

# Winter 2023 edition CHAMBER CHATTER

by local business, for local business

All the latest news from the Taunton business community



FEATURING L - R: AVERY'S GARDEN CENTRE, CULLEN'S CATERING AT VIVARY PARK GOLF CLUB, DOUGH BROS, EAT THE BIRD, LOAD 'O' WAFFLE, MR MILES TEAROOMS, PODSHAVERS RESTAURANT, STONE ARTISAN PIZZA, TAUNTON & PICKERIDGE GOLF CLUB, TAUNTON SCHOOL ENTERPRISES, THE CASTLE AT TAUNTON, THE CORNER HOUSE HOTEL

## support local this Christmas!

## In this edition...

- Read about the fantastic local businesses taking up Taunton Chamber of Commerce membership
- Book your tickets for out 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



## Join ny for our Eventy

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







### Cuppa & Cake Relaxed Networking

2<sup>ND</sup> FEBRUARY, 8<sup>TH</sup> JUNE, 2<sup>ND</sup> NOVEMBER 11am - 1pm £8.50 members' 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 and to make some new connections at the same time.

#### **CHAMBER BREAKFAST CONNECTIONS**

Get Set for 2024 with operational recruitment and employer branding advice









## THURSDAY 18<sup>™</sup> JANUARY, 8AM - 10AM The Canalside, Marsh Lane, Bridgwater

Start the day with a breakfast bap, hot drink and a chance to make new connections with businesses from across Bridgwater and Taunton.

Pick up tips and sector insight from The Outsourced Recruitment Company team, helping your business become more attractive, and resilient at what is always a challenging time of the year for recruitment and retention.





28<sup>TH</sup> NOVEMBER 07.30 - 09:30AM £8.50 members' price

Join us for our regular breakfast sessions where we share expertise from across our Taunton Chamber membership...

Alongside the insight shared about the fully-funded, FREE 1-2-1 digital business support available to help businesses unlock their digital potential, there will be plenty of opportunity to network, and enjoy a delicious Mr Miles Tearooms Full English Breakfast - in addition to Traditional Breakfast, Vegetarian and Vegan Full English Breakfasts are also available.



LINK

Unlock your digital potential

Free, fully funded one-to-one digital business advice with our Digital Business Advisers

Free digital guides, courses, events 8 workshops



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!

Many of our 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

#### **GERMAN TWINNING GUESTS ENJOY** TAUNTON'S NORMAN GARDENS

Guests from Taunton's German twin town of Königslutter am Elm gathered to meet Mayor of Taunton Cllr Nick O'Donnell and representatives from the Taunton Chamber of Commerce and the Somerset Archaeological and Natural History Society, taking the opportunity to see the new permanent home for the bench the Germans brought with them on their last visit - the tranquil Norman Gardens, nestled between the Museum of Somerset and The Castle Hotel.

Karen Halls, Friends of Königslutter Secretary and German visitor Andreas Webber, chairman of the Friends of Taunton were thrilled to see the bench sited in its new home. Andreas, who was part of the delegation who visited Taunton in 2019, bringing with them the bench, explained: "In Königslutter, our local Chamber of Trade provided benches for passers-by to stop, rest and reflect and so it was felt fitting to gift the people of Taunton such a bench too. It is lovely to see it will offer Tauntonians the same opportunity to sit and enjoy the wonderful surroundings of the Norman Gardens."

Karen Halls added: "It is great to start the 2023 hosting visit by showing our German guests the new bench location, reinforcing the ties of friendship between our towns. Being part of the twinning association is so much fun and we would welcome anyone interested in getting involved in our friendly group to email me on foktauntontwinning@gmail.com"

Nigel Pearce, Vice-Chair of Somerset **Archaeological and Natural History Society** who own the Gardens gave the guests a brief history of the spot and the Norman fort that once stood on site, including the grant funded restoration works carried out during 2021/2 to stabilise and protect the walls of the original motte and bailey castle which still border the gardens: "On behalf of SANHS I was delighted to organise the gathering and offer the guests from Germany an insight into the cultural significance



of the garden and the reasoning behind the siting of the bench in this location"

Mayor of Taunton, Cllr Nick O'Donnell was thrilled to join the visit saying: "I very much enjoyed meeting the people behind our twinning endeavours and witnessing the warm friendship between guests and hosts. Relationships with Taunton's twin towns are a vital and enduring connection with continental Europe and the spirit of connection and community is very much supported by Taunton Town Council."

