

Business FOCUS

Better Together

Working together, achieving more

Official Magazine of Bedfordshire Chamber of Commerce

Winter 2022/23

EMBRACING *the* *Triple* Bottom Line

with Bedfordshire Brewers Wells & Co.



CONNECT. GLOBAL. VOICE.



Bedfordshire
Chamber of
Commerce

Discover more at www.chamber-business.com

Ctrl Control
P Print Solutions

We're
Hiring...



Sales Executive

The Role

- New Business Sales Role.
- Telesales, foot canvassing, meeting with new and existing clients.
- Business to business sales, building long standing relationships, with new and existing clients.
- Learning the entire sales process.
- Working to achieve daily, weekly and monthly KPI's.



Perks

- Perkbox, offering 100's of rewards and discounts.
- Company car, mobile and laptop.
- Clear career progression.
- Full training provided.
- A great friendly atmosphere to work in.
- Competitive salary with great commission structure.



The Person

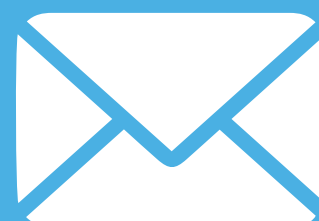
- Ambitious, driven and honest.
- A 'can do' attitude with a will to win.
- Passionate about customer satisfaction.
- Hard working.
- Looking for a long career in sales.



Sounds like the right job for you?

GET IN CONTACT TODAY BY EMAILING:

careers@ctrl-print.co.uk





Business FOCUS

Official Magazine of Bedfordshire
Chamber of Commerce

Our Partners



Editor

Paula Devine

Bedfordshire Chamber of Commerce
paula.devine@chamber-business.com

Design and Print

Treacle Factory

01582 416171

www.treaclefactory.co.uk

© Copyright 2022
Bedfordshire Chamber of Commerce
Hart House Business Centre,
Kimpton Road, Luton,
Bedfordshire LU2 0LB
01582 522448

Business Focus is an open forum for members of the Chamber. Your news, views, features and other items for possible inclusion are most welcome.

Views in Business Focus are not necessarily those of the Chamber, the publishers, their staff or associates.

While every care has been taken in compiling this publication, and the statements contained herein are believed to be correct, the publishers and the promoters will not accept responsibility for any inaccuracies. Reproduction of any part of this publication without express permission from the publishers is strictly prohibited.

Bedfordshire Chamber of Commerce and the publishers make no recommendation in respect of any of the advertisers and no recommendation may be implied by way of the presence of their advertisement.

Welcome

Welcome to the Winter edition of Bedfordshire Chamber of Commerce Business Focus Magazine.

Since the last publication of our magazine, we have seen a huge amount of upheaval. We witnessed the sad passing of Queen Elizabeth II followed by King Charles III acceding to the throne. In politics, we observed one of the biggest U-turns in history with the disastrous 'mini-budget', which was closely followed by the resignation of the Prime Minister.

There are no surprises when it comes to the main challenges being faced by businesses, seeing that they have all been headline news over the past three months. It is therefore not unexpected that business confidence has taken a significant hit. Our latest Quarterly Economic Survey (QES) shows that for businesses across Bedfordshire, inflation remains the most pressing issue closely followed by rising energy prices, while the ability to attract talent remains a handbrake on growth.

Needless to say, these are seriously challenging times. But I do have some positive news!

I am delighted that Bedfordshire Chamber of Commerce has been chosen to lead the development and delivery of the Local Skills Improvement Plan (LSIP) for Bedfordshire.

The Chamber will be working closely with our stakeholders to ensure we have a strong dialogue and engagement as part of our LSIP proposals for Bedfordshire. We look forward to driving this important agenda forward with our partners to ensure we deliver on the skills needs for the county.

As above, skills shortages are regularly highlighted by Bedfordshire businesses in our QES as a key recruitment issue, and LSIPs, funded by the Department for Education, aim to put the voice of local employers at the heart of the learning and skills system to build a stronger, more dynamic partnership between employers and further education providers.

It is hoped this will allow provision to be more responsive to the skills needs of employers in the Bedfordshire labour market. This is an exciting opportunity for the Chamber to bring together employers, training providers and other key stakeholders to set out the key priorities and changes needed to help ensure post-16 technical education and training is more closely aligned to local employer and labour market needs.

If this is something you would be interested in working with us on, please do not hesitate to get in touch.

Please remember that Bedfordshire Chamber of Commerce is here to support you and your business in any way possible, so please don't hesitate to get in touch on 01582 522448 if needed.

#workingtogether #achievingmore

Justin Richardson

Chief Executive
Bedfordshire Chamber of Commerce



Contents

04 Chairman's **VIEW**

Richard Cooper, Chairman of Bedfordshire Chamber of Commerce

05 Chamber **NEWS**

The benefits of a smart meter for your business and more...

07 Economic **REPORT**

Our quarterly financial report review

08 Member **NEWS**

Bedfordshire Chamber members share their news and developments

18 New **MEMBERS**

New businesses that have joined Bedfordshire Chamber of Commerce

19 Member **PROFILES**

Learn more about our recently joined members



Richard Cooper

Chairman of Bedfordshire
Chamber of Commerce

The Chairman's **VIEW**

"Out of Chaos comes Order", wrote the philosopher Nietzsche, and even in trying times, communities like ours must never lose sight of the upside. Adversity often harbours opportunity.

Take the political turmoil of the last few weeks. Yes, it has been excruciating to watch. But when chaos reigns, order tends to reassert itself all the more determinedly.

Does that mean we have finally reached a position of some stability in Westminster? One would hope so, because that stability ultimately means being able to rise above distractions and focus on the important stuff – like, for example, additional support for businesses.

