

SESAME

SUPPORTING EVERY SMALL AND MEDIUM-SIZED ENTERPRISE

by Giles Chichester MEP, Louise Kennerley and Natalie McCoy



Opening doors for Small Business – A quick and easy reference guide

Foreword



I have spent most of my working life in the small business founded by my father. I was a trainee for six months in 1965 before going to university and then from 1969 to 1994 was production manager, company secretary, director, book-keeper, managing director and chairman at one time or another. Chief cook and bottlewasher is an expression that comes to mind to cover all the different aspects of what I did.

Since being elected to the European Parliament in 1994, I have become an absentee boss and my wife Ginnie has taken over responsibility for running the business. This is very much in the family tradition as my mother did the same in my father's absence through illness and, later, on his sailing trips. In my case, it has been the lure of politics.

However, that long experience of the real world of small business serves me in good stead in my parliamentary and constituency work. I have made a big thing of visiting businesses wherever possible so as to keep in touch. I have organised workshops for SMEs on opportunities in Europe. I have organised visits to the EU institutions in Brussels for various groups of small business men and women, including farmers and fishermen. And I have organised a major conference for small businesses from all over the UK (but mostly the South West as it turned out) in Brussels.

It has long been my intention to produce a pamphlet to help give small businesses access to information. At last with the considerable help of my collaborators, Louise Kennerley and Natalie McCoy, I have been able to do it.

I hope it may prove of use to you.

A handwritten signature in blue ink that reads "Giles Chichester". The signature is written in a cursive, flowing style.

Giles Chichester MEP
2006

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Introduction

In an age of mergers, free trade unions, WTO rules and negotiations, environmental concern as well as free market economies, running a small or medium sized enterprise and keeping up with daily progress and changes can be exhausting and confusing.

The onslaught of European Union (EU) legislation and regulations, in addition to national and regional obligations, can place a veritable strain on business owners and operators.

SMEs have long had to juggle multiple roles – accountant, innovator, logistician, salesman, and public relations all in one. Today, with the European internal market and the expanding inter-dependency of trade in general, businesses of all sizes need to keep abreast of changes in the marketplace in order to survive. This means, amongst other things, applying the regulations and standards concocted by the EU, the WTO and/or the UK Government.

Luckily, policy-makers are finally taking into account the impact of their activities on SMEs. According to the European Commission itself, approximately 99% of all enterprises in the EU are SMEs. It is high time their needs and perspectives were taken into consideration.

In recent years, interest and support for the needs of SMEs has been growing. Networks, associations, studies and government agencies have sprung up to assist SMEs compete in a world primarily geared towards large, resourceful and powerful multi-nationals.

Conservative MEPs helping UK business



Malcolm Harbour MEP, most small business friendly parliamentarian of 2006. Presented by the Forum for Private Business.

Conservative MEPs helping UK business



Giles Chichester MEP visiting tutu makers, Messrs Scott (right) and Morson (left), in their Devon workshop after successfully helping them get paid by Italian customers

There are an estimated 4.3 million SMEs in the United Kingdom generating 58% of its GDP and employing 12 million people. There is no doubt as to the importance of SMEs to the British economy and community.

The Conservative Party has long championed the cause of British business in general and SMEs in particular. We MEPs understand, many of us small business owners ourselves, the extraordinary effort and work necessary to start, run and expand a business.

This guide aims to serve as a starting point for SMEs. In it we provide information on where and how to find help, tips, links to support, funding, lobbying, as well as an introduction into the world of European thought and policy towards SMEs.

An SME defined:

Micro enterprise: employs less than 10 employees; enterprises with no employees, ie provide an income for the self-employed (and maybe family workers)

Small enterprises: provide a job to 10-49 employees

Medium-sized enterprises: have 50-249 employees

an LSE (or large scaled enterprise): 250+ employees

UK Goals and Priorities

As stated in our Conservative Manifesto in 2004, we have a concrete vision of the United Kingdom's place in the European Union: In Europe not run by Europe. We believe the principles for which Europe should stand are: free trade, free markets, deregulation and co-operation. This translates into minimising unnecessary and intrusive legislation, streamlining and simplifying existing EU Directives and their application in the UK and working to promote and safeguard UK tried and tested social, fiscal, economic and cultural specificities and policies.

Governments do not create real jobs, businesses do, sound financial management and productive, successful industries do. Perversely, as Europe's businesses have been battling to compete, Europe's left-wing governments have been putting obstacles in their way. Unemployment in some European countries is thus particularly high. We must act to make job creation and greater prosperity the top priority, rather than just waxing poetic about it. For example, the European Commission should "name and shame" countries which still unfairly subsidise their industries with taxpayers' money to help ensure that competition in Europe is fair and British firms can compete on a level playing field. A "State Aid Scoreboard" should be published twice a year.

Conservative MEPs have developed an Action Plan to reform the EU pro-business and competitiveness strategy:

- 1. No EU taxes.** Taxes in the EU are too high as it is, and EU leaders should resist the temptation to 'harmonise' yet another field, let alone introduce new EU-wide taxes.
- 2. Backing new jobs.** The surge of "Social" legislation coming from the EU recently is not helping to bring down unemployment or make the EU job market more flexible. Social legislation obligations, including limits on working time and training and diet requirements for lorry drivers, make running a successful business more and more difficult.
- 3. Cutting red tape.** While large businesses and multinationals may have the means to keep up with the administrative record keeping, at local, national and EU level, SMEs may find it impossible to follow. It has been estimated that excessive red tape in the EU costs a staggering £30 billion each year. Hardly surprising then, that companies feel they are being buried in red tape.

4. Exploiting new technologies. The EU lags behind its global competitors in the use of new technologies. In the UK alone, while three quarters of SMEs surveyed by the Forum of Private Business are connected to the internet, a number of barriers exist to developing their e-commerce capabilities: reluctance of customers to switch to e-commerce, the perception that e-commerce will not benefit their business, the cost of developing and then maintaining a website, development time, technology failures and lack of technical/web skills amongst their employees. The EU needs to promote interest, understanding and innovation in internet and new technologies for business. EU leaders can start by agreeing to enforce competition rules that encourage cheaper broadband access and by applying EU legislation and blocking data protection rules

5. Punishing rule-breakers. The deadline for the completion of Europe's Internal Market was set for 1992, but many Member States have yet to implement and enforce a plethora of single market measures. In fact, there are currently 1080 "infringement proceedings" in this area before the European Courts. Of course, if only half the players are obeying the rules, it's hardly an equal playing field among businesses. The EU needs to enforce its rules more vigorously, use a fast-track procedure in the European Court of Justice for single market cases and apply hefty fines to the recalcitrant.

We want a Europe that does less and does it better. SMEs should not be burdened with convoluted and unrealisable legislation imposed on them by the distant and the 'one size fits all' school of civil servants and politicians in Brussels.

Visit our website at: www.conservatives.com/meps for a closer look at our vision and activities.

