

# Business FOCUS

**Better Together**

Working together, achieving more

Official Magazine of Bedfordshire Chamber of Commerce

Autumn 2022

## Tackling the **RISING COST** of **BUSINESS**

Helping businesses adapt  
and overcome current  
economic challenges

**CONNECT. GLOBAL. VOICE.**

Discover more at [www.chamber-business.com](http://www.chamber-business.com)



Bedfordshire  
Chamber of  
Commerce



## Business payments made simple

- ✓ In-house currency expertise
- ✓ Great rates on over 100 currencies
- ✓ Access to your own personal account manager
- ✓ Bespoke hedging solutions

**EQUALS**  
Money

## Get in touch today



**Wayne Hanson**

☎ +44 (0) 207 965 4093

✉ w.hanson@equalsmoney.com

🌐 equalsmoney.com



## 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 Autumn edition of Bedfordshire Chamber of Commerce Business Focus magazine.

We continue to experience turbulent and challenging times both economically and politically. One might say that it is the perfect storm with multi-faceted issues facing local companies, with significant headwinds facing the region's economy and inflationary pressures soaring to record levels. In our latest quarterly economic survey (QES), firms cite cost increases coming at them from all angles, ranging from energy bills and raw material prices to staff wage inflation.

Making the most of the circumstances and seizing the opportunities that are out there seems to be the only option in the environment in which we find ourselves.

A core element of the Chamber's purpose is to help businesses thrive, to support you to find the solutions to the challenges which we all undoubtedly share and connect you with others in the network who can assist you on your journey. In short, you are not alone. There is a whole network you can access and leverage that can make a real difference to you, no matter what the circumstances are.

Looking forward (and after everyone has had a well-earned summer break!), we will continue to develop services to help deliver solutions to support your business growth ambitions. The first of these will be helping local companies to explore new international markets and we have secured a virtual trade mission with the British Chilean Chamber of Commerce for later this year. Chile is seen as the 'gateway' to South America and there are buyers that are keen to meet those in Food & Drink, Retail, Agriculture and Green Technologies. If you are interested in getting matched with international buyers, please get in touch with our Global Trade Services team.

...and don't forget we have recently launched your free to use carbon footprint calculator and EMS training to help you to begin your net zero journey!

I hope you all have a chance to have a summer break and the opportunity to reset your batteries.

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

Tackling the rising cost of doing business and more...

## 06 Economic REPORT

Our quarterly financial report review

## 07 Chamber EVENTS

Forthcoming events from Bedfordshire Chamber of Commerce

## 08 Member NEWS

Bedfordshire Chamber members share their news and developments

## 21 New MEMBERS

New businesses that have joined Bedfordshire Chamber of Commerce

## 22 Member PROFILES

Learn more about our recently joined members





**Richard Cooper**

Chairman of Bedfordshire  
Chamber of Commerce

## The Chairman's VIEW

"Adapt and overcome" goes the military saying, but the reality is that our members could probably teach the Army a thing or two on this score, given what they've dealt with (and continue to deal with) recently – from the "long tail" of the pandemic, to spiralling costs and inflation, to global supply chain disruption.

This is fighting spirit at its best and it has shone through in my meetings in recent weeks with a number of businesses who told me that, despite the fact they continue to be challenged, they are now decidedly more positive in their outlook for growth.

Embracing rapid change is key, here. In the past, business models were generally pretty static and only occasionally reviewed and tweaked, but now change is the new norm – which means agility is the new business model.

Technology is often our ally in this transformation. Videoconferencing apps helped us communicate and work through Covid, in ways many of us had never previously entertained. Other tools can help us get better at predicting changing market needs, evaluating business performance, or indeed measuring and reducing our carbon footprint.

The point is, further change is inevitable and it will require a more robust, fluid and flexible approach that encompasses frequent reevaluation and quick, effective responses. Plan, review, adapt and, of course, overcome.

But you're not doing this alone. At Bedfordshire Chamber of Commerce, we support and assist you through it. In fact, in a changing world, for our members we're very much a constant.

*Richard Cooper*

*"In the past, business models were generally pretty static and only occasionally reviewed and tweaked, but now change is the new norm - which means agility is the new business model."*



## How Firms Can Tackle THE RISING COST OF DOING BUSINESS

We're all now familiar with the cost of living crisis – how households are struggling to keep up with bills and afford the rapidly rising cost of food, fuel and other essentials.

But there's another crisis, similar to the struggle households are going through, which is dramatically hitting businesses, and that's the 'cost of doing business' crisis. Firms across the country are being confronted by rapidly rising costs of vital raw materials, fuel, wages and, of course, energy.

Many businesses simply don't have either the spare income, or the spare savings, to manage such instant and dramatic increases.

### What's caused this?

The current price inflation is one of many impacts of the Covid-19 pandemic, which interrupted supply chains, clogged manufacturing, and created the global delays that are being seen years later.

