

TAUNTON
CHAMBER
of
COMMERCE

NOVEMBER & DECEMBER 2021

CHAMBER CHATTER

by local business. for local business

Offering support to help your business recover and grow

In this edition...

- Read about the fantastic local businesses who have recently joined Taunton Chamber and catch up with good news from across our membership.
- Sign up for the exciting face to face events we have planned for November and December: informal opportunities for you to (re)connect with the local business community and celebrate the season!



November Events

It has been wonderful for the Taunton Chamber Executive Committee and Membership & Events Manager Bethan to have the chance to meet with members both online and face to face over the last couple of months: zoom chats, business visits and of course the two in person social events we held at Mr Miles Tearooms and at Vivary Golf Club in September. Don't miss out on the following November and December opportunities to meet with fellow members, make new connections and learn something new!



the bridge
CUPPA & CAKE AT THE BRIDGE
Thursday 18th November, 11am - 1pm
£6 per ticket

Join us for our relaxed networking event at **The Bridge**, the new community cafe in what was Company Spaces on Bridge Street. Choose from a selection of delicious home-made cakes and your first drink is included too. A relaxed opportunity to catch up with all the latest from the local business community and to make some new connections at the same time.



MAKING GREEN NORMAL
Tuesday 9th November 10.30am - 12noon
FREE of charge - online round-table

Fostering mutual support across business is a key aim of the Taunton Chamber of Commerce and so we are holding an online forum, giving businesses the opportunity to share tips, advice and support with the wider local business community, so that we can all move along the journey to carbon neutrality together. We are delighted to have 10 member businesses taking part in this event!



CHAMBER CHATTER LIVE

- Take a break & join us for a mid week catch up
- Find out the latest from fellow members
- Feel part of the local business community

Wednesday Wins!

TAUNTON CHAMBER OF COMMERCE

24th November, 11am

Join us online for a midweek cuppa and chat on for our **Wednesday Wins** sessions. No pitches, no formal introductions just a great chance to catch up with what's new in the local business community and to meet some of the people behind our wonderful local firms - have your cuppa and biscuits ready!



Christmas Social - £12 per ticket
Thursday 16th December 6pm - 9pm

Join us at **CICCIC** for our **Christmas Social** - this will be a great chance to have some festive fun and make some new business connections at the same time. Festive nibbles and your first drink at the bar will be included in your wallet friendly ticket price and we'll be entertained with some live music to get us in the mood by talented Taunton trio **A Minor Crisis**.

All events are bookable via our EventBrite page unless otherwise stated.

www.eventbrite.co.uk/o/taunton-chamber-of-commerce-15354648391

scan here →



WELCOME TO OUR New Members



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High quality learning and teaching are the core of the school's academic success. The teaching is innovative, creative and inspires intellectual curiosity. The needs of each individual can be catered for in small classes and every pupil is made to feel nurtured and special.

For inspiration, and a visual guide to Queen's College, please take a look at the brand new virtual tour that has been created for the school: <https://tourmkr.com/F1C9haF2ui/33794367p&358.35h&7.0.16tand>

Queen's College was delighted to welcome new Head of College Mr Julian Noad in September, and Julian and the team are looking forward to opportunities to forge strong links with the business community through membership of the Taunton Chamber of Commerce.

Visit www.queenscollege.org.uk



We specialise in building WordPress websites. We don't just say that for fun. WordPress is what we specialise in, and we do it well.

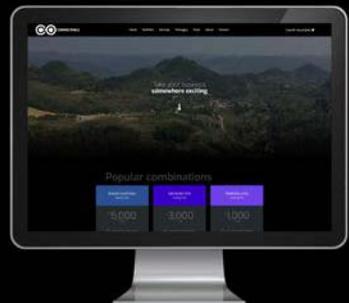
Based in Taunton, Somerset, we create user-friendly websites which present the products or services you provide (don't be alarmed, we work all over the UK). Our aim is to remove the jargon surrounding the internet while getting you online.

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Our approach towards thorough analysis of design features, functionality and user experience come together to create engaging and informative websites to help you attract clients.

We are unafraid to test the limits of design, invest in excellent software and push boundaries.



www.connectablesw.co.uk



Ian Walker Family Law and Mediation Solicitors is a progressive firm of Family Law, Divorce and Children Solicitors and Dispute Resolution Specialists based in the Southwest.