Or contact us:

**Conservative in the European Parliament
(EPP-ED Group)**

25 Victoria Street
London SW1H 0DL

European Union Goals, Priorities and Action

Charter for Small Enterprises and the Lisbon Goals

When the leaders of the EU's 15 Member States met in Feira, Portugal in June 2000, they approved what has since become the document and strategy plan of reference for European SME policy. The European Charter for Small Enterprises calls upon Member States and the Commission to take action to support and encourage small enterprises. It picks up the goals set at the European Council in Lisbon to make the EU the most dynamic economy by 2010 and aims to "Think Small First."

Realising that the future of the European economy lies in great part with the wellbeing of small businesses, the Charter sets out to stimulate entrepreneurship, to evaluate existing measures and, if necessary, make them small-business-friendly and begin to take into consideration the needs of small businesses during policy-making. It purports that by Thinking Small First, EU policy makers are in fact thinking of the EU's economic future as a whole.

Since it announced and approved the Charter in 2000, the Commission has undertaken various actions and has been monitoring progress towards meeting its goals. As a result, one may access the Report on Annual Implementation of the European Charter for Small Enterprises for 2001, 2002, 2003, 2004, 2005 and 2006 as well as the various reports on the EU's pro-business and entrepreneurship activities including:

Conservative MEPs helping UK business



Chris Heaton-Harris MEP visiting AB Produce Ltd in South Derbyshire, one of the most successful small businesses in the East Midlands.

the Benchmarking Enterprise Policy First results from the Scoreboard; the Bi-Annual report on Activities in favour of SMEs and the craft sector; or the Report on the Implementation of the Action Plan to Promote Entrepreneurship and Competitiveness.

Included in these and other Reports are sections on start up costs in the Member States and how they compare amongst themselves. Interestingly, the UK ranks as one of the cheapest EU countries in which to set up an SME; not only that, it is also one of the fastest countries in which to do so as well, with an average of 2 weeks needed to establish one's business.

The Charter's concrete goals (see inset below) have been translated into policy actions, including SME

European Charter's 10 key areas for EU support and action:

- Education and training for entrepreneurship
- Cheaper and faster start-up
- Better legislation and regulation
- Availability of skills
- Improving online access
- Getting more out of the Single Market
- Taxation and financial matters
- Strengthening the technological capacity of small enterprises
- Making use of successful e-business models and developing top-class small business support
- Developing stronger, more effective representation of small enterprises' interests at Union and national level

You can find concrete info on what each Member State is doing in these areas at:

http://europa.eu.int/comm/enterprise/enterprise_policy/charter_directory/index.htm

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John Bowis MEP and James Clark of Hook Norton Brewery discussing the threat of European regulations on the smaller brewers

business impact assessments of legislative proposals (the UK started doing this in 1998 through its Regulatory Impact Unit), an increase in online accessibility and contact for SMEs, promotion of e-business models, etc.

Learn more about the EU's Charter for SME on their website:

www.europa.eu.int/comm/enterprise/enterprise_policy/charter/index.htm

or Contact DG Enterprise:

European Commission

DG Enterprise-Unit 6A

Coordination of Enterprise Policy

B-1049 Brussels, Belgium

Fax: +32 2 296 6284

email: entr-coord-enterpr-policy@cec.eu.int

SME Envoy

The Commission's DG Enterprise has created the office of the SME Envoy and has appointed Mrs Françoise Le Bail as Director in charge of the promotion of entrepreneurship and SMEs. This office should act as a point of information and dialogue for SMEs, their representative bodies and the Commission. The idea is to promote an exchange of views in the early stages of legislation and regulation development to ensure the concerns of SMEs are heard and considered.

Contact the SME Envoy:

Mrs Françoise Le Bail

Tel: + 32 2 299 4143

email: Entr-sme-envoy@cec.eu.int

http://europa.eu.int/comm/enterprise/policy_en.htm

Observatory of European SMEs

Established in 1992, the Observatory of European SMEs monitors the economic performance of SMEs in Europe. It conducts surveys (using a sample of 7800 SMEs in 19 European countries), studies and reports on business and SME-related issues for policy-makers, researchers, economists and SMEs. These reports provide statistics on the number of enterprises, total employment and production by size of enterprise. They are available at no charge online or for £42.15 per copy by post.

For Observatory reports and more information see:

http://ec.europa.eu/enterprise/enterprise_policy/analysis/observatory_en.htm

or contact DG Enterprise:

Unit B2 – Competitiveness analysis &

Economic Reforms

B-1049 Brussels

Belgium

Fax: +32 2 299 83 62

email: entr-compet-economic-reform@ec.europa.eu

Funding

Financing one's business can be quite a challenge, especially as the sources of information are 1) hard to find 2) highly dispersed, and 3) not always addressed directly to one's needs. There are three main categories of finance: equity, debt and grants, which can either be used individually or combined to optimise funds. In this section, we hope to present a variety of funding options available to SMEs at national and European level.

Most UK funding stems from government or private sources and although the Government also administers EU funds, one must remember that the two are in fact not related and have different targets and criteria.

Main categories of Funding

- **Equity:** profits retained from the business; new investment by you, your family or friends; external investment by professionals/other businesses; external equity by selling shares
- **Debt:** Bank lending or overdrafts—factoring and invoice discounting, hire purchase and leasing
- **Grants:** Available depending upon the region and type of business

UK Funding

Venture capital vs. Corporate Venturing

The first method of financing is usually meant for businesses requiring more than £50,000 and willing to offer shares or some form of equity stake in their business to investors. Corporate venturing, on the other hand, is a more formal direct relationship between a larger company and a smaller independent one, in which both contribute to the financial management or technical resources and share the risks and rewards equally to their mutual advantage.

Inland Revenue have published a booklet with detailed guidance on corporate venturing which will be available from the Corporate Venturing Scheme (CVS) Unit and the Small Company Enterprise Centre. This can also be found online at www.hmrc.gov.uk/guidance/cvs.htm

The Inland Revenue has also introduced a number of schemes to try to foster growth in small higher risk trading companies, through tax incentives:

- **The Corporate Venturing Scheme (CVS)** which provides for a number of tax incentives to encourage companies to invest in small higher-risk trading companies and to form wider corporate venturing relationships with those companies.
- **The Enterprise Management Incentives Scheme** which provides for tax-advantaged share schemes to help small trading companies with potential for growth to recruit and retain high-calibre managers.
- **The Venture Capital Trust** scheme offers similar reliefs to individuals investing in VCTs, which are quoted companies that invest in the same sort of small companies which can qualify for EIS purposes.

Inland Revenue Information Centre

Ground Floor
South West Wing
Bush House
Strand
London, WC2B 4RD
Tel: 020 7438 6420/3

Small Company Enterprise Centre

TIDO
Ty Glas
Llanishen
Cardiff, CF14 5ZG
Tel: 029 2032 7 400

Or try them on the internet at:
www.inlandrevenue.gov.uk

Business Angels

These are individuals and businesses who are prepared to invest in companies at any stage of business development, but mainly in new start-up companies.

You can find a list of "Angels" at most banks; by recommendation from professional advisors (ie. Accountants and solicitors); from your local **Business Link** (see inset below) office or on the internet and in local newspaper announcements.

