



Late Spring 2023 edition
CHAMBER CHATTER
by local business. for local business

All the latest news from the Taunton business community



Photo credit: Summerfield Developments

In this edition...

- Read about the fantastic local businesses that have recently joined Taunton Chamber of Commerce as new members
- Book your tickets for our upcoming events: opportunities to network, make new connections and pick up some top business tips from fellow Chamber members
- Catch up with good news from across our membership

Spring / Summer Events

Don't miss out on the following opportunities across to meet with fellow members, make new connections and learn something new!

CHAMBER BREAKFAST CONNECTIONS

Bridgwater
Chamber of Commerce



The Canalside, Marsh Lane, Bridgwater
18th May 8am - £12 member's price

This event will bring together Taunton and Bridgwater Town Chambers and Somerset Chamber to showcase the links between the trio of chambers and how we are able to support local businesses. It'll be a great way to start the day with a breakfast ban, hot drink and a chance to meet other businesses across our area and make new connections.

Book via: <https://www.bridgwaterchamber.org.uk/chambers-events/chamber-breakfast-connections/>



**THE GREAT
WESTERN HOTEL**
- TAUNTON -

Cuppa & Cake Relaxed Networking

8th June, 11am - 1pm, £8 member's price

Join us for our ever-popular relaxed networking events at the **Great Western Hotel** – an easy stroll from the town centre and with parking nearby at Kilkenny Car Park. A relaxed opportunity to enjoy delicious refreshments, catch up with all the latest from the local business community & to make some new connections at the same time.

TECH BREK



27th June, 7.45am - 9.30am
£15.50 member's price

This time, we'll be sharing lots of technical tips to influence your online presence. With us will be Taunton Chamber members **Somerset Web Services** and **White Knight Marketing**, who have together just launched the bytesize initiative. To ensure you get the best out of the session please take the opportunity to submit topics and questions in advance via the booking page.

Alongside the tech talk, there'll be plenty of opportunity to network as well as enjoy the delicious (traditional, vegetarian or vegan) Full English Breakfast that **Mr Miles Tearooms** is famous for!



Summer Drinks & Buffet Party!

19th July, 6pm - £20 member's price

Join us for our exclusive Summer Drinks and Buffet Event, with arrival drinks kindly sponsored by our hosts, **The Castle Hotel**. This is the perfect opportunity to toast the season before the 'summer break', with drinks in the secluded Norman Gardens, before we enjoy a delicious finger buffet in the hotel's beautifully renovated Garden and Wisteria rooms. One of our 'quickest to sell out' events, don't delay in booking your tickets!

All Taunton Chamber of Commerce events are bookable vis the following eventbrite link: www.eventbrite.co.uk/o/taunton-chamber-of-commerce-15354648391

...plus, you can click to **'follow'** our eventbrite page, which means you'll get a handy notification into your inbox whenever we add a new event!

scan here



WELCOME TO OUR New Members



It's been said that "a picture is worth a thousand words", the essence of which quite nicely describes the power of successful graphic design.

Every business has a story to tell and at Newton Design.co we use graphic design to help inspire, inform, educate, and persuade your audience. We know that good design helps businesses create a long-lasting impression, whether through your logo, website, an advert, a brochure or a social media post. Having a consistent visual output can add huge value and trust to your company.

We've written a helpful short article on 5 reasons why graphic design is important to your business, which you can read here; <https://www.linkedin.com/pulse/5-reasons-why-graphic-design-important-your-business-jonathan-newton/>

Newton Design.co offers a broad range of design services including logo and visual identity design, presentation design, graphic design for print, Squarespace website design, advertising design, photo re-touching and will be soon adding logo and banner animation (a new must-have for many businesses).

If you have a service or a product with a story to tell, [get in contact](#) with us and we'll help you tell that story though design, we'd love to hear from you!

www.newtondesign.co



Taunton School stands proudly at the heart of a vibrant local community.

Our outstanding facilities are offered for hire to generate essential revenue for our independent school. Our venue is as unique and diverse as the children themselves and every penny generated is used to support them. Our values are reflected in the standard of service, attention to detail, friendliness and accessibility we apply to every event.

Our first-class venues for hire range from the historic to the ultra-modern. In September 2020 we opened our brand new, contemporary Densham Suite, perfect for stylish large events of up to 500 guests. With a £3.6 million investment, this impressive venue features state of the art sound, vision, and lighting and is one of the largest hospitality spaces in Taunton. Our extensive grounds and impressive sports facilities include a large-scale hall, perfect for trade shows, exhibitions and music events. We can cater for every event need with our dedicated team of hospitality, catering and event professionals, offering the best banqueting experience in Somerset.

