

MAY & JUNE 2020

CHAMBER CHATTER

THE VOICE OF LOCAL BUSINESS IN TAUNTON

TAUNTON
CHAMBER
of
COMMERCE



Don't forget that for business support, Taunton Chamber of Commerce continues to be available for you. If we cannot answer your question, we will do our utmost to find someone who can, or resources to help.

Contact our Membership & Events Manager Bethan on 01823 230898 or office@taunton-chamber.co.uk

CRAIG STONE PHOTOGRAPHY



Goodland Gardens

FOLLOW US ON SOCIAL MEDIA FOR LATEST NEWS & EVENTS.

You can now connect with us on linkedin @Chamber of Commerce Taunton



PRESIDENT'S STATEMENT

30TH APRIL 2020

As expected, and I think most would think correctly, the lockdown has been extended, and the pressure on businesses and the economy continues with no obvious end date in sight.

The support from government has generally been considered good, although we all hope that amendments will continue to be introduced to catch those that have fallen through the net. The Council has also been doing a good job. They were quick to get information out, the grant applications are being dealt with efficiently, and they are being proactive in trying to contact and help those businesses that are eligible but have not yet made their application.

It has been a time when I think we have all needed information and assistance, and I would particularly like to thank Bethan Turner our Membership and Events Manager who has continued to keep us all informed and has also helped to co-ordinate help being offered by our members not only to each other, but also to the various Community Hubs and Support Groups that have been set up.

Discussion is now changing from dealing with the shutdown to how we can move forward while still keeping customers and employees safe. It would seem inevitable that social distancing will be with us for some time yet and each sector will have to have a different approach.

There is a lot to consider and sharing best practice will be essential, and the Taunton Chamber will continue to support and assist wherever possible.



Nigel Pearce

TAUNTON CHAMBER EVENTS UPDATE

In light of the restrictions in place due to Covid-19, we have, where possible, rescheduled or moved Taunton Chamber events online, as follows:

AGM AND CREAM TEA EVENT

Postponed

This event will be rescheduled to take place once restrictions have been lifted. All members will receive at least 4 weeks' notice of the new date, as per our Chamber of Commerce constitution.

MENTAL HEALTH SME TOOLKIT WORKSHOP with New Leaf Life Design

19th May

Workshop is now taking place ONLINE, on the original date of 19th May. This is a brand new workshop taking place in Mental Health Awareness Week and is aimed at sole traders, micro providers and SMEs, building a toolkit of positive actions to build a culture that champions good mental and physical health. Only 2 spaces remain - book here <https://www.eventbrite.co.uk/e/90948199513>



WINE TASTING SOCIAL EVENT with the Little Wine Shop & Social Wine Bar

5th October

Join us for this exciting social event hosted by The Little Wine Shop & Social Wine Bar. Max and Philippe, the owners, are Taunton's wine and charcuterie experts and will be giving us a warm welcome to a great evening of socialising in their exclusive premises at the heart of Taunton's Independent Quarter. Arrive from 6pm onwards to relax in the comfortable surroundings of The Little Wine Shop & Social Wine Bar, with wine tasting beginning at 6.30pm and will finish at 8.30pm. You will have the opportunity to sample 5 different quality wines, accompanied by either cheese, bread or charcuterie expertly selected as perfect pairing partners by Max and Philippe. **On the night, Taunton Chamber of Commerce members will also be able to save 10% on any products purchased from The Little Wine Shop to take home.** Secure your place via Eventbrite here <https://www.eventbrite.co.uk/e/90951980823>

**The Little
Wine shop
Social
Wine Bar**

CORONAVIRUS FINANCIAL SUPPORT

OFFICIAL INFORMATION & GUIDANCE

Taunton Chamber of Commerce is endeavouring to keep members up to date with the moving landscape both nationally and locally regarding Covid-19. The Taunton Chamber of Commerce website has a dedicated Coronavirus Page with click throughs to relevant official guidance and support:

<https://www.taunton-chamber.co.uk/coronavirus-information/>

Please find below the latest regarding support and resources available:

UK GOVERNMENT CORONAVIRUS SUPPORT PAGES:

<https://www.gov.uk/government/collections/financial-support-for-businesses-during-coronavirus-covid-19>

These pages list the up to the minute advice and financial support that is available from Central Government on the following subjects:

- Paying your employees
- Paying sick pay
- Paying tax
- Business rates relief
- Business support grant funds
- Support for the self-employed
- Support for small and medium-sized businesses
- Support for large businesses

BRITISH CHAMBERS OF COMMERCE CORONAVIRUS HUB

<https://www.britishchambers.org.uk/page/coronavirus>

The hub offers access to dedicated Coronavirus business support information, including:

- Coronavirus Business Impact Tracker
- FAQs on UK Government Support Measures
- Employer and Employee Support
- Links to upcoming British Chambers Virtual Events with Expert Guest Speakers

SOMERSET WEST AND TAUNTON COUNCIL CORONAVIRUS HUB

<https://www.somersetwestandtaunton.gov.uk/coronavirus-covid-19-advice-and-information/>

The hub offers access to Central and Local Government business support, including:

- Downloadable Financial Support for Business Guide
- Small Business Grant Fund and Application
- Retail, Hospitality and Leisure Grant Fund and Application

