

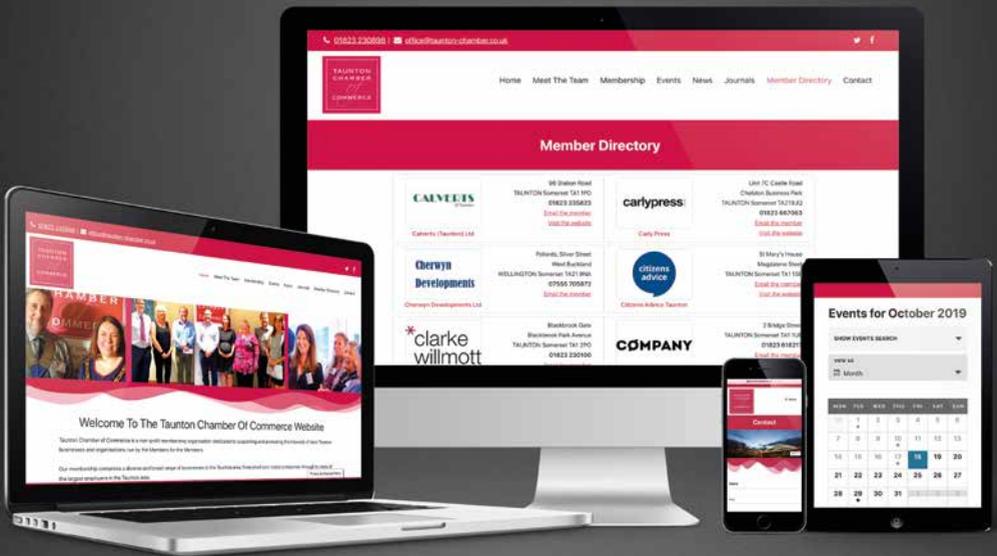
NOVEMBER & DECEMBER 2019
CHAMBER CHATTER

THE VOICE OF LOCAL BUSINESS IN TAUNTON

TAUNTON
CHAMBER
of
COMMERCE

HAVE YOU SEEN OUR NEW WEBSITE?

www.taunton-chamber.co.uk



> NEW interactive Business Events calendar
for both Chamber and Member Events

> NEW online Payments System

- cut down on your admin by joining and paying your membership subscriptions and renewals online, with the option to set up Direct Debits

> NEW news page where we will highlight important local business topics

and can help you promote your business and celebrate your successes - to feature on this page, please send your news and pictures to office@taunton-chamber.co.uk



FOLLOW US ON SOCIAL MEDIA FOR LATEST NEWS & EVENTS

WELCOME TO OUR NEW MEMBERS



DYSLEXIA AWARENESS & IDENTIFICATION

ADULTS & STUDENTS, EMPLOYERS, EMPLOYEES, SELF-EMPLOYED

Our Educational Psychologists have assessed students and adults nationwide for 20 years and so we are experts in identifying Dyslexia and related issues. Some of our innovative products, such as **Dyslexia Assessments** with psychologists and the **Workshops** are in person; some are digitally available 24/7.

Our **D4A Screening & Evaluation** is the solution for people who cannot access an assessment to apply for 'Access to Work' or 'DSA' (Students). Compiling a Unique Profile of Dyslexic Features, Skills and Wellbeing, the resource identifies and explains the difficulties. Importantly for adults, it gives information on what to do about them.

The '**D4A Workplace Dyslexia Awareness & Identification Kit**' takes care of the 'Dyslexia Thing' for you! Available digitally or physically, the kit provides a pathway for everyone, in whatever size of workforce. The **D4A Kit** also helps with your '**Mystery Employee(s)**'. 10% of us have features of Dyslexia, so could your enigmatic employee be Dyslexic?

To introduce ourselves, we are offering Chamber members a **FREE REVIEW** of your provision for Dyslexia in the Workplace, which will identify what you want and need, and how to achieve this in a way beneficial to you, your business and ALL your staff.

For details, please email
hello@dyslexia4adults
or ring **01823 325204**



BLUE PENGUIN

Chartered Accountants
is a firm of...*yawn*...

