



CONNECT



Supporting business in Kent for over 150 years

December 2017



CHAMBER NEWS • COMPANY SPOTLIGHT • EVENTS • NEW MEMBERS

Welcome from...



Jackie Matthias Chief Executive of West Kent Chamber of Commerce

Welcome to our Winter Newsletter and my goodness we do know that winter has arrived. I hope you enjoy this edition of our newsletter and find the articles submitted by members interesting. If you would like to write an article about your company for one of the newsletters in 2018 please do get in touch.

Bowlplex the popular bowling alley situated on North Farm joined the Chamber in April 2016. On Tuesday 14th November they reopened with a Hollywood theme, after a £500,000 refurbishment and rebrand as Hollywood Bowl. The VIP launch event was a great evening and several member companies attended and fielded teams of 6 in the bowling lanes.

New to the venue is the Virtual Reality experience where you can immerse yourself in New Worlds. You can try the Hospital Escape Terror, the Argyle Shift and the Fear of Heights. Gillian Forsyth our President tried all three and she was the winner of the Halliwell bowling competition.

We are currently planning our diary of events for 2018 and hope to arrange a chamber event at this great location. Should you have any ideas for events you would like us to arrange then please give Jo a call.

Jo, Lorraine and Gillian join me in wishing you all a very Happy Christmas and a successful 2018.

Jackie

Please take a few minutes to think about who you could introduce as a member. If you introduce a new member we will reward you with one of four great gifts illustrated below. You may download a recruitment leaflet [here](#). ➔



Introduce a new member and choose one of the following gifts.



6 bottles of Chapel Down sparkling wine.



Free place at four Chamber lunches during the year, including the Christmas lunch.



Whiting & Hammond Lunch or Dinner for 2



A Kindle Paperwhite

Company Spotlight

Douglas Moat Practice LLP - *Managing Partner* - **John Whitlock**

DMP, based in the heart of Royal Tunbridge Wells, was established back in 1995. We are a leading independent Chartered Building Surveying and Project Consultancy firms in London and the South of England.

I started work for DMP in 2004 as an Architectural Technician and since acquiring the business in late 2013; our ever expanding team continues to build upon DMP's reputation. We have a talented professional team dedicated to delivering a timely and quality service.

DMP undertake a broad portfolio of work in a variety of sectors including; office and commercial; education and leisure, warehouse and industrial; retail; healthcare; conservation and heritage; and residential.

“We galvanize a professional team of experts to inspire, design, shape, manage and construct your property needs.” JR Whitlock

Our reputation has been built on delivering a quality service, each project tailored to a client's needs be it multinational investment portfolio firm or individual homeowner, providing an experienced, reliable and above all professional experience.

We specialise in all aspects of Building Surveying,

Project Management and Architectural Consultancy.

Our Building Surveying team specialises in both commercial and

residential building surveys, condition and pre-acquisition surveys, undertaking dilapidation works, Party Wall matters, and providing advice on building defects and providing ongoing maintenance programmes.

We project manage both large and small construction projects and co-ordinate with other specialist consultants where necessary to ensure that we form and galvanise an experienced professional team for each project, personalised to the clients brief.

DMP are currently instructed on some interesting and varying projects including acting as Employers Agent for construction of a £2.5 million Sports Hall at Beechwood Sacred Heart School, Project Managing a £300,000 conversion project in London forming 3 residential units, £150,000 remodelling of a private dwelling near Lewes and differing building surveys and dilapidations schedules for landlords across the South East and London.

We joined the West Chamber of Commerce & Industry in February of this year. They have provided ample opportunities for local companies to meet, liaise and network at their frequently held meetings and events. DMP is proud to be a member and has enjoyed meeting and working with many new local businesses!



Douglas Moat Practice LLP, Chamber member since 2017

79 High Street, Tunbridge Wells, Kent TN1 1XZ

Tel: 01892 534455 Email: dmp@dmp-llp.co.uk

GDPR – back to basics

If you've come across people in your network talking about GDPR, but are unsure about what it is and what it means for your business, you are not alone. In this article we'll take a look at what GDPR actually is and the implications for your business.

