



# Bournemouth Chamber of Trade

# NEWS

No. 20

AUTUMN 1987



**Tony Pearson, President for 1987/88, writes:—**

During this year, much time and publicity has been devoted to the problems of car parking in Bournemouth. After inviting public comment on this and the town centre development, through the auspices of the local press and radio, I was very disappointed, although not unduly surprised, by the meagre level of response. It is very difficult to achieve the changes so desperately needed with such a high level of public apathy. The need for improved parking facilities and better sign-posting has been stressed to the local elected representatives and their officers, and the points raised have been noted. Further meetings will follow and we shall continue to press for the desired changes.

**... our concern over out-of-town shopping developments**

However, this is by no means the only matter that has been occupying us. The very emotive issue of out-of-town retail developments has also been the subject of much thought and debate. We were represented at the Tesco appeal recently, objecting to their application to develop a site in Castle Lane on the grounds that considerable damage would be effected in existing traders over a wide area, if the proposed store were opened. We have to be realistic and acknowledge that some out of town retail developments will occur and we must learn to co-exist. Nevertheless, the present situation concerning planning applications and government control needs looking at very closely.

## OPEN MEETING

We were privileged and delighted to have Linda Preece and David Tittle from Grant Thornton at our Open Meeting on 18th October. They gave an interesting and informative presentation on VAT problem areas with particular reference to the penalties for criminal and civil fraud that might arise if a business evades tax, misdeclares liability or is late in submitting returns.

A few copies of their handout are available from the Secretary upon request.

I have attended meetings at both Southampton and Poole, with representatives of many Chambers of Trade from Dorset, Hampshire and Wiltshire, where much discussion has taken place on the problems arising from out of town stores. One of the major problems is that planning applications are considered at District Council level, but the implications of their decisions have a far wider geographical area than any one district authority's area of responsibility. This is particularly so when new developments are sited close to good roads or motorways.

**... our call to central government**

Unfortunately the cost of renovating existing sites in Towns and Cities to provide pleasant shopping facilities, with adequate car parking are prohibitive in comparison to the cost of the development of green field sites. Local authority assistance to develop the town sites is also severely restrained, due to Central Government restrictions on local authorities capital spending programmes. On the other hand, the Minister of the Department of the Environment, in a government professing commitment to the revitalisation of inner cities, has stated that no applications for out of town retail development for less than 250,000 sq ft are to be referred to him. This policy ignores the fact that a development of this size would devastate the shopping areas of any conurbation, and could be larger than the total existing retail area of many towns.

On the one hand we have government restraint on spending, but on the other, no central control on development, and this could lead to further decay in this country's town and cities.

We believe that this state of affairs should not exist and have relayed our views to the Minister, combining our thoughts with those of other Chambers of Trade and we shall continue to strive to ensure that the well-being of our members is protected as far as possible.

**.... and our appeal to local MP, David Atkinson**

I am pleased to tell you that, with the Vice-President, Michael Green I have recently had a meeting with David Atkinson, MP for Bournemouth East, when we expressed our concern over the growth of out-of-town shopping developments. We also sought his support in pressing the government to ensure the present level of rate support grant was at least maintained to both county and district councils. Although we are a "shire" county, it is imperative that our towns, and particularly Bournemouth, do not themselves become victim of the "inner city" effect through the inability to develop them because of lack of money or by government restriction on the use of rate funds.

## CHRISTMAS LUNCH

See p 2 for details

## CONTENTS

President's letter . . . . . 1	Calling all Inventors . . . . . 6
Chamber notices . . . . . 2	Companies' Capital Gains . . 6
New members . . . . . 3	Cheque card fraud —
Interest on overdue tax . . . 4	follow up . . . . . 7
Tourist Tax Free Shopping . . 5	Self-employed tax
	assessments . . . . . 8

BOURNEMOUTH CHAMBER OF TRADE  
ROWLAND HOUSE  
HINTON ROAD  
BOURNEMOUTH  
Tel: Bournemouth (0202) 23257



### OFFICE HOURS

The offices of the Chamber are located on the first floor at Rowland House, Hinton Road, Bournemouth. We are normally open, except for bank holidays, every Monday, Wednesday and Friday mornings from 9.30 a.m. to 12.30 p.m. When the offices are closed there is a telephone message recording system operating. Any message left on the answer phone will be dealt with as soon as possible on the next working day — but please remember to leave your name, address and telephone number so that we can contact you.