A message from Federica Smith-Roberts, Leader of SW & Taunton Council:

"We're on a mission to reach out to every single business within our District to inform them about Government grants, however, there are a significant number of businesses eligible for grants who have not yet applied. If you are a non-domestic rate payer, even if due to Small Business Rate Relief you don't actually pay rates, please check your eligibility whilst these grants are available"

MEMBER TO MEMBER SUPPORT FINANCIAL

We are delighted that so many of our member businesses within the Financial Services Sector have been offering fellow Chamber members advice and support to help them navigate the current landscape, both from a business and personal finance aspect:



Rishi Sunak, the Chancellor of the Exchequer, recently announced the introduction of mortgage payment holidays for those struggling with their bills as a result of the coronavirus. The team at Cooper Associates have produced an article to help you understand what a mortgage payment holiday is, as well as highlighting the key areas to consider before choosing whether to take advantage of this new scheme.

<https://www.cooperassociatesltd.com/mortgage-payment-holiday-advice/>

Cooper Associates have also launched a dedicated NHS hotline, where our advisers can provide complimentary advice, support and guidance to any NHS worker who would like to discuss any financial concerns they may have, at a time to suit them. Advisers are available to work around shift patterns to arrange telephone or video call appointments.

<https://www.cooperassociatesltd.com/dedicated-hotline-for-nhs-staff/>



Visit the Albert Goodman Coronavirus Portal to download specialist guides to the Coronavirus Job Retention Scheme, plus sign up for the regular webinars on offer – there is also the ability to watch back any previous webinars you may have missed.

<https://albertgoodman.co.uk/coronavirus-information-portal/>



Independent Financial Advisers

When the markets turn as volatile and confusing as they have over the past few weeks, even the most patient investors may come to question the wisdom of the investment plan they have been following. At times like these, it is good to talk and discuss any concerns that you may have along with your short and long-term financial goals. The team at Blackdown Financial would like to help if they can, and are offering A virtual cup of coffee and a second opinion

<https://www.blackdownfinancial.co.uk/2020/03/27/fancy-a-virtual-cup-of-coffee-and-a-second-opinion/>



BLUE PENGUIN
Chartered Accountants in Taunton

Member business Blue Penguin Chartered Accountants has produced a set of advice guides via email offering insight on the subjects of furloughing, help for the self employed and the business grant scheme. If you would value receiving future emails, please contact Peter Watkin - It's not a sales funnel, it's a support network. As well as telling you what **should** be happening, Blue Penguin are also collating your feedback on what **is** happening at the coal face.

<https://archive.sendpulse.com/u/NzMxMDM2Ng==/Afb6f8c1e/>

MEMBER TO MEMBER SUPPORT LEGAL, HR & RECRUITMENT

The Covid-19 pandemic has caused much disruption within HR - from the move to virtual offices and remote working, to the furloughing of employees and the rethinking of staff roles, responsibilities and the structure of staffing within your organisation. The following Chamber members are available for advice and support on these aspects:

Pardoes Solicitors LLP

Pardoes have a wealth of business legal advice in their online blog series, including a useful Guide to the Coronavirus Job Retention Scheme from Partner, **Maeve Vickery**.

Maeve and the team are also available for complimentary, no obligation calls relating to all aspects of Employment Law and the affects of Covid-19.

<https://www.pardoes.co.uk/news-and-media/blogs-by-team/maeve-vickery/>



Members OD Talent Solutions have a wealth of experience in the recruitment industry and have a set of blogs offering insight into topics such as: **Recruitment for Non Recruiters** and **Navigating Recruiting and Onboarding**.

<https://odtalentsolutions.co.uk/blogs-podcasts>

Laura O'Driscoll, Director at OD Talent Solutions writes:

"Navigating Recruiting and Onboarding is going to be a bit more difficult right now, but if you have made the decision to carry on with your growth and staffing plans during this time then there's plenty you can still do to ensure you're compliant AND providing a good experience for your candidates and new starters."

OD Talent Solutions are also offering Taunton Chamber of Commerce Members a free Recruitment Healthcheck – an opportunity to discuss your current structure, and future needs.

<https://odtalentsolutions.co.uk/contact-us>

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CORONAVIRUS

SOUTH WEST BUSINESS PROPERTY UPDATE

15 APRIL 2020

Landlords and Tenants Working Together in Business Lockdown

Since the business implications of Coronavirus struck we have had many, many conversations with clients and business colleagues about how to manage this sudden change in circumstances. Whether they are landlords or tenants, they are in uncharted waters.

Tenants are wondering if they should pay their rent and service charges with the media exclusively reporting cases where withholding payment appears to be commonplace, not realising that the majority of tenants are paying as normal. Landlords are trying to work out how to help keep tenants in business whilst honouring their own commitments to pay staff, to pay interest and to maintain the viability of their own businesses. Particularly in areas like Somerset, it is not uncommon for landlords to have just one or two properties and rely on the rent for their living income, often in retirement.