There are also a number of business angel networks (BANS) which act as introduction agencies bringing together entrepreneurs seeking an investment with potential investors:

- **The British Business Angels Association:**

Liz Carrington
 New City Court
 20 St Thomas Street
 London SE1 9RS
 Tel: 020 7089 2305
 Fax: 020 7089 2301
 email: liz@bbaa.org.uk
www.bbaa.org.uk

- **European Business Angels Network** (please refer to EU funding section for details)

- **British Venture Capital Association (BCVA)**

3 Clements Inn
 London WC2A 2AZ
 Tel: 0207 025 2951
 email: bvca@bvca.co.uk
www.bvca.co.uk

- **Equity Link**

Head Office
 Exemplas Ltd
 45 Grosvenor Road
 St Albans
 Hertfordshire AL1 3AW
 Tel: 0845 6020 101
www.exemplas.com

Business Link: at your service

Business Link is an off-shoot of the Government's Small Business Service, charged with providing support, information and guidance to UK small businesses. Business Link is a one stop centre for SMEs from start-up to expansion, to financing to sales and marketing. Its sole purpose is to provide assistance to UK SMEs and keep them informed of the latest developments in the business world, from policies to grants to resources. They have offices in 45 local regions as well as a useful and informative website and a telephone hotline.

www.businesslink.org

Tel: 0845 600 9 006 (minicom 0845 606 2666)

Business Incubators

Incubators provide aid to start-ups; their primary aim being to help you build up the infrastructure of your company instead of providing large amounts of capital themselves. Incubator help may take the form of discount rates for office equipment, temporary support staff or assistance with getting financial backing (with

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Nirj Deva MEP pictured with Conservative councillors and staff at the Crowthorne Enterprise Centre in Bracknell

an equity share of your business in return). See also: www.ukbi.co.uk/ .

UK Business Incubation

Aston Science Park
 Holt Street
 Birmingham B7 4BB
 Tel: 0121 250 3538
 Fax: 0121 250 3542

Small Business Service

Kingsgate House
 General Enquiries
 1 Victoria Street
 London SW1H 0ET
 Tel: 0207 215 5000
 See also: www.sbs.gov.uk

Business incubators also operate on a Europe-wide basis with an aim to facilitate networking among business incubators in Europe.

www.cordis.lu/incubators
 email: incubators@cordis.lu

There are also a number of organisations which can help by providing investment finance for businesses: www.venturesite.co.uk

Banks

Banks are keen to get business accounts and most have attractive packages for start-up businesses. Most banks offer an initial 12/18 months free banking for start-up businesses, but you may have to haggle over the arrangement fee and interest rate and shop around.

Conservative MEPs helping UK business



Giles Chichester MEP with the Stagnetto brothers in their air conditioned cigar store, Gibraltar, having just made a purchase

- **Overdrafts** are one form of bank loan, usually for a source of short-term finance and working capital. They can be called in at any time by the bank manager so it is advisable not to exceed your limit without permission as heavy extra charges will be incurred.
- **Fixed term loans** are loans repayable over a longer fixed period – usually for the purchase of capital items. Interest rates and arrangement fees will be dependant on the amount of the loan and its purpose. Your perceived business risk will also affect these rates and any conditions the bank may apply.
- **Bank Loan Guarantee Scheme** This Department of Trade and Industry scheme is administered by the main High Street Banks. The scheme guarantees 80% of loans of between £5,000 and £100,000 from banks and other financial institutions for small businesses with viable business proposals but which have tried and failed to obtain conventional funding due to a lack of security.

To be eligible you must be a UK business with an annual turnover no more than £1.5m (£5m if you are a manufacturer). Many business activities are eligible but there are a number of exclusions. Loans are available for most business purposes although there are some restrictions. Applications are made directly to one of the 21 banks/lenders involved with the scheme.

For more information on this scheme, you can write to:

Small Firms Loan Guarantee Scheme
St Mary's House
c/o Moorfoot
Sheffield S1 4PQ
Tel: 0845 001 0032/0033
Fax: 0114 279 4374
sflgs@sbs.gsi.gov.uk

Creditors

The Late Payment of Commercial Debts Act 1998 provides a statutory right to claim interest on late payments of commercial debt.

You can get more information from
www.opsi.gov.uk/ACTS/acts1998/19980020.htm

or to get a free user's guide and a free copy of "The Late Payment of Commercial Debts (Interest) Act 1998: A User's Guide (URN 98/823)" ring 0870 150 2500, or access via the web site.

Loans and Initiatives

You can get more information from:

www.payontime.co.uk or get a free user's guide and a free copy of "A user's guide to The Late Payment of Commercial Debts (Interest) Act 1998, as amended and supplemented by the late payment of commercial debts regulations 2002" (URN 02/883). You can order/download these guides, free-of-charge, from the publications@dti website (www.dti.gov.uk/publications) or by contacting the DTI publications orderline.

Their contact details are as follows:

Tel: 0845 015 0010
email: pubs.unit@dti.gsi.gov.uk

Post:
DTI Publications Team
Bay 652
1 Victoria Street,
London, SW1H 0ET

There are many national and local government initiatives available, which offer loans at reduced rates, specific support for the unemployed, and funding in the form of grants.

- **The Prince's Trust, and The Royal British Legion** can also help with financing start-up businesses meeting specific criteria.

Prince's Trust Head Office

18 Park Square East
London NW1 4LH
Tel: 020 7543 1234
Fax: 020 7543 1200

www.princes-trust.org.uk

If you are between 18 and 30 years old you can obtain special help from the Prince's Youth Business Trust.

Or, as a 16-30 year old, you can apply for a financial contribution through the LiveWIRE Awards.

www.livewire-brunei.com

www.britishlegion.org.uk

Many of these loans are hard to track down or are oversubscribed. For the most complete and up to date information check with your Local Enterprise Agency and the Business Link operator in your area.

- **Small Firm Training Loans (SFTL)** These loans are available through the Department for Education and Skills (DfES), and several major banks to help small firms who employ between 1 and 50 people to pay for vocational education or training. Businesses can borrow between £500 and £125 000 to cover training costs and, subject to a maximum loan of £5000, consultancy advice on training matters. There is nothing to pay for up to 12 months of training – the DfES pays the interest for this period. The loan is repaid over a minimum period of one year up to a maximum of seven years. More information can be obtained from: www.dfes.gov.uk
- **Career Development Loans (CDL)** are deferred repayment loans to help individuals including self-employed people, pay for vocational training courses lasting no longer than two years plus a maximum of one year's practical experience where it is part of the course. They can be obtained from four of the major UK banks, and the government pays the interest on the loan during the course and for up to 1 month afterwards. The borrower can then repay the loan and any further interest over a period agreed by the bank.

For more information on both SFTL and CDLs try:

www.lifelonglearning.co.uk/sftl

www.lifelonglearning.co.uk/cdl/front.htm

DfES Small Firms training Loans
Freephone 0800 132 660

Career Development Loans -
Freephone 0800 585 505

These loans are available from: Barclays, Bank of Scotland, Clydesdale, The Cooperative, HSBC, Lloyds TSB, Natwest, and Royal Bank of Scotland.

