

# CONNECT



Supporting business in Kent for over 150 years

Summer 2017



CHAMBER NEWS • COMPANY SPOTLIGHT • EVENTS • NEW MEMBERS

# Welcome from...



**Jackie Matthias** Chief Executive of West Kent Chamber of Commerce

Welcome to our Summer Newsletter and at last the sun has arrived. We have been giving some thought to our events for the Summer and I do hope you will agree that we have a varied programme of events for you. We continue with the ever popular Tonbridge Breakfast Club and the Tunbridge Wells Breakfast Club which is proving almost as popular. Our Annual Charity Golf Day on Thursday 29th June is at a new venue this year, Lamberhurst Golf Club. Gillian Forsyth our President is hosting a Summer Ball at Halliwell on June 23rd. It is many years since we have held a Ball so I do hope members will support it and enjoy the evening. Lastly our new venture for the Summer is the One Hour Lunch Club. The inaugural meeting will be on July 12th at The Warren Restaurant in Tunbridge Wells.

We have had a number of new companies join the Chamber since our last newsletter see details on page 7. Our Members Discount Scheme is becoming even more beneficial for



members with more companies joining the scheme. It is possible for you to save several hundreds of pounds a year if you use the discounts so please have a look at all the offers on Page 8. *If you would like to offer fellow members a discount for using your services please call Gillian at the office on 01892 774769.*

Lastly, I cannot emphasise enough how we need to grow the Chamber this will be to the benefit of all members.. Please take a few minutes to think about who you could introduce as a member. If you introduce a new member we will reward you with one of four great gifts illustrated below. You may download a recruitment leaflet here. [➔](#)

I look forward to seeing you at one of our events soon.

**Jackie**

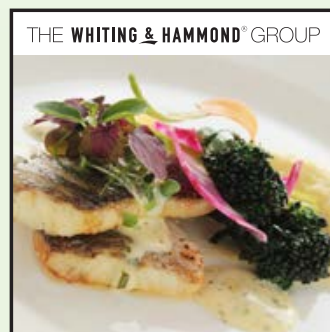
## **Introduce a new member and choose one of the following gifts.**



6 bottles of Chapel Down sparkling wine.



Free place at four Chamber lunches during the year, including the Christmas lunch.



Whiting & Hammond Lunch or Dinner for 2



A Kindle Paperwhite

# Company Spotlight

**Lifeline Language Services Ltd** Lynn Everson *Managing Director*

**In an industry plagued by low-end language suppliers offering ever-cheaper translation from ever less qualified linguists, and now machine translation, building a presence respected across Europe within the sector as a truly high-quality provider is no easy task.**

In the late 80s Lynn Everson was managing haulage across the Continent, frequently finding her language skills called upon to help drivers out of scrapes. It wasn't unusual to hear a distant voice saying *"I've been arrested and they've impounded my truck, it's in France somewhere, can you find it? And get me out?"* It became apparent there was a niche for reliable emergency language support, and in 1990 Lynn set up Lifeline Language Services as a telephone interpreting service.

***"I've a simple rule – do everything possible to respond to our clients' needs!"***

It wasn't long before Lifeline was being asked for all sorts of language by all sorts of clients, resulting in the building of a trusted network of partners worldwide in over 150 languages. Lynn explains: *"We're always asked how we know our translator in language X is any good. The answer is, we've had all of them reviewed by another proven translator, and we've rejected far more than we've retained – we're approached by thousands of linguists, but very few can work at this level. We also monitor our interpreters in the field wherever possible, as they're our ambassadors."*

As time went on Lifeline was increasingly asked for new services, and consistently invested to stay ahead of the pack. Lynn again: *"I've a simple*

*rule – do everything possible to respond to our clients' needs! We were one of the first to provide Arabic and Chinese typesetting in the UK, then one of the first offering affordable multi-language video voiceover and subtitling. Today we're in the forefront of leveraging new translation technology to save our clients time and expense, and continue to invest in these exciting tools. We're adamant however that every word of our translation will continue to be translated, and reviewed, by professional well-qualified human translators!"*



Lynn Everson, Managing Director of Lifeline Language Services

*"Google's actually quite useful if you just need the very rough gist of what something says, although it can be pretty dodgy in some languages – 'not' can sometimes get omitted, which could obviously cause problems! Some of our most entertaining projects are where a client sends us text – like webpages – that they've 'translated' with Google and want us to 'just check over' before they launch it. We've salvaged some real disasters!"*

Starting from a typewriter and a fax machine in a back room, Lifeline now employs 13 full-time in their Preston offices and help hundreds of UK linguists stay busy. And the future?

