

JANUARY & FEBRUARY 2020

CHAMBER CHATTER

THE VOICE OF LOCAL BUSINESS IN TAUNTON

TAUNTON
CHAMBER
of
COMMERCE

CALVERTS OF TAUNTON

BUCKING THE TREND ON TAUNTON'S HIGH STREET

Our member business **Calverts of Taunton** recently celebrated 75 years of business success, and our Membership & Events Manager Bethan was delighted to visit Dennis and Susan Calvert to pass on congratulations from all at the Taunton Chamber on reaching such a wonderful business milestone. Bethan enjoyed a tour of the store, plus the opportunity to hear some anecdotes from Dennis about his time as President of the Taunton Chamber in the 1980's when he headed up the Committee alongside fellow local businessman Mr Greenslade, of Greenslade Taylor Hunt.

Calverts over the years has expanded along Station Road, acquiring adjoining properties (Pitman's Butchers, Pearce's Sweet Shop, Reed and Giles' Fishmongers and Poole the Ironmongers) - now occupying an impressive frontage amounting to eight shop fronts with 25,000 square feet of showrooms arranged over two floors. With its own customer car parking accessed off Canal Road,

Calverts is now a destination store in its own right; a far cry from the single shop front 75 years ago.

The business has developed a loyal customer base offering Taunton and the surrounding area quality furniture, upholstery, beds, floor coverings and window treatments from design led manufacturers at affordable prices; always evolving and developing their ranges to suit changing styles in interior design.

So, what is the secret of **Calverts** success over the last 75 years? Dennis attributes it to the contribution of their staff: "we have always had excellent and knowledgeable staff who give honest and impartial advice to our customers. **Calverts** has a family feel and the staff are very much part of this. Some have been with us for over 40 years."

Calverts remains a family run business with Dennis, Heather and Annie and Dennis' granddaughter Susan, joining the business three and half years go. Along with Helen Dugdale, Store Manager, and with the support of all the staff, the business is looking forward to an exciting future on Taunton's Station Road.



94-108 Station Road, Taunton, Somerset TA1 1PD | www.calvertsfurniture.co.uk | 01823 335823



FOLLOW US ON SOCIAL MEDIA FOR LATEST NEWS & EVENTS

WELCOME TO OUR NEW MEMBERS

Taunton Chamber of Commerce are committed to support you as the positive voice in our Taunton Business Community. Join the growing numbers of local businesses and companies taking advantage of exclusive information about local developments, new companies, advertising opportunities and networking events with a community of like minded business people.

Call: 01823 230898 **Email:** office@taunton-chamber.co.uk



Transforming your Business

SRD Technology UK enable your business to work smarter. We provide enterprise level information and communication technology solutions to SME companies and charities up to 100 in size. Our solutions include a full suite of reliable and scalable managed services including IT Support, Connectivity and Telephony Solutions and are tailor made for businesses looking to outsource their technology requirements to lower their capital and operational costs.

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Cleaning Solutions UK Ltd are the UK's one-stop cleaning consumables and machinery leasing company, with 1000s of products always in stock.

Cleaning Solutions UK LTD was established in 2012 after the business was purchased from Craftex Cleaning Supplies which had been trading in Taunton for over 35 years with an established local customer base. Richard Williams, the founder of Cleaning Solutions UK is the "logistical guru", in charge of all things customer service, including deliveries and stock. Will Pettitt, who joined the business from Craftex, knows everything there is to know about cleaning machinery and consumables and the business continues to grow through the customers that he has helped over the years. If you've a tough cleaning task, he'll find a solution for you! They are proud to be a Karcher authorised dealer, with full sales, service and hire available on a range of products – from floor cleaners, steam cleaners and vacuums - suitable for professional use and for use around the home.

"At Cleaning Solutions UK the aim is simple and that is to provide the customer with high quality products at a realistic price. We have a wealth of experience within the cleaning industry so just call us if you need advice. Whether you order online, by telephone or by visiting our store you will always receive our up most attention".

Based in Windsor Place, Whitehall, Taunton, TA1 1PG, Cleaning Solutions UK are open Monday to Friday between 7:30am - 4:30pm

01823 286827

www.cleaningsolutionsuk.net



NEW LEAF LIFE DESIGN AND WORKPLACE WELLBEING

"I'm Becky Wright, founder of New Leaf, and I think I have the best job in Somerset helping business turn over new leaves through Workplace Well-being. I have clients from many local businesses who call us when they want employee counselling to help support someone back to work or manage their mental health and well-being. Sometimes I deliver on site Pop Up Well Being clinics where staff can talk confidentially about any aspect of their personal and professional well-being: it might be they want to find more balance in their life or learn skills to be more resilient.