And those businesses, in the many conversations I have with them, are resolute. Yes, there is concern around energy and fuel bills, rising materials costs, and labour shortage. But – revealingly – the majority still believe in their offering, even though they are having to work harder to deliver it.

I have even seen several new start-ups launch in recent weeks, with new products and specialist services. Are they just brave, or have they done what businesses have done since time immemorial: spotted hidden potential in a downturn?

It's all to play for. But what is critical right now – and will remain so until well into the New Year – is the constant review and finite management of your business performance. You can't stand up to challenges or fully exploit opportunities unless they're on your radar.

Chaos to order. Insight to action. Opportunity to outcome. That's what we're here to help you with. So stay positive.

Richard Cooper

“What is critical right now – and will remain so until well into the New Year – is the constant review and finite management of your business performance.”

Kent Brushes: **Regional Winner of the BRITISH CHAMBERS OF COMMERCE GLOBAL PLAYER AWARD**

Kent Brushes, a member of Bedfordshire Chamber of Commerce, was founded in 1777 and are both the original hair-care specialist and the oldest brush manufacturer in the world.

They are a Royal Warrant Holder, for the supply of brushes to the Royal Households; a privilege and honour held by the company successively through the last nine regal reigns since 1820. They see it as an endorsement of the company's quality attributes and standing in the world of brush-making.

They were nominated for Global Player due to their export business seeing significant growth:

- In 2008, they exported to 20 markets with a turnover of £650,000. This accounted for 22% of their total turnover;
- In 2021 they had expanded significantly, exporting to over 40 markets with a turnover of more than £6.7m; accounting for 54% of their turnover.

Kent products are typically more expensive than local brands, however they sell themselves as higher quality, bringing added value to the sales mix. Their efforts to preserve traditional skills and craftsmanship, for example continuing to make brushes by hand, have preserved the company's heritage and luxury quality.

Their brand value is of great importance and they have brand-protection measures in place to prevent 'grey' exporting. To further this aim they engage agencies such as Sentryc ensure global monitoring of platforms such as Amazon, eBay and Walmart. In order to ensure appropriate pricing within different global markets they also take care to ensure that a consistent ratio of price to margin is observed.

Despite their strong heritage, the business is constantly moving forward. They invest in continuous research and development in new market-appropriate ranges, which has been key to the company's success; key to which is their investment in sustainable materials (e.g. FSC) and packaging.

They also drive ongoing investment in new plant and machinery, to drive efficiencies and also to enable new shape and format possibilities.

Financial pressure brought about by Covid-19 led them to launch new licensing initiatives, with revenues going straight to their bottom line.

The twin impacts of Covid-19 on both freight rates and retail sales, together with Brexit issues, led them to syndicate their web business directly to overseas agents, with this contributing to 30% of their revenues and consequently reducing in-house web maintenance requirements.



Bedfordshire Chamber of Commerce Chief Executive Justin Richardson (right) at the presentation of the award to Kent Brushes

In addition to a visible presence in the retail and salon market segments, the company, working with partners, also specialises in custom projects for a number of global companies, which are kept confidential.

Today they are proud to distribute to the UK, the Americas, Europe, the Middle East, Asia and the antipodes. In 2022 to date they have also launched exports to Qatar, Vietnam and Oman.

Awards and Endorsements:

SME Export Fast Track 100 (Number 92) - Kent Brushes achieved the position of 92 on the annual, league table of British SMEs, with the fastest growing international sales in 2016

*Queens Award for Enterprise – International Business.
A significant commendation*

Malaysia – Consumer's Choice Award 2021/22

Fellowship – British Hairdressing

SMART METERS *are a* **SMART DECISION** for your business this winter



Firms of all sizes are currently confronted by a host of challenges, from soaring energy bills, labour shortages, spiralling inflation, and climbing interest rates. As a business owner, you need to ensure that your doors stay open and that your business can thrive no matter what the season brings.

Did you know that a smart meter could help your business this winter and beyond? Smart meters are the next generation of gas and electricity meters currently being rolled out in homes and small businesses across Great Britain by energy suppliers.

If you are looking for practical advice to help tackle these challenges, a smart meter could be a positive step for your business.

Make informed choices about your firm's energy usage

A smart meter could give you valuable insights into how your business uses energy, day and night, helping you to identify ways to reduce your energy use.

Close the door on estimated bills

Installing a smart meter is a positive step in taking control of business outgoings. Once installed, smart meters digitally

measure how much energy you're using and send your meter reading directly to your energy supplier at agreed intervals, putting an end to estimated bills.

Don't let energy costs keep you awake at night

Installing a smart meter can help you closely monitor where you spend your money, helping with planning and projection of costs in the short, medium, and long term. They allow you to spend less time worrying about cash flow and more time running your business.

Find out if you are eligible for a smart meter

Whether you rent or own your business premises, you could still be eligible. If you don't have your own gas and/or electricity meter, ask your landlord if they plan to get one for your building.

Half of eligible businesses across Great Britain already have a smart or advanced meter installed.

Firms with 10 employees or less could be eligible for a smart meter.

Visit <https://bit.ly/3hDIQLqto> to find out whether you are eligible. You can also contact your energy supplier or broker.

QES Quarterly ECONOMIC SURVEY REPORT

Bedfordshire Chamber of Commerce Quarterly Economic Survey (QES) forms part of the British Chamber of Commerce's national survey and is the principal business survey in the UK. Its results are closely watched by both the Bank of England's Monetary Policy Committee and the Treasury. The data reveals a timely and accurate snapshot for the economic climate for businesses in Bedfordshire and beyond.

Our latest results have been published and the outcome for Q3 2022 saw a worrying picture in the local business landscape, with almost every key indicator trending downwards.