As we see in so many ways, this crisis has brought out the good in society, but also exposed the less attractive side of some. In our business we have seen landlords immediately offer tenants in the charitable sector a period of rent suspension so that they can continue offering valuable services needed more now than ever. In others, we have seen tenants jump on the bandwagon, just refusing to pay rent because they have heard that it is happening. There can't be many businesses not affected by this pandemic but some are in those business sectors where products and services are suddenly in high demand and there is no reason to delay rental payments.

There is not a right or wrong outcome for all cases but one thing is clear, landlords and tenants should talk and keep in touch. Tenants need to understand that any rent not paid for now will still need to be paid in the future and most leases provide for interest to be charged. Working constructively with your landlord now, may influence future discussions when the fall-out from Coronavirus is being cleared up. On the other hand, landlords that expect the impossible from tenants will end up with empty buildings – the ones that we regularly work with are already 'tenant focussed' and this ethos will stand them in good stead now, more than ever.

Here are our 'Six of the Best' tips for landlords and tenants:

- Talk first.
- Tenants, pay what you can now, based on what is happening to your business.
- If the tenant has taken a hit in cash flow, carefully agree and record a payment timetable, dealing with interest and when it may be charged and when not.
- Landlords should look at how costs can be reduced if properties are not being used in the normal way, for example, in service charges for multi-occupied buildings.
- Landlords, be flexible about innovative ideas if tenants wish to temporarily change the use of buildings to help the business stay afloat.
- Keep talking.

And one for luck – seek advice from your commercial property advisor.

Nigel Hatfield

MEMBER TO MEMBER SUPPORT MARKETING & DESIGN

We are delighted that our member businesses within the Branding and Marketing Sector have been offering fellow Chamber members advice and support to help them weather the current storm, and have a strategy to come out fighting:



Members The Design Hive are working with clients to add resilience to their marketing efforts during these unprecedented times.

Melanie Downing - owner of The Design Hive writes:

"We are in uncharted and challenging times with COVID-19 affecting each and every one of us on a personal or business level. On a positive note, people are pulling together all over the world, communities are supporting each other, and we are finding ways to continue life and build morale through technology like never before. All of us are concerned about the future and what impact COVID-19 will have on our businesses. In this short term period, are you using any downtime to put systems in place and work out how you can keep your brand alive? Many are. I have put together a guide to help your brand survive through this crisis. Take care and stay safe, Melanie".

Keeping Your Brand Alive: <https://thedesigndhive.co.uk/covid19-keeping-brands-alive/>



Members MAMA Marketing have used their expertise to put together a great set of source materials to help businesses take stock of their marketing and be ready to maximise opportunities once Covid-19 restrictions are lifted - particularly important for those businesses who have needed to halt or scale back their operation at present, and for those seeking new opportunities in the future.

There is a dedicated Coronavirus Support Page:

<https://mama.marketing/category/coronavirus-covid-19/> plus an in depth 32 page Marketing Survival Guide written specifically for the Family Attraction and Leisure industries: <https://mama.marketing/marketing-survival-guide-download/>

SPECIAL OFFER FOR MEMBERS - BESPOKE MARKETING AUDIT

MAMA Marketing Creative Director Ozzy Flowers explains more about how a focus on marketing is so essential at the moment:

"Why Is A Marketing Audit Important Now?"

1. Marketing Audits provide the perfect foundation for success post COVID-19
2. It is very difficult to see your business & it's marketing objectively. Let the industry experts help you see what is and isn't working. Get meaningful insight into your marketing activity & find a way forward.
3. Get ahead of your competition with a springboard for success when you reopen, or scale your business back up following COVID-19.

Marketing Audits & COVID-19:

Due to the current circumstances that are affecting the economy we are offering our high value marketing audit to members of the Taunton Chamber of Commerce for just a fraction of its normal cost.

Our industry experts will carry out an extensive review of your website, SEO practices, digital ads and social media. We will also highlight key areas for improvement and opportunities to help you drive your business forward. Our Marketing Audit gives you a complete overview of your current digital marketing, carried out by marketers specialising in your industry. Get ahead of the competition for when your business relaunches and purchase your audit today"

<https://info6072e7.clickfunnels.com/marketing-audit-landing-page1585834642459>

WELCOME TO OUR NEW MEMBERS



Gaines Supplies is a leading independent supplier of wholesale catering and cleaning supplies to the hospitality industry in the South West of England.

We supply catering disposables and cleaning supplies to hotels, restaurants, coffee shops, pubs, bars, cafes, delis, takeaways and more. Our product list is endless – give us a call to discuss your requirements!

Our expertise in the industry is backed up with outstanding customer service levels to meet your needs. We go out of our way to ensure you are totally happy with both the product and our service.

We provide a fast and reliable service ensuring you receive your orders when and where you want them. In addition, we aim to deliver within 48 hours of your order. Currently we deliver throughout Devon including Exeter, Plymouth, Exmouth, Tiverton, Barnstaple and all other towns and villages.

In 2019 we were proud to be chosen by Theo Paphitis as one of his 'Small Business Sunday' winners. Theo says, *"I admire people who have passion and energy. If you cannot bore your friends to death about your own small business, then something is seriously wrong."*

I was struck by the number of business owners on Twitter who wanted to tell me about their new products and services. Small Business Sunday was born so that people have a specific time slot to tweet and can pitch their 'sell' directly to me."



