

CONNECT



Supporting business in Kent for 160 years

Autumn 2018



CHAMBER NEWS • COMPANY SPOTLIGHT • EVENTS • NEW MEMBERS

Welcome from...



Jackie Matthias Chief Executive of West Kent Chamber of Commerce

Welcome to our Autumn Newsletter. I hope you've all had a wonderful summer and made the most of the hot weather. Our events over the last few months have certainly been blessed by the sun – including June's Business Exchange Evening at the Hotel du Vin in Tunbridge Wells, where we were able to enjoy the beautiful grounds and our Golf Day later the same month at Lamberhurst Golf Club (see the back page for some photographs).

While the weather's been good, conversely this summer has highlighted the risks which businesses currently face. The uncertainty of Brexit rumbles on and we've all had to deal with the challenges of the GDPR...

Another threat to business is cyber crime, which is posing a particular issue for SMEs, due to the limited investment and resources available for cyber security compared with larger corporations and multinationals.

Always keen to offer our members the tools to make their business life better, we will be offering a Cyber Security Essentials Breakfast on Friday 12 October at the Mercure Tunbridge Wells Hotel in Pembury. This breakfast has been kindly sponsored by Chamber member Astec and brought to you by the South East Regional Organised Crime Unit's Cyber Crime Protect.

The aim of the event is to raise the awareness of cyber security issues within organisations and how to protect yourself from being a victim or victimised further. Areas covered will include CEO fraud, personal and corporate security and cyber frauds and scams.

This breakfast is free – but you will need to sign-up, so visit the events page on our website: www.wkcci.com/whats-on/event-diary

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 6 for details).

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 two



A Kindle Paperwhite

Company Spotlight

Ward Mackenzie

Tunbridge Wells-based Ward Mackenzie, was established in 1992 and has grown to be one of the principal accountancy firms in our area. It provides a dynamic service to growing businesses, as well as advice to individuals.

Since earlier this year and the retirement of Malcolm Gray, the firm has been led by Director, Joanna Green FCA, who has been part of the team since 2009.

"I feel very proud to have taken over the reins at Ward Mackenzie," says Joanna. "Over the years, we've built up a really good reputation in the West Kent area. We've always dispelled the image of accountants being removed and stuffy, instead we offer an accessible, individual service."

Accountancy is at the heart of what Ward Mackenzie does and the firm can prepare accounts for all types of business, from sole traders to partnerships and limited companies. Its services help to reduce the administrative burden, allowing clients to concentrate on running their business, while giving them peace of mind that their accounts and returns are in order.

In addition to these core accountancy services, the firm offers a wide variety of other business services to support companies ranging from acquisitions/disposals advice and overseas tax issues to payroll and exit planning. In addition, Ward Mackenzie has particular experience in a number of business sectors including building, manufacture, the travel industry and retail.

The firm is always keen to support new and growing businesses and offers tailored business start-up advice.

WardMackenzie

Chartered Accountants · Taxation Advisers



"Most people who start up in business do so because they have a good business proposition and the enterprise and commitment to see it through, not because they are experts in the legal, financial and fiscal aspects of running a business," explains Joanna. "Thankfully, all you need is the support of a team of trained experts and that's where we fit in. Bring us your business ideas and we'll help you to evaluate them in a constructive and realistic manner."

The advice the team at Ward Mackenzie offers includes helping entrepreneurs decide on the most suitable structure for their business - sole trader, partnership or limited company; and preparing a business plan, cashflow projections, budgets and trading forecasts.

As we mentioned in the last Chamber newsletter, Joanna has also recently joined our board as a Director.

"I've always known how valuable the Chamber is to local businesses and the wider community, but coming along to more events recently has emphasised that," says Joanna. "The support the Chamber gives in terms of opening up business opportunities and offering advice is huge. I've also come to realise what a good idea the Chamber Discount Scheme is too and have been using my card as much as I can."