We specialise in the representation of clients with matters such as Divorce and Separation, Divorce Finance, High Net Worth Divorce, Child Law including Child Arrangements, Social Services cases and Adoption. Also, LGBTQ+ Family Law, Family Mediation and Civil Mediation, and much more.

In just the last few months we have increased our rank in The Legal 500, the leading guide to law firms and solicitors in the UK. Kim Stradling was named Legal Aid Lawyer and Ian Walker was named Leader of the Year at the 2020 DASLS Awards. We also were Highly Commended in the Practice Award and Ian Walker was named Sole Practitioner at the 2021 Law Society Awards. This recognition has been a massive achievement for the firm.

Our aim is to be easy for clients to work with and we strive to find fair solutions to family problems. We are open about charging and have always published our rates on our website. We offer the very best legal advice and also offer our clients a Service Guarantee.

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www.familylawandmediation.co.uk

Taunton Chamber of Commerce are committed to support you as the positive voice in our Taunton Deane Business Community.

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

www.taunton-chamber.co.uk



My Carbon Coach opened its doors on 2nd September as a eco-living retail space selling essential household items that are environmentally friendly, helping you reduce your carbon footprint and waste. From solid shampoo bars to water bottles made from wheat, and laundry eggs to beechwood toothbrushes, each item has been tried and tested and is low waste, low impact, cruelty-free and vegan.

The other aspect of My Carbon Coach is the eco-school, a series of masterclasses aimed at anyone looking to learn more about our role in combating the climate crisis. Starting with a session aimed at fellow sole traders and SMEs looking at the tools and support available to reduce their carbon footprint, and following on with one aimed at households looking to become more sustainable.

Finally, the shop space acts as a hub for the community of environmental groups we have here in Taunton. There are many wonderful groups tackling climate change in their own way from Transition Town to XR, and a plethora of litter picking groups, including my own - Tidy Up Taunton, and I feel it is vital to shout about what each other is doing, and draw attention to all the great work being done in our town.

The shop is located at 2 Bridge Street, and I can be found on your social media platform of choice as @mycarboncoach


Somerset Hearing
NEVER MISS A MOMENT

Somerset Hearing is a brand-new private Hearing Aid and Earwax removal service located on The Crescent in Taunton.

I started the business (Jon Cade) September this year, previously for the past 10 years I have had various roles working for large global manufactures Phonak & Natus where I launched new hearing technology to both large private Hearing retailers like Boots and Specsavers, and NHS departments like Great Ormond Street and Musgrove Park Hospital. I have a very good understanding of how hearing care is delivered at the moment, and it needs updating to be more consumer focused.

As an independent business we are able to work in a way to provide a more tailored service and have access to all major hearing aid manufactures which large retailers are un-able to do, this means we can fit the correct technology for the right hearing loss and lifestyle needs. We also let all clients try the new hearing aids, take them home for a week as part of a lifestyle review to make sure you are purchasing the right device with a 5 year warranty.

We have already in a short space of time retrieved referrals from GP practices for Earwax removal which shows the level of trust using our gold standard practices and equipment.

**If you would like to know more please give us a call
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When it comes to payments
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With over 17 years in the financial industry across the South West and a solid understanding of how payments work I can help your business take payment just about any way you need to.

My 3 key principles which enables me to serve you better are:

1. Be ethical.
2. Be transparent.
3. Be Independent.

I am always looking to grow my partnerships, to find new ways of doing things and taking payments. With some exciting projects on the horizon, I'll be looking to make mobile wallets more accessible, introduce apps for easy invoicing, Direct Debts, utilise Pay-By-Bank and more.

Payments is an incredibly exciting and creative space to be in, so much is possible. I want my clients to be as open and excited about payments as I am.

www.paydough.me



Stephens Scown is a leading regional full service law firm that is not afraid to do things differently. The first large UK law firm to become employee owned, it is committed to putting clients' needs first, listening and adapting to deliver a personal and professional service tailored to the business' or individual's needs.

More than lawyers for its clients, the firm aspires to become trusted advisors, building long-lasting relationships and offering empathy and understanding. Stephens Scown's legal advisors are experts in their respective areas of the law, from corporate and IP, IT and Data Protection law to family and private client matters. The firm also offers extensive experience across a diverse range of sectors, from food and drink to mining and minerals.