This has been worsened by worldwide issues such as the conflict in Ukraine, and the continuing Covid-19 lockdowns in China, which have also increased prices.

Battered businesses now face a stark choice – whether to pass on the increases to their customers, or to try and absorb these new expenses to keep prices down.

### A positive step for businesses

In order to cope with these dramatic cost increases, firms need to get a grip on their expenditure. Unexpected bills are the last thing they need in this current climate – and in particular energy bills are a significant worry for a lot of bosses.

There's some good news though – installing a smart meter is a positive step in taking control of business outgoings. Once installed, energy readings will be sent directly to the supplier, bringing an end to estimated bills.

That means that businesses will only pay for what they use – and some energy suppliers may also offer an in-home display screen, to show exactly how much energy is being used. A handy way to bring an end to shocks at the end of the month!

Firms with 10 employees or less could be eligible for a smart meter. To find out more please visit <https://bit.ly/3pqUSY1>. You can also contact your energy supplier or broker.





## Engineering Bursary Award 2022

It hardly seems possible that it was 13 years ago that Veruth Holdings and the Bedfordshire Chamber of Commerce launched the Engineering Bursary scheme, for a student in Luton to read any form of engineering at a British university and be supported by £5000 per year. This means that nearly £250k has been, so far, invested in the scheme and it will be continuing. It is so important that Luton students are supported and encouraged to read a subject that is vital to the success of the UK economy and that of Luton.

After two years of the award having to be presented online it was so nice that this year, we were able to have the presentation face to face which took place on the morning of 7th July at Cardinal Newman Catholic School in Luton. David Sheridan of Veruth Holdings announced this years winner as Tejan Kamara from Luton Sixth Form College.

Tejan said: "I am grateful to receive this award. It will allow me to focus on my studies without being as worried about money".

David Sheridan commented: "Tejan Kamara was the choice of all the judges from a strong field of applicants. He now will join twelve predecessors who are nearly split 50:50 male and female. We wish him every success with his studies."

Ana Rosselli, who won the award in 2020 contacted David with an update at the end of her 2nd year at Bolton University. She commented: "I am happy to inform you that I have completed my second year at university with firsts in all my modules and am so thankful for the engineering bursary to support me through this second year."

David said: "I am very grateful to the other judges who give of their time freely to choose the award. All entrants get a certificate for having entered and we really appreciate the effort students (and their support teachers) put into this and look forward to reading the many scripts again in 2023."

## 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 Q2 2022 saw a mixed picture in the local business landscape, with inflationary pressures continuing to reach uncharted territory.

- Domestic sales and forward orders saw improvements on the previous quarter but less than half (46%) saw an overall increase in the period.
- Unexpectedly, investment intentions for capital purchases improved and although 60% expect no increases to their investment plans this bucked the national trend where 75% of respondents have no plans to do so.
- There were further dips in business confidence with 17% of local businesses expect turnover to decrease and 1 in 4 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.
- 68% of companies expect prices to increase over the next 3 months and remain at record highs.

## The Bottom Line

Responding to the findings, Director General of the British Chambers of Commerce, Shevaun Haviland, said:

"The red lights on our economic dashboard are starting to flash. Nearly every single indicator has seen a deterioration since our last survey in March. Business confidence has taken a significant hit and fears over inflation and cost pressures are at new record highs. But it is not too late for the Government to take action to help businesses through these challenging times and put the economy on a more stable footing.

A cut in VAT on energy bills to 5% and other steps to relieve the tax burden on firms to encourage investment are crucial.

Better infrastructure, a strategy to address labour shortages and a unified long-term economic strategy to give businesses more certainty are also needed.

The Government must swiftly demonstrate that it is on the side of business if confidence to invest is to be restored.

Only then will we be able to return some momentum to the economy and find a pathway through the current difficulties."



**Shevaun Haviland**  
Director General of the British  
Chambers of Commerce



You'll find plenty of opportunities to connect with other Bedfordshire Chamber members and local businesses at our range of upcoming events. Here are just some of the scheduled events in 2022:

CRANFIELD EAGLE LAB, CRANFIELD  
UNIVERSITY, MK43 0FQ

**Tuesday 27th September 2022**  
**9.30am – 12.30pm**

Browse the range of free health and wellbeing services available for you and your employees. All Bedford and Central Bedfordshire workplaces welcome. For senior managers, wellbeing leads, health champions, team leaders, HR personnel and employees. For more information contact the Public Health Workplace Health Team: [public.health@milton-keynes.gov.uk](mailto:public.health@milton-keynes.gov.uk) To register your attendance for this drop in session please visit: <https://events.chamber-business.com/events/chamber-events/>

**FREE FOR MEMBERS**

## Workplace Health and Wellbeing Event



THE RUFUS CENTRE, FLITWICK

**Thursday 1st December 2022**  
**4.30pm – 6.30pm**

This members' only event offers you the ideal opportunity to network with both new and existing members. The Chamber team will also be on hand to update you on our current services and benefits. Make sure you bring plenty of business cards and be prepared to meet like-minded professionals.

