

CONNECT



Supporting business in Kent for 160 years

Spring 2019



CHAMBER NEWS • COMPANY SPOTLIGHT • EVENTS • NEW MEMBERS

Welcome from...

Jackie Matthias *Chief Executive of West Kent Chamber of Commerce*



Welcome to our Spring Newsletter. We hope that the first few weeks of 2019 have been treating you and your business well and you enjoyed the unexpected days of warm weather at the end of February.

We've been busy welcoming a number of new members to the Chamber over the past few months – including Our Moon Education, a charity working in Zambia to empower young people through education and personal guidance, and Blossom Hypnotherapy, which provides wellbeing workshops for companies and groups and bespoke individual sessions. Read more about our new members on page 6.

One of the reasons people join us, is to take advantage of the variety of different networking opportunities we offer but membership brings with it other benefits too. In addition to free business advice clinics and our member discount scheme, for example, we are also delighted that the health insurance provider WPA has unveiled a fantastic offer for our members. Turn to page 8 to find out more.

As ever, we've got a range of exciting events during 2019, including our Annual Golf Day – which is being held at Lamberhurst Golf Club on Thursday 27 June (see page 5). We are grateful to Hilden Park Accountants for sponsoring the day once again. You can find out more about the firm on page 3 where it is the subject of our 'company spotlight'.

We are always delighted to celebrate our members'

successes and were excited – although not surprised – when The Little Brown Jug in Chiddingstone Causeway (part of the Whiting and Hammond group of pubs) was named 'Best Food Service Operator' at The National Fish and Chip Awards. Owner Brian Whiting is a long-time director of the Chamber.

If the thought of fish and chips is making you hungry, then we are happy to reveal that The Little Brown Jug will be serving its award-winning fare at a Chamber networking lunch on Wednesday 8 May (find out more on page 4).

Finally, don't forget that we are also on **Twitter @WestKentChamber** and **Facebook @WestKentChamber** – please follow and like us there.

We look forward to continuing to support your businesses over the next few months and to seeing you at one of our upcoming events (see page 8 for details). We hope to see you soon.

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](#). →



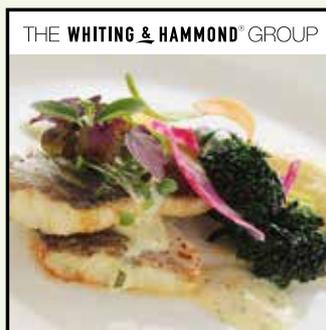
Introduce a new member and choose one of the following gifts.



Six 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

HILDEN PARK ACCOUNTANTS

Here we find out a little more about long-time Chamber member accountancy firm, Hilden Park Accountants, sponsor of our Golf Day.

Who are we and what are we like?

Hilden Park Accountants have been based in Hildenborough for almost 30 years. We are committed to building a great team so we can support our clients in every way. A recent comment from one of our staff: "In all my working years, I don't think there has been quite such a friendly place to work." Please take a moment to meet us all here www.hildenparkaccountants.co.uk/team



Who do we act for?

Our clients include businesses, individuals, trusts and charities and we pride ourselves on building lasting relationships. All our clients receive ongoing practical advice so that they realise their potential and achieve their long-term goals.

What do we do?

Far more than statutory accounts, tax returns, audits, payroll and book-keeping - although we do all these things. We want to be an important part of your business, to help you develop plans, create accounting systems that provide you with regular and timely reporting, consider the future and assist with tax planning. We take time to understand your personal circumstances and provide a service tailored to your individual needs.

Not just us...

We work with other professionals across all industries and so can put you in touch with the right person to help, whatever the requirement.

Xero Gold Partner

In the last year we have become a Xero Gold Partner and are 100% Xero certified. Feel free to contact us for Xero advice and support, whether you are already using Xero or are just considering a new accounting package. Through Xero we can help you earn more money, spend less time on numbers and free you up to do what you do best.



West Kent Chamber Golf Day



We are proud sponsors of the West Kent Chamber Golf Day again in 2019 so make a note in your diary - Thursday 27 June – please do call the Chamber office to book your place. We look forward to seeing you there.

And finally...

Take a look at what others say about us here www.hildenparkaccountants.co.uk/case and please do contact us to discuss your needs. You can also sign up for our latest news here www.hildenparkaccountants.co.uk/contact

Hilden Park Chartered Accountants

Hilden Park House, 79 Tonbridge Road, Hildenborough, Kent TN11 9BH.