In the past year I've trained 132 Mental Health First Aiders to help workplaces have someone onsite who can intervene and have an understanding of mental health. I haven't passed everyone who has come on a course and always ask if this is someone I would want to attend to me in a crisis.

My office is rural based, so on my news feeds you will see the odd chicken picture and my cat features a lot too. I have a Reinventing Organisations Teal structure to New Leaf and green credentials are at our heart. There are 14 of us working in New Leaf and we have some wonderful supporters like John Guard who I've created a relaxed podcast with plotting some of our journey into Rural Life Design. You can read much more about us on our website too it's very new and I think it looks great!!"

www.newleaf.uk.com



COOPER
ASSOCIATES
GROUP

Cooper Associates Group, based at St James Street, Taunton, provide advice on financial matters and deliver their services from three distinct and award winning brands.

Cooper Associates Mortgages is an award-winning mortgage advisory firm, delivering tailored mortgage and insurance advice. The firm was named Best Mortgage Office in the UK at the ESTAS awards in 2019, 2018 and 2017.

Cooper Associates Wealth Management is a financial advisory firm, providing investment, pension and inheritance tax advice. Cooper Associates Accountants offers a variety of accountancy services to businesses and individuals.

As one of the country's fastest growing financial firms, Cooper Associates recognise the importance of delivering an exceptional level of service to all their clients. They are committed to treating every client as if they are their only client and don't impose minimum loan sizes, minimum incomes or minimum assets; they provide advice at whatever level is required.

Cooper Associates have close links with professional sport and have the ground naming rights at The Cooper Associates County Cricket Ground, the home of Somerset County Cricket Club, in addition to being an official partner of Exeter Chiefs. They have England cricketers Jos Buttler, Jack Leach and Tom Banton as both clients and brand ambassadors for the business.

Cooper Associates recently extended their offices, taking the opportunity to improve their client meeting rooms and facilities, as well as introduce a fully equipped gym which is available to their staff.

01823 273880 (Head office)

info@cooperassociatesltd.com

www.cooperassociatesltd.com



the
HANKRIDGE
arms

The Hankridge Arms is delighted to join the Taunton Chamber of Commerce and welcomes the opportunity to work in partnership with it.

Originally a 16th century listed farmhouse, The Hankridge Arms was also used as a Reeve Court in the 17th century.

Today, we are an established pub-based restaurant that retains such original architectural features as decorative plasterwork, stone mullion windows, inglenook fireplaces, timber panelled partitions and lime-washed walls. The premises have also recently undergone sympathetic refurbishment throughout.

We offer table-service dining, with our food offering being managed by Executive Chef, Mark Roberts MCGB, who thrives on creating freshly-cooked meals using quality local produce.

The Hankridge Arms also offers convenient and characterful meeting room facilities in our 'Court Room'. This venue offers a combination of historical surroundings and modern-day facilities, making it ideal for business meetings and training events; assisted by the presence of ample free onsite parking.

Meetings can also be fully catered for, with catering options ranging from beverages, biscuits & pastries to sandwich platters and hot buffets.

The 'Court Room' is also suited to other events, functions & private dining occasions, with a range of à la carte options, set buffet options and bespoke catering being available.

01823 444405

www.thehankridgearms.com

BUSINESS IS BETTER WITH TREES!

Paper - it might not seem like an obvious way to support woods and trees. However, with a little bit of innovative thinking, Carly Press have teamed up with Premier Paper and the Woodland Trust to use a range of paper that helps businesses curb their carbon emissions by planting trees.

Carly Press are one of more than 240 Premier Paper customers have signed up to Carbon Capture, which utilises the Woodland Trust's Woodland Carbon scheme to mitigate the CO2 emissions generated by the production, storage and distribution of the paper they purchase.

So how does it work? An additional levy is paid for each tonne of paper bought. This is passed on to the Woodland Trust to fund the planting of trees, which can absorb carbon that would otherwise be released into the atmosphere.