What is GDPR?

The General Data Protection Regulation (GDPR) is a new regulation that governs personal data collection and processing throughout the EU. It will come into force on 25 May 2018.

In the UK, data protection legislation is currently covered by the Data Protection Act (1998). A new Data Protection Bill has been put to the House of Lords, which will update the UK's legislation with a new Data Protection Act. This will cover the requirements of GDPR in the UK.

Why has the GDPR been introduced?

Since the last Data Protection Act was introduced in 1998, there has been an explosion in digital technology, and with it a proliferation in the use and transmission of personal data.

The GDPR aims to make data protection laws fit for the digital age, empower people to take control of their personal data, and ensure businesses are using personal data responsibly.

Where GDPR references "personal data" this is information that relates to an identifiable person, so will cover any information you hold for marketing, finance, or HR management purposes. The new regulation will cover:

- Collection and storage of personal data
- Use of, or processing, of personal data
- Alteration, disclosure and destruction of personal data

It's important to note that Brexit will not have an impact on the UK's implementation of GDPR.

What are the aims of GDPR?

The main goal of the GDPR is to ensure greater harmonisation of data protection regulations across Europe, with a single standard for all countries. The regulations also mean that businesses will have to take greater ownership over the data they collect, reducing risks associated with storing personal data and implementing ways to avoid the misuse of data.

What are the key points I need to know about GDPR?

- GDPR applies to all organisations that store or process EU citizen's data
- The individual's rights to their data are stronger and more extensive
- The rules apply to both physical filing systems and electronic data
- GDPR breaches can incur much larger fines – up to 4% of annual turnover or €20 million
- Organisations are held accountable for demonstrating compliance, and this needs to be evidenced
- Consent to process data must be unambiguous: verifiable, clear and affirmative.

It's also important to note that organisations will be responsible for self-reporting any breaches within 72 hours. Any third parties who handle data on your behalf (data processors) will also be liable for breaches going forward.

Your organisation's responsibilities

Your organisation may be classed as a 'Data controller' or a 'Data Processor'. In some situations, you may be both.

A Data Controller is an organisation that collects, keeps or processes data. They dictate why and how data is processed.

A Data Processor is a third party which may process certain data for a specific function e.g. A payroll provider, or IT company. A data processor has new obligations under GDPR and takes on greater liability if they breach regulations.

Some organisations are required to appoint a Data Protection Officer to monitor compliance:

- Public Authorities
- Organisations which regularly process large volumes of personal data e.g. health care providers.

Whilst it is not a legal obligation for other organisations to appoint a Data Protection Officer, you may want to consider doing so.

So what do I do next?

Our first recommendation is to understand what GDPR is - reading this blog is a good starting point. You need to understand the changes, and how they will impact on your business and we suggest that you provide training to your staff on the implications to them in their role.

Secondly, you need to carry out an audit of your data and processes – everything that you do to collect, process and store data needs to be assessed for compliance with the new rules. From here you can identify any areas where you need to make changes to your business processes.

Don't forget, the rules come into force on 25 May 2018, so you need to ensure you are compliant by this date.

What if I need help?

Loch Associates Group is able to help guide you through auditing your current data processing. We offer a GDPR Audit service, which will help you understand your current level of compliance, and provide a report on your key risk areas. We are also able to provide training to your staff so they understand the importance of GDPR.

The audit report you receive from us will not only help you develop your compliance plan before May, but can be used as evidence to demonstrate that you have thought about your risks, should the ICO ever request to see your documentation.

In summary

GDPR is coming and every organisation, regardless of size, will be affected. It is the responsibility of business owners to ensure their own compliance before the new rules come into force, or else risk fines they may not be able to afford.

Pam Loch is Managing Director of Loch Associates Group and Managing partner at Loch Employment Law. For further information please contact us at info@lochassociates.group or call us on 01892 773970 or visit www.lochassociates.group



Find out how to take your business to an entirely new level

GrowConferences

West Kent | Ashford

West Kent Conference – Wednesday 28 February - Mercure Tunbridge Wells, Pembury

Prepare to be inspired, motivated and to take action.