**CHRISTMAS LUNCH**

Belvedere Hotel  
Bath Road

**THURSDAY — 10th DECEMBER**

**BOOK NOW — PHONE 23257**

### NEWSLETTER ADVERTISING

This Newsletter is published quarterly and if you would like to advertise in it, please contact the Secretary, Brian May, on Bournemouth 23257. The latest dates for receipt of advertising material are —

January 31st — for the Spring issue  
April 30th — for the Summer issue  
July 31st — for the Autumn issue  
October 31st — for the Winter issue

Prepared artwork and photographs (preferably in black and white) can be accepted, within the sizes specified below — all 3½" wide. There is a reduction for paying in advance for four consecutive issues. The rates are —

ANY ONE ISSUE		4 CONSECUTIVE ISSUES	
	Rate VAT		Rate VAT
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B4	4" £40 + £6.00	B4	£140 + £21.00
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B7	7" £70 + £10.50	B7	£240 + £36.00
B8	8" £80 + £12.00	B8	£280 + £42.00

### OFFICERS OF THE CHAMBER

**President:** Tony Pearson  
**Vice-President:** Michael Green  
**Secretary:** Brian P. May  
**Hon. Treasurer:** Bryan Madders  
**Hon. Solicitor:** Rawlins, Davy and Wells  
**Hon. Architect:** Jackson, Greenen, Down and Partners  
**Auditors:** Grant Thornton

### ACROSS THE SECRETARY'S DESK

#### \*\*\*\* DIRECTORIES

The new regional directory has now been published and copies can be obtained by members free of charge on application to the office. The directory is published for us by Southampton Chamber of Commerce to whom we are affiliated and the directory for 1987/88 is available for purchase at £20 per copy. It has a wide circulation both in this country and abroad, being sent to all embassies, libraries, overseas chambers of commerce in London and British Chambers overseas.

#### REFERENCE BOOKS

We have the following reference books in our library which any member is welcome to use:

Kellys Business Link 1987  
Euro Pages — The European Business Directory  
Cathay Overseas Trade Consumer Industries  
The Southern African Connexion  
Northern Ireland Trade Directory  
Croners' Reference Book for Employers  
Post Office Guide

#### CHEQUE CARD FRAUD

Following a very successful open meeting of members, I am pleased that one of our members, Mr Mills, of the Coriander Restaurant in Richmond Hill has taken the matter a little further and we print copies of correspondence with APACS on page 7.

#### GENERAL MEETINGS

We are in process of arranging our open members' evenings for 1988 and I should be pleased to receive from any member suggestions for speakers and subjects.

Some of those we may include are crime prevention, trading standards and advertising. Don't forget, these meetings are arranged entirely for your benefit — take advantage of them — these are free services to members not always obtainable elsewhere.

#### 1988 DIARY

We have now received our 1988 diaries from the publishers, and you will find a diary enclosed with this Newsletter. We have a few spare, so if you would like another please call in at the office and collect one. This will also give you the opportunity to have a chat with me about the chamber's work.

#### OLD CHRISTCHURCH ROAD

Work has started on replacing the old sewerage system in Old Christchurch Road which will be completed early in the New Year. Until then the portion of the road affected will essentially be "pedestrianised".

Our members are looking forward to improved trade during this period when, apart from delivery vehicles, the road will be closed to traffic. Shoppers arriving by car should use the Richmond Gardens multi-storey car park (entrance from Richmond Hill) from where they can reach Old Christchurch Road by lift through Dal Keith Arcade.