Through the scheme, Carly Press can offer your business a unique carbon reduction solution, enabling you to purchase sustainable print - a great opportunity to:

- ✔ Create a cleaner sustainable environment
- ✔ Ensure the future safety of wildlife habitats
- ✔ Establish green spaces for relaxation and enjoyment
- ✔ Enhance your design, print and media brand image

Since the scheme began, more than £900,000 has been raised. That's enough to fund the planting of 227,760 trees. 56,938 tonnes of carbon have been captured through the partnership - that's as heavy as 11,000 elephants or 11.3 billion sheets of A4 paper!

Speak to the team at Carly Press today to learn more about how you can demonstrate or improve your Sustainable Development Goals with Carbon Capture.



carlypress

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01823 667063 www.carlypress.co.uk



2019 END OF YEAR REVIEW

It's the time of the year when businesses reflect on achievements and progress, and we would like to thank our members for playing an active part in the Chamber in 2019, and for supporting our endeavours to ensure Taunton has a thriving business community.

NEW 2019 MEMBERS

We have been delighted to welcome the following businesses and organisations as new members in 2019:

360 South West	Harrisons of Somerset
Apple FM	Little Wine Shop & Social Wine Bar
Blue Penguin Chartered Accountants	Lloyds Bank
Buses of Somerset	MAMA Marketing
Cherwyn Developments	New Leaf Workplace Wellbeing
Cleaning Solutions UK	Quantock & QS Design
Company Spaces	Quantock Ecology
Cooper Associates	SRD Technology Ltd
Cullen's Catering	The Design Hive
Digital Peninsula Network	The Hankridge Arms
Dyslexia 4 Adults	Theta Digital
Elevate Business Performance	Your Launchpad to Happiness
Great Western Hotel	

EXECUTIVE COMMITTEE



We were delighted to welcome **Laura MacKain-Bremner (Clarke Willmott)** and **Trish Caller (Genius PR & Events)** to the Taunton Chamber of Commerce Executive Committee this year. Executive Committee members have worked hard to represent the interests of members, and the wider business community through their participation in the Taunton Advisory Board, the Taunton Cultural Forum, the Crime & Anti Social Behaviour Forum, Digital Taunton, Blackbrook Park Business meetings, Taunton Lisieux and Konigschlutter Twinning Associations and Town Centre Retailers meetings, amongst others.

2019 END OF YEAR REVIEW



Having the ability to present a critical mass of opinion, the Taunton Chamber has also actively supported and engaged with the following projects, key to improving the local commercial and leisure environment to the benefit of all:

- **Taunton BID** <https://www.tauntonbid.co.uk/taunton-bid>
- **Taunton Garden Town Project** <https://www.somersetwestandtaunton.gov.uk/media/1450/taunton-garden-town-vision.pdf>
- **Taunton Toads Trail** <https://www.tauntontoads.co.uk/>
- **Barclays Thriving Local Economies Project** <https://home.barclays/who-we-are/our-strategy/backing-the-uk/thriving-local-economies/our-third-pilot-taunton-deane/>

We are also continuing to engage with **Somerset West & Taunton Council** as they develop their Economic Development Strategy.

EVENTS AND ENGAGEMENT



In March, **Bethan Turner** joined us as Membership & Events Manager. During 2019, we have welcomed close to 300 delegates to our range of Networking events, Workshops, Business visits, Courses and Social events. We would like to take this opportunity thank the member businesses that acted as hosts, sponsors, speakers and trainers this year - helping us to deliver an engaging and varied events programme.

Working with sponsor businesses **Carly Press**, **Design Bean** and **Somerset Web Services** we have undergone a refresh of our output to our member businesses and wider business community, including our '**Chamber Chatter**' journal, regular email and Social Media output, and a new website with interactive business calendar and membership payments facility, as well as news articles from the Chamber and our members.



Thank you also to member businesses **Milsted Langdon** and **Mailboxes Etc Taunton** for assisting with our accounting, and the Chamber of Commerce mailbox respectfully.



Digital Peninsula Network

We are delighted to be working with the Taunton Chambers of Commerce and its members to offer businesses throughout Somerset with a *FUNDED opportunity to receive detailed digital training.

Course on offer: WordPress Website Design and Management

Do you need a new website for your business?

Do you already have a website but need to learn how to manage it more effectively?

DPN's 4-day WordPress Course will introduce you to the basics of web design and show you how to build your own accessible website using templates. You will learn how to use the tools in WordPress and how to embed graphics.

Over the 4 days you will...