Richard Holt, President of the Taunton **Chamber of Commerce** concurred: "We have so many similarities with our twinning partners, and we were honoured not only to receive the bench initially, but to also invite the Königslutter visitors to see it in its new home."

Ronan Hunter, General Manager at The Castle **Hotel** concluded: "It was a pleasure to host this celebratory event for the Friends of Königslutter representatives and their visiting German guests. After enjoying refreshments in our newly refurbished Drawing Room, it was lovely that the warm weather held so we were able to give the visitors time to enjoy the peace and tranquility of the Norman Gardens, equally much loved by our hotel guests."



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# New Members





### **ACCOUNTS PROJECTS**

Small Business Systems Accountancy: bringing together systems, processes, bookkeeping and management.

Accounts Projects was established in 2021 as a sole trade by James Wade, serving Exmoor, the Quantocks, the Blackdowns and the Vale of Taunton from the surroundings of Wiveliscombe. There are no partners or employees, so you can expect a one-to-one service. The emphasis is on confidentiality, integrity, objectivity and professionalism.

These are the general areas where Accounts Projects might help you, and your project could involve a combination of these services depending on your requirements and budget:

**Systems & Processes** - from tweaking your existing set up to implementing something new. Understanding what's needed, why and how best to do it, then making sure you can work with the result.

**Bookkeeping & Payroll** - working with your existing systems and processes to get to know your set up as part of a larger project, or perhaps to help with a short term absence or lack of capacity.

**Sounding Board** - stimulating your thoughts and ideas about how you and your business are prospering, compared to your aspirations, expectations and investment of time and money.

## katie thomson

Katie Thomson Marketing is a marketing agency working alongside businesses within a wide variety of sectors across the South West. Our mission is focused on adding value through marketing strategies that are simple yet effective. Marketing is not added cost. it is added value.

We take pride in our ability to blend data-driven strategies with creative solutions to successfully achieve our client's objectives, regardless of their industry. We work closely together as a team, drawing on our individual expertise across various industries including professional services, legal, financial, property, agricultural and retail.

Our tailored approach allows businesses to highlight the most engaging features of their products or services to a targeted audience. With expertise in everything from SEO and website optimisation to business strategy and planning we help our clients expand, grow, and thrive. Whether you need help with a small one-off campaign or longer-term marketing support, we are here to help.

Achieving success can seem daunting, but with our help and expertise it doesn't have to. Our goal is simple yet powerful: to maximise value for every client, enabling them to reach their full potential.

It's our business to grow yours!

Please visit **www.accountsprojects.uk** or look up Accounts Projects on social media

www.ktmarketing.uk



Frameworx was established in Taunton during 1999 by ourselves Dustyn and Tracey, starting the family business after gaining experience and skills working in previous picture framing roles.

We create bespoke framing solutions from our workshop and gallery in Yarde Place where individual options and advice is given during consultation to enhance and preserve all items that are framed. We offer a wide variety of choice, colour and styles from classic to contemporary and current industry trends.

Over recent times with the constant competition of online companies it is even more important to promote good customer service and showcase the quality of materials that are used in the finished work. Having seen other framers 'framing horrors', over the years with how artwork and sports shirts are stuck, stapled and taped, the care and attention to detail is foremost when we complete tasks. Working to conservation standards which are maintained regardless of the items monetary value, 'we always appreciate the item is valued by someone'.

With framing a variety of artwork, photos, medals, memorabilia and curiosities, no day is ever the same and each day brings new challenges from large 3 metre canvasses to marionette puppets, completed as additions for homes or as thoughtful gifts.