Get in touch if you'd like to organise a bespoke package for your event. Our team at Taunton School Enterprises are dedicated to making your experience a high quality and professional affair.

www.tauntonschoolenterprises.co.uk
enterprises@tauntonschool.co.uk

Lloyd & Whyte

Lloyd & Whyte are your local experts in health and wellbeing. We offer help and advice on company and individual Private Medical Insurance, Medical Cash Plans, Employee Assistance Programs (EAPs) and Health & Wellbeing online portals.

What sets us apart from other Private Medical Insurance brokers?

We are independent brokers, so we are not affiliated with any specific insurance provider. We can search the whole market for a policy which fits you, as an individual. We have established relationships with well-known insurers so that you can benefit from high quality health cover.

Our dedicated advisers can offer you and your employees, support with your medical insurance on a regular basis - sourcing a policy, implementation (setting up your policy), and integration (making sure that your policy fits your needs) - because as you change over the years, your cover can change with you.

Proudly part of the Benefact Group, now the 3rd largest corporate donor in the UK.

We are proud to be part of the Benefact Group – a charity owned, international family of financial services companies that give all available profits to charity and good causes.

We are built on the idea that better business can better lives.

Each business in the Benefact Group is a specialist in its field. We are united by a shared ambition to have a lasting positive impact on the communities we support.



Please contact Adam Frampton for more information on Lloyd & Whyte's Private Medical Insurance on 01823 250750 or email: info@lloydwhyte.com



Prosper Events is delighted to join Taunton Chamber of Commerce. We are a small trail running company operating locally within Somerset offering trail runs from 10K to Half Marathon distance. Varying from flat untechnical terrain to taking on some epic steep climbs on the Quantocks.

Being Inclusive, charitable & bringing positive good energy to our runs is what we pride ourselves on and we operate under the banner of:

DO MORE - GO FURTHER - AIM HIGHER

Prosper Events has been set up with the sole purpose of encouraging as many people as possible to enjoy the great outdoors, take on their next challenge, go a little further and have an awesome time while doing just that!

We really want to make an impact on as many people's lives as possible by letting them take a break from their daily routine and do something challenging but fun!



Check out our website to find out more about what we offer and the events we have coming up www.prosperevents.co.uk



Taylor Made Solutions Fire, Security and Electrical Contractors are thrilled to have become part of the Taunton Chamber of Commerce membership.

MD Kyle Grigg tells us: *"We Make Security Affordable. We believe that stronger communities are the key to safer neighbourhoods. That's why we're driven to install products that help you protect what matters most at home and in your business, working across the South West"*

"Taylor Made Solutions, your one-stop shop for all your fire alarm and security system requirements. We are committed to offering custom solutions that satisfy all of your requirements. Our team of specialists has decades of combined experience in the industry, so you can rely on us to protect your home or place of business. At Taylor Made Solutions, we pride ourselves on our ability to adapt and customize our services to fit your unique needs. Whether you're looking to install a new system or upgrade your existing one, we have the expertise and knowledge to get the job done right"

Fire Safety Services: Extinguishers & alarms - sales, installation, certification, maintenance and training

Security Services: Alarms, CCTV, door access, security lighting - installation, certification and maintenance

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our mission

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INTRODUCING SWAN BUSINESS CENTRE: YOUR ONE-STOP VENUE FOR CORPORATE EVENTS

Located just 2.5 miles from M5 J25 in Stoke-St-Mary, Taunton, Swan Business Centre is the perfect destination for all your corporate events. Formerly known as Swan Wellness, our Taunton Chamber of Commerce members have rebranded to better serve clients with quality conference and venue facilities.

Owner Sheila tells us more: *"Our tranquil countryside setting provides a peaceful backdrop for your corporate meetings, product launches, team-building exercises, and other events. Our multifunctional centre can accommodate up to 20 guests, and we offer free parking for your convenience.*

At Swan Business Centre, we understand that each business is unique, and that's why we provide exclusive hire options that can be tailored to your specific needs. We have a variety of rooms available, including conference rooms, training rooms, and meeting rooms. Our team will work closely with you to ensure that your catering and other specific requirements are met, so you can focus on your business.

And if you need to stay overnight, we have B&B accommodation on-site to help you conduct business in a relaxed and stress-free environment. Our training rooms are state-of-the-art and designed to meet the diverse needs of our clients. With free Wi-Fi and ample parking for your attendees, you can deliver engaging and productive training sessions in a distraction-free environment.

