

CONNECT



Supporting business in Kent for over 150 years

Spring 2017



CHAMBER NEWS • COMPANY SPOTLIGHT • EVENTS • NEW MEMBERS

Welcome from...



Jackie Matthias Chief Executive of West Kent Chamber of Commerce

Benefit by playing your part in growing the Chamber

Welcome to the first newsletter of 2017. I am delighted to welcome Gillian Forsyth as our new President for 2017 and I know I am going to enjoy working with her. We also have a new Charity for the year St. George's Community Children's Project and I am sure members will continue to contribute to the Charity at our Business Exchange Evenings and the Golf Day.

The benefit I would like to highlight in this issue of the newsletter is our Member Discount Scheme. This is an excellent benefit and you can view all the members offering discounts on page 8. ID&C featured on Page 3 in Company Spotlight are the company that kindly supply the Chamber discount cards.

A strong Chamber benefits everyone and I am asking for your help in growing our Chamber. Please take a few minutes to think about your contacts, be they a client, a customer, a supplier or a friend. Would they benefit from membership?

I need each of you to introduce a new member so that West Kent Chamber of Commerce can double in size and be a real force in the business community.

As a token of our appreciation we will give you a thank you gift when your contact joins the Chamber. Please see below details of the gifts you may choose from. You may download the recruitment leaflet here. →



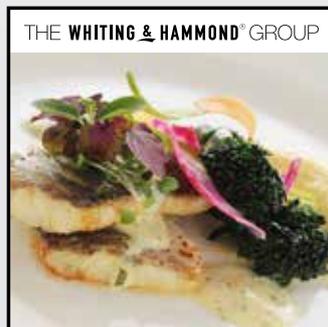
Introduce a new member and choose one of the following gifts.



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

ID & C Ltd, Matt Wilkey Managing Director

ID&C dcband.com **Nowadays, branded wristbands are a badge of honour for festival-goers all over the World – worn with pride for months afterwards, as proof the wearer has hung out at this year's go-to event.**

Event wristbands were first launched over 20 years ago in the UK. *"At that point, there was really nothing on the market in the UK – so we really were the first to launch wristbands here,"* says Matt Wilkey. *"One of our first customers was Wembley Stadium and then Wimbledon took our wristbands and the BBC did a piece about how our products had cut down the queues and increased security at the club."*

The company rapidly made its first move into festivals and was asked to supply Glastonbury and, in 1999, ID&C introduced the first ever woven wristbands at the festival. Over the past 22 years, ID&C has supplied wristbands to more than 8000 festivals.

Matt joined ID&C 14 years ago and joined the board of the Chamber as a Director in 2014. ID&C, which is based in Decimus Park in Tunbridge Wells, currently employs a team of 30 and a year ago opened up an office in the US as well as Spain.

"I was really pleased to be asked to be a director of the Chamber," says Matt. *"While a lot of companies look to use the Chamber as a mechanism to network and sell, we have used the social events especially, as time well spent to engage with potential professional service companies. We have chosen our accountants, lawyers and HR companies from local Chamber members and they have played an integral part in our continued growth and in our plans for the future. We feel very much part of the local community here in Tunbridge Wells and we want to continue to work with local companies"*.

Matt's brother-in-law, Steve Daly, joined the business 9 years ago. He came from an engineering and

telecoms background and has primarily developed the RFID side of the business as well as heading up ID&C's new US operation.

"Radio frequency identification is a massive innovation – It can link our wristbands with access control, cashless payments, social media integration and brand activations," Matt explains. *"It takes our offering to a whole new level and it's helping us to achieve global recognition."*

ID&C has supplied more than 8 million RFID wristbands and passes to events around the world and RFID wristbands from ID&C have been seen at The Ryder Cup in 2014 as well as The Champions League Final amongst others.

"Being involved supplying The Ryder Cup in 2014 was a landmark event for RFID in the UK," says Matt. *"Our wristbands weren't used for ticketing – but for hospitality, marketing and social media. There was a phenomenal response from the key sponsors of the event, while Gleneagles itself could target visitors with various promotions."*

Matt says ID&C has 'always been innovative' and ready to launch 'new ideas and new products with their customer as the focus for everything'.

"That's really the ethos of the business," he adds.

"Over the years, we've added more and more security measures to our products – in terms of the information they hold and how secure they are, whilst continually improving our supply chains. We've been first to market with many ideas and will continue to do so on a global scale".