- Build a responsive website meeting GDPR and accessibility guidelines
- Gain understanding of page and post structures to support search engine results
- Learn about image sizes, keywords and voice search recommendations
- Add widgets, plug-ins and social media feeds
- Improve understanding of usability design / UX

BOOKING IS ESSENTIAL AS SPACES ARE LIMITED. CONTACT US TODAY:

**The DPN Team, Digital Peninsula Network Ltd.
E: training@digitalpeninsula.com T: 01736 333700**

Skills Support for the Workforce (SSW) is a programme developed to upskill employees within small and medium-sized enterprises (SMEs) in Somerset and Devon. We provide recognised accredited qualifications and bespoke training courses to enhance your employees' skills, increase the competitiveness of your business and boost the local economy.

DPN is part of Serco's network of expert organisations chosen to deliver the SSW programme in your area in partnership with Somerset Local Enterprise Partnership (LEP).

Because SSW is co-financed by the European Social Fund (ESF) and the Education and Skills Funding Agency (ESFA), we can support your workforce at no extra cost to your business.



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ENVIRONMENT, SOCIAL AND GOVERNANCE (ESG)

If you have not heard of ESG yet, then I am quite sure you will do. As the human species becomes more aware of what damage we are doing to the planet, the demand to adopt more environmentally-friendly processes in our lives is growing. So too is the demand to invest in companies that have a socially conscious approach to investing.

The criteria for an ESG Investment is a set of socially conscious standards.

Environmental criteria considers how the company performs as a 'steward of nature'. This may include a company's energy use, waste, pollution, natural resource conservation, and treatment of animals.

Social criteria examines how it manages relationships with employees, suppliers, customers and the communities where it operates. This might include, for example, that the company donates a percentage of its profits to local communities, or encourage employees to perform volunteer work there. The company should have a high regard for company employees' health and safety.

And finally;

Governance deals with the company's leadership, executive pay, audits, internal controls and shareholder rights. Accurate and transparent accounting methods, and the ability for stock-holders to vote on important issues. Also ratification that there are no conflicts of interest in their choice of board members

So does 'being ESG' compromise investment returns – the data would suggest not. Socially responsible investing has been around since the 60s and 70s, a time when shareholder value theory was popularised, the essence of that being that a companies' only social responsibility was to maximize shareholder value, in effect make money for the people holding stock. It was considered by some that if you invested in an 'Environmentally Friendly' stock then there would be less returns. Now that there is quite a bit of data around this type of investing, this appears not to be the case, and the returns being achieved do not seem to be compromised by being ESG.

Like any investment it is important to consider risks, term and accessibility needs of the investor but perhaps now is the time that this type of investment strategy will really start gaining momentum, so you may see a lot more of ESG.

Lee Tomkins BSc(Hons) Certs CII (MP & ER) Cert CII (Life and Pensions)
Independent Financial Adviser, Blackdown Financial

This article should not be considered investment advice or an offer of any product for sale, it contains opinions of the author but not necessarily the Firm and does not represent a recommendation of any particular strategy or investment product. Information contained has been obtained from sources believed to be reliable, but is not guaranteed. Past performance is not an indicator of future benefits.

'TAUNTON LIVE' & 'TAUNTON PRIDE'

'Taunton Live' & 'Taunton Pride' are collaborating together in an incredible Festival celebrating Arts, Culture & Diversity in Vivary Park on Saturday 18th July 2020.

There are several ways that you or your company could sponsor Taunton Live Performing and Creative Arts Festival for 2020 and in the future. The main ones are summarised below. However, you may wish to help in other ways - donating materials, logistical help, loan of equipment and so on.