Lynn: *"Brexit's obviously an issue but we've strategy in place for it. I can't go into detail, but I can say that whatever Brexit brings our UK clients, we'll be here to help them succeed in Europe and beyond. Watch this space!"*

**Lifeline Language Services Ltd, Chamber member since 2009**

3rd Floor, Victoria House, 9-11 Ormskirk Rd, Preston, Lancashire PR1 2QP  
Tel: 0800 783 4678 Email: [info@lifelinelanguageservices.co.uk](mailto:info@lifelinelanguageservices.co.uk)

# The dangers of sitting all day



Being stationary throughout the day could be significantly impacting your health. Professional Head of Clinical Wellbeing at Nuffield Health, Jay Brewer, explains...

If you have a desk job, or another where you are stationary all day long you might want to take note of some of the sobering statistics about inactivity:

*Physical inactivity is now the fourth largest cause of death and disability in the UK. And people with high levels of sedentary time have been found to have a 112% increased risk of diabetes, 147% increased risk of cardiovascular death, and 49% increased risk of all-cause mortality.*

## How inactivity affects health

The human body was designed for movement, not to stay still. Prolonged sitting - staying in one position for a long period of time - adds to the static load on our musculoskeletal system and prevents effective circulation of blood through your body. This risk is increased if your desk isn't set up correctly, with your seat putting additional pressure on the backs of your legs, for example.

The decreased circulation can lead to a pins and needles sensation and to the more serious health concern of deep vein thrombosis (DVT). DVT is the formation of a blood clot or clots in the legs, which can travel to the lungs, heart or brain, causing pulmonary embolism, heart attacks or strokes.

When you sit for long periods of time fluid builds up in the legs due to the effects of gravity and being stationary. This fluid can travel to the neck overnight, leading to sleep

apnoea, a chronic sleep disorder that over the long term can seriously impact your health.

Studies have also found that blood glucose levels peak higher after lunch if you sit, than if you stand, increasing the risk of cardiovascular disease and diabetes in the long term. In addition, sitting contributes to obesity, shutting off the enzymes that process fat and leading to many long-term health concerns.

## Combatting inactivity

But you work out, so it doesn't matter, right?...Wrong!

It's a common misconception that if you keep fit with an hour or so exercise a day, you're healthy. But while taking time to exercise every day supports overall wellbeing, the effects of being inactive throughout the day can't be reversed by exercise, so it's essential you move regularly, around every half hour. This includes simply moving from sitting to standing.

The good news is that it doesn't take a major change in your lifestyle to see a big difference in your health. Taking small steps to move regularly throughout the day, no matter what your levels of fitness, can significantly reduce the health risks associated with being sedentary.

**Take the first step to combatting inactivity with a free 7 day pass to Nuffield Health Tunbridge Wells. Contact Matt Baker on 01892 774 000 or [matt.baker@nuffieldhealth.com](mailto:matt.baker@nuffieldhealth.com) to arrange your pass or bring a copy of this newsletter into Nuffield Health, Knights Park Retail Park, Tunbridge Wells, TN2 3UW.**

## The Sandwich Generation



**Most employers expect and plan for their employees to take leave at some point during their career; illness, maternity/paternity leave, looking after sick children. However, the changing demographics of the workforce is impacting employers in a way that has not been experienced by previous generations.**

Around 2.4 million UK employees fall into the 'Sandwich Generation' - aged between 40 and 60 years old, who have dependent children but also ageing parents who need caring for. Created in the 1980s, the term was mainly used to describe women in their 30s and 40s who were the primary caregiver to their children and parents. However, with parents having children later in life, working longer, and life expectancy increasing, the range of individuals this applies to has widened.

