newmarket for an evening's racing and pop concert, and the Institute Council may well be persuaded to undertake a bowls evening followed by some light (and liquid) refreshment. Unfortunately, pressure of work has led to some retirements from the Council and a new Social Committee will be formed at the first meeting in June.

The golf programme for the summer has already been set, and one match has already been completed, with a victory for the Norwich Institute over Ipswich. This is the first leg of the Williamson Cup, the second being played "away" at Purdis Heath in September. The next golf event is the "open" competition for the MacKenzie Lees Trophy, a magnificent cup presented to the Institute for competition in 1926. The current champion is Mark Blackburn (Norwich Union) who won the cup in 2000 and 2001. The tournament takes place at Eaton Golf Club on Friday, 28th June and the results will be printed in the next issue of *Fig*.



**On the Ball:** Norwich Union's Mark Blackburn receives the trophy from the President of the Insurance Institute of Norwich, Sue Donmall

## Lecture Programme - The Impact on Insurance of International Terrorism

The content of the forthcoming lecture programme, for the period from September this year to April 2003, is almost complete. This will allow the programme to be printed and distributed to members in the near future. The events of September 11th, 2001 still cast

a long shadow over the insurance world and we will be devoting two lectures in the programme to analysing the effects shown so far. One lecture will deal with the underwriting of risk on a global scale, and we have invited a Lloyd's underwriter

to bring us up to date on the current thinking with regard to this subject. The other lecture will concentrate on the claims position on this, the world's largest combined loss to insurers. The final claims scenario will not yet be known but a pattern is already

emerging, which will be revealed at the lecture.

Full details of the lectures will be printed in the forthcoming editions of *Fig*, which will also give further details about how to reserve your place.



## The Life Insurance Association

Membership is open to anyone in the Life Industry who works or lives in the area plus other members of the Life Insurance Association from other Regions who wish to attend specific meetings.

**For further information on The Life Insurance Association contact: Mike Burrows Tel: 01603 762614**

# We are going from strength to strength

ABA was the pioneering bank auditing agency in the UK. Over the last decade it has helped thousands of companies reclaim millions of pounds from banks. During that time, ABA developed unique software to help identify evidence of overcharging.

Another key to the success of ABA has been the staff it employs. Virtually all are former banking professionals with years of experience, who know what they are looking for. In early 2000 the Consumers' Association acquired the company.

**"We have developed excellent working relationships with the major banks, which ultimately benefits our clients"**

"Having the backing of the Consumers' Association gives us tremendous credibility," says Sue Fleming, Customer

Service Manager of ABA.

"It has also helped us to develop excellent working relationships with the major High Street banks, which is ultimately to the benefit of our clients."

**ABA**  
THE BANKING  
SERVICE FROM  
**WHICH?**



**Customer Service Manager,  
Sue Fleming**

## A three step approach to peace of mind

**ABA's pricing is structured to keep the fixed fee low and to ensure that both parties benefit from the negotiated refund. The audit itself is relatively inexpensive and could save you considerable sums of money.**

### 1. Initial Consultation

All businesses should prepare for their annual review with their bank by commissioning ABA to audit their bank account first. Another good time is if you have switched banks or are considering transferring your account elsewhere.

The initial consultation is absolutely free and without obligation. A bank professional will visit your premises and discuss your banking arrangements with

you. Some businesses commission a "peace of mind" audit to ensure they are getting the best possible deal.

### 2. The audit

The second stage is to carry out a complete audit of your accounts and loans.

ABA recommends an audit of ten years, but they can be for any period as long as you have sufficient records available. (ABA does, however, have special arrangements with most banks to retrieve copy statements if your records are incomplete.)

ABA checks through your statements and facility letters to ensure all relevant information is available.

Then they input your commission and interest details into their sophisticated

software and, with this information and the vast banking experience of their staff, they determine whether there have been any errors or discrepancies and whether the bank has adhered to its own Code of Practice. A full report and executive summary is issued, together with ABA's recommendations.

### 3. Negotiating with the Bank

If ABA identifies a claim of more than £1,000 they will handle all negotiations with the bank on your behalf. ABA retains a percentage of the agreed refund. ABA has developed excellent relationships with all high street banks. Most claims are settled within a few weeks and are virtually hassle-free.