Application form and information packs are available on-line.

SPUR (Support for Products Under Research) SPUR provides grants of up to £162 000 for the development of new products and processes which involve a significant technological advance. SPUR favours small businesses in particular.

www.scotland.gov.uk/Topics/Business-Industry/support

The Knowledge Transfer Partnerships

Run by the Teaching Company Directorate. The KTP helps any business (but favouring small firms with growth potential), to access knowledge, technology and resources at UK universities. A KTP programme involves the university, college or research organisation working with a business to define their project. Together they will recruit someone with expertise and qualifications to carry the project out. The project can last between 1-3 years and is part government-funded.

Momenta

Harwell
Didcot
Oxon OX11 0QJ
Tel: 0870 190 2829
email: ktp-help@ktponline.org.uk

Conservative MEPs helping UK business



Syed Kamall MEP talking to stall holders campaigning to save Queens Market, London

Factoring

Factoring involves privately funded financiers, known as factors, purchasing accounts receivable from business, by advancing the business a percentage of the account's cash value. Once the factor receives payment of the account, they deduct the original amount advanced, take out a fee, and pay the rest to the business.

This system allows businesses to receive immediate cash for its accounts receivable and therefore can avoid interruptions in its cash flow.

Factoring UK

41 South Street
Eastbourne Tel: 01323 411770
East Sussex Fax: 01323 430014
BN21 4UP email:info@factoringuk.com

www.factoringuk.com
www.factoring-quotes.co.uk

- **Invoice Discounting** This is an alternative to the factoring service, whereby a business's invoices are credited by a private company by up to 80% to make funds available to the business. When the original clients pay their bills, the business is sent the balance of the invoices in question (minus service charge and interest).
www.bankexperts.co.uk
www.invoicediscountinguk.com

Grants

- The Government Office for the Regions promotes a number of schemes/grants (both national and EU types):

Regional Co-ordination Unit
Riverwalk House
157-161 Millbank
London SW1P 4RR
Tel: 020 7217 3595
Fax: 020 7217 3590
To find your local regional office see:
www.gos.gov.uk/national

Other useful websites:

www.j4b.co.uk – which helps to find grants and loans for your business.

www.grantaid.com – provides information and advice on the availability of grants.

www.europeangrants.co.uk – advises UK firms and charities on obtaining financial aid from the multitude of schemes now available to them from European, UK Government, and local sources.

www.grantnet.com – gives advice and guidance to small businesses relating to grant aid.

www.is4profit.com – small business information and advice.

- **Selective Finance for Investment (SFI)**
SFI provides assistance to companies wishing to invest in assisted areas. This usually takes the form of a grant or occasionally a loan of minimum £10,000.

In England, SFI can be applied for via your local Regional Development Agency:

www.dti.gov.uk/regional/investment/page29183.html

In Scotland and Wales this is called Regional Selective Assistance (RSA). More information is available via the following links:

Scotland

www.rsascotland.gov.uk

Wales

www.investmentgrants.gov.uk

Conservative MEPs helping UK business



Daniel Hannan MEP (together with two Hampshire Conservatives, George Hollingbery and George Beckett, Leader of Winchester Council) visiting Vectrix (UK) Limited of Eastleigh, Hants. Vectrix has developed the world's first sustainable high-powered electric two-wheel vehicle designed to compete with large petrol-powered bikes and scooters

For further information contact:

Department of Trade and Industry
Response Centre
1 Victoria Street
London
SW1H 0ET
Tel: 020 7215 5000
Fax: 020 7215 0105
email: dti.enquiries@dti.gsi.gov.uk

- **Research and Development Grants**
These have replaced the SMART (Small firms Merit Award for Research and Technology).

Grants for individuals and SME's, ranging from £20,000 to £500,000, to assist research and development of technologically innovative products and processes.

For more information see the following website or contact the Department for Trade and Industry (as above).
www.dti.gov.uk/bbf/BSS/page29002.html

Or contact your local Business Links to apply.
www.businesslink.gov.uk
Tel 0845 600 9 006

Any Business Link will be able to advise you on the application process for grants and may also (possibly for a charge) help you prepare your application.

Further Information on assistance to small businesses:

The Department of Trade and Industry (DTI) produces a free booklet which provides practical information, support and advice for new and existing small businesses entitled, "A Guide to Help for Small Business".

For a copy, telephone the DTI publications order line on 0845 015 0020, or email pubs.unit@dti.gsi.gov.uk, quoting reference number 98/942.

UKRO – UK Research Office

UKRO is the UK's leading information and advice service on EU funding for research and higher education.

UKRO provides information on:

- EU funding opportunities – what, where, when and how
- EU programmes and policies – news and views on latest developments

UK Research Office (UKRO)

Rue de la loi 83, BP10
B-1040 Brussels
Belgium
Tel: 0032 2 230 1535/5275
Fax: 0032 2 230 4803
email: ukro@bbsrc.ac.uk
www.ukro.ac.uk

EU Funding

Venture capital, Corporate Venturing and Equity Schemes

- **European Investment Fund (EIF)** Its main objective is to finance innovative and job creating SMEs through venture capital in the EU and the Applicant Countries.

The EIF co-ordinates several support schemes – Growth and Environment (see loans section), ETF Start-up fund and ASAP.

Conservative MEPs helping UK business



John Purvis, one of Scotland's seven MEPs, out and about in his vast constituency, studies the latest edition of the Falkirk Herald with editor Colin Hume and Chief Reporter Jill Buchanan. John reaches many small businesses through the local and national press as well as by direct contact.

EU Contact:

European Investment Fund (EIF)
43 Avenue JF Kennedy
L-2968 Luxembourg
Tel: +352 42 66 88 1
Fax: +352 42 66 88 200
email: info@eif.org

- **ETF (European Technology Facility) Start-up Facility**
This aims to increase the availability of risk capital to innovative SMEs during their establishment and their early stage development. It aims to invest in venture capital funds such as: seed capital funds, incubators, smaller or newly established funds, funds operating regionally, funds focused on specific industries or technologies, and funds financing the exploitation of R&D results.

National Contact:

UK Venture Capital fund participating
in the ETF Start-up Facility
Avlar BioVentures (Member of I-TEC)
St John's Innovation Centre
Cowley Road
Cambridge CB4 0WS
Tel: 01223 422 255
Fax: 01223 426 888
www.avlar.co.uk

EU Contact:

European Investment Fund
email: info@eif.org
www.eif.org

Or:

Rudy Aernoudt
Enterprise Directorate-General
Access to Finance
Rue de la Loi 200 (SC-27 04/04)
B-1049 Brussels
Tel: +32 2 2959186
Fax: +32 2 2952154
email: rudy.aernoudt@cec.eu.int

Gate2Growth – support for innovative entrepreneurs

Fosters networking and the exchange of experience and good practice at European level, including between venture capital investors, managers of tech. Incubators, managers of industrial liaison and transfer offices, academics, finance research and teaching.