Employees in their 50s and 60s, although their own children may have flown the nest, are becoming grandparents whilst still working and are being called upon for childcare to support the working parents. About 1 in 7 middle aged employees have financially dependent 'adult' children, who still live at home and

need the support of their parent's income, as well as ageing parents who they are also providing monetary support for.

In other cases, workers in their 30s and 40s are sandwiched between their young children, their ageing parents, and elderly grandparents who still require care.

With so many demands on employee's time and money, there will be an impact on the overall health and wellbeing of the Sandwich Generation. Studies have shown between 20% and 50% of caregivers experience depression, with many others reporting symptoms of stress and anxiety.

As an employer, you may need to support your employees with flexible or remote working solutions to reduce stress and absenteeism. By investing in this approach, you can retain valuable staff.

Pam Loch is Managing Director of Loch Associates Group.

**For more information please contact 01892 773970, email [info@lochassociatesgroup.co.uk](mailto:info@lochassociatesgroup.co.uk) or visit [www.lochassociatesgroup.co.uk](http://www.lochassociatesgroup.co.uk)**

# My 15-year Association with the Chamber



Angela Ward has been a member of West Kent Chamber, with a few short breaks, for around 15 years now. She first started coming along when she was business reporter on The Kent and Sussex Courier and The Sevenoaks Chronicle.

“At that point, I’d spent nearly 15 years as a journalist on international business to business journals and the financial magazine Acquisitions Monthly,” Angela explains. “But, I didn’t know the business community on my own doorstep, so being able to attend Chamber meetings was a great way to meet local businesses and get a handle on what was going on.”

Angela spent eight years writing about businesses based around West Kent and East Sussex.

“I was sent lots of press releases and could have compiled the pages from my desk – but I enjoyed finding out first-hand at Chamber networking about the new businesses being launched and the successes of longer-established ones,” Angela says.

Since then, Angela has worked for The Marketing Eye in Uckfield, heading up the company’s PR services and, most recently, for the hospice charity ellenor. In both instances, she encouraged these organisations to join the Chamber.

Now Angela has decided to set up on her own once again and recently signed up to West Kent Chamber under her new business, Angela Ward Media.

“It’s great to be back networking with West Kent Chamber again,” says Angela. “There are some contacts

which I have known for 15 years yet, every time I go to an event, I meet some new people and that’s really refreshing.”

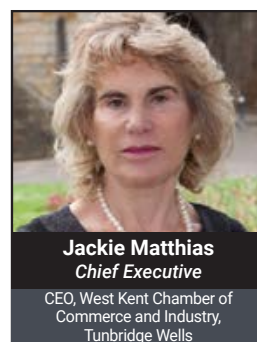
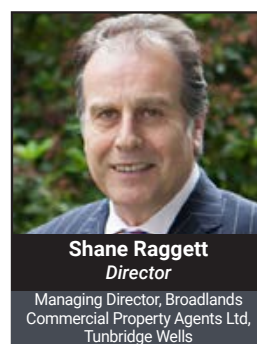
In her new business, Angela is focusing on copywriting, social media and PR. “When I last went freelance 18 years ago, I worked purely as a journalist,” says Angela. “Today, social media and the need to create new and interesting content for these platforms and for websites is key, so my workload has altered.”

Since launching in early May, Angela has already been signed-up to assist Chamber member, CooperBurnett, with PR and social media, while she is also helping the funeral director, Tester & Jones, in Crowborough to launch a Facebook page. She’s also enjoying helping other clients with writing blogs and news articles for their websites.

“I really love writing and enjoy the variety of articles and copy I am being asked to produce. Having been a journalist really helps with this, as I’ve written about lots of different subjects over the years and interviewed myriad people from Priscilla Presley to Lord Digby Jones,” says explains. “Recently, one client – who makes toddler-friendly bedding - asked me to write a series of blogs about getting your toddler to sleep, while I’ve also been writing about how funerals now include fewer hymns for another client.”