**FREE FOR MEMBERS**

Please reserve your place online at [www.chamber-business.com](http://www.chamber-business.com)

## Winter Chamber Members' Reception



Would you like to promote your business further? Why not take part in our mini exhibition and let fellow members find out more about you and your business? If you are interested in taking part please email: [events@chamber-business.com](mailto:events@chamber-business.com)



## Bedford Radio confirms LICENCE TO BROADCAST ON DIGITAL RADIO

Following its successful FM broadcast in July covering the Bedford River Festival and Bedford Fringe Festival, Bedford Radio is excited to announce that it has been awarded a licence to broadcast on DAB digital radio.

Ofcom have confirmed Bedford Radio's Community Digital Sound Programme Service (C-DSP) licence, which enables the station to broadcast on small scale DAB (SSDAB) when it begins in Bedford, most likely in 2023.

Station Manager Martin Steers said: "We've heard so often that there is real demand for a local radio station serving all of Bedford's communities. This came through loud and clear from people who spoke to us at the River Festival, and told us they'd enjoyed finding us on FM, often while driving into town for the Festival that day! So we're delighted to be able to confirm that we have a licence to broadcast on digital radio across Bedford."

There is a separate process for allocating the licence to operate the SSDAB "multiplex" and transmitters,

which Ofcom is still undertaking. Bedford Radio has led a consortium of local community stations to bid for this, although there are two other bidders.

Martin Steers added: "If our bid for the multiplex is also successful, our destiny will be in our own hands, and we will be able to launch on digital radio just as soon as we can get the transmitters set up. If another bidder wins, we will still be able to secure space on the multiplex and broadcast on digital radio: the only difference will be that we will have to raise funds to pay the fees, and the timing will be down to the winning bidder, not us. Either way, we certainly hope to be on digital radio in 2023."

Bedford Radio is now broadcasting programmes online, and plans to grow its schedule prior to launching on digital radio. We would like to hear from anyone who is interested in presenting a show, or helping with any other aspect of running the station.

*Anyone interested should email [hello@bedford.radio](mailto:hello@bedford.radio).*

**To book your places and for further information call 01582 522448  
or visit [www.chamber-business.com/events/chamber-events](http://www.chamber-business.com/events/chamber-events)**





**RESOURCEFUL  
PEOPLE GROUP**  
Enabling, Supporting and Protecting

We are a fresh, agile **HR consultancy** that loves partnering with our clients, placing the spotlight on your issues and developing practical HR solutions.

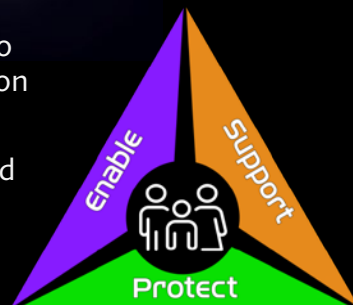
We believe that finding cost effective solutions that can **enable**, **support** and **protect** both businesses and employees is fundamental in everything we do.

We would love to start a conversation with you.

Contact us to find out more.

**07484 293747**

**info@resourcefulpeoplegroup.com**  
**www.resourcefulpeoplegroup.com**



## INSPIRING LIVES FOR 60 YEARS

HOUSING |  
HOMES WITH SUPPORT |  
CLEANING  
AND GARDENING |  
LETTINGS |  
PEOPLE EXCELLENCE |  
PURPOSEFUL  
EMPLOYMENT |

60



# Member NEWS

**Better Together**  
Working together, achieving more



PHOTO: AUTISM BEDFORDSHIRE

## Rookery South Community Trust Fund AWARDS FIRST GRANTS WORTH £99,000

Nine local organisations are celebrating being awarded grants through the new Rookery South Community Trust Fund. The Fund, launched in December 2021, will benefit communities within ten Parishes located in close proximity to the Rookery South Energy Recovery Facility near Stewartby, in Bedfordshire. The successful projects that will share £99,465 from the first funding round are:

**ST ANDREW'S PARISH CHURCH AMPHILL**  
Chapter House Community Upgrade Project - **£15,047**

**MARSTON MORETEYNE PARISH COUNCIL**  
Marston Moreteyne Community Centre Photovoltaic Project - **£20,000**

**HOUGHTON CONQUEST PARISH COUNCIL**  
Pavilion Kitchen and Patio Improvement Project - **£7,612**

**AMPTHILL TOWN BAND**  
Post-COVID Recovery Project - **£10,000**

**MILLBROOK PARISH MEETING**  
Alfred Everitt Playing Field New Play Equipment - **£9,930**

**AUTISM BEDFORDSHIRE**  
Social Groups for Autistic Adults in Ampthill and Marston Moreteyne - **£3,599**

**MARSTON MORETEYNE PLAYING FIELD COMMITTEE**  
Upgrade Facility - **£8,690**

**AMPTHILL TOWN CRICKET CLUB**  
Pavilion Extension - **£19,587**

**MARSTON MORETEYNE VC SCHOOL**  
The Haven (Forest End Site) sensory area, play area and nurture space - **£5,000**

grateful for the generous support from Rookery South Community Trust Fund which will greatly enhance our services supporting autistic adults in Ampthill and Marston Moreteyne."