Experience the beauty and functionality of Swan Business Centre today. Contact us to learn more about our services and book your event with us"

www.swanbusinesscentre.co.uk
Email sheila@swanbusinesscentre.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   



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A GREAT CHAMBER COLLABORATION!

Having spent years on the fence about getting a website we finally took the plunge at the end of 2022. Let me explain.

The decision to get one was twofold; could the business justify the exorbitant expense that some web designers seem to charge (we had heard horror stories of them costing around £10,000 and as a small business this was prohibitive) and what benefit would it bring?

If only we had become a member of the Taunton Chamber earlier and had the recommendation of **Connectable**. From the very first meeting I knew we were in good hands. Ritchie took control, knew what we needed, & knew how we wanted it to look. Furthermore, he delivered EXACTLY when he said he would. And the cost, well it was within budget and became a truly justifiable expense for our business.

It became a fun process, and not stressful at all. Together we discussed the ethos of Solace, and how we wanted that to be portrayed on the site. We are a fun team who work hard, Xero certified and really care about our clients. Our website had to emulate this, and I am delighted to say it does! Have a look and see for yourself at

www.solace-om.co.uk



We are now on the “credible business” map! It showcases our bookkeeping and business administration services. It shows our friendly team, and hopefully breaks down any barriers an ambitious prospective client might have when they are looking for a team to work with.

So, if you need support with your business in any of the following ways, why not give us a call, we would love to hear from you and see how we can help you.

- Bookkeeping
- Payroll • Credit Control
- VAT • CIS
- Monthly Reporting
- Telephone Call Handling
- Virtual Assistance



t. 01823 793410

e. accounts@solace-om.co.uk

DOUBLE CELEBRATIONS FOR MEMBERS POPPYDAZZLERS®

Business owners Poppy and Pipp Stock tell us more: *“We are beyond proud and excited to announce that PoppyDazzlers® are now the Official Cleaning Services Partner of Somerset County Cricket Club. Appointed to help the Club raise the standards with ethical and environmental cleaning at the iconic Cooper Associates County Ground, for this season and beyond.*

This marks the beginning of a new two year partnership, where we will fully support the Club on a daily basis in working towards their ‘Carbon Neutral’ status. We will be installing our 100% environmental sanitiser ‘SAO Magic Clean’ around the ground for our team and Club to use on all areas, removing the use of harsh cleaning chemicals, as well as protecting the Ground with our PD Protect Service.

This is an extremely exciting time for us all here at PoppyDazzlers®. Having just celebrated our 5 year anniversary, with our HQ located over at Bathpool, our business continues to grow and specialise in Commercial and Domestic Cleaning Services, with a truly unique approach to this sector. Enabling homes, businesses and venues to have a real environmental and ethical alternative, that has never been seen before in Taunton and even across the UK.

Our partnership with Somerset County Cricket Club is a perfect fit for both parties and we are excited to now be working together. Work behind the scenes getting the Cricket Ground ready for the exciting season and year ahead, and we wish the club every success!”



Poppy
DAZZLERS

0345 222 0185

www.poppydazzlers.co.uk



Charities supported to do more and make more

Local independent card payments business and Taunton Chamber of Commerce member PayDough.me collaborates with charitable and not-for-profit organisations supplying expertise, free equipment and systems support to help them better navigate uncertain times.

When Kevin Smith set up his business in 2021 after decades in the banking and fintech sector, it was all about setting himself apart from industry norms. In a heavily sales-orientated sector such as card payments, winning the next deal traditionally comes first, and the customer is second. Kevin's aim was to operate differently, making sure clients are treated fairly and offered independent, impartial and easy-to-understand advice, backed up with in person, dedicated support.

In the very early days of business, **PayDough.me** was called on to support the **Rotary Pop-Up Christmas Shop** in Taunton town centre, and Kevin admits that seeing volunteers able to use the tills quicker and more efficiently in what would otherwise have been a cash-only operation, was something that has stayed with him. The experience helped him shape his offering, to service those who don't fit the typical commercial model that the big brands capitalise on. *"Customers appreciate our expertise and integrity, and the peace of mind that we are there, by their side, actively helping and taking away the burden of card payments - irrespective of whether they function as a business, charity or community organisation"* says Kevin.