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www.hildenparkaccountants.co.uk

Winner winner for its fish and chips dinner



The Little Brown Jug in Chiddingstone Causeway – part of one of our members, the Whiting and Hammond group of pubs – has won the award for ‘Best Food Service Operator’ at 31st The National Fish and Chip Awards with its ‘Moby Dick’ fish and chips.

The prestigious award was collected by Little Brown Jug’s Head Chef, Callum Smith, Company Executive Chef Darren Collins and Business Owner Brian Whiting – who is one of the directors of West Kent Chamber of Commerce and Industry.

The winners were assessed against a wide variety of judging criteria including responsible sourcing policies, preparation and cooking techniques, promotional activity and menu innovation.

According to Whiting and Hammond (W&H): “All the cod used for our fish and chips come from FAS 2000 and are caught in the clear cold waters of the North Atlantic and the Barents Sea, North of Norway. We are so proud of the fish we use we even know the names of the boats that caught it and tend to try and keep to these two vessels when supply allows it.”

W&H is a family run pub company with eight pubs across Kent, Sussex and Surrey. Each and every one of the W&H sites heralds the company ethos for an excellent customer experience. Although each is individual, the same warm and inviting atmosphere can be felt throughout the group.

Find out more here:

www.thelittlebrownjug.co.uk

Try the award-winning fish and chips



If you’d like to taste Whiting and Hammond’s award-winning fish and chips for yourself – then you can.



Join us for a networking and lunch event at The Little Brown Jug in Chiddingstone Causeway on **Wednesday 8 May**. The event will include half an hour of networking, followed by a lunch of the award-winning fish and chips, with a dessert of a delicious tarte au citron with raspberry coulis and clotted cream.

Click here to book: www.wkcci.com/whats-on/event-diary

Festive date



If you enjoyed our Christmas Lunch last December at The Hotel du Vin in Tunbridge Wells you'll want to keep the date clear for this year's event.

We are excited to reveal (and, yes, we know it's only

the Spring!) that our Christmas Lunch is taking place on Friday 13 December at The Spa Hotel in Tunbridge Wells. Put the date in your diary now to avoid any clashes later in the year.



Cyber security essentials

Cyber crime is a growing problem, with a large number of firms being continually targeted. It is essential that you do all you can to protect your business against this ever increasing threat. We have once again joined forces with Astec Computing to offer you the opportunity to join us for a presentation delivered by the Eastern Region Special Operations Unit (ERSOU).

The aim of this event is to raise the awareness of cyber security issues within organisations and how to protect yourself from being a victim or victimised further. Cyber criminals have identified that SMEs are a highly lucrative target due to the limited investment and resources available for cyber security compared with corporations and multi-nationals.

This is a free event on Thursday 4 April (7.30am to 10.00am) at the Mercure Tunbridge Wells Hotel. Tea, coffee and complimentary breakfast baps will be served.

Although the event is free, you will need to book your place by clicking here: www.wkcci.com/whats-on/event-diary



'Putt' this in your diary

We are delighted to announce that our Annual Golf Day, which is once again being kindly sponsored by Hilden Park Accountants, is taking place on Thursday 27 June. It's being held at Lamberhurst Golf Club who have looked after us so well previously!

Put the date in your diary now and start planning who's going to be on your team!



New Members Profiles

OUR MOON EDUCATION is a charity working in Zambia with very bright but extremely poor young people, empowering them - through education and personal guidance - to contribute to positive social change.

The charity gives access to A-levels and other internationally-recognised qualifications and provides personal development to encourage social-consciousness. It helps students develop their leadership and employability skills and guides them on their university applications. The charity's aim is to empower young people in Zambia to realise their potential and bring about positive social change.



Helen Leale-Green, founder and CEO of Our Moon Education (pictured left), says she has joined West Kent Chamber of Commerce in order to 'raise the profile of Our Moon and raise awareness of the plight of so many young people across Africa'.

www.ourmoon.org.uk

BLOSSOM HYPNOTHERAPY provides wellbeing workshops for companies and groups and bespoke individual sessions.



"I have joined the Chamber after attending a couple of meetings," says Celia Griver (pictured below). "The meetings were friendly and I enjoyed the conversations I had with the people I met. I joined because I am keen to be part of the local business community, get to know other businesses and business owners and learn more about how I can better serve them through the services I provide."