Ward Mackenzie, Chamber member since 1992

Oxford House, 15-17 Mount Ephraim Road, Tunbridge Wells, Kent TN1 1EN

Tel: 01892 514451 www.ward-mackenzie.co.uk

Strategies for stress: Savour every moment



How many times have you taken a phone call or caught up on emails while you're meant to be enjoying your lunch? Brendan Street from Nuffield Health discusses how to let go and focus your attention on one thing at a time.

In a world where we're constantly on the go and thinking of the end result, we forget to enjoy the everyday things that are meant to bring us pleasure.



Constant multitasking means our attention is divided, so we don't notice when any one thing is giving us pleasure. We don't take time to enjoy the delicious lunch we prepared because we're so focused on our to-do lists and, as a result, we feel unnecessary stress.

Social researchers have recently found that a regular small pleasure, like eating socially, increases happiness, improving our wellbeing the same amount as doubling our disposable income.

Other research supports the importance of relishing small pleasures, finding that people with excellent emotional wellbeing consistently take more time to do this, savouring moments like listening to their child laugh at a joke or watching a beautiful sunset. This boosts their happiness and, in turn, improves their resilience - the ability to 'bounce back' from a stressful situation. This then leads to increased life satisfaction, which leads to more opportunities to savour small pleasures, which then leads to more happiness. It's a happiness cycle.

But how do we start this cycle, and what does it mean to notice or savour small pleasures?

Focus on one activity at a time

Stop for a moment and do just one thing. Close the laptop and just focus on eating the sandwich.



Engage fully in what you're doing

Notice the feel of the sandwich in your hand. Feel its weight, size and texture. Notice how it feels against your lips and the smell of it. How does it feel as your teeth bite into it? What about the filling? How does it feel in your mouth? Where on your tongue is the taste? Are there different tastes on different parts of your tongue? Is it hot or cold? Spicy or sweet? Use as many senses as possible to really notice the activity as if you were doing it for the first time and are required to explain it to someone afterwards.

Enjoy the activity as if it's the last time you'll experience it

Research has shown that thinking about an experience as temporary, or as something that will come to an end, will increase the enjoyment of it.

Look to the past

You don't just have to savour positives in the present. Psychological research shows that thinking about past positive events like the birth of a child, your first date or finishing a marathon will also increase happiness. Reminiscing like this with family or friends about past events, particularly where you shared laughter, also results in improved relationship satisfaction.



Exercise

It might sound too simple to be true, but you can walk off stress. Low to moderate exercise can be very useful for stress management.

The rest and digest system

Exercises that focus on muscle tension and deep breathing, such as walking, activate the parasympathetic system in your body. It's also known as the 'rest and digest system' because it's responsible for lowering your heart rate and helping your body to relax.

It's the opposite of the sympathetic system, also known as the 'fight or flight system', which increases heart rate, blood sugar and blood pressure to help you respond when stress hits. When it comes to reducing stress, the clue is in the name. You want to rest and digest, not fight or run away.

Walk, don't run

When you do high-intensity exercises, such as sprints or a combat class, your body needs to kick things up a notch and so activates the fight or flight system.



While the endorphin release may make you feel better in the short-term, it isn't the stress-relieving activity that you might expect it to be.

Taking a gentle walk can be a much more effective method of stress relief. A 20 to 30 minute walk can release enough endorphins to help you feel relaxed and in control, without straying into the fight or flight zone.

To find out more, call Nuffield Health in Tunbridge Wells on tel: 01892 882728 or visit: www.nuffieldhealth.com/gyms/tunbridge-wells



History in the making

As a Chamber, we are incredibly proud of our long history. In fact, this year we celebrate 160 years, making us one of the oldest chambers in the UK!

West Kent Chamber of Commerce and Industry can trace its roots back to 1858, with the formation of the Tradesmen's Association. This changed its name in 1884 to become the Tradesmen's Association and Chamber of Commerce. From 1926 to 1982, we were known as the Chamber of Trade.

In 1983, we were renamed the Royal Tunbridge Wells Chamber of Commerce and, in 1990, became the Weald & West Kent Chamber of Commerce and Industry. We've been under our present name since 1998.