**To find out more about Angela Ward Media, visit: [www.facebook.com/angelawardmedia](https://www.facebook.com/angelawardmedia), email: [angelawardmedia@gmail.com](mailto:angelawardmedia@gmail.com) or call Angela on tel: 07900 478613**

## Board members & Patron



# Dates for your diary

Date	Event	Venue	Cost
<b>JUNE</b>			
Friday 16 <sup>th</sup> 7.30am-9.30am	Tonbridge Chamber Breakfast Club	<b>Graze Kitchen &amp; Bar</b> <i>Tonbridge</i>	£13.50 + VAT = £16.20
Friday 23 <sup>rd</sup> 7pm for 7.45pm - Midnight	Presidents Ball	<b>Halliwell</b> <i>Tunbridge Wells</i>	£41.67 + VAT = £50.00
Wednesday 28 <sup>th</sup> 6pm-7.30pm	Business Exchange Evening	<b>Honnington Farm Gardens</b> <i>Southborough</i>	FREE
Thursday 29 <sup>th</sup> 9am	Annual Charity Golf Day	<b>Lamberhurst Golf Club</b> <i>Lamberhurst</i>	£65.00 + Vat = £78.00
<b>JULY</b>			
Friday 7 <sup>th</sup> 7.30am - 9.30am	Tunbridge Wells Chamber Breakfast Club	<b>Woods Restaurant</b> <i>Tunbridge Wells</i>	£13.50 + VAT = £16.20
Monday 10 <sup>th</sup> 6pm-8pm	60 Second Presentation Training Seminar	<b>Tonbridge School</b> <i>Tonbridge</i>	FREE
Wednesday 12 <sup>th</sup> 12.45pm -1.45pm	One Hour Lunch Club	<b>The Warren</b> <i>Tunbridge Wells</i>	£13.50 + VAT = £16.20
Friday 21 <sup>st</sup> 7.30am-9.30am	Tonbridge Chamber Breakfast Club	<b>Tonbridge School</b> <i>Tonbridge</i>	£13.50 + VAT = £16.20
Wednesday 26 <sup>th</sup> 6pm-7.30pm	Business Exchange Evening	<b>Burrswood</b> <i>Groombridge</i>	FREE
<b>AUGUST</b>			
Wednesday 16 <sup>th</sup> 12.45pm-1.45pm	One Hour Lunch Club	<b>The Warren</b> <i>Tunbridge Wells</i>	£13.50 + VAT = £16.20
<b>SEPTEMBER</b>			
Friday 8 <sup>th</sup> 7.30am - 9.30am	Tunbridge Wells Chamber Breakfast Club	<b>Woods</b> <i>Tunbridge Wells</i>	£13.50 + VAT = £16.20
Wednesday 13 <sup>th</sup> 12.45pm- 1.45pm	One Hour Lunch Club	<b>The Warren</b> <i>Tunbridge Wells</i>	£13.50 + VAT = £16.20
Friday 22 <sup>nd</sup> 7.30am-9.30am	Tonbridge Chamber Breakfast Club	<b>Café 1809</b> <i>Hildenborough</i>	£13.50 + VAT = £16.20
Wednesday 27 <sup>th</sup> 6pm -7.30pm	Business Exchange Evening	<b>Nuffield Health</b> <i>Tunbridge Wells</i>	FREE
<b>SAVE THE DATE</b>			
<b>Autumn Race Day</b> Thursday 5th October		<b>Christmas Lunch</b> Friday 15th December	

