

From: South Wales Chamber [rachel@centreforbusiness-co.ccsend.com] on behalf of infoswc

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To: Rachel Nowell

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Dear Rachel,

All of the latest policy information, our next events and important information on two 'scams' that a number of businesses seem to be experiencing can be found in this edition of the eshot. Plus news from fellow members for you to take advantage of.

Don't forget if you have any queries or would like your news included in the next eshot, you can contact us on 01633 242749 or email: info@southwaleschamber.co.uk.

GDP Figures

Our country is still in Recession.



Britain's economic recovery remains fragile and uncertain and Friday's disappointing GDP figures show that Government action is still required to support a business-led recovery.

The Gross Domestic Product (GDP) measures the total amount of products and services produced by a country. In the UK GDP has contracted for six consecutive quarters, this means we are in the longest recession since record began in 1955. Between July and September GDP contracted by 0.4%. A possible step by the Bank of England will be to increase Quantitative Easing by a further £50b. (Quantitative Easing is the banks policy for printing money to buy bonds from banks and companies to stimulate the economy).

It is also predicted by economists that consumers will help to improve our GDP through increased purchasing during November and December. It is expected that VAT will increase from 15% to 17.5% starting from the beginning of January 2010.

→ Monthly Business Survey

The Monthly Business Survey is now open for members to respond to. MBS has proved to be an invaluable source of information during the recession and has been utilised by the Treasury and Bank of England. Furthermore, it offers valuable insight into the issues affecting member businesses.



[Complete the survey](#)

→ National Postal Strikes

Despite both Royal Mail and the Communications Workers Union (CWU) both stating they are committed to talks, national strikes went ahead on Thursday and Friday - with the threat of more to come. BCC has been making sure this stays high on the agenda, with David Frost speaking to both Royal Mail's leadership, the Government, and doing national media interviews.

To make sure that the public really understands how strikes are affecting businesses in the area, we are looking for case studies.

[Contact us with your story](#)

→ Regeneration of out of town retail

Town and village retailers and businesses are 'dying' due to the development of out of town retail or large supermarkets with the capacity to sell at very competitive prices. What we need is an action plan for sustainability of the High Streets in Wales. The SWCC is working with Action for Sensible Planning, arm of the Rhondda Cynon Taf Chambers of Trade, to address the Planning Policy and Retail issues to the Welsh Assembly Government. The purpose of this meeting is to put some of the current statistics before the WAG and to highlight the lack of understanding of the larger picture, in particular planning application and planning appeals procedures which are key elements that must be addressed.

If you are a business or retailer that have been affected by out of town retail and have practical recommendations for the Welsh Assembly Government on how they can improve your situation or make necessary changes to the planning/appeals procedure, [please contact us](#).



Fraudulent activities

We have received details from members on the following telephone 'scams' which seem to be escalating. Both involve calls from individuals claiming to be from reputable companies.

The first is from a bogus representative of BT who informs you that your line will be disconnected due to an unpaid bill, demanding payment immediately.

When questioned the caller gives very convincing answers including the telephone number for BT Business, even saying that he would prove the line could be disconnected. He will tell you to hang up and try dialling another number. Because the person who initiated the call has to be the one to terminate it, it appears that the line is dead, although actually they are still on the line with the mut button on!

This is a very simple trick which the police are aware of. If you receive a call like this, please do not give credit card details, tell the caller you know they do not work for BT and have no intention of paying - they then hang up.

The second call is from someone claiming to be from Yellow Pages asking if you wish to update your company details. When told that you do not wish to do so, the call is ended. However a few days later another person calls asking the same question. When you refuse they ask for you to sign a 'Cancellation Order' which they then fax to you and then call again to chase the signature.

In the small print of the fax, it becomes clear that it is from a company called The Ywllow Pages-24 and there is a charge of £599 for 'Cancellation with the final printing'.

It seems that this company operates in many areas and mainly targets businesses, local authorities and schools.

Please be vigilant and inform your local Trading Standards Office if you receive such calls.



November Events

Tuesday 3rd November

Business Growth Club: ICT at the BT Data Centre, 2pm - 4pm

This free workshop delivered by BT is part of a nationwide programme from British Chambers of Commerce. It is aimed at owners/decision makers of businesses aged between 2-5 years old looking to integrate their communications systems.