Organises seminars for entrepreneurs and start-ups and supports – among other things – 4 networks: I-TecNet, Gate2Growth Incubator Forum, Proton Europe and Gate2Growth Finance Academia.

Provides tools, infrastructure and support services. They have an online toolbox for financing start-ups.
www.gate2growth.com

- **Amsterdam Special Action Programme (ASAP)**
ASAP aims to support growth and employment in Europe. The programme supports three key areas: special window for new instruments to help finance technology related and high-growth SMEs; the European Technology Facility (ETF); the development of the EIB's financing in the areas of education, health, urban renewal and environmental protection; financing of Trans-European Networks (TENs).

Contact:

Daniela Sacchi-Cremmer
Senior Information Officer
Public Information Division
Tel: (00352) 4379 3138
email: info@eib.org
www.eib.org/pub/press/asap.htm

<http://cordis.europa.eu/finance/src/eib-asap.htm>

- Eurotech Capital A network of European financial institutions which have agreed to invest in SMEs involved in transnational high-technology projects.

Cordis Explained – the EU funding database

CORDIS is the Community Research and Development Information Service. It is an important source on EU R&D programmes and relevant matters and can help you to participate in EU funded research programmes, find partners for research programmes, and transfer your innovative ideas, all for free. Altogether CORDIS will help you boost your business.

The service can be tapped via:

- the internet at www.cordis.lu on EU related R&D, which includes access to the CORDIS databases.
- CORDIS publications such as "CORDIS Focus" (a printed abstract of the News database) and "Euro-Abstracts" (the printed version of the Publications database).
- the Cordis Help Desk: helpdesk@cordis.lu.

- Mr Bob KEOWN

BETA Technology Limited

Barclay Court

Doncaster Carr

UK-DONCASTER DN4 5HZ

Tel: 01302 322633

Fax: 01302 388800

email: info@betatechnology.co.uk

Specifically, Cordis runs the SME Specific Measures programme, which promotes SME participation in Framework Programme 6 (FP6) research funding and also the coming Framework Programme 7 (FP7).

National Contact:

There are 2 UK-based venture capital funds in the Eurotech capital network:

Alta Berkeley Associates

9-10 Savile Row, London W1X 1AF

Tel: 020 7734 4884, Fax: 020 7734 6711

email: hugh.smith@alta-berkeley.co.uk

And

Rothschild Bioscience Unit

Five Arrows House, St Swithin's Lane,

London EC4N 8NR

Tel: 020 7623 1000, Fax: 020 7623 6261

EU Contact:

Contact: Mr Dirk Lanaerts

DG Economic & Financial Affairs

Rue de la Loi, B-1049 Brussels

Tel: +32 2 299 1111 (Commission switchboard)

www.cordis.lu/finance/src/euro-cap.htm

Or, The European Investment Fund (EIF) (see p13)

- CREA – Risk Capital for Enterprises in Start-up Phases This programme aims to facilitate the access of small enterprises to seed capital in order to finance their creation or their transfer. The Commission will support the seed capital funds by helping them to cover their operating costs in their start-up phase.

www.cordis.lu/finance/src/crea.htm

Mutual Guarantee Schemes (MGS). This programme will finance feasibility studies on the creation or establishment of mutual guarantee companies.

http://europa.eu.int/comm/enterprise/entrepreneurship/financing/mutual_guarantees.htm

EU Contact for CREA and MGS:

Rudy Aernoudt

DG Enterprise,

Unit B5 – Promotion of Entrepreneurship & SMEs

Access to finance & Community actions

Tel: +32 2 295 9186

Fax: +32 2 295 2154

email: rudy.aernoudt@cec.eu.int

<http://europa.eu.int/comm/enterprise/entrepreneurship/financing/index.htm>

Conservative MEPs helping UK business



Geoffrey Van Orden MEP with Roach Restorations Ltd, a small business beneficiary of the local BUILD funding programme in Essex

Or
André Douette
General Secretariat of European Association of MGS
16 Boulevard de Waterloo
Brussels
Tel +32 (0) 2 289 8396
Ado@flexibank.be

- **Joint European Venture (JEV) Programme** This EU programme aims to stimulate the setting-up of transnational Joint Ventures between European SMEs and thus enabling them to benefit from the opportunities offered by the single market. It is intended to cover some of the expenses associated with setting up a joint venture.

National Contact:
Greater London Enterprise
Mrs Maral Ovanessoff
28 Park Street
SE1 9EQ London
Tel: 020 74 03 0300
Fax: 020 74 03 1742
OR
Contact: Rudy Aernoudt at DG Enterprise
www.europa.eu.int/comm/enterprise/entrepreneurship/financing/jev.htm

- **The European Private Equity and Venture Capital Association (EVCA)** Established in 1983 to represent, promote and facilitate the development of the European private equity and venture capital industry. As the industry's pan-European representative body with over 900 members, EVCA supports a wide range of initiatives designed to encourage an entrepreneurial environment in Europe, promote the industry to institutional investors world wide, encourage the development of equity markets appropriate to the needs of private equity investors and investees and to establish high standards of business conduct and professional competence.

The association stimulates promotion, research and analysis of private equity and facilitates contacts with policy-makers, investors, research institutions, universities, trade associations and other relevant organisations.
www.evca.com

- **Venture Consort Scheme** This scheme encourages the equity investments of cross-border syndicates of venture capitalists, prioritising SMEs who are

innovative in traditional economic sectors. Financing is granted on a project by project basis.

Contact:
Christian Lambert, centre Wager, Rue Alice de Jasper, L1920-Luxembourg
Tel: +352 43016189

Business Angels

- **Business Angel Networks** This programme finances feasibility studies on the setting up of Business Angels Network in Europe.

National Contact:
British Venture Capital Association
Essex House
12-13 Essex Street
London WC2R 3AA
email: bvca@bvca.co.uk
www.bvca.co.uk

EU Contact:
Euro Biz Angels Network,
Avenue des Arts 12 Bte 7,
B-1210 Brussels
Tel: +32 2 218 4313
Fax: +32 2 218 4583
email: info@eban.org
www.eban.org

Banks

- **The European Investment Bank** The EIB makes medium term or long term financing available to SMEs at rates lower than the market rates. The EIB arranges credit facilities for SMEs with projects of less than £20m and borrowings less than £10m, through:

Barclays Bank plc, Urban and Regional Economic Development Unit.
Tel: 0800 853179
www.barclays.co.uk

Contact:
European Investment Bank, Information and Communications Department – 'Info Desk'
100 Boulevard Konrad Adenauer
L-2950 Luxembourg
Tel: +352 4379 3122
Fax: +352 4379 3189
email: info@eib.org
www.eib.org

- **European Investment Fund (EIF)** EIF's main objective is to finance innovative and job creating SMEs through venture capital in the EU and the Applicant Countries. The EIF co-ordinates several support schemes including Growth and Environment or the ETF Start-up fund. (see Venture capital section for details and examples) www.eif.org

EU Contact:
European Investment Fund (EIF)
43 Avenue JF Kennedy
L-2968 Luxembourg
Tel: +352 42 66 88 1
Fax: +352 42 66 88 200
email: info@eif.org
www.eif.org

Loans and Initiatives

- **Growth and Environment** This programme aims to grant loans to SMEs in order to finance new investments.
- **SME Guarantee Facility** Aims to stimulate job-creation by supporting the investment activities of SMEs within the EU, through increased availability of loan finance. It is operated by the European Investment Fund (EIF) on a trust basis. The scheme is implemented through financial intermediaries; the UK Intermediary is the Prince's Trust.
www.eif.org
- **Seed Capital** An initiative intended to foster enterprise creation and strengthen the financing opportunities available to entrepreneurs. This is achieved by interest-free loans granted to the 24 funds to cover up to 50% of the fund's operating costs.