07552 143179

enquiries@gainessupplies.co.uk

www.gainessupplies.co.uk



Cleanfootprints are Taunton's Expert carpet and upholstery deep cleaners. We come to your home or business and achieve amazing results.

Watch our video here to learn more about us and our services:

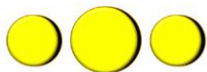
<https://youtu.be/p6M7v6V85cM>

Our expert carpet cleaning service means you benefit from Cleans that Last:

- Free pre-clean for a deep clean (Not a cheap surface clean)
- Actually physically based in Taunton
- Premium Service - everything is included in the price
- Spot cleaning for tough stains
- Conditioner
- Deodoriser
- Sanitiser
- 50% Off and No vat
- Free spill protection applied (limited offer)
- Free carpet spotter kit worth £20
- Which? Trusted Trader
- We move your furniture!
- Royal seal of approval on chemicals and systems recommended by leading manufacturers.

WOW! BE AMAZED...

Call 01823 259261 or
www.cleanfootprints.co.uk



SKYMARK FINANCIAL

Small Business Accounting



My passion is to partner with small businesses to assist them to maximise their potential, by supplying quality and timely information that is so crucial to the way larger enterprises function and grow, with a particular interest in working with start-ups to help them set-up their finances and admin processes so that things are done correctly from the outset.

The journey to setting up my own business, after decades in accountancy and working in accountancy project management roles both here in the UK and abroad, began along the lines of this quote from Alfred Lord Tennyson: "It is better to have tried and failed than to live life wondering what would have happened if I had tried"

During the initial business set up stage, I firstly became an accredited partner with FreeAgent, an award winning cloud accounting software for freelancers and micro-businesses, and to all NatWest business banking customers it is free for as long as the account remains open. Also, having used many software packages over my time, FreeAgent is certainly one of the best I have seen for its target market, which also happens to be my main target market.

After that, and not wanting to limit my appeal, I also became a Xero Certified Advisor, that way I am now able to offer 2 of the most popular online accounting systems in the UK - they are both excellent but in my opinion serve different types of businesses & clients, whilst still be free and able to work with other packages as required.

In order to help my business grow and gain traction, I recently took part in the Somerset Business Agency "Geared for Growth" programme, facilitated by Oliver from fellow Taunton Chamber of Commerce member business Copper Dot Marketing, where I was delighted to have won the Growth Award.

Through my membership of the Taunton Chamber, I'm keen to build relationships with fellow members, and lend my expertise to help businesses grow sustainably - if I can be of help then let's talk;

Tel: 07470 920332

**E-mail: mark@skymarkfinancial.co.uk
www.skymarkfinancial.co.uk**



DIRT CLEAN

industrial & commercial cleaning

Floor cleaning and steam cleaning; we use different types and sizes of scrubber dryers and steam cleaners to cater for all types of floors and surfaces, large or small. Our customers are Football and Rugby clubs, Leisure centres, workshops, schools, car and truck dealerships, shops, local councils and many more, in fact if you have dirty floors we can clean them. Steam cleaning in particular kills 99.99% of all bugs and diseases and are great for Commercial kitchens, pubs, hotels, care homes and more, using only steam with no mess. We use only biodegradable cleaners in our machines and all floors or substrate are checked before we apply any chemicals. Our large machines are at home in huge industrial units or warehouses and our smallest machine is happy in a shop or large kitchen. Keeping floors clean, keeps your staff and customers safe.

Pressure washing; helps reduce rot and decay, helps kill algae, lichen and mould and helps prevent premature ageing of your property's cladding and building materials.

Regular pressure washing adds to the life of your property and helps keep repairs down while keeping your property clean and looking good. Our customers are Farmers, local utilities and councils, manufacturing and much more.

We only use professional equipment, provided by local companies, and we only use biodegradable cleaners where necessary. We test all surfaces to make sure we use a safe pressure ensuring cleaning dose not cause any damage.

Dirt Clean is backed up with all the necessary risk assessments and method statements and COSHH training. We are fully insured, and safe contractor approved and proud to be a new member of the Taunton Chamber of Commerce.

**Call 07856 072646
alan@dirtclean.co.uk
www.dirtclean.co.uk**

WELCOME TO OUR NEW MEMBERS



The start of the new decade has brought with it a great opportunity for new ideas, and under the ethos of “Eat Good, Do Good, Feel Good” the Mango Tree Café and Restaurant has opened its doors at 18 Lower Middle Street, in the heart of the vibrant Taunton Independent Quarter, so famed for its innovative and exclusive local businesses.

Owner Prem Rao and the team have created a lovely ambiance as well as a delicious menu, with dishes that will please everyone from traditional vegans to flexitarians. During the day, you will be greeted by a display of vegan cakes made freshly in-house by their superb pastry chef, and they try to have at least one gluten-free option at all times.

On offer at lunch time and in the evening is a range of freshly prepared vegan dishes, as well as a selection of burgers, curries and regularly changing specials. Alongside this, the bar stocks a wide range of brews and beverages, including vegan beer from local breweries, vegetarian wines and speciality spirits.

In Prem’s eyes “Eating Good” means sourcing the freshest and most local ingredients possible, and he has valued setting up relationships with local Taunton bakers and greengrocers, and he sources their alcohol as much as possible from local, ethical and organic sources.