A purposeful business that seeks to benefit all key stakeholders: employees, clients, wider society, the environment, and more, Stephens Scown has committed to being a greener business, which includes setting an ambitious target of becoming Net Zero by 2025.

Helping clients solve problems and seize opportunities, Stephens Scown's lawyers offer expert legal support through the good times and the tough times.



01392 210700

www.stephens-scown.co.uk

DISCOVER - SUSTAINABLE - CACAO

For local Award-Winning Chocolatier and Taunton Chamber member Kellie Mewett, 2021 has been a changeable and exciting year.

You may know Kellie as the founder of Chokoleti back in 2018 when she built her company up based around her Kenyan family roots and the development of the Kenyan collection. This included flavours like 'chai', 'mandazi' and the 'coupe mount kenya' which won a 2021 Gold award from Taste of the West. Kellie also brought out a Single Origine range of chocolate bars. These chocolate bars were made using chocolate that had been grown on single origine estates.

Like a lot of local businesses, Kellie had to re shape her business during 'covid'. During this time Kellie applied to the IPO Trade Mark office to trademark the name Chokoleti which unfortunately was opposed by 'Lindt' no less. This called for an emergency meeting and discussion with her graphic designers to rethink the whole brand and so Somerset Chocolate Co. was born.



Although the Kenyan roots remain, Kellie felt that the re-brand had come at an appropriate time where a move forward in the business was beginning to emerge. Not only has Kellie had a complete re-brand, Somerset Chocolate Co. are excited to announce that they will be opening their first retail shop at the beginning of December, just in time for Christmas. 2021 has certainly been an exciting and productive time for Kellie and her business and they will be looking forward to seeing new and old customers at their new shop in December.

MEMBERS A C MOLE UNVEIL REBRAND AND NEW WEBSITE LAUNCH

To celebrate returning to the office following the relaxation of the COVID-19 restrictions, and the forthcoming 120-year anniversary of the company in 2022, A C Mole are thrilled to announce an exciting new re-brand.



The re-brand consists of new a logo, updated signage throughout the building and a state of the art new website. The improved website will provide additional resources to clients and contacts together with a more user-friendly experience.

A C Mole Managing Partner Robert Zelazik commented 'The rebrand and website launch represents our vision and ambitions for the future. While the rebrand is modern and innovative, we still hold dear our traditional values of exceptional service and placing our clients at the centre of everything we do'.

Our rebrand and website was officially launched at our 'return to the office day' where staff enjoyed a day of activities and events. The purpose of this day was to enable everyone to reconnect following the past 18 months of restrictions.

For more information please contact us on 01823 624450 or visit www.acmole.co.uk



Moonlight & Mistletoe Christmas Parties

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CENTRE, TAUNTON

Delicious hot & cold buffet and
fantastic musical entertainment
from live band, plus a disco.
Large groups welcome! Feel free
to dress up or dress down!

4 DATES TO CHOOSE FROM...

Friday 10th, Saturday 11th, Friday 17th
& Saturday 18th December 2021

Arrival: 7pm | Buffet served: 7:45pm | Carriages: 11:45pm

£27.50
per person*

TO BOOK...

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SME NEWS | **BUSINESS
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AWARDS
2021**

NEWLY REBRANDED TAUNTON CHAMBER MEMBERS WIN MOST OUTSTANDING MARKETING AGENCY - SOMERSET AWARD

Robyn Griffin, Founder and Creative Director of Taunton Chamber member business Let's Talk Social (previously Purely Personal Marketing) is over the moon to have recently been awarded the Most Outstanding Marketing Agency in 2021 - Somerset in the SME News, Elite Business Awards.

Robyn commented "The social media agency has gone from strength to strength over the years and now has a growing team and diverse client base. We have recently undergone a re-brand and have honed our services to offer copywriting, social media management, ad management, social media training and social media audits"

www.letstalksocial.co.uk



SO MUCH TO CELEBRATE AT STELLA CREATIONS

Membership and Events Manager Bethan had a lovely catch up recently with Ellie, owner of Taunton Chamber member business Stella Creations, based at the top of the High Street. Bethan enjoys her visits and the studio is always a feast for the senses, and even more so now – but more of that later!