To find out more please contact us:

ABA The Banking Service from WHICH?  
4 Penfold Drive  
Gateway 11 Business Park  
Wymondham  
Norfolk  
NR18 0WZ  
Tel: 01953 600 811  
Fax: 01953 600 822  
e-mail: abamail@ABA.which.co.uk  
web: www.aba.which.co.uk

## Jubilee Celebrations



**Golden Moment:** Staff at Virgin Money celebrate with a Golden Jubilee street party.

Some 450 staff from Virgin Money enjoyed a street party outside their headquarters on Whiting Road, Norwich over the weekend of the Queen's Golden Jubilee celebration.

Hog roast was on the menu courtesy of Virgin Money who also provided wine, beer, soft drinks and ice cream to celebrate the occasion.

## British Insurance Awards nomination for local company

Local online insurance company its4me has been short-listed for the e-business category of British Insurance Awards.

Paul Cheall, Managing Director of the Queens Road based company, said he was delighted. He added: "Our service proposition is unique, turnover has increased six-fold

and we have been expanding 20% month on month for the last six months."

The awards ceremony takes place at the Albert Hall on 10 July.

**its4me.co.uk**  
online insurance

## Local Access to Worldwide support **BARCLAYS**

Larger businesses in Norfolk can now get local access to industry-focussed banking support.

Barclays has recently introduced market sector specialist teams across the region, specialising in property and construction, manufacturing, retail, wholesale and business and professional services. These sectors represent some 70% of Norwich's larger businesses, that is companies with a

turnover of more than £5 million.

Mel Barker, Corporate Director for East Anglia, was enthusiastic about the development: "By focussing our people on specific industry sectors we are able to better understand the sector-specific challenges and opportunities faced by our customers. Having a dedicated relationship team means customers can access all areas of the Barclays Group locally."

## Awards for Norwich Union Magazines

Two of Norwich Union's staff magazines have won awards from Communicators in Business for local communications company, InfoTech Communications.

The first Award for Excellence was for What's On, an electronic staff newsletter about Norwich Union's sponsorships, work with

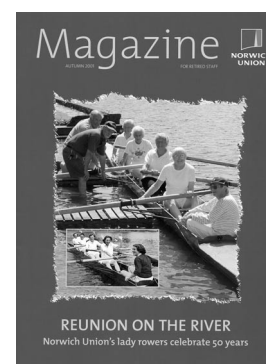
charities and the community.

InfoTech writes, edits and publishes What's On for Norwich Union.

The second award was for Magazine, which is for retired staff and is written, edited, designed and published by the company in partnership with Norwich Union.

The awards were made at the Grand Hotel in Brighton.

**InfoTech  
Communications**  
Business Publications and  
Internet/Intranet Services




**MONEYFACTS**  
GROUP

Moneyfacts Group plc is the UK's largest provider of personal finance data.

The Norwich-based company employs a total team of around 125 financial researchers, IT specialists, editorial, sales and marketing and support staff at its modern state-of-the-art headquarters.

Its real-time news and data systems are installed in virtually every bank and building society in the UK and an increasing number of life offices.

Moneyfacts information is seen by more than 30 million people every week via its charts in the national and regional press and media such as: *The Financial Times*, *The Express*, *The Sunday Telegraph*, *BBC Ceefax*, *Eastern Daily Press* and most other regional papers. Its data appears on numerous Websites including *BBCi*, *BSA*, *Building Societies Members Association*, *FT.com*, *Good Web Guide*, *Observer* and *This is Money*.

Moneyfacts also provides the data behind an increasing number of third party Websites, for example *FT Your Money*.

Moneyfacts' own publications, which include the UK's largest selling professional financial monthly, have a total readership in excess of 100,000.

**MONEYFACTS GROUP plc**  
Moneyfacts House,  
66-70 Thorpe Road, Norwich  
NR1 1BJ. DX 135010 NORWICH 7  
Telephone 01603 476476  
e-mail: [info@moneyfacts.co.uk](mailto:info@moneyfacts.co.uk)

# Why the industry relies on Moneyfacts

**Samantha Owens, Senior Press Officer, explains how Moneyfacts ensures accuracy & reliability.**

Moneyfacts employs a team of 40 financial researchers across its three research divisions. These researchers are responsible for ensuring that the information contained in our publications, our online systems, Website and best buy selections is accurate, up-to-date and can be relied upon.