The Rookery South Community Trust Fund is being administered by GrantScape, the national grant-making charity with its head office in Salford, Bedfordshire. Matt Young, GrantScape's CEO, said: "We were really pleased to see such a good range of high quality applications received to the first round of this new Fund. We hope that sharing this news will encourage more groups to apply to the next and future rounds."

The Fund supports a range of activities delivering community benefits with themes in:

- Sustainable waste management projects within the community
- Community energy generation projects
- Educational initiatives that relate to waste management or energy generation initiatives
- Other projects which are considered to promote the well-being of the community within the areas of benefit

There are two application rounds each year for organisations to apply to, all projects must be located in, and be for the direct benefit of, the communities within the parishes of Ampthill, Brogborough, Cranfield, Houghton Conquest, Lidlington, Maulden, Marston Moreteyne, Millbrook, Stewartby or Wootton.

*For the full Fund criteria and for further details of how you can apply to the next round, please visit GrantScape's website [www.grantscape.org.uk](http://www.grantscape.org.uk) or call 01908 247630.*

On receiving the good news, Sharna Raine, Adult Services Director at Autism Bedfordshire said: "We are enormously

# TG Systems UK

Introducing our Interactive  
TouchScreen as displayed at the  
Summer Members Reception



Give the  
experts  
a call

**Laptops, Desktops,  
Touch Screen PCs,  
Servers, Storage,  
Monitors &  
Accessories**



**Microsoft  
Partner**

**DELL  
Expert Network**

**01462 834400 / help@tg-systems.co.uk** **Business Solutions Specialists**



## Jaltek adds new MANUFACTURING FACILITY

Jaltek has increased its manufacturing space by 50 percent and is recruiting Production, Engineering, and Account Management, to meet increased demand for electronic assembly.

The additional facility is next to the original factory near Luton, and will be ready to start production of electronic system assembly and test in the coming months.

Jaltek's Steve Blythe said, "We continue to see sustained growth in a number of sectors including in Aerospace, Medical and EV related products. More clients require full system assembly and test which has lead to some great opportunities."



Steve Pittom, Managing Director added: "Essentially this investment enables us to continue delivering our vision towards world class competitiveness and productivity for our customers. As we grow, we are also able to offer more opportunities for people to have rewarding and enjoyable jobs in manufacturing and engineering."

[www.jaltek.com](http://www.jaltek.com)



## Wyboston Lakes Resort reports record results WITH STRONG OUTLOOK FOR 2023

Wyboston Lakes Resorts has delivered a record six months of Meetings and Events business for the first half of 2022, despite restrictions around events in January and February following the Omicron outbreak.

Business on the books at the six-month point is up by 47% on 2019 with a solid base already in place for 2023.

Bookings remain relatively short lead but there is a welcome uplift in demand for long-term bookings and a commitment to securing multi-event deals across a diverse range of sectors.

The resort's sales strategy has been focused on specific sectors for many years and the sales team has reported a 75% increase in demand for events when compared with 2019.

At the start of pandemic in 2020, Wyboston Lakes Resort's management team took the decision to continue with planned refurbishments, which saw more than £3m invested into the resort's Meetings and Events offering. Along with an overhaul on the delegate experience, such as enhanced Food & Beverage products and alternative dining options, the uplift on average booking value has increased substantially since 2019.

Christine Gomez, Director of Revenue, commented: "This year, we have seen meeting agendas evolve and, whilst the meeting content itself is the priority, the social aspect is also very important. The fact we had products in place to cater for this has really paid off."

Richard Smith, Sales Director of Wyboston Lakes Resort, added: "The resort's commitment to the environment, to investing in the team and our physical assets will keep pushing the costs base up. Therefore, to keep offering our guests the high quality, value for money, and best-in-class service, our prices will need to reflect this. The focus now is to maintain the margin and we do this by being focused on what business is good for the resort. We know those sectors we specialise in, but we are also clear on what business we don't take, and we have moved away from non-core sales lines, such as weddings."



The resort's management took the decision not to furlough the Business Development team during the pandemic and the team believes this has been a key benefit in keeping relationships with agents and clients strong, open, and based on trust.

Steve Jones, Managing Director of Wyboston Lakes Resort, concluded: "We are delighted with the business performance so far in 2022 and the future looks extremely bright for us. We will continue to invest in our team and are extremely proud to be a Real Living Wage Employer. We will also be investing in further capital projects in the coming months. Our culture is at the heart of what we do and ensuring we have a robust and stable business for our team members and shareholders is fundamental and, despite the economic pressure, we will endeavour to remain strong."