**Brian P. May**  
Secretary

## NEW MEMBERS

We give a very warm welcome to the following who have recently joined the Chamber:

<b>TAPPING &amp; PARTNERS</b> (Estate Agents) 860 Wimborne Road, Moordown, Bournemouth, BH9 3DS	<b>CHINTZ</b> (Gift Shop) 328 Wimborne Road, Winton, Bournemouth BH9 2HH
<b>SAFFERY CHAMPNESS</b> <b>CONSULTANCY SERVICES LTD.</b> (Marketing Consultancy) 4 Christchurch Road, Lansdowne, Bournemouth BH1 3NE	<b>QUICKFOLD</b> (Computer Paper Printing) 134-136 Holdenhurst Road, Bournemouth BH8 8AW
<b>POPE SOLVENTS</b> (Car Cleaning and Janitorial Supplies) 100 Palmerston Road, Boscombe, Bournemouth BH1 4HU	<b>STIRLINGS ESTATE AGENTS</b> (Estate Agents) 50 Poole Hill, Bournemouth BH2 5PS Tel 27452
<b>SANDRINGHAM FINANCE</b> (Mortgages & Finance) 88 Palmerston Road, Boscombe, Bournemouth, BH1 4HU	<b>THE LAUNDRETTE</b> (Laundrette) 172/174 Commercial Road, Bournemouth BH2 5LX Tel 21850
<b>THE BODY SHOP</b> (Skin Care) 68 Old Christchurch Road, Bournemouth BH1 1LL	<b>POWERSAVE LIMITED</b> (Heating & Plumbing Maintenance) Drewitt House, 865 Ringwood Road, Bournemouth BH11 8LL Tel 581166

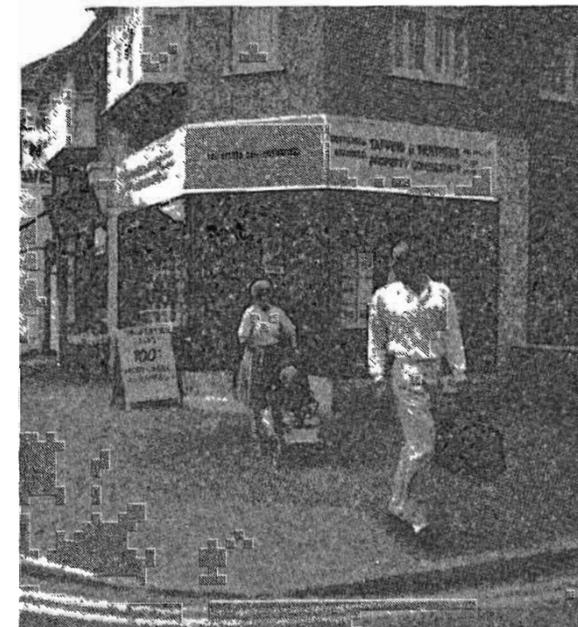
\*\*\*\*

#### TAPPING & PARTNERS

Now well established in their new offices at 860 Wimborne Road, Winton. This relatively new firm of estate agents also offers a wide range of financial services including mortgages and savings plans.

With a good record of sales over the past few months the partners believe that by offering a better service to the public they can continue to expand their business. Open from 9 until 5.30, six days a week, plus Sundays until 2 p.m. and with a 24 hr answering service.

Offering very competitive commission rates they also provide a good service to working couples by arranging surveys or viewing in the evenings or at weekends.



### SANDRINGHAM FINANCE

Sandringham Finance are independent finance brokers specialising in mortgages and related insurance products.

The business operates from new high-tech offices at 88, Palmerston Road, Boscombe, Bournemouth and is able to offer instant quotations on First Mortgages, Second Mortgages, Endowment Mortgages, Pension Mortgages, Commercial Mortgages and Personal Loans through a computer link with leading offices.

Professional inquiries are welcome and will be dealt with quickly and confidentially by Tony Matthews or Richard Archer.



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☎ (0202) 291975 FAX (0202) 292084

As new members of the Chamber we are pleased to announce that we will offer all members a 10% discount on computer stationery printing until the end of 1987.

Quickfold is situated on Holdenhurst Road near the Central Railway Station with plenty of parking space.

When there is space available, we are happy to include a write-up of your business — please send this to the Secretary — with a personal photo.

#### LANSDOWNE OFFICE BUREAU

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(preferential rates for BCT members)

## British Telecom Payphones

Phonecards are now available from British Telecom offices, post offices and any shop displaying this sign:

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make a call.  
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Available in 10, 20, 40, 100 or 200 units.  
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way to make a public telephone call.*

See page 8 for more news from British Telecom

## Nuisance Calls

A small minority of people abuse the telephone service by making offensive, indecent or menacing calls

If you receive a nuisance call —

**Hang up immediately.**

**Do not give your name or address.**

If the calls continue —

**Contact the Police.**

British Telecom will do everything they can to assist the Police with their enquiries. Your local BT Service Investigation Manager may also be able to advise you on dealing with your problem. Contact your local area office at the address shown at the beginning of section 1 or by calling 150.