1 Yarde Pl, Taunton TA1 1UR 01823 322190 frameworxtaunton@gmail.com



### Post-mastectomy care, bra fitting services and wellness products.

Welcome to Lula Wellness, where we believe that every woman deserves to feel confident, comfortable, and supported on their journey to healing and self-discovery.

We understand the unique challenges faced by women who have undergone mastectomy surgery.

From specialised bra fitting to prosthetic options, we offer a comprehensive range of solutions tailored to individual needs.

We are compassionate and committed to providing personalised post-mastectomy care and bra fitting services, ensuring that each client receives the support they need to regain their confidence and embrace their new self.

But our commitment to wellness doesn't stop there. We also offer a wide selection of wellness products, such as hand-made wax melts, volcanic-scented stones and oils, carefully curated to enhance relaxation and promote self-care.

We believe that self-care is a vital part of the healing process, and our mission is to help women regain balance and confidence with a warm, personal and professional service.

lulawellness.uk@gmail.com 07795 833284 www.facebook.com/Julawellness01



Steph Baker Marketing is a digital marketing consultancy and training business helping small to medium businesses unleash their digital potential.

#### What does this mean exactly?

In a nutshell, it means finding the best ways for businesses to reach new, potential clients who will actually convert as well as maximizing the ROI of their current marketing activities.

Big, small, ongoing or project based, Steph Baker Marketing can help and advise you to achieve your marketing objectives. Whether that's new customer acquisition, increased conversions or enquiries, improved rankings or reduction in ad spend. From SEO to social media ads to email marketing to marketing strategy we have the experience and expertise to help you find clarity and focus in your marketing.

Supported by a merry band of other creative and web experts we can project manage your whole marketing process for you if needed from website development to campaign creative development and execution.

**Launching in 2024:** new support for done with you services including group sessions and marketing coaching.



## At Sharpe Commercial Finance we make finance accessible for businesses.

We offer a range of financial services tailored to your business needs. Our solutions are designed to enable your business to



thrive and prosper, no matter the challenges or opportunities that come your way. The services we offer include commercial mortgages, buy-to-let mortgages, Invoice finance, development and trade finance as well as asset and acquisition finance, bridging finance and also secured and unsecured business loans.

Navigating the intricate world of commercial finance can be overwhelming. That's where our dedicated team of experts ensures you gain easy access to a wide range of financing solutions, backed by the convenience of telephone, email, online or face-to-face communication. We simplify the complex, making finance more accessible, and empowering you to achieve your business dreams.

We are not just brokers, we are partners in your growth journey. Our mission is rooted in our values of supporting communities, fostering growth, and delivering exceptional service. With honesty, integrity, and a commitment to going above and beyond, we provide not just financial solutions, but also a trusted relationship that supports your aspirations every step of the way.

We are based in the Independent Quarter and welcome other local professionals to come into our office for a coffee and an informal chat any time. We are open Monday to Friday from 9.00 until 17.00.

01823 778147 www.sharpecf.co.uk



Sunflower Social Media is a social media marketing business based in the beautiful Quantocks. We provide strategy, advice and management programmes, all tailor made. As well as working with businesses directly, we work in partnership with other Somerset PR and marketing businesses to provide an integral service to clients.

With daily changes and updates on many platforms, it is impossible for businesses to keep up with them all. Do people still use Threads? What has Elon done with X now? Should we be posting Reels? Which platforms should we be on?

The best advice for any business wondering where to focus on their socials is to look carefully at who your audience is, decide what your key messages need to be and then pick the best one or two platforms that your audience uses most. Once you have done this, be consistent. Keep letting your audience know you are there and that you have solutions for them.

If you need an extra pair of hands to free you up to do what you do best, or you want to hand over your social media management completely or perhaps just get some advice on strategy or direction, give Siobhan a call!

Call 07725 965259 or email: siobhan@sunflowersocialmedia.co.uk www.sunflowersocialmedia.co.uk







From a shiny new logo to your business cards, flyers, posters, brochures, banners or even your website... you deal with me from start to finish! Whatever your branding needs, no job is too large or small.