## INCLUSION 365

Supporting employers to **realise the benefits** of a more equitable, diverse and inclusive workplace and be recognised as an employer of choice by:

- **Deep dive reviews** of your people policies and practices
- Helping employers to come up with a **plan of action** to achieve their vision
- Bespoke and off the shelf employee and manager **training**
- **1 to 1 mentoring and coaching** for HR professionals
- **Inclusive hiring spot checks of your recruitment materials**
- **Policy reviews**

 [inclusion365.co.uk](http://inclusion365.co.uk)  
 [victoria@inclusion365.co.uk](mailto:victoria@inclusion365.co.uk)

**DIVERSITY IS MORE THAN JUST A TICK IN A BOX,  
IT'S THE KEY TO UNLOCKING YOUR BUSINESS'S FULL POTENTIAL!**



## A NEW FILM & TV STUDIO IN BEDFORD

Home of Production (HOP), a film and television studio development company, has unveiled its proposal for HOP Bedfordshire: a state-of-the-art film and television studio on the site of the former Quarry Quest Pit, Ampthill Road.

As well as flexible studio and production facilities, the scheme will feature a full-service on-site offering; including spacious production offices, backlot, timber yard, storage, mills, dedicated workshops and screening rooms.

Following a series of in-person and online events seeking the views of the community in May, June and July, HOP is now preparing to submit a planning application later this year.

The HOP Bedfordshire masterplan is designed to be efficient and promote the well-being of cast and crew for each and every film and television production, thanks to on-site accommodation and crèche, a re-wilded water body, a central boulevard and canal which together will create a healthy and sustainable working environment.

The proposed world-class on-site facilities will also reduce reliance on deliveries and minimise impact on local roads.

***“We’ve had several hundred people engage with our consultation over the summer. We’ve been positively overwhelmed by the support from local people.”***

***It’s clear there’s a strong need and want for new training and apprenticeship opportunities in this area, and this project will offer that in spades.”***

**Katya Baker**  
Director, Home of Production



## Menu Fresh launches new wholesale FOOD DISTRIBUTION MODEL

From 1 August 2022, IDC Ltd will be known as Menu Fresh. Local businesses will be able to order all fresh food categories from a new quality-controlled warehouse near Bedford. Customers will benefit from an enhanced level of service, complete with one ordering system, one dedicated customer relations team, and one consolidated invoice for efficiency, and all delivered in one of our new beautifully branded, eco-friendly vans.

Over the last year, we have seen the vulnerability of both the large food service businesses and smaller local suppliers to external factors like Brexit and Covid. Our fleet of eco-friendly Euro 6 diesel vehicles reduce emissions from farm to fork, with no concerns over HGV driver shortages.

Menu Fresh, previously trading as IDC Ltd, has been supplying food to professional chefs in hospitality, catering, care, business, industry and public sector organisations for over 27 years. Over that time, the industry has not witnessed much innovation, leaving customers with either the labour-intensive option of buying food from a variety of suppliers, or an unaccommodating, one-size fits all, industrial scale delivery option.

This complete restructure of the business comes in response to the increasing pressure faced by Menu Fresh customers. Many will be forced to strip costs from their business and supply chain, whilst having to maintain

quality. By making these changes first, Menu Fresh aims to remove some of the burden from its end users.

Often food billed as “locally supplied” could have been shipped to a supplier from all over the world. Menu Fresh is committed to responsible, transparent sourcing, competitive pricing and true provenance. This offers customers unparalleled control over their supply chain and reduces vulnerability to transport issues.

Chris Edwards, Chief Executive Officer said: “I’m a firm believer in seeking a positive from negative situations and we’ve used the lessons of Brexit, the pandemic and now war in Ukraine, to revolutionise our business model.

He continued: “We have taken control of the supply network to make sure our customers get food with impeccable provenance, delivered with a low impact fleet of vehicles that won’t be vulnerable to driver shortages”.

Since establishing the new hub in Bedford, Menu Fresh is looking for more enthusiastic, professional people to join their current team, including drivers, customer support, sales and warehouse positions.

Chris went on to say: “I’m a Bedford boy and I’m delighted to be able to offer jobs to people in the local community, as Bedford becomes the hub of our national network”.

[menu-fresh.co.uk](https://menu-fresh.co.uk)





## Receptional Wins 10 Awards for Culture and Campaigns AND SECURES MORE NOMINATIONS

Receptional is celebrating ten award wins – and a further seven nominations – so far this year, recognising both our workplace culture and client campaigns.

We won the Best Culture Transformation Initiative at the UK Company Culture Awards, thanks to a focus on management, morale and motivation over the last two years. This has seen Receptional secure Investors in People status; re-define our mission, purpose and values; increase spend on wellbeing and training; and appoint a Culture Lead to shape our approach to sustainability, equality, diversity and inclusion. As a result, the Full Potential Group said that our team was the most motivated it had seen post-pandemic.