Basically, we do numbers. We do them well and we have fun at the same time. I've banned stuffiness, suits, and surnames. I'm basically a wannabe hipster stuck in the body of a chartered accountant. Except that I hate cold-brew coffee and goji berries.

We're an entirely paperless practice: and all documents are sent, and approved, electronically. Who wants to root around for stamps and envelopes and trudge down to the post box with a signed copy of their accounts?

Whilst we have clients from all sectors, where we really specialise is medical, financial and professional services clients. At the moment we spend a lot of time with consultants at Musgrove and other hospitals who are being hammered with pensions charges.

We only work with nice clients. Seriously. We have a Blue Penguin BBQ every summer which all clients are invited to, so when I meet a new prospect I ask myself "Would I want to invite this person to the party". So, if you don't feel like you can have some banter with your accountant (or can't actually remember what they look like!), you're doing it wrong.

The name of the company was inspired by my wife Claire - she's very short and she likes penguins. The Blue Penguin is the smallest penguin in the world, just over a foot tall. Claire is not that short.

www.blue-penguin.co.uk



360 South West specialise in creating 360 degree virtual tours for use on your own website, across your social media platforms and for integration into Google Street View, Google Maps and within your Google Profile.

A Google study shows that if you have a Virtual Tour embedded into your own website, visitors will stay on your website 5-10 times longer than normal as they immerse themselves within your workplace. These visitors are then much more likely to visit your business resulting in an increase in customers.

Not all tours are intended for the general public. Without the need to confirm to Google's guidelines, we can provide you with the highest quality imagery for a self-hosted tour. We can then stylise this to conform to your brand guidelines and blend in seamlessly with your current online branding.

360 South West are specialists in creating interactive 360° imagery and commercial photography. To create the highest quality Virtual Tours we use the latest in Canon DSLR's cameras, lenses and software technologies. Our tours are fully optimised to work across all devices and ensure both stunning high definition and clarity.

To see some samples of our previous work or to find out more, please visit www.360southwest.co.uk



The Design Hive is based in Highbridge and Burnham-on-Sea, Somerset and was founded in 2005. We are big on building strong brands through a comprehensive range of design, digital and print services to suit each client.

The studio is led by Melanie Downing and made up of handpicked creatives and web developers to provide our clients with a full range of design services. Our team is driven and passionate about creating perfection no matter how small or large your project. Whether you have a quick ten minute job or a project requiring a range of skills, we are happy to help. Building strong brands and applying this brand throughout your print design material is what we do best. Whether you have a one off or ongoing project brief, we'll help you build unforgettable designs that not only look good, but work. Our multi-disciplined creative team will help guide you through the process. If you already have a logo and brand, talk to us about our graphic design services.

We are inspired and motivated by seeing a client's face light up with pride when they view their new design concept for the first time.

www.thedesignhive.co.uk



Your Launchpad to Happiness is a new business, started in July 2019. We are based in Taunton but provide a global online service with one client as far away as Australia! Development and mindset coaching have been a passion throughout my-20-year HR career, working with individuals and teams at all levels within businesses. Some of my most rewarding work involved inspiring 16 -25-year-old young people from disadvantaged backgrounds, primarily with the Princes' Trust and young apprentices - improving their self-esteem, boosting their confidence and helping them to achieve their goals.

Our passion is to motivate people, inspiring them to develop the mindset and confidence to succeed in any area of their life. Using Goal Mapping, we empower people to live their best life by supporting them through transformation and change. We are currently working with individuals and small businesses to inspire success. I believe Your Launchpad to Happiness can support with the mindset change required to face challenges, embrace change and truly drive both personal and business success.



Claire Whittaker
Mindset & Confidence Coach

www.yourlaunchpadtohappiness.com



UK Hydrographic Office



We were delighted to be invited to tour the brand new premises of the UK Hydrographic Office on 18th September. Demand for places was very high, with member businesses signing up for the event as soon as it was publicised.