- Domestic sales and forward orders saw a drastic contraction on the previous quarter with nearly 1 in 4 (23%) of respondents seeing an overall decrease in sales for the period and over 1 in 3 (36%) concerned about their revenue in the next quarter.
- Unsurprisingly, companies are not upping investment. Only 19% reported an increase to plant/equipment investment in the past 3 months, while 62% reported no change and 19% reported a decrease.
- There were further dips in business confidence with 21% of local businesses expect turnover to decrease and 1 in 3 expect profits to fall over the next 12 months. The highest since Q4 2020 when much of the UK was under some form of lockdown.
- 66% of companies expect prices to increase over the next 3 months and remain at record highs.

The Bottom Line

David Bharier, Head of Research at the British Chambers of Commerce (BCC), said:

"This quarter's results point to a significant decline in business confidence, with a clear shift downwards in many of the key indicators we track. Every sector has seen a falling proportion of firms reporting increased domestic sales, with the retail and wholesale sector particularly affected.

"Diminishing sales coupled with soaring inflation is a toxic mix, and many firms are no longer looking to the future with optimism. Profitability and turnover confidence for the next year have dipped significantly since last quarter. Both measures are heading towards levels not seen since the onset of the Covid crisis.

"While the subsequent energy announcement will have alleviated immediate pressure on firms' energy bills, confidence will have taken a further hit following the market reaction to the mini-budget.

"Many firms are caught in the pincer movement of soaring inflation and rising interest rates. The devaluation of the pound has also added a huge cost base for businesses reliant on imports.

"Businesses now desperately need to see economic stability in order to rebuild the confidence to invest."



David Bharier

Head of Research at the British
Chambers of Commerce

Member **NEWS**

PLANET.
PEOPLE.
PROFIT.



EMBRACING the *Triple Bottom Line*

As the pub trade makes its way out of its toughest period in living memory, much focus has rightfully been placed on the financial side of things – reducing expenditure as sites battered down the hatches for lockdown, then returning to trade and profitability on the other side.

Bedford family brewers and pub operators Wells & Co. recognise that there is more to doing good business than money, however. Like many, they did some serious thinking during the pandemic and decided to emerge with a new way of operating that puts equal emphasis on their impact both on the natural environment and the communities around them, including their own colleagues.

The model of the *Triple Bottom Line* is rapidly gaining momentum across forward-thinking businesses, and appeals to the team at Wells & Co. Instead of focusing on just a single bottom line – profit – the Triple Bottom Line model, incorporating Planet, People and Profit, requires companies to focus as much attention on social and environmental issues as they do on financial targets.

CEO Peter Wells explains: “Understandably, a lot of our recent work has been geared around delivering financial targets and returning the business to a normal footing. Looking to the future, however, we’re asking ourselves challenging questions about the impact we are making on the environment and the communities around us (which also includes everyone in our business).

To make a clear difference, we need to understand where we are now and then introduce the measurements and targets to improve. “



Wells & Co. staff tending to one of their bee hives

In pursuit of this goal, fifth-generation Wells family member Ed Robinson has taken on the newly-created role of Sustainability Manager, providing some dedicated focus to help steer Wells & Co. into this new way of working.

Ed adds: “It’s still relatively early days in my new role, but I’m already learning at a rate of knots and am hugely excited to drive the Triple Bottom Line approach to doing business across the Wells & Co. estate. Everything from waste management to supplier ethics will come under the microscope; we need to ensure that we’re acting as great neighbours, responsible operators and guardians for our environment, all whilst continuing to deliver an amazing guest experience.



Wells & Co. tree planting day

This will mean challenging the ways we currently do business in many respects; no small objective, but it’s a hugely worthwhile goal and I’m up for the challenge.”

Whilst recognising that their journey towards a truly sustainable, Net Zero way of operating will be a multi-year process, Wells & Co. have wasted no time in scoring some early People and Planet wins. Project in recent months have included the introduction of food waste reduction app Too Good To Go to their managed pub estate, the planting of 200 ‘Jubilee Trees’ at nearby forest centre Marston Vale, and the introduction of a handful of beehives behind their new home, Brewpoint, in Fairhill, Bedford – in fact the very first batch of ‘Brewpoint’ honey is now available for sale, meaning there’s more than one appetizing reason to make a trip to the Brewpoint bar.

<https://www.brewpoint.co.uk/>

Member NEWS

Spicer & Co celebrates AWARD SUCCESS

Dunstable-based Spicer & Co had a double celebration at the recent 2022 SME Luton and Bedfordshire Business Awards. Despite being in a very competitive category, the Chartered Accountancy practice was named the gold winner of Dunstable Business of the Year. It was also the runner up in the Family Business of the Year category.

"We are absolutely delighted with this achievement," says Suzanne Spicer, Chartered Accountant and founder of Spicer & Co which she runs with her husband, Steve. "We started at my kitchen table. 21 years later, we've become a thriving practice with a growing team."

Suzanne adds: "I'm extremely proud of what we've achieved together, and that our clients' requirements have remained our top priority. Our colleagues feel like extended family and this recognition reflects the hard work and dedication of everyone in our team."

The Luton and Bedfordshire Business Awards are presented annually at a glittering gala final. These prestigious accolades celebrate the successes of hard-working, industrious individuals and companies from across Bedfordshire.

www.spicerandco.co.uk

Zurich Resilience Solutions MOTOR RISK TEAM

Driving for work is likely to be the most hazardous activity that your employees perform. *It is estimated that up to a third of all road traffic accidents involve someone who is at work at the time - this may account for over 20 fatalities and 250 serious injuries every week!

Our Motor Risk Team provides expertise in areas such as operational road risk assessment, safety policies and procedures, safety programmes and training, incident reporting and investigation and the latest driver/vehicle safety technology. We work with all fleet types, including hazardous goods operations, across both private and public sectors.