The West Kent Conference will feature five business growth experts who will reveal how to unlock accelerated growth for your business - without risking your assets (money) or your lifestyle.

Join leading business figures including Katie King, MD of Zoodikers who will be telling us to “Prepare for Artificial Intelligence – the next wave of business disruption” and Barnaby Wynter, founder of the Brand Bucket Company Ltd who will show you how to “Supercharge your brand”. Phil Eckersley from the Bank of England will give an economic update looking at the latest Bank of England’s forecasts for growth and

inflation and market perceptions on the future path of interest rates. Susannah Schofield will demonstrate how to “Get more bang for your buck” and Kim Arnold will help you “Escape marketing overwhelm”. These business experts will all offer real actionable take-aways that you can deliver into your business immediately.

Developed for owners and directors of small to medium sized business, including start-ups, who are frustrated by the lack of income and profit growth, the event will feature a combination of these exciting speakers, a panel session and workshops with networking opportunities throughout the day, including a business breakfast.

To find out more or book your place today please visit www.growkent.co.uk/west-kent-conference.html call 01732 758530 or email info@bestbusinessevents.co.uk

Board members & Patron



Dame Kelly Holmes
Patron

Managing Director, Cafe 1809,
Hildenborough



Gillian Forsyth
President

General Manager
Halliwell Care Home
Tunbridge Wells



Brian Whiting
Director

Managing Director,
Whiting & Hammond Ltd,
Chiddingstone Causeway



Shane Raggett
Director

Managing Director, Broadlands
Commercial Property Agents Ltd,
Tunbridge Wells



Malcolm Gray
Director

Partner, Ward Mackenzie,
Tunbridge Wells



Matt Wilkey
Director

Managing Director, ID&C Ltd,
Tunbridge Wells



John McAuliffe
Director & Company Secretary

Partner, Warners Solicitors,
Tonbridge



Jackie Matthias
Chief Executive

CEO, West Kent Chamber of
Commerce and Industry,
Tunbridge Wells

Dates for your diary

Date	Event	Venue	Cost
DECEMBER			
Friday 15th 12.30pm	Christmas Lunch	Hotel du Vin Tunbridge Wells	£40.00 +VAT = £48.00 Non-members: £50.00 +VAT = £60.00
JANUARY			
Friday 12th 7.30am – 9.30am	Tunbridge Wells Breakfast Club	Woods Tunbridge Wells	£13.50 + VAT = £16.20 Non-members: £18.00 + VAT = £21.60
Wednesday 17th 12.45pm – 1.45pm	One Hour Lunch Club	The Warren Tunbridge Wells	£13.50 + VAT = £16.20 Non-members: £18.50 + VAT = £22.20
Friday 26th 7.30am – 9.30am	Tonbridge Chamber Breakfast Club	Café 1809 Hildenborough	£13.50 + VAT = £16.20 Non-members: £18.00 + VAT = £21.60
Wednesday 31st 6pm – 7.30pm	Business Exchange Evening	Halliwell Tunbridge Wells	FREE
FEBRUARY			
Friday 16th 7.30am – 9.30am	Tonbridge Chamber Breakfast Club	Tonbridge School - Orchard Centre Tonbridge	£14 + VAT = £16.80 Non-members: £18.50 + VAT = £22.20
Wednesday 21st 12.45pm – 1.45pm	One Hour Lunch Club	The Warren Tunbridge Wells	£14 + VAT = £16.80 Non-members: £19 + VAT = £22.80
Wednesday 28th 6pm – 7.30pm	Business Exchange Evening	Rosemary Shrager Cookery School Tunbridge Wells	FREE
MARCH			
Friday 9th 7.30am – 9.30am	Tunbridge Wells Breakfast Club	Woods Tunbridge Wells	£14 + VAT = £16.80 Non-members: £18.50 + VAT = £22.20
Wednesday 21st 6pm – 7.30pm	Business Exchange Evening	The Mind Body Clinic Tonbridge	FREE
Friday 23rd 7.30am – 9.30am	Tonbridge Chamber Breakfast Club	Tonbridge School - Lowry Room Tonbridge	£14 + VAT = £16.80 Non-members: £18.50 + VAT = £22.20
Wednesday 28th 12.45pm – 1.45pm	One Hour Lunch Club	The Warren Tunbridge Wells	£14 + VAT = £16.80 Non-members: £19.00 + VAT = £22.80