# WKCCI New Members

Company	Business	Contact name	Website	Telephone
<b>Love Selling</b>	Sales Consultancy and Training	Audrey Chapman	audrey@thesalesresolution.co	07809 725333
<b>Beverly Landais - Executive Coaching</b>	Executive coach focusing on training, mentoring and coaching in the corporate sector	Beverly Landais	connect@beverlylandais.co.uk	01892 860595
<b>Eighty Twenty Marketing</b>	Digital marketing and social media for small businesses	Jerry Gordon Brown	jerry.gb@targetedtelemarketing.co.uk	07787 402409
<b>Stowe Family Law LLP</b>	Solicitors - law firm	Kate Rayner	kate.rayner@stowefamilylaw.co.uk	01892 521711
<b>Asenta Care Ltd t/a The Mind Body Clinic</b>	Clinic Specialising in a holistic approach to health (osteopathy, counselling, massage, podiatry & nutrition)	Richard Rhodes	richard@digitalfd.com	07795 035873
<b>Bjohn Logistics Ltd</b>	Freight Forwarder	Basil John	basil@bjohnlogistics.com	07710 021788
<b>Markerstudy Leisure</b>	Events venue and hotel Salomons Estate/Bewl Water/ One Warwick Park Hotel	Chantelle Harman	charman@markerstudy.com	01892 550535
<b>DMP-LLP</b>	Building Surveyors/Project Managers/ Architectural Services	John R Whitlock	john.whitlock@dmp-llp.co.uk	01892 534455
<b>The Warren</b>	Independent restaurant serving game and fine produce from its estate in Crowborough.	Milosz Piwonski	contact@thewarren.restaurant	01892 328191
<b>Baldwins Travel Group Ltd</b>	Travel Agency & Corporate Travel	Chris Marks	chris@baldwins-travel.co.uk	01892 511999

## DMP-LLP

DMP based in Tunbridge Wells is a Building Surveying and Project Management firm established for over 30 years.



With proven strength across all sectors including; Retail, Industrial, Commercial, Education, Healthcare, Leisure, Residential and Heritage properties.

We deliver end-to-end service to meet all our existing and new clients' needs.

Visit our website <http://www.dmp-llp.co.uk>

## Baldwins Travel Group

Don't let your Business Travel cost the earth!



BBTM-Baldwins Business Travel Management is an independent award winning TMC, and provides an exceptional, personal and professional service. Our team are highly skilled and knowledgeable with over 90 years combined experience, and are dedicated in offering a comprehensive range of business travel services.

## Beverly Landais

Beverly Landais executive coaching helps people to create more choices and develop practical action plans to achieve their goals. Beverly comes to coaching from a senior business background with particular expertise in legal, financial and insurance services. Her skills in leadership, management and marketing are honed over 30 years of working in the City of London. She is an accredited coach and trained facilitator. To find out more about being coached, trained or mentored by Beverly, please email: [connect@beverlylandais.co.uk](mailto:connect@beverlylandais.co.uk)



## Markerstudy Leisure – Salomons Estate, One Warwick Park Hotel – Bewl Water

One company, three incredibly versatile venues catering for conferences, events, weddings and



everything in between. We have a beautiful country estate in beautiful scenic grounds a contemporary elegant Hotel, One Warwick Park, in the heart of Tunbridge wells, featuring 39 bedrooms and an Italian inspired restaurant, L'AMORE. In addition we have the action packed Bewl Water, a stunning country park located next to a reservoir hosting activities from fishing to laser.

## The Warren Venue for the One Hour Lunch Club

'The Warren' restaurant can be found in the heart of Tunbridge Wells at the iconic site formerly occupied by 'Signor Franco'. Here Kentish and Sussex produce, taken from the farm to the table, can be enjoyed in rooms with unique décor and where the atmosphere is warm and relaxed.



The restaurant was opened on 20th March 2016 after a complete refurbishment. The Warren Estate, from which the restaurant has taken its name, is situated on the edge of the Ashdown Forest. Our owners Martin and Chris have chosen traditional British breeds of livestock which are raised specifically for the restaurant allowing our Head Chef Sam Spratt and his team to work with our produce in order to maximise its potential.

Our dedicated front of house staff, led by Restaurant Manager Magdalena, have carefully selected a range of beverages to suit all palates and the cocktail menu has been created by our mixologist and sommelier Olivier who also looks after the Havana cigars. In fine weather, you can enjoy our terrace overlooking the historic High Street; in cold weather the fire pit helps to keep you warm.