Our team of motor risk consultants have over sixty years of industry experience between them, and have previously occupied roles such as Fleet Manager, Insurance Manager, Motor Underwriter and Health & Safety Consultant. So, having faced many of the challenges that you are experiencing, we provide pragmatic guidance and solutions that meet the needs of your particular circumstances.

Our solutions are available to anyone, whether or not they insure with Zurich. We're here to help you improve safety, manage risk and reduce motor-related claims.

If your organisation needs help with any aspect of your road risk management arrangements, we would love to hear from you. Please email zrs.enquiries@uk.zurich.com for more details or to arrange a free, no obligation consultation.



We Are MARSH FARM FUTURES

Marsh Farm Futures (MFF) is a company limited by guarantee and registered as a charity. Our strapline is to improve the wellbeing and quality of life of people who live and work in Marsh Farm and its surrounding areas. Working both independently and with partners and other agencies, we promote and initiate community growth through training, affordable space, business start-up advice, leisure and community activities and events, signposting and support.

Our indoor playpark, Futures Fun Factory, with its playframes and newly installed climbing walls, is a popular attraction in the area offering family leisure time to the community. Futures Fun Factory is also available for private hire and is a fun activity for corporate team building days.

MFF hosts several annual events for the community including a free fireworks display, summer family festival, winter wonderland and a Health and Wellbeing Day. We also offer an emergency foodbank as well as free lunches during the half terms for children in the area who qualify for free school meals. We are at the forefront of business and community work in Marsh Farm and are proud to be the 2022 Bedfordshire SME Business Gold Award Winner for best Lockdown Leader, SME Business Silver winner for best SME business under 50 employees and a finalist in the SME Best Community Business Award section.

MFF owns and is based in Futures House, a modern architectural building with natural light and a stunning atrium area. We offer quality office space to rent with sizes from 10sq m up to 300 sq. m on either short term 12-month licenses or long-term leases, at competitive prices. We offer free allocated parking bays to all tenants as well as free visitors parking. There is an onsite café, seating area for visitors as well as a tenants' lounge and kitchen area. We also have conference and meeting spaces which are available to hire for meetings and events.

To find out more about available office space and to book an appointment, email rafi@marshfarmfutures.co.uk, call 01582 512 555 or visit www.marshfarmfutures.co.uk

Wyboston Lakes Resort's hotel brasserie becomes first in UK to welcome a robot waiter

Mittens is the new cat-like robot waiter in The Gravel Pit Brasserie at the Waterfront Hotel on the Wyboston Lakes Resort.

The hotel is the first in the UK to invest in a state-of-the-art robot waiter, which has been programmed to deliver food from the kitchen to the serving team in the dining area.

Steve Jones, Managing Director of Wyboston Lakes Resort, said: "Automation has been a major focus at Wyboston Lakes Resort in the last few years and has solely served to support our teams and enhance the guest experience. Following a one-month trial, Mittens is our latest addition. Customers are still served by our brasserie team; however, they no longer need to run back and forth to the kitchen to collect food, making more time to spend with customers to deliver great service. The response from our team members has been overwhelmingly positive because the robot is highly functional, improves efficiencies, and has made their jobs easier. Customers have found the robot very entertaining, too."

Pudu Robotics is the company behind the 'Bellabot' robot, which has the face of a cat and has been affectionately named 'Mittens' by the Wyboston team. It can sing, talk, purr, show a range of facial expressions, and enjoys a pet on the head. It will even get a bit sassy if deliberately disrupted!

The interactive robot is lightweight and travels steadily at an average walking pace taking up to four large trays of food at a time. It uses a combination of sensors, artificial intelligence, and machine learning to manoeuvre safely through the brasserie and around tables, chairs, and co-workers. A display screen can be programmed with key messages.

To set up the robot, the Pudu Robotics team visited Wyboston Lakes Resort to map out the brasserie area using laser scanning technology. Pudu used the brasserie table plan so the robot can be programmed to move directly to a designated zone where the team then take the food and serve the customer. Pudu also mapped out the function area, so Mittens – or any future robots that may be added – can also be used to support the team in this space.

Rickie Kitt, Hotel Operations Manager, added: "Mittens gets all the attention and is guaranteed to put a smile on anyone's face, so I put up with her being bossy if I get in her way!"

www.wybostonlakes.co.uk



Schoolreaders CELEBRATES A DECADE OF DEDICATION

Schoolreaders is a Bedford-based children's literacy charity which will celebrate 10 years supporting children to read in 2023.

Set up by Bedford resident Jane Whitbread, Schoolreaders recruit, equip and match volunteers to primary schools, where they will listen to children read on a one-to-one basis.

The charity is much-needed as 1 in 4 children leave primary school unable to read to the required standard. This affects a child's ability to access their secondary schooling properly which has lifelong consequences. More schools than ever – including over half of the primary schools in Bedfordshire – are requesting Schoolreaders volunteers, particularly to help those children most disadvantaged following the education disruption caused by Covid lockdowns.

Many Bedfordshire businesses including SDC and The Maths Circle have supported the charity over the years alongside a number of local Trusts and Grant bodies and, as the charity gears up for 10 years, Schoolreaders is looking for more corporate partners.

There are many ways to support Schoolreaders which also benefits your company's CSR – from supporting a number of children with reading support to nominating it your Charity of the Year or your Christmas charity or holding individual events, team building, bake sales, sporting challenges, etc

Schoolreaders volunteers act as trusted role models in the classroom, not only helping children improve their reading but also through being a positive influence. There are many schools across Bedford and throughout Bedfordshire in need of support for the new term in January 2023. With further corporate support, Schoolreaders can reach hundreds more children across the county.

To find out more about becoming a valued corporate supporter of Schoolreaders, please visit: www.schoolreaders.org/corporate-support

Member NEWS

What Does Personal and Professional Development Look Like?