The history of our organisation is highlighted when our President – currently Gillian Forsyth, General Manager at the Tunbridge Wells care home, Halliwell – wears the chain of office. It is a splendid and rather heavy piece, which includes the names of many of our past presidents on it. In fact, a number of presidents have been mistaken for the mayor while wearing it!



Dates for your diary

Date	Event	Venue	Cost
SEPTEMBER			
Friday 14th 7.30am - 9.30am	Tunbridge Wells Chamber Breakfast Club	Woods Tunbridge Wells	£14 + VAT = £16.80 Non-members: £18.50 + VAT = £22.20
Wednesday 19th 12.45pm-1.45pm	One Hour Lunch Club	The Warren Tunbridge Wells	£14 + VAT = £16.80 Non-members: £19 + VAT = £22.80
Wednesday 26th 6pm-7.30pm	Business Exchange Evening	The Spa Hotel Tunbridge Wells	FREE
Friday 28th 7.30am - 9.30am	Tonbridge Chamber Breakfast Club	Tonbridge School Tonbridge	£14 + VAT = £16.80 Non-members: £18.50 + VAT = £22.20
OCTOBER			
Friday 12th 7.30am - 9.30am	Cyber Crime Essentials Breakfast Sponsored by Astec Computing (UK) Ltd	Mercure Tunbridge Wells Hotel Pembury	FREE
Friday 19th 12.15pm	Autumn Lunch with guest speaker Tom Tugendhat MP	Tonbridge School Tonbridge	£35 + VAT = £42.00 Non-members £45 + VAT = £54
Wednesday 31st 6pm-7.30pm	Business Exchange Evening	Tonbridge School Tonbridge	FREE
NOVEMBER			
Friday 2nd 7.30am - 9.30am	Tonbridge Chamber Breakfast Club	The Rose & Crown Hotel Tonbridge	£14 + VAT = £16.80 Non-members: £18.50 + VAT = £22.20
Friday 16th 7.30am - 9.30am	Tunbridge Wells Chamber Breakfast Club	Woods Tunbridge Wells	£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	Barclays Bank Tunbridge Wells	FREE
DECEMBER			
Friday 14th 12.30pm	Christmas Lunch	Hotel du Vin Tunbridge Wells	£40 + VAT = £48.00 Non-members: £50 + VAT = £60.00

Cheese and wine



A huge 'thank you' to Chief Executive Leon Steer and the team at Rapport Housing & Care for hosting a wonderful cheese and wine event for our members at Rosewell House in Tonbridge in August.

In addition to enjoying some networking, members were also treated to tours of both Rosewell House (an extra care housing scheme) and neighbouring Barnes Lodge (a care home facility). We were greeted with particular enthusiasm by the resident chickens at Barnes Lodge!

Established in 1967, Rapport Housing & Care is a registered charity that provides care and housing to

400 over 55s at various locations across the south east. It operates a number of supported homes, residential homes, extra care housing schemes and a domiciliary care service.



The Rosewell House scheme comprises 59 one and two-bedroom apartments. Residents can enjoy the privacy of their own beautifully finished modern apartment, while being part of a welcoming and vibrant community, with activities including Zumba, film nights and games nights.

"Consistent with our charitable objectives, 35 of the 59 apartments are available for older people who are not financially blessed, offering modern accommodation, along with care, in a thriving community where they will never be alone during the closing chapters of their lives," says Leon Steer.

www.rapporthousingandcare.co.uk

WKCCI New Members



RISK EVOLVES has joined the Chamber to partake in networking events to help raise the awareness of the risks businesses currently face. With cyber crime and incidents continuing to escalate and now the added risk of a data breach under the GDPR, Risk Evolves helps by offering its practical knowledge and experience to keep businesses safe. It can also help businesses achieve accreditations to evidence their good working practices in ISO standards or Cyber Essentials.