07984 404528 sally@designbean.co.uk designbean.co.uk

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



## Member Good News

#### IAN WALKER - REGIONAL FAMILY LAW CHAMPION

Huge congratulations to lan Walker, MD and founder at members lan Walker Family Law and Mediation for winning the Regional Champion Award at September's Resolution Family Law Awards in London.

"Every nomination and award means a lot, and this one rings so true with our values - celebrating those who go above and beyond to foster a strong regional network, with the Resolution Code of Practice at its centre"

lan was elated and honoured to win, and accepted the award on behalf of everyone involved with the Devon committee who all do such incredible work, plus his fantastic team at Ian Walker Family Law and Mediation.



lan Walker Family Law and Mediation Solicitors

#### DRYAD GIN NOW A GOLD MEDAL WINNER IN ITS FIRST YEAR

Exciting news! Taunton Chamber member Dryad Gin has just been awarded a prestigious gold medal in its first year of operation, gaining global recognition since its launch. Out of 22,383 spirits from 57 countries, only 23 gins received a gold medal, and Dryad Gin is the only gin selected from the UK.

This phenomenal achievement was made possible through participation in The Spirits Selection by Concours Mondial de Bruxelles, the leading international event honouring spirit drinks worldwide. An independent panel of renowned experts from across the globe meticulously evaluated the entries and bestowed medals upon the best. What makes this competition unique is that the judges never see the bottles, ensuring anonymity and fairness throughout the process.

Dryad Gin distiller Becky Wright, expressed her astonishment and gratitude, saying, "Wow, I can't believe how well we have done. I'm literally holding a gold medal; it's amazing. We would like to thank every person who has supported us and purchased our Dryad Gin over the last year. With this recognition, we hope to reach an even larger audience and continue our growth."

Dryad Gin can be purchased online www.dryadgin.co.uk or from Rumwell Farm Shop and ASK Italian Taunton.





#### ALBERT GOODMAN ANNOUNCES A THREE-YEAR SUPPORT AGREEMENT WITH TAUNTON EAST DEVELOPMENT TRUST

Taunton Chamber member Albert Goodman has announced they will be supporting local charity organisation Taunton East Development Trust (TEDT) with a financial and non-financial support agreement over the next three years.

Parts of Taunton are in 5th most deprived areas of the UK, so Albert Goodman has committed to helping this charity which is engaged in the improvement of community life within The Halcon, Lane, Lambrook and nearby areas of East Taunton. The community covers in the region of 6,500 residents where some of the key challenges include extreme poverty, isolation, poor mental and physical health, drug dependency and multi-generational unemployment.

As part of the agreement, volunteers and residents will have access to the following opportunities:

- Annual donation of £5k per annum to support the stocking costs of TEDT's community shop
- Access to Albert Goodman's employee volunteering scheme to support delivery of TEDT's daily activities
- Mentoring services to TEDT's Community Shop, but also to residents who are considering setting up a micro business within the Halcon community
- Employability skills workshops
- Training on bookkeeping and financial management to TEDT staff, volunteers and residents

This activity dovetails with TEDT's core objectives of providing solid leadership with good governance, empowering the community through participation and decision making, developing community self-reliance and confidence and creating strong partnerships at all levels.



## GOLDEN ACCOLADE FOR GREENSLADE TAYLOR HUNT TAUNTON OFFICE

The estate agency team at Greenslade Taylor Hunt's Taunton office have much to celebrate after winning gold in the 2023 British Property Awards.

The office staff at I3 Hammet Street, were judged in a rigorous process with the focus firmly on excellent customer service.
Their dedication was recognised and it earned them the title of best estate agency in the town.

Associate, Katie Hale, who is responsible for the day-to-day running of the office at Taunton Chamber members GTH Taunton, and who is a firm believer in exceeding clients' expectations, said: "Customer service is our number one priority and I am so proud of the team for winning the gold award. We put a lot of time and effort into training the team here in Taunton to ensure we give our clients the best possible service and advice."

The independently judged property awards give agents and customers the chance to compare standards across the industry. Now the office has been shortlisted for a series of national awards, which will be announced later in the year.