**Nuisance calls may cause needless distress or inconvenience. It is a crime to make offensive, indecent or menacing calls and offenders may be prosecuted and denied use of the telephone service.**

## INTEREST ON OVERDUE TAX

Income, corporation and capital gains tax not paid on time normally incur interest at the rate of 9.5% p.a. from the due date until payment is made. No tax relief is allowed for this interest and therefore the effective gross rate can be significantly higher. In the past the interest rate has not often fluctuated to take account of changes in the general level of interest rates, but the Government has announced that in future the interest rate on overdue tax will reflect market rates more closely.

It is not always appropriate to pay a tax assessment on the due date — there may be a dispute or an uncertainty which could reduce the tax ultimately payable. In these circumstances it is sometimes worth buying a Certificate of Tax Deposit to cover some or all of the tax assessed. If the tax is finally agreed to be payable, the Certificate is used to pay the tax and interest is only charged up to the date the Certificate was bought. If the tax assessment is discharged or reduced, the Certificate can be cashed but it is usually preferable to keep it to pay a future tax liability, because it continues to earn a better rate of interest.

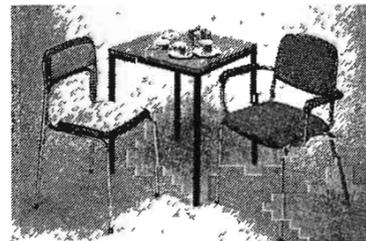
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Proprietors Henri and Jean Querol

## DORSET CHAMBER OF COMMERCE & INDUSTRY TAX FREE

Dorset Chamber of Commerce & Industry in September launched its new Tourist Tax Free Shopping Scheme in the County. ITFS's system of making VAT refunds is designed to speed up paperwork at the till, using a form similar to a credit card voucher. TTFS saves work for the retailer by making the VAT refund on his behalf within five days of receipt of the returned vouchers. And the refund is made in the shopper's own currency — which must lead to better customer relations. Then all the retailer has to deal with is a weekly statement from TTFS stating the number and amount of refunds given in any one week. The scheme is completely free to retailers. TTFS makes its living by taking a very small administration fee from the customer's refund.



To help retailers realise the benefits of displaying the TTFS logo, all advertising and promotional literature carries the message "Look Out For This Sign It Can Save You Money". So why not help shoppers to find you by displaying TTFS stickers and show cards which are available free of charge? How about a tax free window display? The TTFS team, with their experience and flair in retailing promotion are well qualified to offer all sorts of useful advice.

Who are Tourist Tax Free Shopping? they are a wholly owned subsidiary of Aranas AB (a Swedish public company quoted on the Stockholm Stock Exchange) who have a gross turnover approaching £50 million and have 12,000 accounts. Aranas pioneered tax-free shopping in Sweden in the early 1980s. This means that shoppers can rest assured in the knowledge that their interests are being looked after by experts with a wealth of experience and know-how, supported by a financially sound organisation.

All retail and hotel outlets will receive a direct communication on the DCCI Tourist Tax Free Shopping Scheme with full details in January 1988. An early enquiry to June Arthur at the Dorset Chamber of Commerce & Industry, Towngate House, 2 Parkstone Road, Poole BH15 2PZ. Telephone 0202 682000, will enable you to take advantage of the scheme in advance of that date.

## CHRISTMAS FRIEZES

Peeks of Bournemouth have an exclusive Christmas Line that will be of interest to all retail Chamber Members. It is a 50' roll of polythene 10" deep that has been printed in four colours with various Christmas Scenes.

The Friezes can be attached to windows, by moistening and pressing to window surface or attached by sellotape to any other surface and are very effective when used around display showrooms. They can also be used as pelmets along the walls of shops and offices.

This year Peeks are offering the Friezes at half price from £4 down to £2 each plus VAT. They can be collected from their Warehouse in Tuckton or delivered Free of Charge for a minimum of 5 rolls. Stocks are limited so we recommend an early visit or telephone call.

Also on show will be the full range of Christmas Decorations, crackers and novelties as well as children's toys that are supplied gift wrapped, free of charge, for Christmas Parties.