For the Mango Tree, “Feeling Good and Doing Good” isn’t just about the ethos around veganism, it’s also based on supporting local initiatives and charitable causes. The Mango Tree have made links to the Taunton Urban Gardening Project – the restaurant are buying mushrooms grown on the land, situated to the rear of North Street Church, and the project will also be helping Prem and the team plant up containers for the growth of their own herbs and spices once the warmer weather returns. Surplus food from the restaurant is supplied to ARC at Linley House, as the organisation strive for local homeless people to have a safe and supportive environment.

The Mango Tree can cater for groups of all sizes, and since opening the team have been delighted to welcome large parties and corporate guests, making use of their upstairs dining area. Prem would welcome the opportunity to discuss with you any business entertaining needs, including delivery off site.

Always keen to respond to customer feedback and demand, next on the agenda for the Mango Tree is a breakfast offering to set folk up for the morning, plus a “Grab and Go” menu to capture passing trade from local offices and the upcoming sporting season. The Mango Tree have also teamed up with fellow Taunton Chamber of Commerce business Company to offer their members discount as part of the Company loyalty scheme.

Covid-19 restrictions have meant a temporary change in direction. Their delicious food being offered via a contact free Take Away service: 5pm - 7:30pm Thursday - Sunday.

**Place your orders via email on greenspices@mangotreetaunton.com or WhatsApp on 07902 843500, alternatively call 01823 283222 (manned from 4pm onwards)
Menu details here: <https://www.facebook.com/themangotreetaunton>**

SUPPORTING APPRENTICES DURING COVID-19

Matt Tudor, Director of Business Development, Marketing & Digital Innovation at member organisation Bridgwater & Taunton College, details here his thoughts about how we should respond to our amazing apprentices through this difficult time whilst protecting ours and their future.

"In all my 23 years in education – including teacher training, where the art of reflective practice was first embedded, the COVID-19 (CV-19) pandemic must surely rank as the most reflective period of all. This is no doubt mainly due to the considerable reduction in physical 'busyness' (my commute to work is now three strides long), and in its place I find myself thinking about the challenges CV-19 is presenting to today's young people in particular.

This is no doubt mainly due to the considerable reduction in physical 'busyness' (my commute to work is now three strides long), and in its place I find myself thinking about the challenges CV-19 is presenting to today's young people in particular.

The impact of the lockdown on GCSE and A-Level results has been widely reported, but other age groups are suffering as well – for example, younger children who are leaving primary school this year and have had little or no opportunity to celebrate and say farewell to six happy years. And what about the nation's apprentices - at Bridgwater & Taunton College we have almost 3,000 apprentices working across numerous industry sectors, in roles that vary from water workers with the Environment Agency and project controllers at Hinkley Point C, to healthcare workers on the frontline of the fight against COVID-19.

What Upheavals are they undergoing? For many years an apprenticeship has presented young people with an opportunity to enter the workplace earlier than their peers; also, we are also now seeing young people of exceptional talent choosing an apprenticeship over the more traditional routes to academic success. While still wanting to further their career with advanced qualifications, they're choosing to be an employee first and foremost.

However, as CV-19 sees businesses struggling, apprentices are facing employment challenges previously unseen – for example, before last

month who had even heard of the word 'furlough', and yet the British Chamber of Commerce now states that 'over 9 million UK employees are expected to be on furlough by the end of April', costing the UK economy £30 – 40bn.

It's easy to look at an apprentice and - in simple terms - view their contribution as less valuable because they're in training and unqualified. It is much harder to see them as the talent of the future, yet this is what they are, and a failure to protect them now risks leading to an entire generation's gap in workforce talent.

What can we hear you do? I hear you ask The message is simple - communicate, communicate, communicate! My super talented Business Development team are contacting employers all day, every day, signposting the multiple support channels open to them, and highlighting the fact that if they need to furlough an apprentice, the apprentices can continue to learn as long as they are paid the national minimum wage. On the flip side, a number of the businesses we work with are on the frontline and so incredibly busy that they have to deploy apprentices away from their usual role. This is still learning, it is still the capture of new skills and behaviours, so there's no need to pause their apprenticeship.

I was recently privileged to hear Jonah Stillman talk about the so-called Gen Z at work. He clearly articulates that if a business is to be successful in harnessing the skills of Gen Z, then it must quickly understand their needs and respond. An integral part of this accordingly is understanding that they are digital natives who desire to belong, crave diversity and are 'WeEconomists' who believe in a shared economy.

So, bosses and company owners, please nurture your talent now in this time of crisis - because if you don't do right by them, you can't be surprised in the future if they choose to work elsewhere.

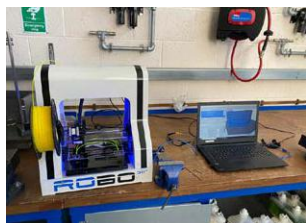
"Nurture your talent, a failure to protect them now risks leading to an entire generation's gap in workforce talent."

www.btc.ac.uk



**KEEPING OUR
TALENT WORKING**

Matt Tudor
Director of Business Development,
Marketing & IT
#BTCCommunity



Bridgwater & Taunton College's residential accommodation in Trull opened at the beginning of April to offer people three meals a day and support.