Robert McLean, of the British Property Awards, said: "If an agent has been attributed with one of our awards, it is simply down to the fantastic customer service levels that they have demonstrated across a prolonged period of time."

For help and advice on your next house move from the award-winning team please call 01823 277121 or call into the office at 13 Hammet Street. Taunton.



## PROFESSIONAL APPRENTICESHIPS - WE ARE OFSTED OUTSTANDING!

We are delighted to announce that Professional Apprenticeships has received an Outstanding rating from Ofsted in all areas. This exceptional honour reflects our unwavering dedication to providing excellent apprenticeship training and developing the talents of our apprentices.

The quality of education - Outstanding 
Behaviour and attitudes - Outstanding 
Personal development - Outstanding 
Leadership and management - Outstanding 
Apprenticeships - Outstanding

We are extremely proud to receive this recognition, here's just some of what Ofsted had to say: "Apprentices thoroughly enjoy their training because leaders take great care to match them with an employer that will develop their character and interests. Apprentices quickly develop deep and complex new knowledge and practical skills. As a result, apprentices become highly valued and useful members of staff, quickly carrying out meaningful tasks independently."

This wouldn't be possible without all of the amazing apprentices and employers that we've had the pleasure of supporting over the last few years. So it goes without saying that we are extremely thankful to every single one of you!

#### Read the full report:

https://www.professionalapprenticeships.co.uk/wp-content/uploads/Professional-Apprenticeships-Ofsted-Report-August-2023.pdf

### Want to know how our award-winning apprenticeships could work at your business?

Talk to our team today to find out how our apprenticeships could power up your business. Afterall, why settle for Good when you can have Outstanding! www.professionalapprenticeships.co.uk



## MILSTED LANGDON WELCOMES 15 NEW TRAINEE ACCOUNTANTS

Taunton Chamber of Commerce member Milsted Langdon has appointed 15 new trainee accountants that will join its accountancy and tax teams across its offices, joining the firm's everexpanding team of professionals across the South West.

Simon Rowe, Chairman of Milsted Langdon, said: "We're very pleased to have this year's cohort of talented young individuals join our trainee programme, where we can support their ambitions and help their careers to thrive, and inturn ensure that our clients continue to receive an exemplary service."

Rachel Hotham, People Partner at Milsted Langdon, said: "This is an exciting time for our trainees where they will become equipped with the skills they need to learn and grow professionally, whilst gaining practical experience from our team of experts. Our trainee programme is key to sustainable growth and building the expertise that meet the needs of our clients."

Rachel added: "With a long and proud history of supporting trainee accountants, stretching back over three decades, Milsted Langdon is a great place to start and grow a career. Many of our senior team members started as trainees and over time have progressed to managers, directors and partners. The firm's collaborative culture and emphasis on well-being is an integral part of nurturing the next generation of accountancy and tax professionals."

## SOMERSET HEARING - A MOVE TO NEW AND IMPROVED PREMISES

We caught up with business owner and audiologist Jon Cade as he shared some exciting news about member business Somerset Hearing.

"We're relocating to a new and improved location in Rumwell, Taunton, and this move brings fantastic benefits for our valued clients:

**Convenience:** Our new location is strategically chosen for easy access and is conveniently situated alongside Crown Eyecare. This means you can take care of both your hearing and eye health in one place!

**Free Parking:** Parking worries will be a thing of the past. At our new location, parking will be absolutely free, ensuring a hassle-free visit every time.

**Expanded Services:** Our collaboration with Crown Eyecare allows us to offer you an even broader range of services. They are experts in eye care, and you can find out more about them on their website: www.crowneyecare.com/about-us

"Rest assured, the exceptional service you have come to associate with Somerset Hearing will continue unchanged throughout this transition. We can't wait to welcome you to our new home!"





## Introducing The Tech Care Lounge Taunton Your Destination for Hassle-Free Tech Support



We're thrilled to unveil The Tech Care Lounge to Taunton, a game-changing tech support service in partnership with SRD Technology UK. While SRD Technology has excelled in providing IT support to small and medium businesses, The Tech Care Lounge is here to cater to the individual consumer's tech needs.