By Kate Cherry

It's easy to assume that to grow, you need to book on course after course, and gain certificate after certificate. But there is so much more to growth than that. I consider personal and professional development to go hand in hand.

Sometimes, it's an hour meeting with another business owner where you exchange skills. Other times it's someone sharing a tool that's helped them, which in turn can help you too. It can even be listening to other people's experiences and allowing those to trigger ideas in you. This is why networking is an important business strategy. It opens up opportunities and an environment for continuous learning.

What would it mean to have more eyes on your business? Word of mouth is one of the most effective ways to grow a business as it's based on reputation. The more you showcase your expertise among peers, the further you can spread your message.

Attending events like the Chamber's Connect Over Coffee and Meet the Neighbour collaborations is an essential part of growing that network, growing yourself and your messaging while raising your profile, and building key business relationships.



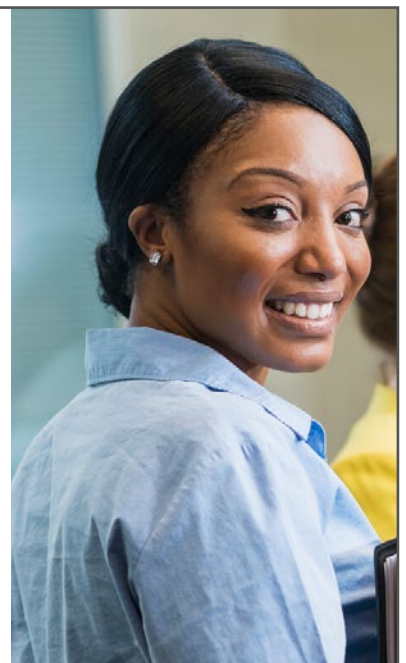
Likewise, our network of businesswomen across the Athena Network actively learns about each other so that they can make meaningful referrals to businesses they trust, at an international level.

If you'd like more people talking about what you do, come and visit my virtual Athena groups and let me introduce you to some like-minded women.

For more details and resources go to www.theathenanetwork.com, email kate.cherry@theathenanetwork.com or call 07909 675 333

Digital Execs Recruitment

DIGITAL CAREERS FOR EVERYONE



Speak to us if you are looking for digital and
social media talent

IAN BENJAMIN MD



01582 249562

Ian.Benjamin@Digitalexecs.com

www.DigitalExecs.com

Red Bird Tutoring wins Silver Award for BEST BUSINESS IN DUNSTABLE

We are delighted to announce that we won the Silver Award for Best Business in Dunstable at the recent prestigious SME Awards. Having previously won in the Best New Business category, we were proud to celebrate our roots as a Dunstable based business. It's nice when a panel of judges recognises your hard work and commitment to the local community. We currently work with several of the local Secondary schools to provide high quality personalised tuition to their disadvantaged families, we support two local youth football teams, we've donated money for new books to two Dunstable primary schools and are a collection point for The Dunstable Foodbank. We're currently in negotiations to see how we can best support newly arrived immigrants into the town and are always on the lookout for more ways to support Dunstable. The business has gone from strength to strength during these last few turbulent years and we have now extended our tuition to 1:1 online support for children who can't travel to the centre. We can now provide support for all the GCSE subjects, some up to A-level whilst still providing that vital face to face support in Dunstable. Here's to what this academic year has to offer us! Onwards and upwards. redbirdtutoring.com/



THSP CELEBRATES 30 YEARS

Bedfordshire Chamber of Commerce member, THSP, celebrated their 30th Anniversary in September.

But this was no ordinary milestone. Not only has it been 30 years since John Thoday and Adrienne Massey founded The Health and Safety People, but it is also one year on from the business becoming Employee Owned.

The company celebrated in the style they have always enjoyed – a relaxing festival night at The White Horse at Southill.

Managing Director, Adrienne Massey said, "John and I are delighted the business has come so far, and now we have placed the business in the hands of our employees, they are doing a magnificent job of taking it to a new level." THSP's current focus is to demonstrate the positive effects on businesses of "getting it right". That is, encouraging their customers to embrace best practice within their organisations. This will allow company owners and managers to enjoy the benefits of having great


health and safety and HR systems and support in place which will help them achieve healthy, safe working environments with happy staff. And the knock-on effects of that runs through the entire organisation from productivity to staff retention, all leading to higher profits.

Head of Customer Services and Sales, Kirsty Maynard said, "Our colleagues are working extremely hard to ensure we make a success of THSP. It's in our hands now and we have a fantastic opportunity to do well for everyone involved. Over the past year we have developed more great software for our customers to make their jobs both easier and safer. We train and retrain our teams to ensure they offer the best possible service to our customers, and we are growing both our consulting and our support teams to ensure we provide the best experience for our customers when it is needed. This is evidenced in the retention of annual contracts being in excess of 90% and we are delighted to have four customers who have remained with us since the first year of trading in 1992."





THSP's customer base has been mainly within the construction and demolition sectors, with a smaller percentage in manufacturing, engineering and retail. However, the business is seeing a wider spread of businesses across all fields of industry and commerce especially with the diversification into new products within the HR/Employment Law sector. "People affect every type and size of business" says Andrew Wilson, THSP's Director of HR & Employment Law. "We cover a diverse range of businesses from health clinics to satellite and telecoms organisations, to mobile homes parks, as well as international retail chains and top London restaurants, as well as our traditional base. Everyone we work with feels the benefit of our support, and the popularity of our new HR Plus service has resulted in us increasing our team."

THSP are based in Mile Road, Bedford and are currently recruiting for health and safety consultants. www.thsp.co.uk

Member NEWS



London Luton Airport

The hotel offers **250** spacious, contemporary guest rooms featuring light-cancelling blinds, **55"** SMART TV's, multiple USB points and air-conditioning.