"I've built community give-back into my operational model and proactively look for opportunities to enable charities and community groups to do more and raise more. I appreciate the impact of covid on the fundraising ability of charities and community organisations - which has only become more difficult as we become more of a cashless society"

A good example of this is PayDough.me's work with Somerset based charity **School in a Bag**, who fundraise in order to distribute vital school supplies to disadvantaged children around the world. PayDough.me offered expertise, card payment equipment and onsite support for their **2022 Home Farm Fest** weekend, and Kevin will be back onsite this year. Volunteers felt like professionals, attendees spent more - contributing to a record income-generating event. *"Every penny we raise goes straight back into our charity and Home Farm Fest 15 was our most successful to date"* says founder and CEO Luke Simon *"It raised a whopping £82,500 for our charity, and over half a million pounds in total!"*

Since then, PayDough.me has also supported a **big Taunton community Party in the Park** transform takings from cash-only to card, a local school modernise their tuck shop so they can sell more and help fund key activities for the school, as well as offering free technology to enable **Taunton Pride** to fundraise with tap-to-donate card machines located around the festival site at Vivary Park.

Currently, Kevin is using a number of the card terminals he keeps in stock for short-term and last-minute hire, to come to the rescue of two Taunton organisations desperate to take card payments, but stuck between high costs and poor service.

Fellow Taunton Chamber of Commerce members Liz Hutchin and Jenny Keogh, who work tirelessly for the Arts as **GoCreate Taunton** were struggling with transactions at the popular Arts Market running from the **new Arts Hub at Flook House** *"We were being badly let down by our card system, with no support available and this was impacting on customers' ability to buy from us - nothing was easy. Thanks to PayDough.me we don't have to worry anymore, and visitors to the Arts Market now have better and more reliable ways to pay"*

Also being supported are the team behind the **brand-new Ukrainian Shop and Cafe** in the Orchard Shopping Centre, with Kevin donating a card terminal with built in bespoke ePOS so the Ukrainians can take payments quickly and efficiently as supporters visit the premises. *"At the heart of all communities are these organisations that do so much good. Payment technology is readily available to not-for-profits and charities, but they need to know where to look and learn how to use it"* concludes Kevin.

"PayDough.me sees it as our duty to help, and we take away the pain by understanding, building, then producing a process tailored to the organisation. Due to our flexible setup in the payments industry, we are uniquely placed to help in this way. Our terminal management system allows us to code and deploy terminals in minutes and we get so much satisfaction from seeing volunteers able to bring in funds quickly and easily"

For more information about PayDough.me, please visit <https://paydough.me/>

For more information about The Arts Market at Arts Hub Taunton, please visit <https://artshub.uk/>

GOOD NEWS FROM TAUNTON CHAMBER MEMBERS CICCIC

We love sharing good news from our membership and were delighted to receive the following updates from Richard Holt and the team at Taunton Chamber members **The Creative Innovation Centre CIC**:

CICCIC supports the development of the new Ukrainian Cafe/Gallery in Taunton

CICCIC has helped the creation and set up of a Ukrainian Café /Gallery to promote this unique culture and cuisine in the Taunton area at Orchard Shopping Centre. This project required CICCIC's skills in setup, negotiations, creating partnerships and obtaining sponsorship and we are pleased to say it launched Monday 27th March allowing the public and local Ukrainians to enjoy a piece of fresh culture and great coffee. Thanks also to the many businesses who worked with us to make this project possible, including fellow Taunton Chamber members **PayDough.me**

<https://www.creativeinnovationcentre.co.uk/news/ciccic-supports-the-development-of-a-new-ukrainian-cafe-gallery-in-taunton/>

CICCIC Launches New Youth Arts Hub at Flook House, Taunton

Creative Innovation Centre (CICCIC) is pleased to announce that it now operates a second building in Taunton for arts and culture. The building, known as Flook House in Belvedere Road, provides studio space for creative organisations and practitioners, as well as a meeting room for community-based programmes, workshops and vocational learning. Many community 'health and wellbeing through art' sessions are on offer for all ages, as well as a new monthly Indoor Arts Market, where talented local artists can showcase and sell their work

The project also includes an exciting new partnership with other arts and culture providers, including fellow Taunton Chamber members GoCreate Taunton to help deliver a Youth Arts Hub, offering local young people a host of different arts, crafts and performance workshops and clubs.

See website for more details: <https://artshub.uk/>



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Taunton Chamber members Jaeger Recruitment celebrate a successful 4 years, and share insight on how small businesses are coping with the rising costs in staffing

Congratulations to Paul and Amelia McGrath from Taunton Chamber members Jaeger Recruitment, who have recently celebrated four years in business that has seen them go from strength to strength, develop the company's services, expand into new sectors such as expanded into industries such as Construction, Logistics and Warehousing - and also win Best Small Business at the Sedgemoor Excellence Awards. Here, Paul shares his insight on how small businesses are coping with the rising costs in staffing:



Small businesses are facing a significant challenge in the form of rising costs in staffing. As the economy continues to grow, and the labour market tightens, businesses are finding it increasingly difficult to attract and retain talent. This has led to higher salaries and benefits packages, which are adding to the cost of doing business. So, how are small businesses coping with these rising costs?