WKCCI New Members

Company	Business	Contact name	Website	Telephone
GreenFish Consulting Ltd	Building Compliance Consultants	Stefano Cappuccini	www.greenfishconsulting.com	01892 300450
Firstplan Limited	Planning Consultants	Tim Williams	www.firstplan.co.uk	020 3096 7000
Peter Giblin Notary Services	Notary Services	Peter Giblin	www.notary-petergiblin.co.uk	01892 754910
Bright Spark Electrical Services	Electrician	Karen Smith	www.brightsparkelectrician.co.uk	01892 531728
RSM	Accountants	Leah Rafferty	www.rsmuk.com	01892 507371
Business Doctors Sevenoaks & Tonbridge	Business Services	Sean Smith	www.businessdoctors.co.uk	01622 808998
Belvoir Tunbridge Wells	Lettings and sales	Natalie Boardman	www.belvoir.co.uk/tunbridgewells	01892 615333
Brookes IP	Helping clients protect their intellectual property since 1852	Jonathan Hancox	www.brookesip.com	01892 510600
Astec Computing (UK) Limited	IT Services Company supporting small and medium businesses	Brian Conheady	www.asteccomputing.co.uk	01424 460721
Avantee Logistics	Logistics Company	Kevin Evans	www.avantee.co.uk	01892 829037

New Members Profiles

Astec Computing (UK) Limited is an IT managed service provider supporting IT infrastructure for over 25 years. Having attained Microsoft Gold partner status Astec specialise in assisting our clients to move from traditional IT infrastructure into Office 365 cloud technologies and work with them to realise fully the benefits this technology can bring to any business



RSM is a leading provider of audit, tax and consulting services to the middle market, globally. With around 3,500 partners and staff in the UK and access to more than 41,400 people in over 120 countries across the RSM network, we can meet our clients' needs wherever in the world they operate.



Based in Tunbridge Wells and Bromley, we offer a client-centric, collaborative approach that's based on a deep understanding of our clients' businesses.

Karen Smith and her team of electricians at **Bright Spark Electrical Services**, are based in Tunbridge Wells, Kent, With over 40 years of experience and specialising in domestic installations. Our services range from rewires / replacing light fittings / replacing a fuse in a plug, we pride ourselves in providing the greatest customer satisfaction achievable with every job.



Belvoir Lettings and Sales has been serving Tunbridge Wells since 2007 and is now under the ownership of Natalie Boardman. She is building on the expertise within the team and provides a comprehensive service to landlords whether they are looking to sell, invest or just discuss plans or concerns. For a chat call Natalie on 01892 615333.



Brookes IP is a firm of patent, trade mark and design attorneys based in Tunbridge Wells. We help clients protect their innovations, whether they are technical, creative or brand-related. Members are welcome to contact us for a free initial consultation.



From start to finish **Avantee Logistics** is the answer to all your logistics requirements. With offices in Tunbridge Wells and Reading Avantee has a solution to meet all your needs. **24 hour Same Day 365 days**



Greenfish Consulting are an energy compliance and advice consultancy, providing consultants, agents, housing associations, architects and many other building professionals with carbon reduction and compliance documentation. Our services include EPC's right through to building control documentation.



New member Business Doctors has just the prescription for West Kent's SMEs

Business Doctors, the national support service for small and medium-sized businesses, has opened a brand new operation for Tonbridge and Sevenoaks - and joined the West Kent Chamber of Commerce.

Describing its offer as 'somewhere in between consultancy and coaching', the company provide hands on support to owners of SMEs in every sector.



The new office will be headed up by former logistics industry director and city trader Sean Smith, who lives in Maidstone.

"Business is my passion," said Sean. "I love making a difference and adding

value to SMEs.