She continues: "I help companies help the half of their staff who call in sick because of work-related stress, depression and anxiety. I help businesses to have happy, healthy and

productive staff with more concentration, focus and creativity and less presenteeism and ill health."

www.blossomhypnotherapy.com

We are delighted to welcome back a previous member of the Chamber - Tunbridge Wells-based recruitment specialist **LIONESS CONSULTANTS**. The firm was formed in 2005 and is owned by Dolina Hendry, who says: "We take time to understand our clients and candidates and get it right.



We never ever send CVs for the sake of it. Some clients are now using us exclusively and that speaks for itself. Honesty, transparency and respect are important to us as, without these key elements, there is no relationship."

Dolina adds that Lioness Consultants has rejoined the Chamber for several reasons: "It offers the opportunity to network with like-minded people who want to help each other with connections and in turn business growth. Also, we like the people we meet through the Chamber, it's like a community and they become more than just acquaintances."

www.lionessconsultants.co.uk

Tunbridge Well-based IFA, **ASCOT LLOYD**, has had a presence in the town for many years, mainly through its partner businesses that now form part of the national team.



"Some of these businesses have in the past been a member of West Kent Chamber and they have reminded us of the importance of being members of local business communities, such as West Kent, and the surrounding areas," says Kevin Clare (pictured above), who works alongside fellow IFA at the firm, Matt Spain-Warner (pictured below). "We believe that a local focus can only enhance our reputation as a business and we look forward to being an active member of the Chamber."



He adds: "As Independent Financial Advisers our goal is to put in place the foundations to build strong financial futures to help both individual and corporate clients to achieve their financial goals."

www.ascotlloyd.co.uk

AUDLEY WILLICOMBE PARK

www.audleyvillages.co.uk/our-villages/willicombe-park-retirement-village-tunbridge-wells-kent

REMSUP CONSULTING

www.remsup.co.uk

Members News

On the high street for the long haul

BALDWINS TRAVEL has completed its dynamic new look, which has been rolled out to all eight branches, further cementing the company's presence on the high streets of Kent and Sussex.



All branches will now be known as Baldwins Travel, an update for Travelux in Tenterden, which the company bought five years ago, and also for Sevenoaks Travel which was taken over 16 years ago, with the umbrella title 'Baldwins Travel Group' being the banner under which both retail and business travel arms will sit.

The exciting developments follow Baldwins Travel's commitment to supporting the high street and grow further after its double awards win in 2018 - 'Travel Weekly Agency of the Year London & South East' award for the 11th consecutive year and the 'High Street Travel Agency of the Year' award for the third time in five years.

Nick Marks (Joint Managing Director) says: "Our successes are truly down to our amazing team across the entire business and we could not be more proud. This was a considerable factor in our decision to unify the company further, to ensure everyone felt part of one 'family'. Investing in our brand is hugely exciting for us and tells our customers that we are committed to continuing to deliver superb service across all areas of our business and that we are committed to stay on the high streets of Kent and Sussex."

DMP achieves ISO9001

DMP-LLP Chartered Surveyors has achieved the ISO9001 Quality Accreditation.

The firm's ISO journey began back in February 2018, when John Whitlock, Managing Partner, recognised that the value and quality standard ISO9001 would assist in growing DMP's business and management system. He understood that for the firm to continue to advance and develop within his vision, 'quality' must be at the heart of everything it does.

He explains: "Overall becoming ISO9001 was a strategic decision to improve our already established management system, including placing customer focus at the forefront of our quality output. Furthermore, as DMP continues to expand,



we look forward to developing infrastructure, competence and quality audits. The value is already being displayed and I wish to share this quality route with other local businesses to hopefully inspire and encourage more to follow suit."

New Partner at CooperBurnett

Gemma Gillespie, who heads up **COOPERBURNETT'S** Family & Matrimonial department – and is a familiar face at our Business Exchange Evenings, has been promoted to a Partner at the firm.

Gemma joined CooperBurnett in September 2015, having qualified in 1996. She has specialised in family law for the past 18 years, acting on behalf of clients in complex financial cases in respect of divorce proceedings and private law children proceedings.

"Gemma is a key member of our team at CooperBurnett and we are delighted that she has agreed to become

a Partner," says Victoria Sampson, Partner and Head of Corporate and Commercial Services at CooperBurnett. "Gemma's hard work and commitment to building the excellent reputation of our Family & Matrimonial team are among the reasons for her promotion."