1. Automating Processes

One way that small businesses are coping with the rising costs of staffing is by automating processes. By using technology to automate tasks like scheduling, payroll, and HR administration, small businesses can reduce the time and labour it takes to complete these tasks. This not only saves money, but it also frees up staff to focus on higher-value activities that can drive growth.

2. Outsourcing

Another strategy that small businesses are using to cope with rising staffing costs is outsourcing. By outsourcing tasks like accounting, marketing, and IT, small businesses can access the expertise they need without having to pay for full-time staff. This can be especially useful for small businesses that don't have the resources to invest in in-house talent.

3. Flexible Working Arrangements

Small businesses are also turning to flexible working arrangements as a way to cope with rising staffing costs. By offering flexible schedules, remote work options, and other perks, small businesses can attract and retain talent without having to offer the same high salaries and benefits packages as larger firms. This can be especially appealing to younger workers who prioritize work-life balance over salary.

4. Developing Internal Talent

Finally, small businesses are developing their own internal talent to cope with rising staffing costs. By investing in employee development and training, small businesses can upskill their existing staff and fill key roles from within. This not only saves money on recruitment and onboarding costs, but it also fosters a sense of loyalty and commitment among employees.

In conclusion, rising staffing costs are a challenge for small businesses, but they are not insurmountable. By automating processes, outsourcing, offering flexible working arrangements, and developing internal talent, small businesses can reduce staffing costs and remain competitive in a tight labour market.



JAEGER RECRUITMENT

For help and support with your recruiting needs, please contact Paul and Amelia:

www.jaegerrecruitment.co.uk

Tel: 01278 767688 / 07828317089

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

MAKING GREEN NORMAL UPDATE



Big Green Week is fast approaching (10th-17th June) which is an annual celebration of community action to tackle climate change and protect nature. Started in 2021 this will only be its third year of running, but is going to be a real first for Taunton!

As the founder of a sustainable living shop on Station Road here in Taunton (My Carbon Coach) I see a lot of people, organisations and businesses doing their own work towards the greater good and wanted to create an event to really shout about it for the town and bring it together, and so the Big Green Week Festival was announced, with brilliant support from the SW&T council and now the unitary Somerset Council.

The festival is happening on Saturday 10th June from 10-4 in Goodlands Gardens and there will be a lovely selection of plant-based food, drink and shopping stalls to peruse alongside many local organisations from On Your Bike to Somerset Wildlife Trust, Eco Centre Somerset

to Trees For Good Causes, who we'll actually be raising money for throughout the day.

Finally there will be some entertainment too! I really want it to be a fun few hours for families so there will be music and performances throughout the day, and hopefully some chances to get creative and hands-on with poetry and art about the environment and our planet.

If all goes well this will hopefully turn into an annual event for Taunton, to encourage people on their eco journeys, highlight the great work that is already being done and inspire the town to embrace a greener attitude.

Hope to see you there, Tim.

**Taunton's
BIG
GREEN
WEEK
Festival**

**SATURDAY 10th JUNE 2023
GOODLAND GARDENS,
TAUNTON
10AM - 4PM**

A fun family day out with a green shopping market, plant-based street food, local environmental organisations, entertainment and activities for people of all ages and of course music!

AN EVENT BY **mycarboncoach**

SUPPORTED BY  **Somerset Council**

Many of our Taunton Chamber members hold regular events throughout the year
- visit our online events calendar to see what is on offer:

www.taunton-chamber.co.uk/events

TAUNTON CHAMBER MEMBER DIRECTORY

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Castle Hotel (Taunton) Ltd	Lloyd & Whyte	Taunton Home Tech
Chadwick Business Centres	Making Life Easier Ltd	Taunton Mortgage Centre
Cherwyn Developments Ltd	Mailboxes (Taunton) Etc	Taunton School Enterprises
CICCIC	Mainline Spirits	Taunton Team Chaplaincy Trust
Citizens Advice Taunton	Maven Marketing	Taunton PAT Testing
Clarke Willmott	Mayfayre Financial	Taylor Made Solutions
Cleaning Solutions UK	Michael Spiers Jewellers	Tone FM (TCMG CIC)
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