Work that we did for two of our clients also won gongs. A LinkedIn lead generation campaign for wealth management firm, Killik & Co, took home Best Use of LinkedIn Ads and Finance Campaign of the Year at the UK Paid Media Awards. It also took silver for Social Media Campaign of the Year at the UK Digital Growth Awards.

Meanwhile, a Google and Facebook advertising campaign for childcare provider, Bright Horizons, won silver for Best Integrated Paid Media Campaign at the UK Paid Media Awards, and gold for Most Effective Use of Data at The Drum Awards for Search and Integrated Search Campaign of the Year at the

UK Digital Growth Awards. It's also been nominated for a Marketing Week Award, to be announced later this year.

We also won New Business Team and Sales Leader at the ALF Awards, and secured further nominations at the UK Agency Awards, SBC Awards, and SME Luton and Bedfordshire Business Awards. These include Best Agency Culture and Employer of the Year.

Justin Deaville, Managing Director at Receptional, says: "Our promise to clients is to deliver Smarter Digital Thinking – campaigns that are creative and effective, and have a real impact on their bottom line. Seeing those campaigns deliver results is wonderful. Having them recognised by our peers with awards such as these is icing on the cake."

Dean Rowland, Business Development Director and Culture Lead, adds: "Over the last two years, the whole team has pulled together to transform our culture. The results speak for themselves – we've grown from 32 to 50 people, and 93% of them say they're fully live our values. Being recognised for this transformation, alongside other companies that are so focussed on their team's development and wellbeing, is an honour."

*Our team continues to grow and we're recruiting across all disciplines, at a range of levels. Our latest opportunities are available at: <https://careers.receptional.com>*

## Forest of Marston Vale receives over £2.3 million to plant trees and **GIVE MORE PEOPLE GREATER ACCESS TO NATURE**

The Forest of Marston Vale Trust has been allocated £2.3M in funding by Defra to plant trees and create new woodlands under plans to increase access to nature for communities across England.

The funding of the Trees for Climate programme will see the Forest of Marston Vale Trust working with local authority partners, private landowners, and community organisations to deliver 120 hectares of tree planting across Bedfordshire.

Across the country around 2,300 hectares of trees – equivalent to around 3,220 football pitches – will be planted as part of this year's total funding allocation from the Nature for Climate Fund of £44.2 million. These projects will expand woodlands near our cities, towns, villages and rivers – giving more people greater access to nature and improving health and wellbeing as well as playing an important role in Government ambitions to treble tree planting rates by the end of this Parliament and reach net zero.

Large, small, well-designed and diverse woodlands created thanks to this funding will be more resilient to climate change, as

well as natural hazards such as wildfire and storms – playing an important role in helping us adapt to a warmer world. They will help to reduce flood risk in vulnerable areas, provide sustainable UK grown timber and provide more places for nature and biodiversity to thrive.

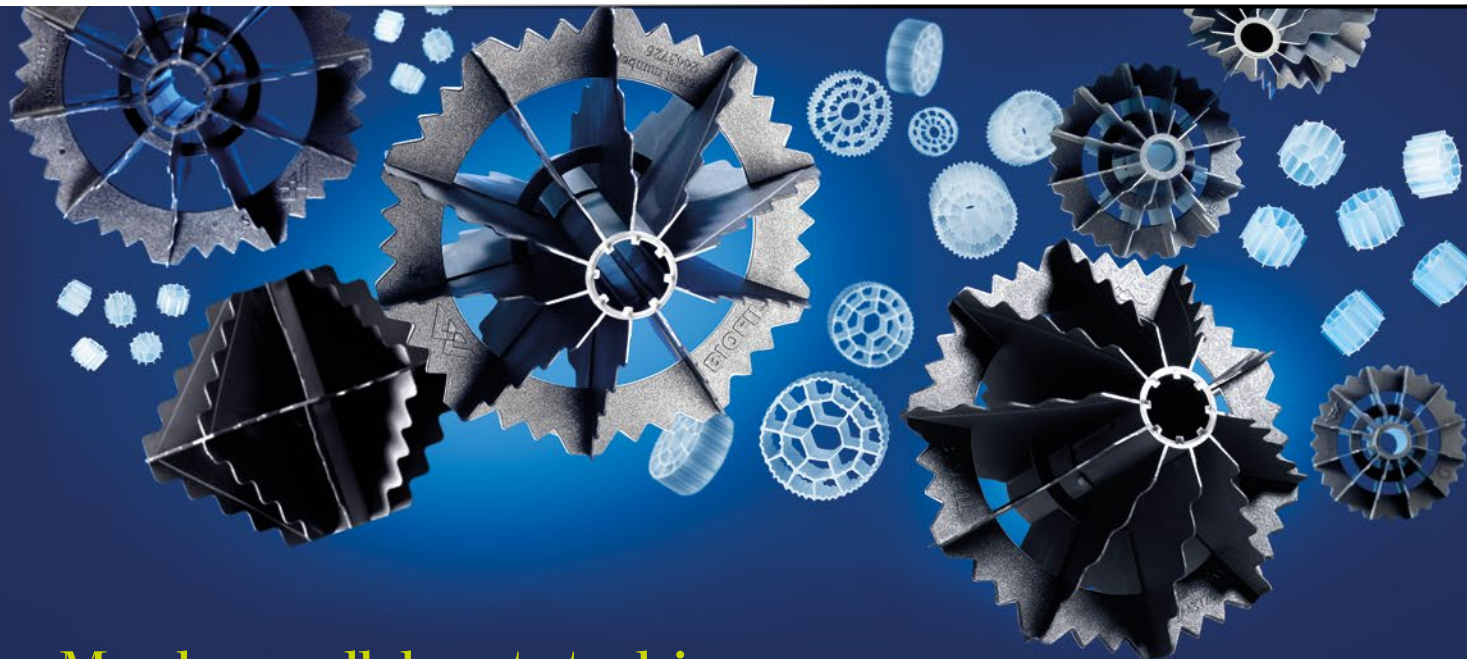
Lord Zac Goldsmith, Forestry Minister, said: "Our economies, livelihoods and well-being all rely on nature."