"We have developed these markets through getting on a plane and visiting customers," says Matt.

"Nothing beats face-to-face meetings. And, on a local level, that's why networking with the Chamber works so well. Networking is absolutely vital for successful business growth."

ID&C, Chamber member since 2008

**Unit 1 - 2 Decimus Park Kingstanding Way Tunbridge Wells Kent TN2 3GP
Tel: 0845 450 7085**

New President



Gillian Forsyth General Manager, Halliwell Care Home

It is a great honor to be elected as your President

I have no doubt that it will be a very rewarding experience meeting so many new people, through the networking and business events, and learning so much more about the people and the businesses that make the Chamber what it is.

As someone that both lives and works in our great community, I am keenly aware of the Chamber's role as a community builder across sectors and that Membership brings credibility to your business as well as many other benefits.

Research indicates that chamber membership stimulates business-to-business commerce in the local community. Other businesses in town are more likely to do business with you and your company if you are a member of the local Chamber. Because a major part of a small business typically comes from business-to-business services, it is essential to maintain a positive standing within the local business community.

Chamber events and programs provide us with great opportunities to get to know new people and expand our prospect base and generate new business leads. Added to this, promotion and publicity for your

company and being able to access members-only discounts and services.

As the UK faces unprecedented change, Chambers of Commerce and the views of the members they represent, businesses of all sizes and within all sectors, is more important than ever before as we really are living in interesting times!

Are you ready to join your local Chamber, if you are not already a member? Keep in mind, however, that you cannot just be a member of the local Chamber to reap the benefits of Chamber membership. Paying your annual dues just is not enough. You must also make an investment of time and effort in Chamber activities and become involved. Simply put, what you get out of Chamber membership is directly relative to what you put in.

So on that note, I am looking forward to meeting up with all our members and guests over the coming months!

Gillian Forsyth
President

Elizabeth Finn Homes - Halliwell



St George's Childcare

Connor's Story



When four-year-old Connor* was introduced to St George's Childcare by Social Services, he was shy and extremely withdrawn. In his short life this little boy had witnessed more violence than many of us will ever know and it had left its mark.

Connor's mum was a victim of domestic abuse, so rather than hearing words of love and reassurance the little boy had witnessed outbursts of anger and rage. Instead of being cuddled at night, Connor watched his mum in tears.

The experience had deeply scared Connor who had become fearful of adults and was unable to laugh, smile or share his emotions.

Every child deserves a chance

Whilst there was nothing we could do to undo the past, the team at St George's worked hard to support Connor physically, socially and emotionally within the stability and safety of our nursery. In time, our efforts paid off.

Over the eight months we helped to care for Connor, he learnt to trust adults, make friends and find his voice. It was such a privilege to watch this little boy transform from a fearful child into a bright, mischievous pre-schooler who was able to laugh for the first time.

Whilst Connor was safe with us, his mum finally had the space and time to seek the support she needed. Together with Social Services we helped Connor and his mum to start a new and much more positive chapter in their lives.

Outstanding Childcare for Everyone

Each year St George's Childcare offers assisted places to support vulnerable families, like Connor's, who would not otherwise be able to afford nursery education. We have recently been awarded an 'Outstanding' rating by Ofsted and within our beautiful, spacious building we are able to offer vulnerable children a stable and loving environment where they can socialise with children their own age and learn the skills that will set them up for life.

The first few years of a child's life are fundamental to their future health and development, which is why the support St George's provides to children at risk is so vital. We work closely with Social Services, Health Visitors and the Women's Refuge to reach those in need and with your help we can help turn children's lives around for the better.

* The child's name has been changed to protect his privacy.

Support us in 2017

We are delighted to have been chosen as the West Kent Chamber of Commerce Charity for 2017 and with your help we can reach more vulnerable children in the year ahead. We have some great fundraising events planned for the next 12 months, including our popular Golf Days and Corporate Quiz Night which we'd love you to join us for. So please get in touch to find out how you and your company can get involved and have fun.