Although separate, all three divisions rely on the same strict checking procedures in order to ensure the information which goes into these magazines and onto our online systems is processed to the same high standard.

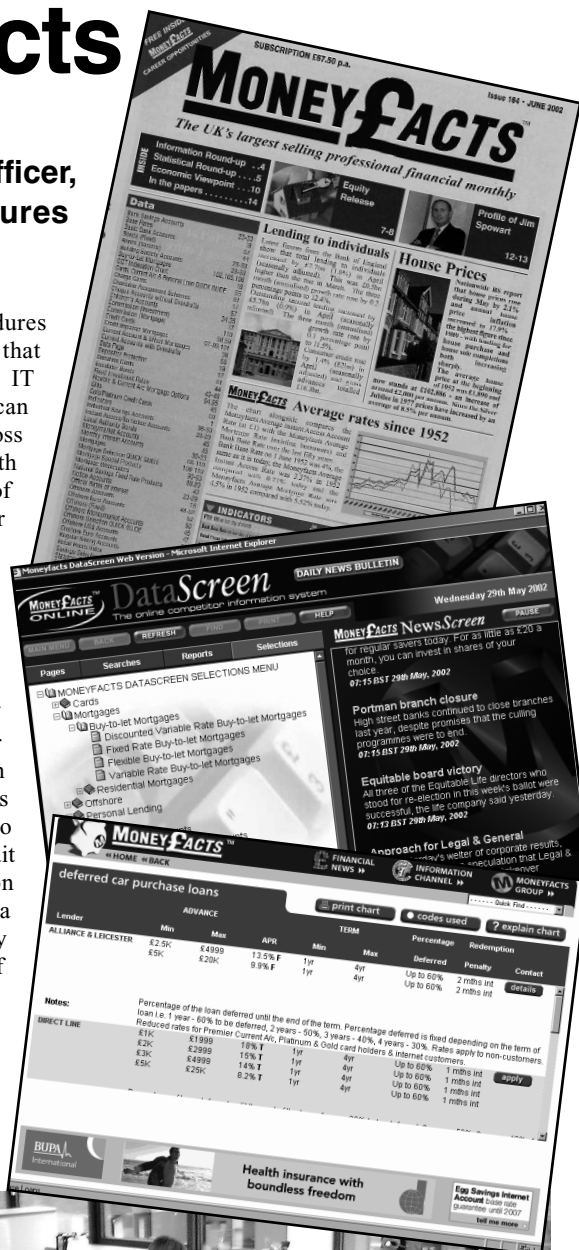
Institutions depend on our information to compare their position in the market place, and our online systems are an invaluable tool in setting rates and designing products. It is paramount therefore that the data that institutions are using to base these decisions on is faultless.

Moneyfacts is known as the industry's "bible" and prides itself on the accuracy of its information. Numerous quality control procedures are in place to ensure that this accuracy is maintained at all times. These procedures are standardised for each department and are included in the company's Editorial Handbook. In essence any product amendment will be treated the same whether it is for mortgages, credit cards, term assurance or business finance.

Standard checklists are used to ensure that every system where the data can be viewed is updated. Routine daily checks are carried out on our systems by the research departments to monitor updates along with random "spot-checks" on a weekly and monthly basis.

These procedures also ensure that any new IT developments can be included across the company with the minimum of disruption to our customers.

In addition to these strict procedures each institution has a copy of DataScreen for verification purposes enabling them to carry out an audit on information shown and a complimentary copy of the relevant publication is issued to all the people whose responsibility it is to keep us up to date.



## A Tailored Service for Employers

Jobcentre Plus is the UK's largest recruitment network, and last year alone Norfolk Jobcentres helped over ten thousand people into work, and handled in excess of twenty thousand new job vacancies.

**JobCentre** 

One telephone call to Employer Direct on 0845 601 2001 ensures that your vacancy is advertised in around a thousand Jobcentres, and on [www.worktrain.gov.uk](http://www.worktrain.gov.uk) - by far the largest jobs and careers Website in Europe, and the second largest in the world, currently advertising over

500,000 vacancies, and getting around a million hits a week.

At the same time, you are allocated a named Vacancy Service Manager who is based at your local Jobcentre, with whom you can discuss your progress with vacancy filling, as well as any suggestions you may have.