"As well as tackling the impacts of climate change and biodiversity loss, this significant funding will create diverse treescapes across the country and improve the health and wellbeing of local communities by giving them more opportunities to enjoy nature on their doorstep."

James Russell, Forest Director at the Forest of Marston Vale Trust, said: "Trees and woodlands deliver an incredible range of benefits and Defra's continued funding of the Trees for Climate programme gives the Forest of Marston Vale Trust an unprecedented opportunity to work with local partners and landowners to get more trees in the ground."

[www.marstonvale.org](http://www.marstonvale.org)





## Members collaborate to drive innovation and business growth

### WARDEN PLASTICS LTD & CRANFIELD UNIVERSITY

Warden Plastics Ltd have over 60 years of experience in plastic injection moulding and extrusion. With the in-house capabilities to manufacture a vast array of recycled plastic components to customer specifications, Warden Plastics serves customers in diverse industrial sectors, from automotive, medical, DIY, furniture and wastewater.

Driven by increasing health, safety, environmental concerns and population growth, the wastewater industry is coming under increasing regulatory pressures to tighten the level of pollutants, including nutrients, that can be discharged from wastewater treatment plants. The limits are extremely difficult to achieve using conventional treatment processes. Retrofitting wastewater treatment plants, so that they meet the regulatory requirements and at the same time align with NET-ZERO targets, these are major priorities of Water Utilities in the UK and globally. The options to address these include the costly redesign of existing plants and/or the use of chemicals that are harmful to the environment.

To provide a solution to these issues, Warden offer a novel patented biocarrier developed by working with Prof. Ana Soares (Professor of Biotechnology Engineering, Cranfield University). The biocarrier is a support media, with an intricate design, that sustains the growth of a very active microbial biofilm that removes pollutants from wastewater, quickly and effectively. It offers the benefits of reduced wastewater treatment plant footprint, overall reduction in total energy use at wastewater treatment plants and can be easily introduced into existing plants regardless their age.

Since this initial work, Cranfield University successfully supported Warden to apply for a government funded Knowledge Transfer Partnership that allowed them to develop a 3-year business-led scheme of work to drive business growth. In addition to contributing 67% of the project costs, the funding also provides:

- A full-time Associate dedicated to the project
- Associate training
- High level academic time (0.5 d/week)
- Consumables, travel and subsistence
- Administrative support from the university

The project has allowed Warden to embed in-depth knowledge and capabilities in proving new wastewater biocarrier products with scientific rigour, as well as using data for new product development. The academic skillsets, combined with the dedicated project Associate, have been invaluable and are set to increase the company's market share of the ~£17.1 billion global municipal wastewater equipment market.

*To find out more about working with Cranfield University through a Knowledge Transfer Partnership contact Sandra Messenger (Knowledge Exchange Manager, Cranfield University) by emailing [sandra.messenger@cranfield.ac.uk](mailto:sandra.messenger@cranfield.ac.uk)*

## Police CyberAlarm Monitoring Tool Goes Live IN EASTERN REGION WITH MAJOR UPGRADE

Businesses and organisations in the Eastern Region can now get access to an enhanced version of Police CyberAlarm, an award-winning free tool funded by the Home Office and delivered by police forces in the region.

The enhanced version of Police CyberAlarm works alongside an organisation's current cyber security products, such as the firewall, Network Intrusion Detection System (IDS) and Intrusion Protection System (IPS), Anti-Spam and Network Anti-Virus to help members better understand the cyber threats they face.

Data received by the Police CyberAlarm Server is then used to create regular reports on potential malicious activity seen by individual members as well as reports containing threat trends seen across the member network. Members can then use this reported intelligence to update their defences to better protect themselves from cyber threats.

Vulnerability Scanning can be added and used to scan an organisations website and external IP addresses, providing regular reports of all known vulnerabilities.

Since launch, Police CyberAlarm has identified over a billion potential suspicious events resulting in reports and advice being given to members, enabling them to take action to prevent a successful attack.