The College, along with homeless charity Arc, YMCA Dulverton Group, Somerset West and Taunton Council and a range of other organisations, worked together to ensure that the project provides shelter and help the homeless tenants to self isolate and social distance, something which their lifestyle makes difficult. This project is one of many that the College is doing in order to play its part in tackling the Coronavirus crisis. Such as, offering free car parking for all NHS staff at their Taunton campus, providing childcare for children of key workers and vulnerable students at the Nursery and supplying the NHS with vital PPE.

BTC Creative Arts Learning Support Coordinator and Technician, Hannah has been working with a local group coordinating scrub production for the Taunton and surrounding Somerset area. Together with other volunteers, she is organising the sourcing of materials, providing patterns and coordinating delivery. The College Creative Arts department are rallying a team of staff to get involved too and already domestic machines are being given to staff so they can start making scrubs, and potentially masks for community use, from home! For more information visit <https://bit.ly/3bvibXX> to read the Guardian newspaper article about the project, or visit the Taunton Scrubbers Facebook page. Well done Hannah and all involved in this fantastic project!

The University Somerset team have also been putting the University 3D printers to good use by producing head visors, with protective screens, for keyworkers at Musgrove Park Hospital - producing over 30 visors daily, these are being supplied to the NHS alongside those being made at next door neighbours, The Castle School.

www.btc.ac.uk

carlypress

When the measures to protect the UK population from Coronavirus were first announced, there was much for us all to get used to - from procedures and guidelines for our workplaces, particularly those in customer facing businesses - to the concept of 'self-isolating'.

Our member business Carly Press rose to the challenge and began printing batches of infographic posters free of charge, followed by hundreds and hundreds of self-isolation stickers that households could attach to their front doors to alert callers. Initially for collection from their premises, or by drop off by one of the Carly Press team, word spread far and wide, with Carly Press posting out stickers to families across the UK.

Watch the sticker production line here:
<https://www.instagram.com/p/B97SFY2lo1V/?igshid=zwwgy9q1dtki>



Print, Design, Mail,
Sign and Display

01823 667063
www.carlypress.co.uk





A NEW CHAPTER FOR CULLEN'S CATERING

We all know that our member business Cullen's Catering is Taunton's home of good food, great entertainment and a complete catering service, but owners Jackie and Eddie Cullen are not ones for resting on their laurels, and as well as the hugely popular operation at Vivary Park Golf Club, the pair have recently announced that they have taken over the catering services at Wellsprings Leisure Centre. With Jackie's highly successful background in the catering industry and Eddie's 30 years of military experience, this unflappable team are looking forward to bringing their extensive range of services to those using the facilities at Wellsprings.

Cullens are now looking after the onsite cafe at the leisure centre with firm plans to extend operating hours and menu and are on hand to offer Wellsprings event clients a range of options including buffets, formal dining, bars and entertainment. At capacity, Wellsprings has over 11,500 sq ft of events space available, and can host over 1000 people, so taking on this new venture is a really exciting leap for Jackie and Eddie. The venue already has a real variety of events coming

this year including boxing tournaments, award ceremonies, comicons and a number of top notch comedy nights, and Eddie has a wealth of ideas for future entertainment options, and is looking forward to collaborating with fellow Taunton Chamber member Trish Caller of Genius Events to bring these ideas to fruition.

Meeting rooms are also available to hire at Wellsprings, and Cullens can provide flexible catering options for business meetings, training courses and workshops, tailored to suit individual needs. Talking of individual needs, Cullens are now also looking after the catering at the Wellsprings Wyvern Nursery, providing freshly cooked and prepared meals for the children at the nursery 5 days a week.

Visitors at Vivary Park Golf Club are always treated as one of the Cullen's family, whether there for simply a drink at the bar, a meal or an event and Jackie and Eddie are looking forward to extending this customer ethos to their offering at Wellsprings.

CULLENS RISE TO THE CORONAVIRUS CHALLENGE:

Alongside the focus on great customer experience, Cullens are very keen community supporters, and when measures put in place to fight coronavirus meant both Vivary Park Golf Club and Wellsprings were forced to shut, Jackie and Eddie took on the role of volunteer area coordinators for the Coronavirus Community Group, supporting the elderly and vulnerable with food shopping

and prescription collections. Inspired by the community spirit shown by businesses across Taunton, Jackie and Eddie spent Easter Sunday cooking and delivering nearly 50 roast dinners to people nominated by fellow community group members, and then again on the following Sunday repeated this with a 2 course nutritious hot lunch for over 50 needy and vulnerable local people.



TAUNTON & PICKERIDGE GOLF CLUB

When the call came to close on 23rd March due to the Prime Minister's Coronavirus announcement, the team at our member business Taunton & Pickeridge Golf Club decided to offer a food service to support the local area - with no regular shopping facilities close by, and with a local population made up mostly of young families and older people they knew this would be a much needed service.

The kitchen team turned their hand to operating a controlled take away service, offering food items available from their regular suppliers, and the Taunton and Pickeridge fledgling Farm Shop was born!

Currently operating Monday to Friday
9am - 3pm. Orders, payment and collection
arrangements can be made by phone.