To support you further, Norfolk Jobcentre Plus has appointed Local Account Manager Elaine Spall, who works closely with local employers to deliver tailored training packages where needed, and to ensure recruitment and training initiatives such as New Deal are developed to reflect local

demands. Call her to find out more on (01603) 248782.

Jobcentre Plus is committed to helping you fill your vacancies quickly and with the best possible people available. We aim to understand your business better, and to respond to your individual recruitment needs. In short, if you want someone to work hard and do an outstanding job for you, we can.

To find out more about Services to Local Employers call Elaine Spall, Local Account Manager, on (01603) 248782.

## FPC3 passes at Moneyfacts

Congratulations to five members of staff at Moneyfacts Group for passing the Financial Planning Certificate 3. Impressively, they decided they would sit the exam just one day after sitting Financial Planning Certificate 2. Savings Research Editor, Rachel Thrussell, said: "When our tutor suggested it, it seemed a good idea to do the two exams close together, but we had second thoughts as they approached. It paid off in the end though, and we are absolutely delighted."

Congratulations to:  
Rachel Thrussell  
Carol Green  
Terry Cutworth  
Emma Butler  
Jane Baker



### Employment-related Health & Safety Law an overview

#### Essential Discrimination Law

Gareth Thomas  
Director of the Centre for Employment Law  
September 2002

#### Work-Life Balance

*This Course, originally scheduled for July, has been postponed pending the publication of Regulations implementing the "family-friendly" measure on the Employment Bill currently before Parliament*

### FORTHCOMING SEMINAR COURSES

#### Health & Safety Law Course

A Series of eight seminars on Health & Safety Law commencing in October 2002

#### Employment Law Course

A Series of ten seminars on Employment Law commencing in October 2002

*Both seminar courses may also lead to the award of an Advanced (Graduate) Certificate on completion of an optional dissertation*

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For further details and application form contact: CPD Administrator, Beverley Hodges, The Norwich Law School, University of East Anglia, Norwich NR4 7TJ  
01603 592516 - e-mail [B.Hodges@uea.ac.uk](mailto:B.Hodges@uea.ac.uk)



## Change Strategy in Financial Services – looking outside the box

### Cambridge Seminar 8-13 September 2002 at St John's College, Cambridge


This year's theme is business transformation and the programme includes presentations by high profile speakers, an INSEAD business simulation on change management plus a 'seminar within a seminar' on skills exchange.

#### Speakers include

David Azema (Eurostar)  
Michael Foot (Financial Services Authority)  
Martin George (British Airways)  
Ian Harley (Abbey National)  
John Stewart (Barclays)  
Geoff Skingsley (L'Oreal)  
Hamish Taylor (Vision Group)

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For further details contact Katie Bickerton on 01227 818698 or email [events@ifslearning.com](mailto:events@ifslearning.com)

The ifs is the official brand of The Chartered Institute of Bankers, a registered charity

## Virgin One account campaign goes one step further

Building on the success of their "live your life differently" campaign, Virgin One account has launched a new advertising campaign which runs across national and satellite TV and the national press.

The new adverts build on the original "live your life differently" theme, which demonstrated how the flexibility of the One account allows customers to take control of their lives. The new ads feature actual customers who have been able to live their lives differently because of the One account.

Virgin One wrote to all their customers asking them to share

their experiences on how the One account has changed their lives. The response they received was overwhelming, ranging from customers who have been able to manage their day-to-day finances better with the Virgin One account to people who have given up their jobs to achieve their life's ambition.

In one of the adverts, Kevin May tells how he left a perfectly good job to drive around 48 states in America in 48 days and write a book about it. Another ad shows how Jo St. Leon gave up her job as a counsellor to live her dream of being a concert viola player.

Head of Advertising at Virgin One account, Andrew Nicholson, says: "We are illustrating how the unique flexibility of the Virgin One

account can enable people to live out their wildest dreams in a campaign that's fresh and in keeping with the Virgin brand."



**You only live once: Virgin One customer Jo St. Leon gave up her job as a counsellor to become a concert viola player**

# Make us the best in 2002

*Voted 'Best Mortgage Provider and Best Current Account Provider' The Guardian/Observer Consumer Finance Awards 2001.*

Virgin One is the brightest new name in the financial services arena and as our success continues we are always looking for talented individuals to join our team.