As with all retail and customer facing businesses, the pandemic really took its toll on Stella Creations, but Ellie was excited to share that business is recovering really well and that she has recently expanded her team, bringing Laura on board to work part time in the studio. “People are focusing so much on their homes since lockdown: updating their décor, finally adding that extension they’ve always been thinking about. I’m finding that clients are wanting home furnishings that are really special, rather than something off the shelf from one of the superstores and it has been wonderful to hear how much customers are proud they are supporting a local Taunton business”

“Laura brings with her a wealth of knowledge and experience from a number of years



working in fabrics and customer care for a national company – she is a great addition to the business and is really enjoying being able to use her expertise with a much more local customer base”

Many will know about the wonderful themed windows Ellie regularly puts together, but these are not the only changes at Stella Creations – new to the studio is a dedicated Christmas Gift Shop with some beautifully designed and fragranced gifts, as well as a wide range of all the latest seasonal fabrics and furnishings. 2022 will bring forth plans for “business expansion and innovation” but for now, Ellie is focused on Thursday 9th December when the business will celebrate its 4th anniversary.

Ellie would like to invite fellow members to the studio to help her celebrate with a glass of fizz from 3pm – all are welcome!

MEMBERS CRESCENT FUNERAL SERVICES HONOURED BY OPPORTUNITY TO ADDRESS PARLIAMENT AT WESTMINSTER

James Chorley and Simon Helliier-Moore from Taunton Chamber members Crescent Funeral Services attended the House of Commons in September for the launch of the The All-Party Parliamentary Group (APPG) for Funerals and Bereavement Annual Report. In attendance were members of the Deceased Management Advisory Group (DMAG), alongside representatives from faith communities, bereavement charities and Parliamentarians from across the political spectrum.

James, the youngest funeral director in the UK, and his mentor, lead funeral director at Crescent Funeral Services, Simon, were honoured to address Parliamentarians at the event and to reflect on their experiences throughout the pandemic. Chair of the APPG, Sir John Hayes CBE MP, thanked those working in the sector for their compassion, dedication and resilience over the past eighteen months and acknowledged the funeral and bereavement sector’s response to the pandemic: “Our Annual Report examines the sector’s response to COVID-19, in its role as a critical responder, but also explores the need to address outdated laws and regulations, brought to the fore by the pandemic. This will allow the sector to better respond to future national emergencies”.

DMAG said the report also shines a light on the impact of COVID-19 on bereaved people, and the isolation felt by many families, and that moving forward, the report will be used to further engage with Parliamentarians to advance policy priorities.

In the photo, alongside James and Simon are to the left Terry Tennens, CEO of the Society of Allied and Independent Funeral Directors – SAIF and to the right, Lord Linley (Member of the House of Lords)



MEMBERS PORTER DODSON RECOGNISED FOR DELIVERING AN EXEMPLARY SERVICE TO CLIENTS



Porter Dodson is delighted to be recognised in the Devon and Somerset Law Society (DASLS) Regional Awards 2020 for Corporate Social Responsibility and for "exemplary" Client Care.

With over 70 nominations across 14 award categories, the judges were impressed by both the high calibre of nominees and the quality of nominations received. We are proud to have been Highly Commended in Corporate Social

Responsibility and Winners of the Client Experience category. The judges were impressed by the firm's thoroughness in our approach and investment in the client experience "to deliver an exemplary service". They found our nomination "credible, impressive and well evidenced."

Rob Fox, Managing Partner, said "To be recognised as winners in this way is justifiable recognition for all the hard work our teams put in to delivering a quality service. These are tremendous achievements which we won against quality opposition across the South West. We thank our staff for their contribution to our success and it is really good to be recognised, especially at a time when delivering client service and sustainable projects have been so challenging."



Image: Phil, one of our Level 2 HP Indigo Operators

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Chloe, Summerfield Developments

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THURSDAY 18 NOVEMBER
2021 AT 6.30PM

Creative Innovation Centre
CICCIC, Memorial Hall, Taunton,
Somerset, TA1 3PF



An Evening of Music, Song and Conversation
Featuring the Military Wives Choir, supported
by the Taunton Chamber of Commerce and
attended by the Mayor of Taunton, Councillor
Susan Lees.

Free parking after 6pm, High Street car park,
Taunton, TA1 3PB.

Entry and first drink is free, pay at the bar
afterwards.