01823 421876 | www.tauntongolf.co.uk



As the demand for cleaning and sanitising products and equipment has increased significantly due to the Coronavirus pandemic, Richard and the team at our member business Cleaning Solutions UK have been inundated with requests and orders. Richard was concerned by the steep price rises he was seeing from his sources, as demand began to outstrip supply and so the business took the decision to absorb as much of the increase as possible themselves, and keep their prices as low as they can, whilst splitting orders to ensure that those companies and organisations who were completely out of stock were able to receive their order in stages.

Through the company's supplier arrangements with North Town School, Richard was made aware of the local work of the Blood Bikes organisation, as School Caretaker Roy Marriott volunteers for the service. As well as their usual vital cargo of blood supplies and breast milk for premature babies, the Blood Bikes volunteers are also currently involved in transporting Covid-19 testing kits between suppliers, hospitals and laboratories.

Pictured here is Roy Marriott, after collecting a donation of sanitiser and protective gloves from the Cleaning Solutions UK premises at Whitehall.

Read more about the work of the National Association of Blood Bikes here: <https://www.bloodbikes.org.uk/>



The team at Taunton Chamber member business SRD Technology UK enable your business to work smarter. They provide enterprise level information and communication technology solutions to SME companies and charities up to 100 in size. 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.

SRD Technology UK is currently assisting many businesses make the shift to working remotely, and are offering a helping hand to fellow Taunton Chamber members, as Director Mark Baldwin explains:

“Remote working is more important than ever in light of the current challenges businesses are facing due to the COVID-19 pandemic. We would like to give our fellow Taunton Chamber Member Businesses the opportunity to **access our SRD Cloud Server Free for 3 months!**

If you are currently facing remote working challenges, such as inaccessibility to an on-premise server, this could prove a great help.

We are also delighted to be able to offer Taunton Chamber Member Businesses access to the Microsoft Teams Collaboration Solution free for 3 months. This trial enables you to quickly and easily share documents, conduct team video calls and more, for free”

Please get in touch for more information

0330 0244 590 | solutions@srdtechnologyuk.com | www.srdtechnologyuk.com



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Member businesses **Design Bean** and **360 South West** have teamed up with **The Double Helix Project**, a new not-for-profit business support initiative to enable businesses to 'survive & thrive' during the Covid-19 crisis.

**The 'SURVIVE & THRIVE' package is
£945 + VAT to include:**

20 hours of specialist support required in the disciplines available to deliver your project, all meetings, calls and correspondence. Inclusive of the £45 fixed project fee, used to cover the costs of running this project, any surplus will be donated to Childrens Hospice South West, www.chsw.org.uk



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For more info visit: www.thedoublehelixproject.co.uk



Broadcasting from the studio based at Musgrove Park Hospital Apple FM is your local Community Radio Station, we broadcast 24 hours a day, with a mix of shows across the week. Like many we have been affected by the Covid_19 pandemic but we are still broadcasting to the local community of Taunton.

Things are tough for businesses at the moment and as a community radio station we wanted to give something back. Apple FM Taunton is run entirely by volunteers and survives on donations, fund raising and revenue from adverts & sponsorship.

But to support the community of Taunton, with the help of the Taunton Chamber of Commerce, Apple FM extended an offer to Chamber members of a free mention on the station to let their customers know what their business was doing at this difficult time. Some businesses are still trading, others have had to close, albeit temporarily. The offer was for a 30 second mention about what their business is doing during this lockdown period and we have been overwhelmed with the response. The mentions will be played out on a rotation during our normal advert spots on the hour and half hour and we will continue to play them for at least one month or until lockdown restriction are relaxed.

It is important for people to Stay At Home, Protect The NHS and Save Lives and with more people listening to the radio during this lockdown period. Jason Freeman, Managing Director at Apple FM CIC said 'Apple FM broadcasts to the community of Taunton and this is a way of us supporting businesses at this time.'

Bethan Turner, Membership and Events Manager at Taunton Chamber of Commerce said 'In these unprecedented times, so many local businesses are having to pause their operations, change what they offer or supply, or are at the very least operating remotely. This means keeping in touch with customers is more difficult than before, particularly in those sectors that are 'customer facing'. Having the opportunity to use local media to help keep communication routes alive is therefore of vital importance at the moment. There is real value in the being able to 'talk' to customers in their own home via broadcast media, and we are so delighted to have been able to offer so many of our Taunton Chamber of Commerce members the opportunity to get on air, via the strong links we have with Apple FM.

As a Taunton Chamber member organisation themselves, Apple FM have really understood the importance of keeping in touch with customers, and being a conduit for supporting business-to-customer relationships through their radio broadcasting, it has been wonderful to see them helping so many fellow member businesses at this time.

www.applefm.co.uk



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Coronavirus Community Help Taunton

TAUNTON CHAMBER MEMBERS HELP TO SET UP CORONAVIRUS COMMUNITY SHOP AND FOOD PRODUCERS & SUPPLIERS WEBSITE

Through our Taunton Chamber Social Media channels we have shared the details of the volunteer group **Coronavirus Community Help Taunton** which had been set up on Facebook to offer needy and vulnerable Tauntonians help and support with isolation, shopping, prescription collection etc. Over the weeks the Community has grown to over 65,000 with offshoot groups covering every area of the Taunton and West Somerset.