Additional guest amenities include:

- The Kitchen & Bar at Courtyard, offers **all-day dining**
- **24-hour** fitness suite
- **24/7** Market Place
- Business center
- **Car-parking**
- **3** Meeting & event spaces
- Courtyard's signature media pods

The hotel has excellent air, road and rail connections:

- London-Luton Airport is a short, **15-minute** walk
- M1 Motorway junction 10 is a **5-minute** drive
- Luton Airport Parkway station, with direct links into St. Pancras International, is a **13-minute** walk

Chamber Members - Small Meeting Package

- * Unlimited Tea/Coffee, Jugs of Water
- * Pastries, Biscuits, Sweet Treat
- * Hot/Cold Buffet Lunch
- * LCD TV & Flip Chart
- * Complimentary High Speed Wifi
- * Room Hire Only

£36.00 Per Person
Quote - Meet22

Contact - simon.standing@courtyardlutonairport.com



"improving the wellbeing and quality of life of people in Marsh Farm and the surrounding areas"





- OFFICE SPACE AVAILABLE
- TRAINING AND MEETING ROOMS
- BUSINESS CENTRE
- CHILDREN & YOUTH ACTIVITIES
- HALLS FOR HIRE
- COMMUNITY EVENTS
- INDOOR SOFT PLAY
- COMMUNITY CAFE

FUTURES HOUSE, THE MOAKES, LUTON, BEDFORDSHIRE, LU3 3QB
01582 512 555
info@marshfarmfutures.co.uk
[@MarshFarmFuture](#) [Marsh Farm Futures](#)

AUDIT • TAX • ADVISORY



Having tomorrow's conversations, today

In today's ever changing market conditions, it's important you get the very best advice.

At MHA, we build strong, supportive partnerships with our clients to help them achieve sustainable growth.

Let's face the future, together.

1 The Forum
Minerva Business Park
Peterborough, PE2 6FT

T: +44(0)1733 568491

macintyreHUDSON.co.uk



Now, for tomorrow



FUJIFILM UK Opens New Strategic Headquarters in Bedford

New sustainability-focused HQ for Fujifilm UK – graded BREEAM ‘Excellent’ – is officially opened with a traditional Japanese Kagami Biraki ceremony, with guests from the UK Government, Japanese Embassy in the UK and Bedford Borough Council.

On 18 October 2022, FUJIFILM UK Limited opened its new strategic UK headquarters in Bedford, where company operations have been based for almost 40 years.

Tom Watanabe, Managing Director at FUJIFILM UK Limited said, “In our 46-year history in the UK, Fujifilm has had a home in Bedford for nearly 40 of those years. Today, we bring all our skilled colleagues working across various business fields under one roof where, together, we hold the opportunities of innovation.

Mayor Dave Hodgson of Bedford Borough Council added: “We’re delighted to have Fujifilm opening their new UK headquarters, which will bring investment in technology and the sciences to Bedford Borough. We are excited to continue the great working relationship we have with them moving forward.”

Addressing attendees at the opening event, Roz Campion, Director of the Office for Life Sciences said: “I am pleased to have the opportunity to celebrate the value of innovation your company brings to the UK across the entire economy. I see the strong and positive relationship between the UK and Fujifilm as a microcosm of the lasting partnership between the UK and Japan.

“As Director of the Office for Life Sciences, I know for a fact that the contributions of Fujifilm to make the Life Sciences

Vision a reality is invaluable. I look forward to building on these partnerships.”

Attendees were also witness to several sustainability initiatives in place across the building, built in partnership with Graftongate, Southill Estate, principal contractors MCS Group and Lewis Berkeley. In line with Fujifilm’s commitment to a greener, cleaner way of working, an array of 80 solar panels on the roof will save 29 tons of CO2 emissions each year, the rainwater recycling and storage system flushes toilets across all three floors, and tens of electric vehicle charging points accommodate the company’s evolving fleet.

Colin Beasley of Graftongate added: “We are delighted to have worked with Southill Estate, Fujifilm UK, and Bedford Borough Council to deliver this outstanding building and sustainable working environment.”

Home to over 300 staff, the BREEAM (Building Research Establishment Environmental Assessment Method) ‘Excellent’ building seeks to nurture the ground on which it stands, with bee hotels and bat boxes residing in biodiverse landscaping and continuing to build on its partnership with The Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire to develop further ways to give back to local environment into the future.

Charles Whitbread of Southill Estate commented: “The Estate is proud to deliver this attractive environmentally efficient building which cements Fujifilm’s relationship with the Bedford area.” Fujifilm UK looks forward to strengthening its relationship with the community as the company and its colleagues continue to innovate and grow from Fujifilm House.

www.fujifilm.com

Member NEWS



FREE ENTRY

22nd March 2023

9.00am-1.30pm
Breakfast Networking
Free workshops
Lunch Networking

THE 3 COUNTIES EXPO IS BACK IN 2023

Riverside Conference Centre
Venue 360, Gipsy Lane,
Luton LU1 3JH
www.3countiesexpo.co.uk
Call 07795 683598

Showcase your business.
Meet and connect with
other businesses from
Herts, Beds and Bucks -
an event full of
opportunities.



L&S honoured as the BEST ACCOUNTING & TAX FIRM IN THE COUNTY

The L&S Accounting Firm has scored the trophy for the Best Accounting & Tax Firm in Bedfordshire (2022) hosted by the Southern Enterprise Awards (SME).

The business itself specialises in Financial Services from Accounting and Consulting to resolving Tax and HMRC Issues. They are also fabulous at Mortgage Advice and the regular Payroll and Umbrella Scheme services used by many Recruitment Agencies in Bedfordshire and across the United Kingdom.