For more information on current vacancies at the Virgin One account visit our website, drop us a line or simply make a call. We'll be more than happy to have an informal and discreet chat.

Visit [www.virginone.com](http://www.virginone.com), call 01603 707129 or email [jobs@oneaccount.com](mailto:jobs@oneaccount.com)



unequalled opportunities employer

# Fig Training & Events Directory

These events are open to all. They are subject to change, so please check and book your place first.

## Training Courses and Seminars

Event	Date/Venue/Time	Entry Cost	Further information/ Tickets from
<b>Emergency First Aid</b>	24 June 2002 Hotel Victoria, Lowestoft 9.00 to 16.30	£45 + VAT	Angela Fickling First Aid & Safety Training Tel 01502 742190
<b>Statutory Maternity Pay Workshop</b>	25 June 2002 Inland Revenue, King's Lynn 9.30 to 13.00	Free	Latisha Spears Inland Revenue Tel 01603 776030
<b>Human Resources Seminar</b>	26 June 2002 Eversheds, The Close, Norwich 10.00 to 12.00	£70 + VAT	Steph Cooper Eversheds Tel 01603 272700
<b>Data Protection Seminar</b> Ellen Sweet-Escott, Eversheds Commercial Department	26 June 2002 Star Hotel, Great Yarmouth 16.30 to 18.30	Members £35 + VAT Non-members £70 + VAT	Margaret Read Norfolk Chamber of Commerce Tel 01603 729703
<b>Starting up in Business</b>	28 June 2002 Inland Revenue, Great Yarmouth 9.30 to 13.30	Free	Latisha Spears Inland Revenue Tel 01603 776030
<b>Atypical Workers &amp; Employment Update</b> Understand types of atypical workers and the legal issues associated Steele & Co's Employment Team	2 July 2002 Park Farm Hotel, Hethersett 14.00 to 17.30	£110 + VAT	Alice-Rose Howden Steele & Co Tel 01603 274700
<b>Success Management Service Seminar</b> – How to be more successful in business	2 July 2002 Carrow Road, Norwich Telephone to confirm times	Free	Anna Nursey Larking Gowen Tel 01603 624181
<b>End of Year Returns of Expenses &amp; Benefits P11D and P9D Completion workshop</b>	2 July 2002 Inland Revenue, Norwich 9.30 to 13.30	Free	Latisha Spears Inland Revenue Tel 01603 776030
<b>LIA Role in the future of our Industry</b> Gavin Tishaw, President LIA	3 July 2002 Wensum Valley Hotel, Taverham 9.30 for 10.00	Free to CII members Others, 2 free visits before joining	Mike Burrows Life Insurance Association Tel 0796 831 8573
<b>End of Year Returns of Expenses &amp; Benefits P11D and P9D Completion workshop</b>	4 July 2002 Inland Revenue, King's Lynn 9.30 to 13.30	Free	Latisha Spears Inland Revenue Tel 01603 776030
<b>Professional Tax Update</b> Matthew Hutton	4 July 2002 The Norfolk Club, Norwich 17.00 to 18.30	£40 + VAT	Cheryl Gould Tel 01508 528388
<b>Handling difficult people &amp; finding and keeping your greatest asset</b>	9 July 2002 Maids Head Hotel, Norwich 9.30 to 16.30	Members £85 + VAT Non-members £170 + VAT	Margaret Read Norfolk Chamber of Commerce Tel 01603 729703
<b>Speak with Confidence</b>	10 July 2002 Oaklands Hotel, Norwich 9.30 to 16.30	£130	Richard Parramint Positive Speech Tel 01508 482753
<b>Debt Restructuring – Getting the Best Deal</b>	10 July 2002 Larking Gowen, 15 Upper King Street, Norwich 16.45	Free	Anna Nursey Larking Gowen Tel 01603 624181
<b>Limited Liability Partnerships – One Year On</b> David Woods	10 July 2002 Swallow Hotel Nelson, Norwich 16.30 to 19.30	To be confirmed	Tim Howes ICA Tel 01603 617638
<b>Statutory Sick Pay Workshop</b>	11 July 2002 Inland Revenue, Norwich 9.00 to 12.00	Free	Latisha Spears Inland Revenue Tel 01603 776030
<b>Emergency First Aid</b>	15 July 2002 Hotel Victoria, Lowestoft 9.00 to 16.30	£45 + VAT	Angela Fickling First Aid & Safety Training Tel 01502 742190

These events are open to all. They are subject to change, so please check and book your place first.