"I'm a great listener and get truly fired up by finding and implementing solutions to small and medium sized business owners' problems."

Business Doctors partner in a highly practical way with SMEs, working alongside owners of small and medium sized enterprises to achieve growth. This hands on approach, which lies somewhere between coaching and consultancy, really resonates with Sean.

"Business owners can feel very isolated - I know, I've been there," he said.

"As a Business Doctor, I will help SME owners to recognise their ultimate goal - whether that is increasing profit, growing their markets or finding a way to help their business operate effectively when they are not there, giving them the time and space to achieve other things."

Rod Davies, Business Doctors' co-founder, said: "I am confident that Sean will be able to use his experience to transform the fortunes of small and medium sized businesses around Tonbridge and Sevenoaks.

"He shares my belief that SMEs need hands on, practical support and not just consultancy. Business Doctors offers an affordable and jargon free middle ground between coaching and consultancy and Sean is well placed to deliver this service to an exceptional standard."

Before joining Business Doctors, Sean spent 15 years running companies of all sizes in freight, supply chain and logistics. With an exceptionally strong head for numbers, Hoo Peninsula-born Sean began his working life at 18 as a futures trader in the City of London.

On hitting 30, he moved back to Kent to help his father turn around an ailing family firm. When he joined the family freight company in 2003, was under threat of bankruptcy, with half a million pound of debts. Taking over responsibility for financial control, he turned the ten-year-old company around and when it was later sold in 2008, the company was achieving yearly profits in excess of £600K.

Tonbridge and Sevenoaks is the third Business Doctors office. The others cover Maidstone & Medway and East & North Kent.

Sean offers a free 60 minute business health check for businesses interested in achieving their next level of growth. He can be contacted on 07970 065239 or at sean.smith@businessdoctors.co.uk

Export News

The Department for International Trade is hosting a festive breakfast event on Friday 15th December to help West Kent companies find customers and grow sales in new markets overseas.

Whether a seasoned exporter looking to diversify markets or a business aiming to sell products or services overseas for the first time, the event will provide valuable insights and advice to maximise sales potential and minimise risks. The session is particularly relevant to businesses selling services and technology, not just products.

We will be launching an exciting new support package available for businesses in West Kent including financial assistance to help fund business development and sales activity. We have a local company who will share their experience of selling overseas and there will be a session on overcoming uncertainty relating to Brexit.

Greg Clark, local MP and Minister of State for Business, Innovation & Industrial Strategy will open the session and give the Government's view on exporting for growth.

Local experts will be presenting a "rapid-fire" session on Legal, Tax, Accountancy and Intellectual Property specialist support for international trading SMEs.

The session will close with Q&A and networking with local businesses and specialists.

We have a great venue at One Warwick Park just near the Pantiles with parking within 2 minutes' walk.

To register please click on the following link (<https://readyssetexport151217.eventbrite.co.uk>) or contact us at business@tunbridgewells.gov.uk or 01892 554229 and we will register for you.

Royal Tunbridge Wells Remembrance Day Service and Parade 2017

On Sunday the 12th of November I had the great honour, as President of The West Kent Chamber of Commerce to lay a wreath on behalf of the Association at the Service of Remembrance held at the War Memorial in Mount Pleasant Road, Royal Tunbridge Wells.

A day for the nation to remember for those who have sacrificed themselves to secure and protect our freedom.

It was a cold but beautiful crisp morning and the turnout for the ceremony was a credit to us all.

Wreaths were laid firstly by the Mayor of Tunbridge Wells, Councillor Julia Soyke followed by her Escort, Mr Peter Soykey. Thereafter wreaths were laid by the Deputy Lieutenant; the senior police officer; the Royal British Legion President; and by representatives of the War Widows, service units and local associations.

Following the service the civic party returned to the entrance steps of the Town Hall where the Mayor took the salute from the March Past.

After braving the chill we gathered in the Council Chamber for mulled wine and mince pies.

A very humbling and special day.

Gillian Forsyth



17 Church Road, Tunbridge Wells
Call **01892 774769** Email info@wkcci.com