The visit was hosted by David Tomaney, Chief Operating Officer and gave the attendees a real insight into the world leading Marine Geospatial work carried out by the UKHO here in Taunton. Talks covered the development of the Blue Economy, the pioneering UKHO Apprenticeship Scheme, which offers qualifications up to degree level, and the STEM (Science, Technology, Engineering and Mathematics) work that the UK Hydrographic Office undertake with local schools and colleges, inspiring the workforce of the future. Discussions also took place on how the

UKHO and the Chamber of Commerce can support each other in ensuring that Taunton has a thriving local economy.

Following a delicious lunch, attendees took part in two tours – firstly around the new award winning office buildings to hear about, and see how the UKHO put it's employees first when planning the build. Then to visit the UKHO Archive Building, a purpose build space, housing hundreds of catalogued maritime charts and artefacts, some of which had been produced by Captain Cook.

The Taunton Chamber of Commerce would like to thank the staff of the UK Hydrographic Office for their time, on what was a fascinating and inspirational visit.

CHAMBER EVENTS

TAUNTON CHAMBER AT TAUNTON RFC

SPECIAL CHAMBER MEMBER OFFER: Match ticket plus 2 course tasty carvery for only £20. Email office@taunton-chamber.co.uk to book

SATURDAY
9TH NOVEMBER

THURSDAY
14TH NOVEMBER

'TECH TOUR' WITH VR & 3D PRINTING TRIALS

At The Glass Box Tech Centre, Taunton Library. Try out all the latest technology and learn how you can apply it to your business.

NETWORKING BREAKFAST: BUSINESS & EDUCATION

With the CEO of YMCA Dulverton Group and the Somerset Education Business Partnership. At The Great Western Hotel.

WEDNESDAY
27TH NOVEMBER

COMING
SOON

FREE INTERACTIVE CYBER SECURITY WORKSHOP

This interactive and fun session with the Somerset Cyber Group, based around LEGO games will help you improve your knowledge of Cyber Security.

To book onto an event please visit www.taunton-chamber.co.uk/events/

WOULD YOU LIKE TO SPONSOR OR HOST AN EVENT?
Contact Bethan Turner at office@taunton-chamber.co.uk

Reamba Productions in association with Tacchi-Morris Arts Centre present:

LOUISE CANNON
As PRINCESS JASMINE

SAM STAY
As WISHEE WASHEE

RICHARD SAMS
As ALADDIN



Aladdin

The Pantomime where WISHES come True

6th – 22nd December 2019



JESSICA STEPHENS
As Genie of the Lamp



EMILY JANE BROOKS
The Voice of the Slave of the Ring

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tacchi-morris.com

BUSINESS AND EDUCATION CASE STUDY
**RECORD BREAKING APPRENTICE
JAMES CHORLEY OF
CRESCENT FUNERAL SERVICES**



in his own professional development. But it's not just James that Simon and Robert are supporting - their premises are used regularly for Independent Funeral Directors College (IFD) study days and through their work with James they are able to offer feedback and insight to the IFD, as the college trains the industry leaders of the future.

Our Membership and Events Manager Bethan was delighted to meet up with the team at Crescent Funeral Services recently to hear the real success story around how they have integrated apprentice James Chorley into their business and how they are doing their bit to inspire the local business leaders of the future.

After finishing Heathfield School last year, James knew that he wanted to pursue a career in funeral directing. With family history in the business and work experience through school and in the holidays under his belt, James proactively started contacting local funeral businesses in the hope of being taken on as an apprentice, and just under 18 months ago Simon and Robert Helliar-Moore of Crescent Funeral Services welcomed him on board full time. This was by no means easy, as James was to be the youngest apprentice within funeral directing in the whole country, but as Simon explained, seeing James' enthusiasm and aptitude, they were determined to make it work.

Crescent pride themselves as being at the forefront of change within their industry, and have been working with the National Association of Funeral Directors (NAFD) as the industry body paves the way for new policies and procedures. Furthermore, Simon was keen to provide James with the career platform and structured support that he hadn't benefitted from

James has proved to be a real asset to Crescent, and is involved in all aspects of the business. He prides himself in being part of the team, and seeing how his work helps the business support families at what is a very difficult time in their lives. Through his studies with the IFD, James' dedication has led him to already achieve his NAFD Funeral Practitioners certification. His continuing studies, combined with working at Crescent will see James secure his full Diploma in Funeral Direction very soon - a process which at best usually takes students 3 years.