Contact:
The European Venture Capital Association, Research Department, Jennifer Vandermosten – Information Officer, 4 Minervastraat, B-1930 Zaventem, Belgium.
Tel.: +32 2 715 00 20
Fax: +32 2 725 07 04
email: evca@evca.com
www.evca.com

- **Innovation Relay Centres (IRC)**
Set up by the European Commission's Innovation/SME's Programme to promote Innovation and Technology Transfer.

Each IRC is its region's window on European innovation, helping companies and research organisations transfer technologies and access the EU's research programmes in a transnational framework.
<http://cordis.europa.eu/finance/src/irc.htm>

- **Business Innovation Centres**
Business Innovation Centres give support to innovative businesses and entrepreneurs. They aim to help small companies survive and grow during the start-up period when they are most vulnerable.

More information at:
www.businesslink.gov.uk

- **Collaborative Research and Development**
The objective of Collaborative Research & Development is to assist the industry and research communities to work together on Research & Development projects in strategically important areas of science, engineering and technology, from which successful new products, processes and services can emerge.

Conservative MEPs helping UK business



Den Dover MEP for North West England visits Industrial Polymers of Preston, Lancashire.

Resources and Information

Intro to the world of support and information. There are lots of organisations out there to provide help, information and/or guidance to SMEs. You will also find interesting links to newsletters, newspapers and magazines covering SME issues.

UK Sources

- **Euro Info-centres (EIC)** The info centres provide local access to a range of specialist information and advisory services to help companies develop their business in Europe. They inform, advise and assist businesses in all community matters. The network consists of 260 Euro Info Centres, 32 Associate Members and 11 Correspondence Centres located in 40 European and Mediterranean countries.
www.euro-info.org.uk

- **Business Link** (see funding section or www.businesslink.gov.uk)

- **Regional Development Agencies (RDA)** RDAs work toward regeneration of local communities; encouraging inward investment; business development and support; improving skills and learning and influencing European and international decision-making. RDAs in England, Scotland, Wales and Northern Ireland can be contacted as below:

England

www.englandsrdas.com

Tel 0207 222 8180

Scotland

www.scottish-enterprise.com

Helpline 0845 607 8787 or 0141 228 2000

Wales

www.wda.co.uk

0845 010 3300

Northern Ireland

www.investni.com

028 9023 9090

Conservative MEPs helping UK business



Timothy Kirkhope MEP at an alternative herbal remedies factory in Brough

RDA National Secretariat

Broadway House

Tothill Street

London SW1H 9NQ

Tel: 0207 222 8180

Fax: 0207 222 8182

email: shirlywoolner@rda-secretariat.com

- **Confederation of British Industry(CBI)** The CBI is able to put the views of its SME members directly to Government. The information flows in the other direction, too, and the CBI's policy units gather and summarise data from the legislative programme and promote members' interests before the Government and the European Union.
www.cbi.org.uk/sme

Centre Point,
103 New Oxford Street,
London WC1A 1DU
Tel: 020 7395 8247
Fax: 020 7240 1578

- **Federation of Small Business (FSB)** Is a UK small business lobbying group which offers legal advice, promotes SME interests, produces an SME magazine, covers current events and news and counts 167,000 members. www.fsb.org.uk

Contact:

Sir Frank Whittle Way
Blackpool Business Park,
Blackpool,
Lancashire FY4 2FE
Tel: 01253 336000
Fax: 01253 348046
email: ho@fsb.org

Resources on the Web

Direct Access Government for Business, www.dag-business.gov.uk Brings together regulatory information, guidance and consultations about regulations relevant to small businesses.

Moreover news portal, www.moreover.com/cgi-local/page?o=portal&c=Small%20business%20news Includes sections on Small Business and UK business news headlines from over 3000 online news, industry and specialised sources.

Business Zone, www.businesszone.co.uk/resources This site includes a range of resources, information and links for SMEs.

Channel Business www.channelbusiness.com/home.asp A little bit of everything: business news; A to Z guide to companies and services that can help you make money; listing of tender notices from the EU and a calendar of exhibitions.

- **Small Business Service (SBS)** is an agency within the United Kingdom's Government that champions the interests of small businesses.
www.sbs.gov.uk

Small Business Service
Kingsgate House
66-74 Victoria Street
London SW1E 6SW
General enquiries (24h): 0845 600 9006

- **Small Business Bureau**
www.smallbusinessbureau.org.uk

Curzon House
Church Road
Windlesham
Surrey GU20 6BH
Tel: 01276 452010/452020
Fax: 01276 451602

- **The National Federation of Enterprise Agencies (NFEA)** is the membership body for local Enterprise Agencies in England. It forms a network of independent, not for profit local agencies committed to responding to the needs of small and growing businesses by providing a comprehensive range of services. There are 21 agency branches in the South West alone so be sure to visit their website to find their nearest regional branch. Their services cover a range of areas from mentoring to entrepreneur scholarships.
www.nfea.com

Contact:
George Derbyshire
National Federation of Enterprise Agencies
12 Stephenson Court
Fraser Road, Priory Business Park
Bedford MK44 3WH
Tel : +44 (0) 1234 831 623
Fax : +44 (0) 1234 831 625
email: enquiries@nfea.com

- **British Chambers of Commerce (BCC)**
www.britishchambers.org.uk

Nigel Hutchings
British Chamber of Commerce
16 Clifton Park, Bristol BS8 3BY
Tel: 0117 973 7373 Fax: 0117 974 5365
email: nigel.hutchings@bbi.westec.co.uk

- **Forum of Private Business (FPB)** Founded 1977, it is a wholly-independent, non-profit seeking company. 25.000 businesses form its nation-wide membership.
www.fpb.co.uk

Ruskin Chambers, Drury Lane, Knutsford,
Cheshire, WA16 6HA. Tel: 01565 634467
Fax: 01565 650059
email: fpbltd@fpb.co.uk

- **Small Business Europe** This UK Government office was set up in Brussels to represent UK SME interests before the European institutions.