### Training Courses and Seminars

Event	Date/Venue/Time	Entry Cost	Further information/ Tickets from
<b>IT for beginners</b> 3 day course	15 to 17 July 2002 Saint Felix, Southwold 9.30 to 4.30	£35 per day other dates available	Southwold Summer School Tel 01502 722175
<b>Computing for Beginners</b> 4 day course	15 to 18 July 2002 Wensum Lodge, King Street, Norwich 10.00 to 16.00	£45	Wensum Lodge Centre for Adult & Continuing Education Tel 01603 666021
<b>Introduction to investing in shares</b> 5 half day informal course by a Financial Adviser	15 to 19 July 2002 Saint Felix, Southwold 9.30 to 12.30	£20 per half day other dates available	Southwold Summer School Tel 01502 722175
<b>Disciplinary &amp; Grievance Procedures Workshop</b> Steele & Co's Employment Team	16 July 2002 Park Farm Hotel, Hethersett 10.00 to 16.30	£190 + VAT	Alice-Rose Howden Steele & Co Tel 01603 274700
<b>Running a business on the web</b> Be inspired and entertained to hear Janet who runs such a company	17 July 2002 Saint Felix, Southwold 9.30 to 12.30	£20 per half day other dates available	Southwold Summer School Tel 01502 722175
<b>Creative Group Work</b> Bee Springwood	20 July 2002 University of East Anglia, Norwich 10.00 to 17.00	£20	Centre for Continuing Education University of East Anglia Tel 01603 593266
<b>Neuro Linguistic Programming</b> 2 day course	22 to 23 July 2002 Wensum Lodge, King Street, Norwich 10.00 to 16.00	£24	Wensum Lodge Centre for Adult & Continuing Education Tel 01603 666021
<b>Internet Introduction</b> 4 day course	22 to 25 July 2002 Wensum Lodge, King Street, Norwich 10.00 to 16.00	£45	Wensum Lodge Centre for Adult & Continuing Education Tel 01603 666021
<b>Stress Prevention Training</b>	31 July 2002 Star Hotel, Great Yarmouth 9.30 to 12.30	Members £45 + VAT Non-members £80 + VAT	Margaret Read Norfolk Chamber of Commerce Tel 01603 729703
<b>Computing For Beginners</b> 4 day course	29 July to 1 August 2002 Wensum Lodge, King Street, Norwich 10.00 to 16.00	£45	Wensum Lodge Centre for Adult & Continuing Education Tel 01603 666021
<b>Executive Presentation Skills</b>	1 August 2002 Oaklands Hotel, Norwich 9.30 to 16.30	£175	Richard Parramint Positive Speech Tel 01508 482753
<b>Keyboarding Skills</b> 2 day course	5 to 6 August 2002 Wensum Lodge, King Street, Norwich 10.00 to 16.00	£24	Wensum Lodge Centre for Adult & Continuing Education Tel 01603 666021

### Events

Event	Date/Venue/Time	Entry Cost	Further information/ Tickets from
<b>Success</b> - A platform for business to discuss issues with planners and support agencies	3 to 4 July 2002 Churchill College, Cambridge From 19.00 on 3 July 2002	Dinner & conference £115 + VAT	The Secretary Herts IOD Tel 01438 312884
<b>Fig Conference</b> Solving industry skills shortages	15 July 2002 Music Room, Assembly House, Norwich 17.30 to 19.00	Free subject to booking	Marjorie Eade Fig Email <a href="mailto:info@fignorfolk.co.uk">info@fignorfolk.co.uk</a>

We welcome details of forthcoming professional events. They are published free of charge and should be sent to *The Editor, Financial industry gazette, 66-70 Thorpe Rd, Norwich NR1 1BJ* or e-mail [info @ fignorfolk.co.uk](mailto:info@fignorfolk.co.uk) for August's issue, by 4th July please.

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01603 614474

**SPECIAL NEEDS ENTERPRISES**

A charity working with young people with learning difficulties in Norwich would be pleased to hear from any volunteers interested in assisting at the charity's Resource Centre.  
Contact: Angie Cossey on  
01603 762944 (9.00am to 3.30pm)

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