



# Your Business Advantage Bulletin



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## LOCAL NEWS

### BUSINESS SKILLS EVENTS 2008

Please find below list of Business Skills workshops that Development Partners, sponsored by HIE Innse Gall, are conducting in the New Year. These FREE evening workshops will assist you and your business with various accounting, marketing and sales techniques.

| Skills Title          | <u>Stornoway</u><br>Caladh Inn  | <u>Harris</u><br>Harris Hotel<br>Tarbert | <u>Benbecula</u><br>Dark Island<br>Hotel | <u>Barra</u><br>Barra<br>Learning<br>Centre |
|-----------------------|---------------------------------|--|--|---|
| Improving Sales       |                                 | Thurs 10 <sup>th</sup><br>January        | Tues 5 <sup>th</sup><br>February         | Mon 4 <sup>th</sup><br>February             |
| Promotion             |                                 | Wed 27 <sup>th</sup><br>February         | Tues 26 <sup>th</sup><br>February        | Mon 25 <sup>th</sup><br>February            |
| Profit Forecasting    |                                 |  | Tues 15 <sup>th</sup><br>January         | Mon 14 <sup>th</sup><br>January             |
| Cash Flow Forecasting | Wed 16 <sup>th</sup><br>January | Tues 15 <sup>th</sup><br>January         | Tues 18 <sup>th</sup><br>March           | Mon 17 <sup>th</sup><br>March               |

For further information please contact Development Partners at:  
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Tel: 01463 223993 / Freephone 0800 838 321,  
Fax: 01463 710845,  
Email: [lesley@developmentpartners.co.uk](mailto:lesley@developmentpartners.co.uk)  
OR  
Otherwise please contact HIE Innse Gall on 01851 703703 or [innse-gall@hient.co.uk](mailto:innse-gall@hient.co.uk).

**REMEMBER YOUR CUSTOMER FEEDBACK!**

## Offer businesses the gift of feedback this festive season!

To help our businesses get off to a great start in the New Year we need you to offer them the gift of customer feedback this festive season. Tell us where they could make improvements to their customer service and we will help them put the changes in place.

Request a small batch of feedback cards now. Use the cards to tell us how the service was on your Christmas party night, the service in the shops when you do your shopping or anything else you want to tell us about customer service.

Returned feedback cards supplying contact details will be entered into a prize draw

If you would like us to run a workshop in any other area please let us know. For the full programme please visit the Who Cares Wins website [www.whocareswins.org.uk](http://www.whocareswins.org.uk) and click on the business section.

## PROFILES SOUGHT TO SPREAD THE O.H. SO GOOD NEWS

The recent Outer Hebrides Migration Study resulted in the formation of the Outer Hebrides Migration Strategy (OHMS) Group to act on the research's outcomes and achieve demographic sustainability in the Outer Hebrides by reducing the volume of people leaving the islands and increasing the volume of those returning or moving to the Outer Hebrides. Since commencing the OHMS Group regularly receive requests for new good news stories / profiles of people who have moved or returned to / stayed on the island and have a positive story about their decision to do so. Therefore they have decided to create a bank of 'profiles' so that they are able to respond with up-to-date information quickly.

The Outer Hebrides have quality of life assets in abundance, and it would be great to hear how they have positively influenced decisions to move to or stay here (e.g. low crime rate; great natural environment; rich cultural heritage; strong business support and assistance services; good education and health service; plenty of space; no traffic congestion etc).

If you know of any individuals / families etc (or perhaps yourself?) who you feel have a positive tale to tell it would be great to hear about them. At this stage they just need a brief description of their profile, contact details and confirmation that they would be happy to be involved.

The group would then contact the participants to enquire about the reasons behind their decision to move/stay here, what the good things about being here, what are the challenges, etc and also to take some photographs

The drivers influencing decisions to stay or leave the islands affect everyone, so they are looking for a broad spectrum of profiles, i.e. a young couple who have returned to the islands to work or start a family / a new migrant or local person who has started a business / an international migrant attracted to the culture or environment. Therefore this is also a good marketing opportunity for your business.

If you are interested in taking part please contact Isla Macdonald, Research Officer, Department for Sustainable Communities, Comhairle nan Eilean Siar, Sandwick Road, Stornoway, Isle of Lewis, HS1 2BW, Tel 01851 709261, Fax - 01851 709388, Email – [isla.macdonald@cne-siar.gov.uk](mailto:isla.macdonald@cne-siar.gov.uk)

## BUSINESS NEWS

### TAX DEADLINE – 31<sup>ST</sup> JANUARY 2008

Remember January tax returns have to be with the HM Revenue and Customs (HMRC) by the 31<sup>st</sup> January 2008 or be faced with a fine, surcharges and interest on unpaid tax.

Furthermore you could receive a £100 fine if you fail to register your new business with the HMRC within 3 months of starting up. A CWF1 form must be completed and can be obtained by clicking here - [registering a new business](#).

To avoid a hefty bill at the end of the tax year it is suggested that you should set 20-25% of your profits aside to cover your tax bill.

Please visit the HMRC website for more information at [www.hmrc.gov.uk](http://www.hmrc.gov.uk).

## USEFUL LINKS

The following are useful links that may also assist you succeed and grow in your sector by networking with other groups and gaining more tips and information:

- [www.hiebusiness.co.uk](http://www.hiebusiness.co.uk) - very useful for staff and clients and very user friendly support so well worth visiting. The site will be regularly updated so any changes in legislation etc will be incorporated promptly.
- The Business IT Guide website is operated by e-skills UK and assisted by The Highlands & Islands Enterprise offering useful hints and tips on IT solutions for small businesses as they have found that small businesses in the UK are losing millions of pounds from lost revenue due to not being adequately IT literate. Please visit them at [www.scotland.businessitguide.com](http://www.scotland.businessitguide.com)
- A regular 'Socio Economic Update' is published containing useful information on the local economy at: <http://www.cne-siar.gov.uk/factfile/index.htm>
- 'Aim-Hi' ([www.aim-hi.org](http://www.aim-hi.org)) is an online forum for Creative Industries sector - please feel free to register your interest and visit the site at <http://s4.invisionfree.com/aimhi/>.
- The Creative Industries section of Comhairle nan Eilean Siar also publishes a periodic newsletter on the website at <http://www.cne-siar.gov.uk/eds/creativeindustries/index.htm>. Creative Industries focus on the arts, crafts film, and television, publishing, and new media sectors and therefore this is worth a read if you specialise in this sector to help you keep ahead of your competitors.

## Merry Christmas and



## Have A Happy & Prosperous New Year From All At Business Advantage.

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If you have any feedback or suggestions for us to make this service more relevant please e-mail your comments to [business.advantage@cne-siar.gov.uk](mailto:business.advantage@cne-siar.gov.uk). If you wish to discontinue your subscription to Business Advantage please send a blank e-mail to [business.advantage@cne-siar.gov.uk](mailto:business.advantage@cne-siar.gov.uk) putting UNSUBSCRIBE in the subject box. Remember that we guarantee never to sell or give your e-mail address to anyone else.

**Good luck**

### The Business Advantage Team

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