Evidence showed that Wilton and Sherford in Taunton had a large demand for volunteer support due to the concentration of elderly population, yet has no shopping facilities of its own. The idea for a Community not for profit Shop was born and we are delighted to announce that through the hard work and dedication of volunteers lead by Natalie Dyson, plus the support and expertise of a number of our Taunton Chamber members, the shop opened its doors on Monday 13th April, after a 'virtual' opening ceremony lead by Cllr Francesca Smith, Mayor of Taunton.



The shop is open daily 10am - 1pm and is located at Middleway Meeting Hall, Churchill Way, TA1 3QW, Taunton. 01823 212009.

Local low cost deliveries are also being offered by the volunteer team. Visit the shop here: <https://www.facebook.com/wascic>

Coordinator for the Coronavirus Community Help Taunton Natalie Dyson writes:

"It really is utterly unbelievable to think what our little team has achieved in under two weeks. We have gone from zero to a team of 60,000 volunteers! We set up a not for profit

Community Interest company, obtained start up funding, recruited volunteers, opened a business bank account, appointed accountants, built relationships with stockists, begged and borrowed from all over Taunton and were met with incredible kindness by the people who donated things, we designed marketing materials and an advertising campaign, built a website, wrote an operational procedure which most multinationals would envy, we price matched, cleaned, stocked, priced, programmed tills, learned all about health and safety, food safety, COVID19 regulations, worked with the Council to open a food business, obtained business insurance and managed a conference call daily still with a smile on our faces! Really I am humbled beyond belief at the amazing skill set we have between us and the camaraderie we have developed.

Big shout out to **Albert Goodman** (accounting expertise to set up the CIC), **Barclays UK** (for helping to expedite the bank account set up), **Mr Miles Tea Rooms** (Colin Barrell for SAGE advice and many contacts), Chartered Trustees (Libby Lisgo, Francesca Smith), **Somerset West & Taunton District Council**, Helen Louise Phillips, Sarah Berry (**Simply SIG**) for your donation and contacts, **Rocket and Bird** for artwork, Kat Bowden at **The Vivary Arms** whose idea this was to start with, **Gundenham Farm and Dairy**, Liz Summers for the best potatoes ever, **Glyder Graphic Design** and the lovely Bethan Baigent for the banner, leaflets and posters, **BBC Somerset** for the airtime, **Izzi Stockton Bridal** (Isobel Leigh-Ewers) and Jennifer McLean for working

like absolute trojans to make this happen and managing the shop, the people who have stepped up to volunteer at the shop, Adam Townley at **Townley Insurance Brokers** (advice and setting up our insurance), Eleonora Stella of **Stella Creations** for fabric, the countless donations of egg boxes and shelving, Tristan at **A & T Refurbished Refrigeration, Bridgwater & Taunton College Catering team, Taunton Chamber of Commerce**, Lynne White for the beautiful bunting, Andrew Pulsford and the amazing team of volunteers for delivering leaflets and continuing to help the people of this community, and last but by no means least Andrew Samuel... where would be be without

your hard graft and operational and IT skills pulling all this together **...WHAT A TEAM!**"



Visit the Facebook page

DIRECTORY OF LOCAL FOOD PRODUCERS & SUPPLIERS

Another fantastic resource that has been created by the volunteer Coronavirus Community Help Taunton group is a directory of local food producers and suppliers - available online and as an electronic brochure - another much needed resource as people limit the number of essential journeys they make, are self isolating, as well as a way to identify and support local businesses. Many volunteers were involved in gathering and collating the information, including Natalie Dyson, Dixie Darch from **Taunton Green Parents**, Trish Callar from **Genius PR & Events**, Jerri Rosheen Bosley, Jane Lindstrand, Lorrie Kelly

and Sarah Berry from **Simply SIG** and Danielle Chandler from **The Crescent Clinic**.

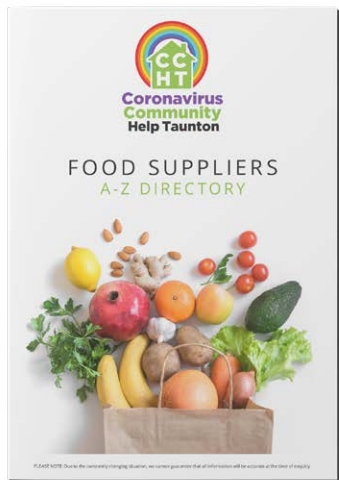
The electronic brochure was designed by Sally Maidment from **Design Bean**.

Download the PDF Brochure:

A-Z Food Suppliers Directory PDF

Visit the Website:

www.simplysig.shop



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BISHOPS HULL VILLAGE STORES General store / butcher, Collection Bishops Hull Stores, Post Office and Butchers 01823 337497 / 279168 Bishops Hull	COOP Convenience Stores www.coop.co.uk 01823 337497 / 279168 Various Taunton 7am - 4pm
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Visit the new website: **www.ccht.info** for latest information

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Somerset County Cricket Club
Somerset Web Services
Somerset West & Taunton Council
South West Property Reports
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