To build relationships with other young professionals in the sector, James is an active member of the SAIF (the Independent Funeral Directors organisation) 'Next Gen' support network, and in the coming years he is looking forward to building loyalty, trust and reputation in his abilities - qualities he has learnt through Crescent to be vital.

We are sure members will feel inspired by this case study, and the Chamber of Commerce wishes James, Simon and Robert all the best for a successful future.



According to the Federation of Small Businesses (FSB) up to 30% of payments are late. This can cause cash flow and other difficulties. The FSB estimates that up to 50,000 businesses fail each year as a result.

Phil Roberts is Head of Debt Recovery at law firm Clarke Willmott LLP. He regularly advises businesses seeking help with unpaid bills. "Chasing late payments takes a considerable amount of time and effort, and can force businesses to use expensive overdraft facilities", he says. "But there are some simple steps you can take to reduce late payments, improve cash flow and minimise bad debts".

Phil offers the following tips:

- Know your customer: before extending credit, collect as much information about your customer as possible. Do all the relevant background checks including Companies House and get bank and other references.
- Look for red flags: potential warning signs include new companies, dormant companies and companies with no directors. Likewise, be wary of 'companies from afar'. Is there a good reason a company 300 miles away

wants to buy from you, or have they just used up all the goodwill in their local area?

- Get the paperwork right: simple as it sounds, make sure you have the correct name of the contracting party, company number and authorised person to sign. Does your paperwork clearly set out what goods or services you will supply and when, as well as when you will invoice and when payment is due? Consider using cost clauses, entire agreement clauses and personal guarantees in your terms and conditions. These can give better protection in the event of late payment or default.

"If you need help, we can do a free review of your credit control process. This includes relevant contract terms and conditions, and any standard letters and instalment agreements you use", says Phil. "We will then recommend changes to reduce late payments and, if they do turn into problem debts, make sure you can recover them quickly. If this happens, we make the collection process simple and cost-effective for you. In most cases we charge a fixed fee proportionate to the debt amount, and this is often recoverable from the debtor".

For more information call Phil Roberts on 0345 209 1778
or visit clarkewillmott.com/debt

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Albert Goodman
Alder King Consultant Surveyors
Apple FM
Arditti Carpets
Auditel
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Bath Place Traders Association
Blackdown Financial
Blackdown Motor Company
Blue Penguin Chartered Accountants
Bredons Sewing Machine Centre
Bridgwater & Taunton College
Buses of Somerset
Calvert's (Taunton) Ltd
Carly Press
Castle Hotel (Taunton) Ltd
Cherwyn Developments Ltd
CICCIC
Citizens Advice Taunton
Clarke Willmott
Company Spaces
Corner House Hotel
County Walk Shopping Centre
Crescent Funeral Services
Cullen's Catering
Design Bean
Design Hive
Digital Peninsula Network
Dyslexia 4 Adults

Eden May
Elevate Business Performance
Eternal Beauty
Everys, Solicitors
E White & Son (Taunton) Ltd
Genius PR & Events
Go Create
Great Western Hotel
Greenslade Taylor Hunt
Gurds Menswear
Harrisons of Somerset
Hatfield White Ltd
Hickleys Ltd
Inspiration Engine Ltd
J P Gainsford Associates Ltd
Jelf Group Plc
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Lentells Chartered Accountants
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Milsted Langdon
Moore Scarrott Limited
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& Tax Advisers (UK) Ltd
Pardoes Solicitors LLP
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Somerset County Cricket Club
Somerset Web Services
Somerset West & Taunton Council
South West Property Reports
Summerfield Devts SW Ltd
Tacchi Morris Arts Centre
Taunton & Pickeridge Golf Club
Taunton Team Chaplaincy Trust
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Tone FM & Tone News
Townley Insurance Brokers Ltd
White Knight Marketing
Whittlesea Mortgages
Word Gets Around Magazines
Worshipful Mayor of Taunton
Your Launchpad to Happiness



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