Peeks of Bournemouth Limited, Riverside Lane, Tuckton, BH6 3LD

Showroom open Monday to Friday 9 am to 1 pm and 2 pm to 5 pm  
Tel (0202) 429404



## HOTELS, TOURISM & LEISURE

The Government has decided to continue the grants, loans and interest relief grants for hotels and tourism development which are administered by the national tourist boards.

These are available for developments which would not be carried out without assistance and the grants typically amount to 15-20% of capital cost, or rather less for schemes above £1m. Private businesses, charitable bodies and local authorities are all eligible.

If you are intending to set up or expand a hotel, self-catering operation, tourist attraction, museum or other similar enterprise there are several matters to be sorted out before making an application for a grant or loan. These include clarification of management and marketing intentions, realistic estimation of income, expenditure and capital costs, and a convincing presentation of your case.

Grant Thornton

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### COMPANIES' CAPITAL GAINS

This year's Budget increased the tax rate on some companies' capital gains from an effective 30% to 35% — and reduced it for other companies from 30% to 27%. Companies which are able to keep their taxable profits (that is, income and capital gains) below £100,000 (less if there are associated companies) will benefit from the new lower rate. It is now even more important to take advice before selling a capital asset. In some cases it may be possible to achieve significant tax savings by judicious timing of the disposal.

The capital gains of insurance companies will continue to be taxed at 30% — this is a change from the original Budget proposals. The legislation for this change is included in the new Finance Bill, (to become the Finance (No 2) Act 1987), but the new rates will apply to all capital gains realised by companies on or after 17 March 1987.

Grant Thornton

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### CHEQUE CARDS

We have been able to obtain for members a supply of stickers (as illustrated below) and also some card checking template which can be affixed on or near tills or cash registers. These will help you and your staff to remember always to think about the three watchwords — watch — match — touch.

### Goriander LICENSED RESTAURANT

7 10 87



Dear Mr May,

Further to my telephone conversation with you this morning, I now enclose copies of the correspondence with the cheque card committee.

It does seem a bit of a white wash answer, and I still feel it is necessary to pursue the matter for any financial institution which has the power to issue cheques must get them 'cleared' for payment, and it does appear that the Cheque Card Committee members are those principally responsible for clearing cheques. I would have thought that refusal by a trader to take a cheque offered with a 'doubtful' card is better than all the hassle of having the cheque returned.

Another possible way of tackling this would be to ask each of the clearing banks to issue a list of their associated financial institutions who issue cheques and cheque guarantee cards (Nat West and Beneficial Trust for example).

If all else fails, why not start at the top and write to our local M P's and enlist their help with the D T I and the Bank of England.

Yours sincerely,  
R Mills

22 9 87

Dear Mr Parsons,

I recently posed a question to my local Chamber of Trade following a cheque fraud seminar, which was how many financial institutions other than bank issue cheque books and cheque guarantee cards.

The answer came in a copy of the second edition of Cardwatch - 27 — hence my being able to write to you. But, the Treasurer of the Bournemouth Chamber of Trade is also a Bank Manager, and he has given me a list of nearly 300 Licensed Deposit Taking Institutions all of which can apparently issue their own cheque cards and cheques.

The whole question of how many bona fide cheque and cheque card issuers came up when I was presented with a cheque and cheque card from Beneficial Trust Ltd, an organisation I did not know existed before.

As an ordinary business man dealing with Joe Public every day with the ever increasing number of special credit cards, I am horrified at the number of cheque cards that are about, and feel that a definitive list must be published and available to all, and what protection is there against some fraudster printing his own cheque book and cheque card with some name (Hill Samuel Ltd for example).

I look forward to your reply which will be passed on to my local Chamber of Trade.

Yours sincerely,  
R Mills

5 October 1987

Dear Mr Mills,

I refer to your letter dated 22 9 87.

The Bank Cheque Card Committee is made up, as you rightly saw in our recent Cardwatch Publication, of a number of UK banks, Building Societies and other financial institutions who subscribe to the Standard Cheque Guarantee Scheme. The number is, incidentally, subject to increase from time to time as new issuers are accepted, it is not considered logistically or practically possible to notify every likely receiver of guaranteed cheques every time the list is amended.