We also have a resident pianist Caroline James playing music in a variety of styles on our baby grand piano on Friday and Saturday evenings.

We are serving lunch and dinner Tuesday to Saturday and traditional roast on Sundays. Please come along and enjoy our hospitality.

# Export News



Last month I took time out of the office to visit one of our long standing exporters and catch up with their news. The last time I visited Morris Hanbury Ltd, a hop producer based in Yalding, was way back in June 2010. On this previous 'away day' Jo & I thoroughly enjoyed learning about all aspects of the hop manufacturing industry. We came away with a greater understanding of the processes involved in this industry and this certainly helped when certifying their future export documentation.

My visit this time was two-fold, firstly to set up and train Morris Hanbury's staff to submit all their export

documentation online, via E-Z Cert. Secondly, to have a tour and admire their new offices in Yalding. Now you may well wonder why this company is extremely proud of their state of the art offices. The main reason for this is that back in December 2013, Yalding was hit by a devastating flood and Morris Hanbury had to move out to 'temporary' accommodation in Paddock Wood. This temporary accommodation lasted until November 2016! So after having a few months of settling into their new premises, I decided to visit and was extremely impressed with the design and quality of their offices. It really is an amazing modern building integrating brick, glass, wood and steel with views to die for. I did question if any work actually gets done in the office as the view from the glass floor to ceiling windows would certainly distract me. Even the car park is impressive and woe betide any delivery driver who doesn't pay attention to the signs and attempts to drive through the staff car park. Rumour has it one left with a 'flea in their ear'.

Now that Morris Hanbury has well and truly settled into their new building their thoughts are turning to the possibility of renting out their ground floor space. Should this be of any interest to our members please contact The Chamber and we will pass on your details.

**Lorraine Webb**  
Documentation Manager

## WKCCI Members Discount Scheme

We are pleased to announce the following companies have recently joined the Discount Scheme

### Mark Janes Golf Academy

Contact: **Mark Janes 01732 359108 mark@markjanes.com**  
Discount: 30 minute Free assessment (a chance to meet and see if we fit as coach/client and for me to assess your game and give opinion of what is needed going forward). FOC range card normally £10 (gives discount on range balls) 30 minute lesson discounted price of £30 each and 60 minute lesson discounted price of £55.00

### Schmidt Kitchens & Interior Solutions

Contact: **Charley Jones 01892 547132 charles@schmidt-wimbledon.com**  
Discount: With purchase of a kitchen we will give the current printed offers\* + £250 John Lewis vouchers. (\*There are usually 4 printed offers per month and they change)

### Bewl Water

Contact: **01892 890000 info@bewlwater.co.uk**  
Discount: 10% off School Holiday Kids Camps and 10% off chartered fishing trips. Offers cannot be used with any other offer or loyalty scheme.

### One Warwick Park Hotel

Contact: **01892 520587 info@onewarwickpark.co.uk**  
Discount: L'Amore – 20% off food. 10% discount on day delegate rates for meetings and events for groups over 5 people 10% off hire for Functions and Events. Complimentary glass of house wine with Corporate Christmas Lunches. All offers cannot be used with any other offer or loyalty scheme.

### Salomons Estate

Contact: **01892 515152 reservations@salomons-estate.com**  
Discount: 10% discount on day delegate rates for meetings and events for groups of over 5 people. 10% off hire for Functions & Events. Offers cannot be used with any other offer or loyalty scheme.

### The Warren

(Independent restaurant serving game and fine produce from its estate in Crowborough)  
Contact: **Milosz Piwonski 01892 328191 contact@thewarren.restaurant**  
Discount: 10% off restaurant bill

### DMP-LLP

(Building Surveyors/Project Managers/Architectural Services)  
Contact: **John Whitlock 01892 534455 john.whitlock@dmp-llp.co.uk**  
Discount: 10% off any instruction for a WKCCI member or third party recommendation

The above discounts are in addition to the current discounts already offered by Members, full details of all discounts can be found on our website.