Examples of potential sponsorship for Taunton Live 2020, incorporating Taunton Pride on Big Saturday, July 18 th in Vivary Park...	Amount:
Sponsor a launch event for an Adopt-an-Artist exhibition (up to 10 available)	£200 (each launch)
Sponsor a launch event for a Knit & Natter Group/Yarn-bombing (up to 5 available)	£200
Sponsor Printing of Yarn Bombing Trail leaflets	£400
Sponsor Printing of Adopt-an-Artist Trail leaflets	£400
Sponsor printed sail banners to guide public to Big Saturday events	£130 EACH
Support a literary corner for poets & authors	£500
Sponsor Taunton's Got Talent Prizes – under 18 / over 18	£350 & £500
Sponsor an artist/health worker to deliver workshops to community groups = 10 workshops @ £150	£1500
Sponsor artists to create new hand-painted banners for 2020 & Pride (as many as possible)	£200 per banner
Sponsor main stage set-up	(Ware & Co)
Sponsor acoustic stage set-up	£250
Sponsor Pride Stage set-up	£250
Sponsor main stage acts	£2000
Sponsor acoustic stage acts & expenses	£500
Sponsor Pride stage acts	£500
Sponsor LGBTQ+ chill-out charging/digital area	£200
Sponsor Big Noise Band	£200
Sponsor Creative Dance Performance	£300
Sponsor Stilt Walkers	£400
Support Pre-event flyers 1. Save-the-date (approx. 5,000 - New Year)	£200
Support Pre-event flyers 2. Event coming up (approx. 5,000 - May/June)	£200
Support Printed Event Programmes (June)	£500
Sponsor event website	£500
Sponsor First Aid & Stewards	£200 / £300
Sponsor Security for event	£500
Benefits to sponsors include a presence on our two websites Go Create & Taunton Live, on some printed materials (depending on level of sponsorship). Sponsors can also benefit from our social media reach – FaceBook TL currently 1,566 following and Go Create 598 following and TGT 255 followers; Twitter 3,137 followers 1,801 followers. Taunton Pride currently 500+ followers and growing!	

The team at our member organisation **Go Create** would be pleased to come along to talk to you personally regarding your involvement and thank you in advance for your consideration.

The team at Go Create are working hard, on a volunteer basis, to ensure that Festival Day is a real success, bringing vibrancy, enjoyment and footfall into the town - but they need your support to bring all their plans to fruition.

Please contact Jenny (jenny@gocreate.org.uk) or Liz (liz@gocreate.org.uk) if you have any queries or to make an appointment.



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Chartered Accountants

Correction to previous article: Business and Education Case Study Record breaking Apprentice James Chorley of Crescent Funeral Services

In the last edition of 'Chamber Chatter', we were delighted to share with readers the story of James Chorley, of our member business Crescent Funeral Services. Unfortunately, the article we produced contained some errors. We would like to apologise to the team at Crescent Funeral Services. The third paragraph of the article should have read "Crescent pride themselves as being at the forefront of change within their industry, and have been working with the National Society of Allied and Independent Funeral Directors (SAIF) 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 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".

CHAMBER MEMBER DIRECTORY

360 South West
A C Mole & Sons
A1 Ace Taxis
Albert Goodman
Alder King Consultant Surveyors
Apple FM
Arditti Carpets
Auditel
Barclays Business, Taunton
Bath Place Traders Association
Blackdown Financial
Blackdown Motor Company
Blue Penguin Chartered Accountants
Bredons Sewing Machine Centre
Bridgwater & Taunton College
Buses of Somerset
Calverts (Taunton) Ltd
Carly Press
Castle Hotel (Taunton) Ltd
Cherwyn Developments Ltd
CICCIC
Citizens Advice Taunton
Clarke Willmott
Cleaning Solutions UK
Company Spaces
Cooper Associates
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
Every's, Solicitors
E White & Son (Taunton) Ltd
Genius PR & Events
Go Create
Great Western Hotel
Greenslade Taylor Hunt
Gurds Menswear
Hankridge Arms
Harrisons of Somerset
Hatfield White Ltd
Hickleys Ltd
Inspiration Engine Ltd
J P Gainsford Associates Ltd
Jelf Group Plc
Jo Pavey Insurance
Judith Goss Florist
K & R Mitsubishi
Lentells Chartered Accountants
Little Wine Shop & Social Wine Bar
Lloyds Bank, Taunton
Mailboxes (Taunton) Etc
MAMA Marketing
Michael Spiers Jewellers
Milsted Langdon
Moore Scarrott Limited
Mr Miles Tearoom
New Leaf Workplace Wellbeing

Omnia Business Management
Orchard Shopping Centre
Outposts Limited
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& Tax Advisers (UK) Ltd
Pardoes Solicitors LLP
Pearce Practice, Architects
Peter Brett Assocs (Stantec)
PKF Francis Clark
Porter Dodson
Portt & Co
POW WOW Ltd
Quantock & QS Design
Quantock Ecology Ltd
Richard Huish College
Somerset County Cricket Club
Somerset Web Services
Somerset West & Taunton Council
South West Property Reports
SRD Technology UK
Summerfield Devts SW Ltd
Tacchi Morris Arts Centre
Taunton & Pickeridge Golf Club
Taunton Team Chaplaincy Trust
Theta Digital
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