There is no entry charge for the event but we
suggest those attending consider making an
online donation to the charity, Citizens Advice
Taunton. Alternatively, please bring your
donation in cash on the night.

All monies raised by this event will support
Citizens Advice Taunton an independent charity
supporting 7,000 people a year providing advice
to resolve their problems and improve their lives.

To book your place and to make your online donation, please visit:
<https://citizensadvicetaunton.org.uk/events/>



*and support for those who really need it, and
we are delighted to be partnering with local
organisations and charities who do such great
work locally"*

*"We are also re-launching our popular
#TweetOverCoffee events in both Taunton and
Exeter, but what's new is that, aligned with our
pledge, these events will now be free of charge
- this is as attendees will be asked to bring a
useful item requested by the charity we are
partnering with to the event - meaning that
delegates receive training and updates for free,
and the organisation we are partnering with
receive items that are really vital in the support
they offer to the communities they work with
- a definite win-win all round!.*

Laura and Pete from members Introtweet have
recently launched a new business pledge for
their expanding firm, called 'The Introtweet Way'
It is a phrase they often use in the business and
with clients, but from now it has a whole new
policy that underpins how the team operate
Laura and Pete told us;

*"We're proud to announce our new pledge
'The Introtweet Way', which will see us match
the number of paid training hours we do, with
free of charge hours of Social Media training*

Please watch our video to find out more & do let
us know what you think: https://www.linkedin.com/posts/introtweet_tweetovercoffee-activity-6854371466436210688-pxbG/



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A C Mole & Sons	Dyslexia 4 Adults	Professional Apprenticeships
A1 Ace Taxis	Eden May	Professional Cloud Solutions
Albert Goodman	Elevate Business Performance	Prosperity Consulting
Alder King Consultant Surveyors	Emerald First Aid Training Ltd	Quantock Ecology Ltd
Alfies Landscapes Ltd	Everys, Solicitors	Queen's College
Amanda-Louise Knight Ceremonies	E White & Son (Taunton) Ltd	Richard Huish College
Apple FM	Exam House	Rising Sun, West Bagborough
Arducci Carpets	Fifields Construction	SkyMark Financial
A & T Refurbished Refrigeration	Gaines Supplies Ltd	Somerset AFD CIC
Auditel	Genius PR & Events	Somerset County Cricket Club
Barclays Business, Taunton	Green Door People Development	Somerset Design Studio
Bath Place Traders Association	Go Create	Somerset Hearing
Blackdown Financial	Great Western Hotel	Somerset Jobs
Blue Penguin Chartered Accountants	Greenslade Taylor Hunt	Somerset NHS Foundation Trust
Bredons Sewing Machine Centre	Gurds Menswear	Somerset Web Services
Brewer Design	Hatfield White Ltd	Somerset West & Taunton Council
Brewhouse Theatre & Arts Centre	Hickleys Ltd	South West Property Reports
Bridgwater & Taunton College	Imperial Finishes Antiques	SPAEDA Arts Education
Broomhead & Saul Solicitors	& Restoration	SRD Technology UK
Buses of Somerset	Ian Walker Family Law	Stantec
Business Labels	Initiis Ltd t/a Vodafone	Stella Creations
CABiz Networking & Academy	Introtweet Ltd	Stephens Scown LLP
Calverts (Taunton) Ltd	Jane Phillips Coaching Ltd	Stone Artisan Pizza
Carly Press	J P Gainsford Associates Ltd	Summerfield Devts SW Ltd
Castle Hotel (Taunton) Ltd	Jo Pavey Insurance	Surveys with Altitude Ltd
Cerberus Consultancy	Lentells Chartered Accountants	Tacchi Morris Arts Centre
Chadwick Business Centres	Let's Talk Social	Talking Stick Global & Digital
Cherwyn Developments Ltd	Love Lifestyle	Taunton & Pickeridge Golf Club
Chokoleti	Making Life Easier Ltd	Taunton Life App
CICCC	Mailboxes (Taunton) Etc	Taunton Mortgage Centre
Citizens Advice Taunton	Mango Tree Restaurant	Taunton Team Chaplaincy Trust
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Daffodil PR & Communications	Pearce Practice, Architects	Worshipful Mayor of Taunton
Design Bean	PKF Francis Clark	You'll Know When You Get There
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