Our primary mission is straightforward: to offer expert guidance, troubleshooting, and assistance, ensuring that your tech experiences remain trouble-free. In today's digital age, having a dependable tech support partner is essential, and that's where The Tech Care Lounge steps in.

#### What makes The Tech Care Lounge your top choice for tech support?

#### 1. Expert Assistance

Our team of tech professionals is at your service. Whether it's a smartphone glitch, a computer hiccup, or advice on your latest padget, our experts are here to assist you with he same level of professionalism you'd expect from SRD Technology UK.

#### 2. Seamless Support

Tech issues can be unpredictable and often occur at inconvenient times. That's why we offer two accessible avenues for assistance. You can reach out through our user-friendly online chat on our website. Alternatively, for a more personal touch, we provide phone support, ensuring that you can always connect with us in your preferred way.

#### 3. Peace of Mind

Bid farewell to tech-induced stress and disruptions. With The Tech Care Lounge, you gain a dedicated team of tech enthusiasts who are eager to make you tech experiences enjoyable and hassle-free. We're here to provide the guidance you need, empowering you to make the most of your devices and technolog

At The Tech Care Lounge, we are committed to providing tech support that truly makes a difference in your daily life. We don't just offer a service; we offer a commitment to enhancing your technology experiences.

#### Join The Tech Care Lounge Today!

Visit our website at <a href="www.thetechcarelounge.com">www.thetechcarelounge.com</a> and become a member of The Tech Care Lounge today. Experience a new level of tech support, delivered by professionals who care about your technology journey as much as you do. With The Tech Care Lounge, you're never alone in the world of technology. We're here to help you enjoy the benefits of your devices with confidence. Welcome to the future of tech support – welcome to The Tech Care Lounge



#### TAUNTON CHAMBER MEMBER DIRECTORY

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In House Training & Consultancy Ltd

Initiis Ltd t/a Vodafone

Inspired Introtweet Ltd

Jaeger Recruitment Ltd J P Gainsford Associates Ltd

Io Pavev Insurance

**Just Ceremonies** Katie Thomson Marketing

**Lentells Chartered Certified Accountants** Load 'O' Waffle

Love Lifestyle Lloyd & Whyte Lula Wellness

Mailboxes (Taunton) Etc Mainline Spirits

Michael Spiers Jewellers

Mihaz

Milsted Langdon Moore Scarrott Limited Mr Miles Tearoom My Carbon Coach

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Olive Rose Contemporary Jewellery Olivia Morton Translations **Orchard Shopping Centre** 

The Outsourced Recruitment Company Pardoes Solicitors

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**Prosper Events** Quantock Ecology Ltd Queen's College Reminiscence Learning Richard Huish College Sally's School of Motoring Ltd

Sangha House Serenity Women's Clinic

Sharpe Commercial Finance Solace Somerset AFD CIC Somerset Design Studio

Somerset Hearing

Somerset lobs Somerset Ladies in Business

Somerset NHS Foundation Trust Somerset Web Services

Somerset West & Taunton Council South West Property Reports SPAEDA Arts Education SRD Technology UK

Stantec

Stella Creations Steph Baker Marketing

Stephens Scown LLP Stone + Partners Stone Artisan Pizza Stowsafe Fulfilment Studio.Lemonade Study Sharpe Style by Louise

Summerfield Developments SW Ltd

Sunflower Social Media Swan Business Centre Tacchi Morris Arts Centre Talking Stick Digital

Taunton & Pickeridge Golf Club

Time for You Cleaning Services Taunton Home Tech

**Taunton School Enterprises** Taunton Team Chaplaincy Trust

Taunton PAT Testing Taylor Made Solutions

Tone FM (TCMG CIC) Townley Insurance Brokers Ltd Townsend Letting & Management Teresa Wort Mindfulness &

Compassion Teacher

Timeforge Tregenna Group Visit Somerset

White Knight Marketing Whittlesea Mortgages Wig & Hair Clinic Taunton Wilkins Safety Group Ltd Word Gets Around Magazines

Worshipful Mayor of Taunton You'll Know When You Get There

Zest Payroll Ltd