E-mail Morgane.Glew@stgeorgesproject.co.uk Call: 01892 543982

Board members & Patron



WKCCI New Members

Company	Business	Contact name	Website	Telephone
Artesis	Provider of monitoring & diagnostic services for electric motors & their driven equipment.	Geof Walker	www.artesis.co.uk	01892 5622030
Longridge	Print Communications Litho Digital Finishing	Mike Penfold	www.longridge.net	01892 576235
Lockrite Locksmith West Kent	Locksmiths for West Kent	Paul Graves	www.lockrite.org/kent	07506 451405
Flowers by Enchantment	Florist - Flowers for all occasions	Claire Rees	www.flowersbyenchantment.co.uk	01732 351092
Atlantic Business Communications	Telecoms & Energy	John Miller	www.atlantic-comms.co.uk	07908 653788
Utility Warehouse	Discount Club for utilities telephone and broadband	Keith Bassi		01892 570800
Starnes Plc	Property Developer and Development Consultants	Richard Williams		01892 618686
Elite Cars & Security Services	Chauffeur driven cars for business, travel & weddings	Tim Cole	www.elitecarsandsecurityservices.co.uk	07543 173348
JS Global Services	Business services for strategy and corporate wine tasting events	Julia Searle	www.empoweru.co.uk	01342 770583
AU Consultancy	Chartered Surveyors, Commercial Property Services	Amal Uddin	www.auconsultancy.co.uk	01892 315938
The Comms Agency	Communications agency supporting businesses and charities	Arun Sharma	www.thecommsagency.co.uk	07841 644828
Innervate Consultancy	Business Coaching & Strategic Advice	Phil Sims	www.innervateconsultancy.com	01892 610321
Mark Janes Golf Academy	Simple and effective golf coaching for golfers of all abilities	Mark Janes	www.markjanes.com	01732 359108
Base Financial	Financial advisors	Saj Husain	www.basefinancial.co.uk	01732 240000
Barnes Lodge - Abbeyfield Kent Society	Care Home for People with Dementia	Sara Grist	www.abbeyfieldkent.org	01732 369717
Host My Office	Cloud Solutions Provider	Simon Luck	www.hostmyoffice.co.uk	03333 110020
Schmidt Kitchens & Interior Solutions	Kitchens & Interior Solutions	Charley Jones	www.tunbridgewells.schmidt-kitchens.com	01892 547132

Export News

Huge increases in SE companies exporting in the last 12 months

The West Kent Chamber have, in the last 12 months, experienced a huge increase in the number of local companies who have started to export their goods. Whilst this is fantastic news for our community the WKCCI see the same problems occur when companies jump straight into exporting, before making the necessary enquiries as to what exporting entails.

The most common problem is not using a reputable freight forwarder who regularly ships goods to the destination country. Established freight forwarders have a wealth of experience and will have firsthand experience of what documentation should be in place to support the goods in transit. Often the first WKCCI hears of a problem is when we receive a panicked call from a new exporter because their goods have been impounded in the destination country. This is always down to the fact that they do not have the correct paperwork to clear customs. Needless to say this takes time to resolve and additional costs can accrue very quickly.

We at The Chamber issue the following documents: EC Certificates of Origin, ATR's & EUR1's on a daily basis and cannot stress enough how important it is that the correct shipping or HMRC document is issued before goods leave the UK. We can also arrange Arab-British Certificates and



fully legalized documents for goods being exported to Egypt on behalf of our exporters.

Since the beginning of this year three new exporters have signed up for export training. WKCCI have worked with The Tate Group for many years and the most popular training course is the Export & Import Procedures course.

Should any company be thinking of exporting in the near future we would recommend that the Export & Import Procedures course would be a prudent starting point for their staff.

For information on our export training courses please contact Lorraine Webb at The Chamber on 01892 774769.