The guarantee card is instantly and easily recognisable and identifiable provided a proper examination is made. This is because of the presence of certain identifying features, specifically the money mark in the top right hand corner and the hologram in the bottom right hand corner.

Whilst it would be wrong for you to infer from this that cheques and cards which do not carry these features are unreliable, I feel sure that you and your Chamber, will readily accept that I can only speak for my members. The Standard Cheque Card Scheme which has a current card base of some 25 million has been in existence for 18 years and considerable amounts are expended every year to ensure that retailers recognise the card immediately.

It would therefore be inappropriate for me to comment on various of the points in your letter, except to suggest that you get in touch with the Department of Trade and Industry, who may possibly be able to inform you concerning the number of financial institutions which issue cheque books and guarantee cards.

The Bank of England may also be able to supply you with relevant information.

Yours sincerely,

J R H Parsons  
Senior Manager, Operations  
Association for Payment Clearing Services,  
Mercury House, Triton Court

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## DON'T LET THE CHEQUE CARD THIEF GET AWAY WITH IT.



**WATCH:  
MATCH:  
TOUCH:**

Watch your customer sign the cheque.

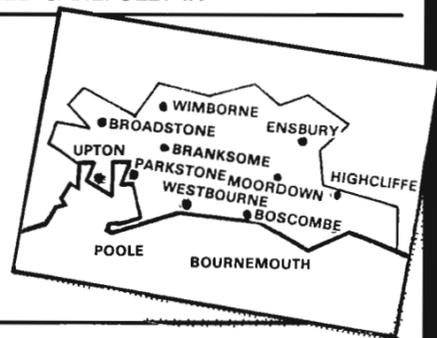
Match the signature against the one featured on the cheque card.

Remove the cheque card from any wallet or container, feel and examine the signature panel to make sure that it hasn't been altered or tampered with. NOW COMPLETE YOUR OTHER CHECKS.

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### CALLING ALL INVENTORS

It is common knowledge that many valuable ideas have had to go abroad in the past to be recognised and at great cost to this country — the aim of The National Association for Inventors and Innovation founded by The South of England Inventors Association is to eliminate the barriers encountered.

The Association was brought into being by a few local inventors who had had long experience of these difficulties whilst trying to launch such inventions and ideas. The knowledge and experience gained over many years can bridge the gap between success and failure, and help to eliminate much of the frustration experienced in trying to break through an impenetrable barrier.

For inventors of all ages, and would be inventors, and those who feel they have had good ideas that they felt would be of some benefit to the public at large, The National Association for Inventors and Innovation is now in a position to offer specialist knowledge and advice to inventors. Owing to the many enquiries received it has been decided to open the Association to applications for membership from anyone involved in the field of inventions and innovations.

The Association covers every aspect of the requirements of any invention including development, design, finance, manufacture and marketing. Further information is freely available on request, and will be treated as confidential.

All enquiries to Mr F West, Chairman NAI, Wool Road, Poole, Dorset BH12 4NG Tel (0202) 735331

6

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## Self-employed to receive computer assessments

Self-employed people will shortly begin to receive tax assessments produced by computer as the Inland Revenue makes further progress with its computerisation programme

The assessments are produced by high-speed, high-quality laser printers

Taxpayers in Wales and the Eastern Counties will be the first to receive the new computer produced assessments this year. The rest of the country will follow in 1988

This project, CODA, (Computerisation of Schedule D Assessing) is the second stage of the Inland Revenue's major computerisation programme

The first stage, COP, (Computerisation of PAYE) is nearly complete. By the end of this year, every local tax office in the country will have computerised its records for PAYE taxpayers — in one of the largest and most technically advanced administrative on-line computer systems in Europe

When COP and CODA are complete in 1988, the records of 31 million individuals and one million employers will be held on computers in 11 Regional Processing Centres. Local offices will be linked to the computers by 25,000 visual display units on tax officers' desks

CODA will bring three major benefits for the self-employed -

The new computer links will speed up communications between the tax office and the accounts office which collects the tax. At present communication is mainly by paper and can lead to delays in sorting out the correct tax liability. They will reduce arithmetical errors the computer works out the tax due once the tax office has entered the details of profits and allowances through the VDU,

The new notices of assessments will give clearer information about the tax payable and any credits for amounts already paid