'We have been working very hard for this title and we would not be able to do it without the help of our amazing team of accountants, payroll and marketers' said Laurel Stephen, the directing manager. 'We are looking to continue this work for our clients and keep on expanding in ways to bring more benefits to our services'

The SME Award is only one of 15 that L&S has received since they have been operating. Along the line of successes, the company has become the most popular in the area for their Umbrella Scheme Services with 95% of positive reviews from their existing clients. The fast-growing business is continuously improving and altering their services to suit the needs of their clientele with the recent addition to the family of Sustainability Services.

Further details about L&S can be found on: www.lsaccountingfirm.com/ where you can book appointment, request quotes, and register your interest.

Calling all Business Women of Bedfordshire *IT'S TIME TO ACT!*



Join our thriving membership
and help deliver exciting
philanthropic projects.

**We have donated £16,000 to
women in Bedfordshire to
Retrain-Upskill-Start a Business**

**No time to waste
Get in Touch Today**

☎ 01525 306 690
✉ evolve@blcf.org.uk
🌐 blcf.org.uk/partnerships/evolve/



Why Five Generations of Family Involvement and Responsive Corporate Values HAVE BEEN KEY TO NEVILLE GROUPS' SUCCESS

As the Neville Trust Group looks forward to its 150-year anniversary, the company shares its insights into what it takes to run an authentic and reliable family heritage business.



Dedication to business

Drive and determination are projected through passionate individuals that are invested in a company and want to make a change.

Employees that see their work within their communities fall into place successfully will consequently be validated, and their efforts and investment in the business amplified. These team members are invaluable to the success of family businesses.

Communication for success:

As businesses and teams expand, the importance of internal communication being set up is vital in ensuring that everyone feels heard.

Communication should be hardwired into the DNA of every business, across the board, to provide great service and support, not only externally, but internally within teams, too.

Investing in team members:

Companies that encourage team loyalty distinguish themselves from their competitors reaping the benefits.

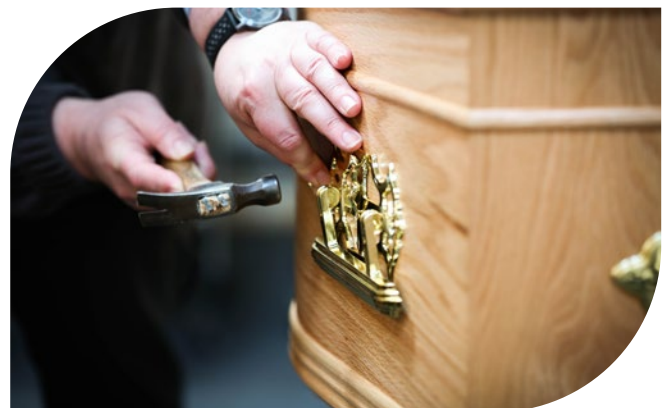
The offering of apprenticeships is a productive and effective way to grow a talent and invest in developing a motivated, skilled, and qualified workforce. Mental health first aid

training and awareness is vital in ensuring your workforce are understood and cared for and incorporating everyone into the family is essential to creating a culture of nurture and support.

Corporate social responsibility:

The key principles and corporate responsibility of any family business are shared down through generations and preserved to continue the values that have made the company so successful.

CSR should not take away from the bottom line, but build reputation, creating a wider positive economic impact.



Flexibility:

There are unique challenges that come with family business but having clear boundaries between work and home is essential. Much like a family, it is crucial, to have different members, opinions, and qualities within a team.

The measurement of success for many family businesses extends past their profit margins, and looks at its achievements of managing relationships, as much as the business they run.

www.nevillefuneralservice.com



NEVILLE FUNERALS
Because there is a difference.

New MEMBERS



We would like to extend a very warm welcome to all **New MEMBERS** of the Bedfordshire Chamber of Commerce. You can learn more about becoming a member and all of the associated benefits by calling us now on 01582 522448 or by emailing your enquiry to info@chamber-business.com

A2z Employment

www.a2zemployment.co.uk

Employment and Training

Bedford Creative Arts

bedfordcreativearts.org.uk

We are an arts charity producing ambitious new projects in any artform for, by, and with communities in Bedfordshire. Our commissions respond to the people and places where we work, often championing issues of social justice, cultural education and place-shaping.

Challney High School for Boys

www.challneyboys.co.uk

Secondary school in Luton – Part of Chiltern Learning Trust

Challney High School For Girls

www.challneygirls.luton.sch.uk

Secondary school in Luton – Part of Chiltern Learning Trust

Chiltern Learning Trust

www.chilternlearningtrust.org

Multi Academy Trust in Bedfordshire

CHQ Architects

www.chq-architects.co.uk

Architectural Practice

Crème Brew Lait

www.cremebrewlait.co.uk

Caterer providing breakfasts, lunches, afternoon teas, private and corporate events biscuit boxes, 3d biscuit design.

Denbigh High School

www.denbighhigh.luton.sch.uk

Secondary school in Luton – Part of Chiltern Learning Trust

Evans Halshaw Ford

evanshalshaw.com/ford/new-vans/

Dedicated Ford dealership – offering Commercial and Passenger vehicle sales as well as a full suite of service, aftersale and MOT facilities.

Fifteen Three Digital

fifteenthree.co.uk

Website Design

HR Delivered Ltd

www.hrdelivered.co.uk

Human resources solutions for SMEs

Lea Manor High School

www.leamanorhighschool.org

Secondary school in Luton – Part of Chiltern Learning Trust

Menu Fresh

menu-fresh.co.uk

Wholesale fresh food supply

MHA

mha-uk.co.uk

We are a firm of chartered accountants, tax and business advisers. From offices across the UK, we provide a full range of financial and business services to enterprises and individuals helping them to achieve growth and long term success.