WKCCI Events

MARCH			
Thursday 2nd	Gin Social in association with the IOD and sponsored by Loch Associates Group	Framptons <i>Tunbridge Wells</i>	£10 + VAT = £12
Friday 10th	Tunbridge Wells Chamber Breakfast Club	Woods Restaurant <i>Tunbridge Wells</i>	£13.50 + VAT = £16.20
Friday 24th	Tonbridge Chamber Breakfast Club	Tonbridge School <i>Tonbridge</i>	£13.50 + VAT = £16.20
Friday 24th	WKCCI & Croydon Chamber of Commerce Joint Chamber Spring Race Day	Lingfield Park Resort <i>Lingfield</i>	£40.00 + VAT = £48.00
Wednesday 29th	Business Exchange Evening	Office Angels <i>Tunbridge Wells</i>	FREE
APRIL			
Friday 7th	Tunbridge Wells Chamber Breakfast Club	Woods Restaurant <i>Tunbridge Wells</i>	£13.50 + VAT = £16.20
Friday 21st	Tonbridge Chamber Breakfast Club	Graze Kitchen & Bar <i>Tonbridge</i>	£13.50 + VAT = £16.20
Wednesday 26th	Business Exchange Evening	Broadview, Hadlow College, <i>Hadlow</i>	FREE
Friday 5th	Tunbridge Wells Chamber Breakfast Club	Woods Restaurant <i>Tunbridge Wells</i>	£13.50 + VAT = £16.20
Friday 19th	Tonbridge Chamber Breakfast Club	Graze Kitchen & Bar <i>Tonbridge</i>	£13.50 + VAT = £16.20
Wednesday 24th	Business Exchange Evening	TBC	FREE
SAVE THE DATES			
President's Summer Ball Friday 23rd June		Golf Day Thursday 29th June	Christmas Lunch Friday 15th December.

WKCCI Members Discount Scheme

We are pleased to announce the following companies have recently joined the Discount Scheme

Nuffield Health

Contact: **Matthew Baker** 01892 774000
matthew.baker@nuffieldhealth.com
Discount: 20% off fitness membership at their Tunbridge Wells Gym and Health Spa

Whiting & Hammond

Contact: **Georgie Douthwaite** 01892 871042
georgie.douthwaite@whitingandhammond.co.uk
Discount: 10% discount off total restaurant bill (must include main course)
Cannot be used with any other offer or loyalty card.

Lamberhurst Golf Club

Contact: **Sharon Deadman** 01892 890591
secretary@lamberhurstgolfclub.com
Discount: 10% off green fees and 10% off membership

Elite Cars and Security Services

Contact: **Tim Cole** 07543 173348
tim@ecsservices.eu
Discount: Special Members rate to London Gatwick Airport £45 and to London Heathrow Airport £70.

Flowers by Enchantment

Contact: **Mandy Pulsford** or **Claire Rees** 01732 351092
flowersbyenchantment11@gmail.com
Discount: 10% off cut flowers

Honnington Farm Gardens

Contact: **Annabel Bowie** 01892 536990
annabelbowie@gmail.com
Discount: 10% off Hire of The Old Barn for Functions and Meetings plus 10% off Bed and Breakfast.

Gingerbread House PR

Contact: **Wendy Marshall** 07771 695605
wendy@gingerbreadhousepr.com
Discount: Let me help your brand generate media interest in 2017 with a 3 month communication plan that Gingerbread House PR will help you execute, to get your coverage back on track. You will receive a FREE PR appraisal/strategy session for your business to focus on solutions for your PR success + 15% discount on fees for the promotional period

AU Consultancy (Chartered Surveyors & Commercial Property Services)

Contact: **Amal Uddin** 01892 315938
au@auconsultancy.co.uk
Discount: 10% off any instruction

The Comms Agency - (Communications agency supporting businesses and charities)

Contact: **Arun Sharma** 07841 644828
arun@thecommsagency.co.uk
Discount: 15% discount

Innervate Consultancy

Contact: **Phil Sims** 01892 610321
philsims@innervateconsultancy.com
Discount: We offer all members a free one hour consultation meeting to discuss your business ambitions, explore areas where you could improve performance and identify how we can help you achieve lasting results.

The above discounts are in addition to the current discounts already offered by the following members. See our website for full details of each discount:-

Adept Telecom

Atrium

Clarkson Wright and Jakes

Cogent Mediation

Crucial Colour

Easistore

Entire Homes

Fluent Communications Ltd

Generating Interest

Helen Tinner Photography

Hilden Park

Accountants Limited

Order Healthcare

Hotel Du Vin

HR Advise Me

ID & C Ltd

Kalmora Spa

Knowle Grange

Loch Employment Law

London Beach Country Hotel,
Health Club & Spa

MCM Net Limited

Office Angels

Penshurst Place & Gardens

Perrys Chartered
Accountants

Royal Wells Hotel

Shop for Spa

Southern Care
Maintenance Limited

Ten 2 Two

Tonbridge & Malling
Leisure Trust

Tonbridge School Events

Warners Solicitors

Woods Restaurant