Rue du Luxembourg 23
Brussels 1000, Belgium
Tel: +32 2 503 1062
Fax: +32 2 503 158

- **STEP** is a UK wide programme linking the wealth of talent in the student sector with the exciting potential of the small business sector. STEP receives support from various government departments and agencies, including the small business service and DTI. www.step.org.uk/

STEP Enterprise Ltd
11-13 Goldsmith Street,
Nottingham NG1 5JS
Tel:0870 036 5450 Fax:0115 950 8321
email: enquiries@shellstep.org.uk

- **Startups.co.uk** This site is sponsored by National Business Register PLC. It provides information on almost all aspects of business from starting up to winding up, business planning, financing, franchising, retailing, technology, etc www.startups.co.uk
- **Business Support Teams** Troubled by tax or national insurance? Your local Business Support Team can offer you free, confidential help. If you are a new or small employer their network of Business Support Teams can help. They will talk you through how to keep good records, when to send information, what you need to do to process your payroll and answer any questions that you may have regarding Tax and National Insurance. The Business Support Teams offer help in a variety of methods. www.hmrc.gov.uk/bst/
Tel: 01233 653673

- **Small Business Europe** This UK Government office was set up in Brussels to represent UK SME interests before the European institutions.

Rue du Luxembourg 23
Brussels 1000, Belgium
Tel: +32 2 503 1062
Fax: +32 2 503 158

EU Sources

- **European Federation of Accountants and Auditors for SMEs (EFAA)** This umbrella group represents professional accountancy and audit bodies with members providing services to SMEs. www.efaa.com

Rue Newton 1
1000 Brussels, Belgium
Tel: +32 2 736 8886

- **European Union of Artisans and SMEs (UEAPME)** Key small business owners' EU body, represents, through 70 national sectoral federations, over 10 million enterprises, which employ over 50 million people. www.ueapme.com

Rue Jacques de Lalaing
1040 Brussels, Belgium
Tel: +32 2 230 7599

- **SME Union** An independent business association set up by the European People's Party (EPP) at the European Parliament (EP) in 1996. It highlights the importance of SME issues at the EP. www.sme-union.org

Genesis Initiative

The Genesis Initiative, brainchild of the Small Business Bureau, was formally launched by Prince Michael as an independent cross-party 'think tank' organisation. With a Senate composed of representatives from SME organisations right across the sector, it aims to encourage the creation, growth and development of SMEs, helping to support them through research and the writing of policy papers and also by lobbying the Government on their behalf through the All-Party Parliamentary Small Business Group.

The launch of the Pan-European Initiative, under the chairmanship of Hans-Werner Müller, Secretary General of the largest confederation of SMEs in the

EU (UEAPME), aims to extend the Genesis concept throughout Europe, with the establishment of a structure comprising national and multilateral SME representative bodies, national MPs and MEPs, working together through individual EU Governments and the European Commission to ensure small business growth and sustainability.

Genesis Initiative,
PO Box 994
Windlesham
Surrey GU20 6BH
Tel: 01276 452020
Fax: 01276 451602
<http://www.genesis-initiative.org/>
info@genesis-initiative.org

Conservative MEPs helping UK business



Edward MacMillan-Scott MEP with Cllr Andrew Palfreyman, Cllr Robert Light and Ms Amanda Machin, supervisor at the private sector Hawthorn Residential Home, Bradford Road, Batley

European Parliament
Rue Wiertz
1047 Brussels, Belgium
Tel: +32 2 284 4879
email: sme@sme-union.org

- **EuroChambers** The association of European Chambers of Commerce, representing general business interests before EU institutions.
www.eurochambres.eu

Rue Archimède
1000 Brussels, Belgium
Tel: +32 2 282 0850
Fax: +32 2 230 0038
- **UK permanent representation to the European Union (UKREP)** Its Industry and Internal Market Desk follows and should be able to answer questions regarding current EU legislation and proposals affecting SMEs. <http://www.ukrep.be/>

10 Avenue d'Auderghem
1040 Brussels, Belgium
Tel: +32 2 287 8211
Fax: +32 2 287 9398

- **International Association of Crafts and SMEs (IACME)** International organisation of 27 national SME bodies representing 80 million employees, undertaking research and policy development activities in favour of SMEs on a global scale.

Centre Patronal
Avenue Agassiz 2
CH-1001 Lausanne, Switzerland
Tel. +41 21 319 7111

- **European Council for Small Business (ECSB)** European chapter of the International Council for Small Business, represents academic institutions across the EU with specialised small business/entrepreneur programmes and research facilities.

Executive secretary
Kaisu Paasio
Small Business Institute
Turku School of Economics and Business
Administration
Rehtorinpellonkatu 3
FIN-20500 TURKU
Finland
Tel. +358 2 4814 511
Fax.+358 2 4814 393
email: info@ecsb.org
www.ecsb.org

- **Union of Industrial and Employers' Confederation of Europe (UNICE)** Represents small to large business interests before the EU institutions.
www.unice.org

Rue Joseph II 40
Boite 40
1000 Brussels
Tel: +32 2 237 6511
Fax: +32 2 231 1445

- **Eur Excel** Eurexcel is a membership based association of SMEs that are interested in harnessing innovation to ensure the long term prospects of their business. Their mission is to assist SMEs to take part in research projects funded by the European Commission's Framework Programme 6 (FP6).
www.eurexcel.org/

EurExcel Administrator
40 Rue Breydel
Brussels 1040 Belgium
Tel : +32 2 235 8622
Fax: +32 2 235 8686
email info@eurexcel.org

- **European Business Support Networks** – introduced in November 2005 to bring together business support organisations and provide all-inclusive support services for SMEs across Europe.
<http://ec.europa.eu/enterprise/networks/index.htm>

Useful Websites

www.centa.co.uk – 24 hour on-line advice. For more information ranging from starting your business, raising finances, finding and keeping clients, growing your business to help number crunching. Becoming a member of the website (which is free) entitles companies to access specialist information.

Centa House,
61 Birkenhead Street,
London WC1H 8BB.
Tel : 020 7278 5757
Fax: 020 7278 3466
email: info@centa.co.uk

www.channelbusiness.com/home.asp A little bit of everything: business news; A to Z guide to companies and services that can help you make money; listing of tender notices from the EU and a calendar of exhibitions.

Conservative MEPs helping UK business



Sir Robert Atkins MEP and Shah Masood, former Pakistani Test Cricketer, who owns a small but very profitable and popular newsagents/Post Office cum pharmacy/grocers shop in Bury

Advancement of Education and Skills

Alongside funding and information resources, SMEs can further improve their position and business through various training and educational courses. From the latest management and economics ideas to tips on using the Internet and telecommunications products in your business operations, evening, correspondence or internet classes could well provide that extra boost to keeping your business on the front lines.

In the UK

Check your local universities, county councils and the Department of Education at:

www.dfes.gov.uk/adultlearners/index.shtml for information on available courses and funding around the UK.