[Last few places remaining - book yours now!](#)



Tuesday 10th November

b2b breakfast at the Copthorne Hotel, Cardiff, 7.45 for 8.00am

This event will include a presentation from the Chief Executive of the Police Authority which is the bridge between the business community and the police. She will be explaining how the requirements of business are considered when setting local policies.

Members £17 Non-Members £25

[Reduced rate when booking online](#)

Thursday 12th November

Carbon Reduction Commitment Seminar at the Celtic Manor Resort (Manor House), 7.30 for 8.00am - 10.30

This free seminar is being delivered by patron member UES and is ideal for businesses with an annual electricity bill of approx £500k or more. You will find out if the CRC rules apply to your organisation and what the implications are.

[Last few places remaining - book yours now!](#)

Thursday 19th November

Beaujolais Day Lunch at the Radisson Blu Hotel Cardiff, 12noon for 12.30

This is a new addition to the calendar for the South Wales Chamber and South Wales Junior Chamber. You will be one of the first to sample the new wine of 2009 over a two course lunch in a relaxed atmosphere - perfect for meeting up with existing or potential clients.

Members £22.50 + VAT Non-Members £27.50 + VAT

[Book places](#)

Wednesday 25th November

Facilitated Networking Breakfast - Newport venue tbc, 7.45 for 8.00am

These events are uniquely structured so that you have the chance to present your business in 2 minutes to the other attendees on your table. Then move tables and do the same again - bring plenty of business cards!

Members £19 Non-Members £27

[Reduced rate when booking online](#)

Christmas Lunch

DO NOT DELAY!

This years Christmas Lunch is rapidly filling up to the booked number of places, I do not want the Chamber members who have supported this event year on year to miss out on what promises to be a fantastic event, so may I please have your booking by November 10th at the latest.

This year's event sponsored by UHY Peacheys will be held on Friday 11th December at the Celtic Manor Resort with Rhod Gilbert!

[Contact Janet Harris](#)

CHRISTMAS PRESENTS

Every year you have been superb and donated a Xmas gift for a deprived child. Same format as before:

- Value not to exceed £7;
- Marked with the age and Boy or Girl;
- Delivered to the Chamber no later than 10th December.

Last year gifts were delivered to two children's hospital wards and Latch and thank you from all of us here at YOUR Chamber. Any queries [please contact us](#).

eRisk Bulletins from Thomas Carroll



The latest eRisk Bulletins from Thomas Carroll contain details of National Stress Awareness Day which falls on 4th November plus Fireworks Safety guidelines for Bonfire Night.

[Download National Stress Awareness Day](#)

[Download Fireworks Safety](#)

Scrum Sport

SPEAKING OF STARS...

Put a rugby star at the top of your xmas list

Add some star quality to your xmas event by booking an appearance from an international rugby player. Whether its presenting awards, question and answer sessions or speeches, we have the stars to fit the bill.



scrum sport AGENTS • EVENTS • APPEARANCES
CALL US ON **07720 558271** www.scrumsport.co.uk



Becoming ISO Certified

Increasing your business credibility and ticking the right customer boxes

Thursday 19th November

Newport - Hilton Newport Hotel

Having an ISO certified management system can be the critical factor that determines whether you can retain or win business with your target customers. This is increasingly the case with both larger private and public sector customers.

Implementing a new management system or achieving ISO certification for an existing system often appears a complex, resource-hungry task that will only increase paperwork and provide little business benefit.

This seminar will de-mystify the ISO certification process and provide you with a clear understanding of the true costs and benefits of your company becoming ISO Certified

Who should attend?

Any business leader who is interested in their business becoming ISO certified (for any standard) in the most effective way.

What will you learn?

- What ISO certification is
- How a business becomes ISO certified
- How long it takes and what the costs and resources required are
- Why customers prefer suppliers who are ISO certified
- How you can maximise the return on your investment

Cost £15.00 per person, including VAT and buffet lunch.

For further information [contact Mark Pendleton](#)

[Register and pay online](#)



Wales & West Housing Association

Providing quality homes, throughout Wales.

Wales & West Housing Association is an innovative and dynamic organisation that empowers its staff to drive the business forward and to add real value to the organisation.

We are currently seeking Voluntary Committee Members to make a real difference in helping shape the future of one of the largest housing associations in Wales.

Please [download full details](#) and contact Anne Hinchey on 029 2041 5335 if you are interested.

To book places at the events or for any further information, please use the links provided or email info@southwaleschamber.co.uk.

Best wishes,
The team at South Wales Chamber of Commerce

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