"In the last 12 months, I have supported more than 40 clients with the GDPR, trained in excess of 700 people in data privacy and continue to work with businesses in all sectors and sizes - manufacturers, garden

centres, marketing agencies, recruitment agencies, health care, education, lawyers and accountants - to name but a few," says Andy Styles, Associate Consultant, Risk Evolves.

www.riskevolves.com



BEAMING is an Internet Service Provider for businesses across the UK, which delivers reliable voice and data services and provides ongoing support.

"British companies lost a total of 82 million productive hours to internet downtime last year," says Adrian Ford-Crush, Sales Executive at Beaming. "As an ISP specialising in business connectivity we want to change that, so we promise to deliver super speedy connectivity that won't let you down. We're serious about service and all of our tech team are trained to deliver the highest level of knowledge and advice!"

He adds: "I look forward to taking advantage of the great support that comes with membership of the Chamber."

www.beaming.co.uk

Company	Business	Contact name	Website	Telephone
Metro Bank	Britains first new High Street bank in 100 years focused on providing amazing service and convenience to customers	Anthony Hughes Andre Van Zijl	www.metrobankonline.co.uk	0203 402 7840
Risk Evolves	Risk Evolves provides management consultancy for businesses of all sizes, from SMEs to international corporations. Helps companies think about and protect themselves from risk.	Andy Styles	www.riskevolves.com	07956 945 152
Beaming Limited	Specialising in designing and implementing reliable voice & data products to a range of businesses and provides ongoing support for long-term success.	Adrian Ford - Crush	www.beaming.co.uk	01424 462617

Members News

Even more awards



Congratulations to the team at **BALDWINS TRAVEL GROUP** who have been awarded Travel Agent of the Year for London & the South East for the 11th consecutive year. They have also been named National High Street Agency of the year, for the third time in five years. Baldwins Travel is a local company which has thrived under the ownership of the Marks family for over 25 years and has eight branches throughout Kent & Sussex.

New Partner

Law firm **COOPERBURNETT** has expanded its litigation team with the appointment of a new Partner, John Spence, who specialises in property litigation. A member of the Property Litigation Association, he joins the team from a London practice where he headed up the property litigation team.

John has more than 16 years' experience in all aspects of property disputes including residential and commercial landlord and tenant work, dilapidations and service charge disputes, business and residential possession claims. He also advises on land law disputes, leasehold enfranchisement and right to manage claims. In addition, he has developed a niche specialisation involving party wall and right to light cases.



Autumn Lunch



We are delighted to welcome Tom Tugendhat MBE MP as our guest speaker at this year's Autumn Lunch on Friday 19 October.

Tom has served as MP for Tonbridge & Malling since May 2015 and was elected as the Chairman of the Foreign Affairs Committee last year.

Tonbridge School provides the perfect setting for this event so why not join us for a delicious two course lunch prepared by the school's fabulous chefs.

The ticket price also includes a glass of bubbly on arrival and wine with your meal. Visit the events section of our website to book:

www.wkcci.com/whats-on/event-diary

In the swing

Thanks to everyone who supported our annual golf day at Lamberhurst Golf Club. It was a fabulous day and the beautiful weather was an added bonus.

Thanks to **Hilden Park Accountants** for sponsoring the event once again and to **Hotel du Vin** in Tunbridge Wells for providing our 'halfway house' which included some delicious treats.



The winners on the day were **Hilden Park Drivers**. **The Hilden Park Putters** were runners up and **The Drawshank Redemptions (the ID&C team)** came third. The Longest Drive was won by **Chris Pawson** and Nearest the Pin by **Jamie White**.

A great deal of benefits

Among the benefits of being a member of West Kent Chamber of Commerce and Industry is our discount scheme.

New discounts are added regularly and, as a member, you can benefit from reductions and special offers across a range of products and services from meals and spa treatments to cut flowers and telecoms services.

If you're a member of the Chamber and don't already offer fellow members a discount, then please do



consider it. To view our latest discounts, visit our website:

www.wkcci.com/membership/member-discount



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