In the EU

For information on EU policies, **Training and Education for Entrepreneurship** contact:

- **European Commission**
Enterprise Directorate-General
Financing SMEs, entrepreneurs and innovators
B – 1049 Brussels
Fax: +322 296 62 78
email: entr-finance-smes-entr-innov@ec.europa.eu
- European Social Fund (ESF) programmes have a focus on supporting human resource development in SMEs. In 2000-2006, the ESF will contribute just under €8,000 million to promote entrepreneurship across the EU. It will also allocate €11,000 million to promote greater adaptability through, for example, more effective transfer of technology to SMEs and employee training.
http://europa.eu.int/comm/employment_social/esf2000/index.htm

Contact:
Department of Employment
European Communities Branch
ESF Unit – Level 1
Caxton House
Tothill Street
London SW1H 9NF
Tel: 0171 273 5032/5026
Fax: 0171 273 5540
email esf.feedback@dfes.gsi.gov.uk
www.esf.gov.uk

- **Leonardo da Vinci programme** supporting projects dealing with the promotion of training for (mainly) SMEs. It also offers financial incentives exclusively for SMEs to take part in European exchange programmes of apprentices and people in continuing training.
http://ec.europa.eu/education/programmes/leonardo/index_en.html

Communications and Technology (ICT) and your business

ICTs can improve your competitiveness. Whether you are experienced and advanced or just getting started, help and advice on technology is available:

www.interforum.org – British businesses to trade electronically

www.itwontbyte.com/ – to help with getting your business online

www.technologymeansbusiness.org.uk

See also tapping computers and the internet below.

Tapping computers and the internet

There are a number of businesses which provide computer training for all abilities. Some examples, but by no means an exhaustive list:

www.computercourse.co.uk – tutor led course on a wide range of computer programs.

www.learningtree.co.uk – this covers courses on all aspects of computer use.
Customer services: 0800 282 353

www.freescills.com – there are Best Training Centres all over the country.

Contact: Sheryll Davey
Tel: 01235 559000
Fax: 01235 554206
email: training@best.co.uk

www.bcs-hci.org.uk – offers undergraduate, postgraduate and commercial courses in computing.

Contact: Sue Tueton
HCI Group Membership
British Computer Society
1 Sandford Street
Swindon SN1 1HJ
email: hci@bcs.org.uk
Tel: 01793 417417
Fax: 01793 480270

www.keystar.co.uk – professional training company, geared towards business.

www.keimos.co.uk – computer courses from basic skills to advance operations. Distance learning possible.

www.affordabletraining.co.uk – self study multimedia computer training.

For more places to look for computer training courses go to **www.info-seek.co.uk** and enter "Computer Training". This will bring up several courses that can be compared on-line.

Conclusion

This guide is of course only a starting point and does not exhaust the multitude of possibilities and resources available to SMEs. We hope, however, that it does prove useful to the extent that it sparks ideas and provides some great links and windows to further understanding. If there is something specific you want to know that we haven't covered already or something you know about that you think we should include, please let me know for the next up-date and revision. You can reach me at one of the contact points listed below. We will do our best to answer your queries. If you would like to learn more about the work I do, why not visit www.gileschichestermep.org.uk.

European Parliament

ASP 14E 261
Rue Wiertz
1047 Brussels
Belgium
Tel: 00 32 2 284 5296
Fax: 00 32 2 284 9296
email: giles.chichester@europarl.europa.eu

Devon Office

Longridge
West Hill
Ottery St Mary
Devon EX11 1UX
England
Tel: 01404 851106
Fax: 01404 850752
email: gileschichestermep@eclipse.co.uk

Your Conservative MEPs – How to contact them



Timothy Kirkhope MEP
Leader of the Conservative MEPs
 Beechwood Farm, Main Street, Scotton, North Yorkshire HG5 9HY
 Tel: 00 322 284 7321 Fax: 00 322 284 9321
 email: timothy.kirkhope@europarl.europa.eu
 www.kirkhope.org.uk
YORKSHIRE & THE HUMBER REGION



Nirj Deva MEP
 3 North Street, Egham, Surrey TW20 9RP
 Tel: 01784 432070 Fax: 01784 435311
 email: nirj.deva@europarl.europa.eu
 www.nirjdeva.com
SOUTH EAST REGION



Richard Ashworth MEP
 5 Hazelgrove Road, Haywards Heath,
 West Sussex RH16 3PH
 Tel: 01444 474858 Fax: 01444 416201
 email: richardjames.ashworth@europarl.europa.eu
 www.richardashworth.com
SOUTH EAST REGION



Den Dover MEP
 30 Countess Way, Euxton, Chorley,
 Lancashire PR7 6PT
 Tel: 01257 273183 Fax: 01257 273183
 email: den.dover@europarl.europa.eu
 www.dendovermep.co.uk
NORTH WEST REGION



Rt Hon Sir Robert Atkins MEP
 Manor House, Lancaster Road, Garstang, Lancashire PR3 1JA
 Tel: 01995 602225 Fax: 01995 605690
 email: ratsmep@sir-robertatkins.org
 www.sir-robertatkins.org
NORTH WEST REGION



James Elles MEP
 c/o Philip Dumville, Disraeli House,
 12 Aylesbury End, Beaconsfield,
 Bucks HP9 1LW
 Tel: 01494 673745 Fax: 01494 670428
 email: james.elles@europarl.europa.eu
 www.jameselles.com
SOUTH EAST REGION



Christopher Beazley MEP
 Hertford & Stortford CA, 4a Swains Mill, Crane Mead, Ware,
 Hertfordshire SG12 9PY
 Tel: 01920 463064 Fax: 01920 485805
 email: christopher.beazley@europarl.europa.eu
 www.easternregionconservativemeps.co.uk
EASTERN REGION



Jonathan Evans MEP
 4 Penlline Road, Whitchurch,
 Cardiff CF14 2XS
 Tel: 02920 616031 Fax: 02920 613539
 email: jonathan.evans@europarl.europa.eu
 www.jonathanevans.co.uk
WALES



John Bowis OBE MEP
 PO Box 262, New Malden, Surrey KT3 4WJ
 Tel: 00 322 284 5780 Fax: 020 8395 7463
 email: johnbowis@aol.com
 www.johnbowis.com
LONDON REGION



Daniel Hannan MEP
 58 Keswick Road, Great Bookham, Leatherhead,
 Surrey KT23 4BH
 Tel: 01372 453678 Fax: 01372 453741
 email: dan@hannan.co.uk
 www.hannan.co.uk
SOUTH EAST REGION



Philip Bradbourn OBE MEP
 285 Kenilworth Road, Balsall Common,
 Nr Coventry CV7 7EL
 Tel: 01676 530621 Fax: 01676 530658
 email: philip.bradbourn@europarl.europa.eu
 www.torymeps.com
WEST MIDLANDS REGION



Malcolm Harbour MEP
 Manor Cottage, Manor Road, Solihull,
 West Midlands B91 2BL
 Tel: 0121 711 3158 Fax: 0121 711 3159
 email: malcolm.harbour@europarl.europa.eu
 www.torymeps.com
WEST MIDLANDS REGION



Philip Bushill-Matthews MEP
 The Manor House, Harbury, Leamington Spa,
 Warwickshire CV33 9HX
 Tel: 01926 612476 Fax: 01926 613168
 email: bushillm@aol.com
 www.torymeps.com
WEST MIDLANDS REGION



Christopher Heaton-Harris MEP
 23 Queen Street, Market Rasen,
 Lincolnshire LE8 3EN
 Tel: 01673 849585 Fax: 01673 849585
 email: christopher.heaton-harris@europarl.europa.eu
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EAST MIDLANDS REGION



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