COP and CODA are on course for completion to schedule and within budget. The Inland Revenue's future computerisation plans include the introduction of a similar on-line system for Corporation Tax and a new system for the collection service

### Note

CODA goes much further than Schedule D assessing. Except for Schedule E and Corporation Tax, it covers all the main areas of assessing work in tax offices, including Schedule A, partnerships, CGT and higher-rate assessments on investment income

Basic working practices will remain much the same, the Inspector will still require Income Tax returns, accounts and profit computations in the normal way. Once liabilities have been agreed however tax offices staff can use the terminal to

enter details of profits and allowances, leaving the computer to carry out the mechanical tasks of calculating the tax due and issuing the actual assessment. Details of the liabilities, any amendments to that liability, postponements and taxpayers' names and addresses will all be notified automatically to the collection system in the Accounts Offices

### Assessment Notices

Assessments will look rather different under CODA, although they will retain their familiar colour coding — blue for Schedule D, green for CGT and brown for Taxed Income assessments. They have been designed for production by high speed laser printers, which give good quality printing. Each copy (for the taxpayer, adviser and tax office) is printed separately which avoids the need for multi-part carbon backed stationery. Since CODA will also produce amendments to assessments in the same way, amendment notices will be as clearly legible as the originals

The notices are wider than the current forms. This allows the Revenue to print, on a single piece of paper, details of the assessment calculation, any notes which are relevant to the taxpayer or his adviser and to provide a detachable payslip for use when making payment

To the left of the payslip is an area which will be used to give a brief reconciliation between the tax charged by the assessment, and the amount actually payable taking account of any payments recorded against the assessment. This is made possible by taking a snapshot view of the payment position at the time the assessment is printed

### Appeals and Postponements

CODA will help tax offices to deal with applications for postponement quickly, and to advise the accounts office of the revised amounts which remain to be collected. However the system will only operate if the relevant details are keyed into the system

Accountants can help in this respect by ensuring that appeals and postponement applications are clearly set out and readily identifiable by using the standard pink form 64-7 wherever possible. This is much easier for district staff to identify among other incoming post than say a brief paragraph in the middle of more general letter

### Timetable

CODA is being piloted in two regions, Wales and Eastern Counties, this year and most of the 1987/8 assessments will be produced under CODA

*Extract from Tax File  
With acknowledgement to The Funeral Director*

## British TELECOM

### Post codes in BT phone books

British Telecom has announced that from next year full postcodes will be included with addresses in its Phone Book directories. However repeated names and code numbers will be omitted wherever practicable. BT are also introducing changes in the typefaces used and overall design

### New Code of Practice

The Independent Committee for the Supervision of Standards of Telephone Information Services, chaired by Mr Louis Blom-Cooper QC, has published a new Code of Practice covering telephone information and entertainment services. The Code deals with the content of messages and all promotional material. Copies of the Code of Practice can be obtained by telephoning the Linkline number 0345 345 005

### Office of Telecommunications (OFTEL)

The Office of Telecommunications (OFTEL) is the independent body set up under the Telecommunications Act 1984 to monitor and regulate Telecommunications in the UK. On 5 August 1984, OFTEL took over the responsibilities in relation to telecommunications service previously held by POUNC. Working closely with OFTEL are the Advisory Committees on Telecommunications. The Secretary of the English Committee will provide advice and assistance to telecommunications users, and will, if appropriate, take up cases with OFTEL. You can, of course, contact OFTEL direct

The Secretary  
**Advisory Committee on Telecommunications for England and Office of Telecommunications (OFTEL)**  
Atlantic House, Holborn Viaduct, LONDON EC1N 2HQ  
Telephone 01-822 1650

### Telecommunications Advisory Committees

In all parts of the country there are Advisory Committees which are there to represent the interests of local customers. They give British Telecom the benefit of outside views which can help BT to adjust local services to local needs. You are welcome to contact your Local Advisory Committee on any matter of general policy which you may wish to raise. Your local committee is -

#### Poole, Bournemouth & Christchurch Districts

Mr B May, Secretary,  
C/o Bournemouth Chamber of Trade,  
Rowland House,  
Hinton Road,  
Bournemouth,  
Dorset BH1 2EG  
Tel Bournemouth 23257

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## HELP THE CHAMBER BY ENLISTING A NEW MEMBER

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