Powering Your Potential Ltd

www.poweringyourpotential.co.uk

PYP help people and businesses go further faster. 'The Triangle of Potential' PYP's proven model concentrates on 3 areas Communication, Personal Brand and Personal Development. Helping individuals develop and prepare for the next stage of their careers.

Putteridge High School

putteridgehigh.org

Secondary school in Luton – Part of Chiltern Learning Trust

Right at Home Bedford

www.rightathome.co.uk/bedford/

Home care services

S A Bates & Son Funeral Directors

[www.dignityfunerals.co.uk/funeral-](http://www.dignityfunerals.co.uk/funeral-directors/locations/england/)

[directors/locations/england/](http://www.dignityfunerals.co.uk/funeral-directors/locations/england/bedfordshire/dunstable/115-west-street)

[bedfordshire/dunstable/115-west-street](http://www.dignityfunerals.co.uk/funeral-directors/locations/england/bedfordshire/dunstable/115-west-street)

Funeral Director

Speakers for Schools

www.speakersforschools.org

Social mobility charity, aiming to end educational inequality by giving all young people access to the same prestigious networks available to the top fee-paying schools in the UK. We run a number of programmes including Inspirational Talks, Work Experience, a National Teen Book Club and also offer a youth card.

Spreetail UK Ltd

www.wearespreetail.com

Ecommerce Retail (Selling various products online at various marketplace)

The Disability Diva

thedisabilitydiva.co.uk

IT support and basic skills mentor

Tottenham Hotspur Football Club

www.tottenhamhotspur.com

Football Club

UK Truck & Plant Group Ltd

truckandplantgroup.co.uk

Vehicle and plant maintenance provider

Wells & Co

www.wellsandco.com

Public Houses

Member PROFILES

Better Together
Working together, achieving more

Member PROFILES are provided as part of membership to the Bedfordshire Chamber of Commerce. You can learn more about becoming a member, so you too can enjoy this and a host of other benefits, simply by calling us now on 01582 522448 or by emailing info@chamber-business.com

A2z Employment Ltd

👤 Michael Birch

☎ 01767 235007

📧 www.a2zemployment.co.uk



A2z Employment are a local independent agency with over 30 years' experience recruiting for the supply chain providing anyone from HGV Drivers to Transport Managers. A2z are also an accredited Training provider offering a comprehensive industry training service including Driver CPC.

MHA

👤 Jemma Wyman

☎ 01733 568491

📧 mha-uk.co.uk

✉ jemma.wyman@mhllp.co.uk



We are a firm of chartered accountants, tax and business advisers providing a full range of financial and business services to enterprises and individuals. We are committed to helping our clients to achieve their objectives across our four services lines of Audit and Assurance, Tax, Advisory and Outsourcing.

Bedford Creative Arts

👤 Elaine Midgley

☎ 01234 818670

📧 www.bedfordcreativearts.org.uk

✉ info@bedfordcreativearts.org.uk



An arts charity producing ambitious new artwork in any artform which is made for, by and with communities in Bedfordshire. Our commissions respond to the people and places where we work, often championing issues of social justice, heritage, cultural-education and place-shaping. We're open to partnerships & commission in all sectors.

The Chiltern Learning Trust

👤 Mary Ellis

📧 www.chilternlearningtrust.org

✉ pa.ceo@chilternlearningtrust.org



The Chiltern Learning Trust was formed in 2013 and is a multi-academy trust that has a focus on delivering the highest possible educational outcomes for children and young people in Bedfordshire. We work together in a collaborative way using our best teachers and leaders to raise participation and narrow gaps in achievement.

DIVA Services

👤 Sarah Park

📧 www.thedisabilitydiva.co.uk

✉ thedisabilitydiva@gmail.com



DIVA services help support people with disabilities to increase confidence and achieve their goals through the use of tech. We help give them the tools they need to succeed in their everyday lives. If you or someone you know could benefit from our services, please don't hesitate to contact us.

Tottenham Hotspur Football Club

👤 Max Fenton

📧 tottenhamhotspur.com

✉ max.fenton@tottenhamhotspur.com



Here at Tottenham Hotspur Stadium we have a multitude of ways that businesses use us effectively through our Seasonal Memberships. Spend more time with your new prospects, retain your existing clients and incentivise your teams with seats at our world class venue. Gain access to the NFL, sell-out concerts and more alongside the elite of Premier League & European football.

HR Delivered

👤 Helen Stocker

📧 www.hrdelivered.co.uk

✉ hello@hrdelivered.co.uk



HR Consultancy supporting SMEs. Providing value add & innovative HR products and services that give business owners exactly what they need right when they need it.... Whatever stage they are on their journey.

UK Truck & Plant Group Ltd

👤 Malcolm Norton

☎ 01234 339804 / 07572 217071

📧 www.truckandplantgroup.co.uk

✉ malcolm@truckandplantgroup.co.uk



We are Bedford's largest independent MOT station for vans, trucks, trailers, buses and coaches. We offer vehicle maintenance solutions for all makes and models of commercial vehicles and plant which can be tailored to suit your requirements. Our aim is to keep your fleet on the road. We will ensure your fleet is legally compliant backed by a swift turnaround time and free technical advice.



HM Government



University of
Bedfordshire

Through the 90% subsidised, government-backed
Help To Grow: Management course, leaders of small and
medium sized businesses can get a competitive edge for just £750.

FIND A COURSE TODAY AT THE UNIVERSITY OF BEDFORDSHIRE

www.smallbusinesscharter.org/bedfordshire-se-cohort-3



- 90% government funded
- 1:1 mentoring
- Peer networking
- 50 hours of training
- Custom Growth Action Plan
- Developed by business experts
- Delivered by accredited business schools

HELP TO GROW

MANAGEMENT COURSE

TAKE YOUR BUSINESS
TO THE NEXT LEVEL