Dates for your diary

March – May 2019

DATE	EVENT	VENUE	COST
MARCH			
Friday 15th 7.30am – 9.30am	Tunbridge Wells Chamber Breakfast Club	Woods Tunbridge Wells	£14.50 + VAT = £17.40 Non-members: £19 + VAT = £22.80
Wednesday 20th 12.45pm-1.45pm	One Hour Lunch Club	The Warren Tunbridge Wells	£14.50 + VAT = £17.40 Non-members: £19.50 + VAT = £23.40
Wednesday 27th 6pm-7.30pm	Business Exchange Evening	Metro Bank Tunbridge Wells	FREE
Friday 29th 7.30am – 9.30am	Tonbridge Chamber Breakfast Club	Tonbridge School Tonbridge	£14.50 + VAT = £17.40 Non-members: £19 + VAT = £22.80
APRIL			
Thursday 4th 7.30am – 10am	Cyber Security Essentials Complimentary Breakfast	Mercure Tunbridge Wells Hotel Pembury	FREE
Wednesday 17th 12.45pm-1.45pm	One Hour Lunch Club	The Warren Tunbridge Wells	£14.50 + VAT = £17.40 Non-members: £19.50 + VAT = £23.40
Wednesday 24th 6pm-7.30pm	Business Exchange Evening	NFU Mutual Tunbridge Wells	FREE
MAY			
Friday 3rd 7.30am-9.30am	Tunbridge Wells Chamber Breakfast Club	Hotel du Vin Tunbridge Wells	£14.50 + VAT = £17.40 Non-members: £19 + VAT = £22.80
Wednesday 8th 12.45pm	Award Winning Fish & Chip Lunch	The Little Brown Jug Chiddingstone Causeway	£17.50 + VAT = £21 Non-members £22.50 + VAT = £27
Friday 17th 7.30am-9.30am	Tonbridge Chamber Breakfast Club	The Rose & Crown Hotel Tonbridge	£14.50 + VAT = £17.40 Non-members: £19 + VAT = £22.80
Wednesday 22nd 6pm-7.30pm	Joint Business Exchange Evening with Sevenoaks Chamber of Commerce	Warners Solicitors Tonbridge	FREE

Exclusive to members of the West Kent Chamber of Commerce

£100 M&S or John Lewis Gift Card for new individual customers*

WPA is a not-for-profit health insurance provider widely recognised for offering excellent value for money and quality of service in the private health insurance market.



For more information or a quotation, please contact your Healthcare Partner:

David O'Toole

Director of Tunbridge Wells Healthcare Ltd, an Appointed Representative of WPA Healthcare Practice Plc
01892 267006 | 07834 180002
wpa.org.uk/davidotoole

or Gareth Walters

Director of Stanhope Medical Limited, an Appointed Representative of WPA Healthcare Practice Plc
01892 546619 | 07766 710664
wpa.org.uk/garethwalters

*Offer applies to policies within the Flexible Health and Multi-Family Healthcare Plan range of policies.

TERMS AND CONDITIONS:

- The offer is available to West Kent Chamber of Commerce members only purchasing a new personal or family health insurance policy from the Flexible Health (Essentials, Premier, Elite) or Multi-Family Healthcare Plan (Standard, Enhanced, Comprehensive) range. The offer applies to policies incepting on, or before 30th June 2019.
- The offer is being made by the Healthcare Partners, David O'Toole & Gareth Walters * and is independent of, and in addition to, any WPA new joiner promotion applicable at the date of inception. (WPA promotions are available to new customers to WPA only.) New joiner incentives do not apply to existing customers wishing to transfer their policy to the same plan or one providing similar cover.
- WPA health insurance policies are annual contracts of insurance. The Gift Card will be delivered to policy holders following receipt of the third month's premiums. The offer may be redeemed by the purchasing client once only. Should the policy be cancelled after

the third month and before renewal the client may submit a new application following a minimum three-month break in cover. The new joiner promotion from WPA applicable at the date of inception will apply to the new application but the Gift Card offer will no longer be applicable.

WPA Healthcare Practice Plc ("Healthcare Practice") is part of the Western Provident Association Limited Group of Companies. Registered in England and Wales No. 07320330. The Healthcare Practice is authorised and regulated by the Financial Conduct Authority. Registration No. 757721.

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