In one case Police CyberAlarm detected a UDP amplification attack, a very potent attack method that turns an organisation's own equipment against it, causing

the member organisation infrastructure to attack itself. Working with the Police CyberAlarm team, the member was able to mitigate the effects of the attack stopping it from having any effect on its network.

In another case a company, which was not a Police CyberAlarm member, fell victim to a ransomware attack which forced it to shut down business critical systems. After contacting the police, Police CyberAlarm was installed immediately by the company, which was able to identify the method of the attack, which was communicated to the company to allow it to close the vulnerabilities that existed. The company's next Police CyberAlarm report indicated that almost 1.3 million attempts to gain access had been made in the week after the attack.

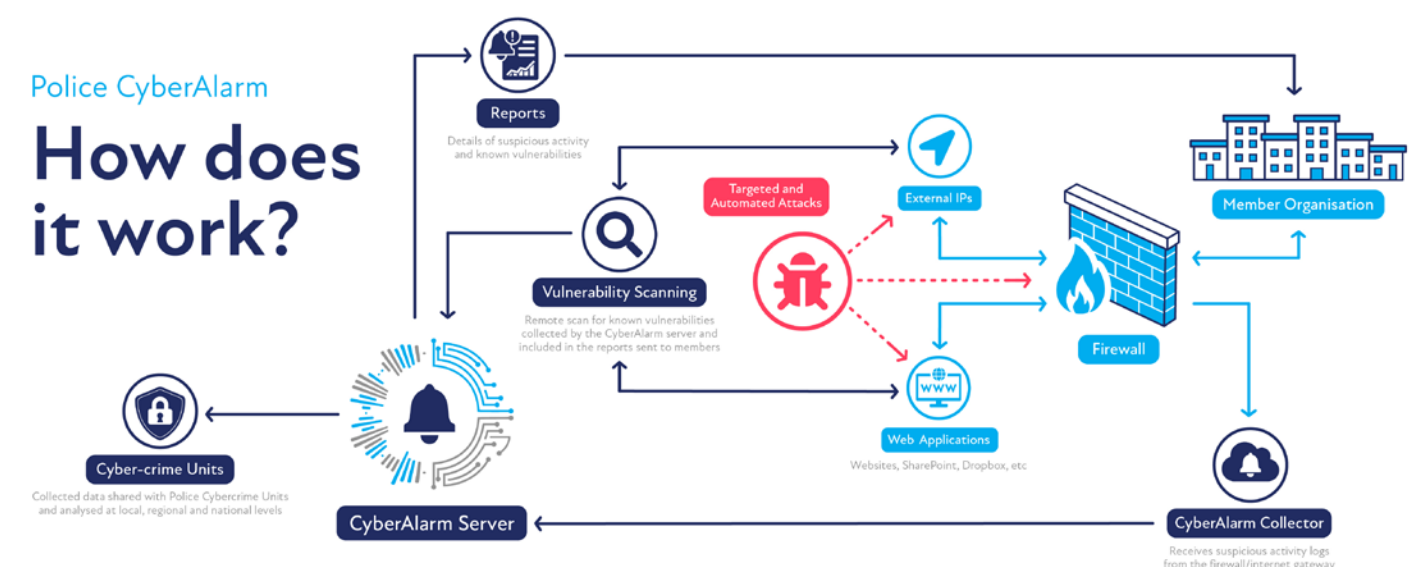
As well as the data collected by Police CyberAlarm helping members to better protect themselves, the information gathered also helps regional and force cybercrime teams to build a much better understanding of the scale, types and clusters of cyber threats being aimed at members across England and Wales. Policing has been able to use the information collected to enable the local and regional cybercrime teams to proactively warn members of new emerging, recent, and zero-day threats.

To coincide with the launch of the enhanced version of Police CyberAlarm, a new website has also been unveiled to make it easier for potential member organisations to get further information about the benefits of becoming a member and sign up for free.

[cyberalarm.police.uk](http://cyberalarm.police.uk)

### Police CyberAlarm

## How does it work?





## The Advantages of OUTSOURCED CLEANING SOLUTIONS

The landscape of the work environment is changing and businesses are having to become more agile to meet these demands. With new ways of working, like WFH (Work from Home), & flexible working becoming more popular, being able to adapt your business support services is now essential.

"Outsourcing your office cleaning and facilities services means you can operate a leaner business," says Christine Newman of Bedfordshire Workplace Cleaning Solutions.

More & more businesses are now looking to outsourcing as a way to operate more flexibly and economically.

One of the major concerns that business owners have when they look at using business support services, like office cleaning, is that the service delivered wanes after a period of time.

Christine gives the follow tips on how to reduce the chances of this happening: "When you are looking for a support service for your business, whether that is facilities management or any other type of service, make sure that you have a clear point of contact. Who is the person who will iron out any issues? Are they responsive, professional, dedicated to dealing with potential problems efficiently?"

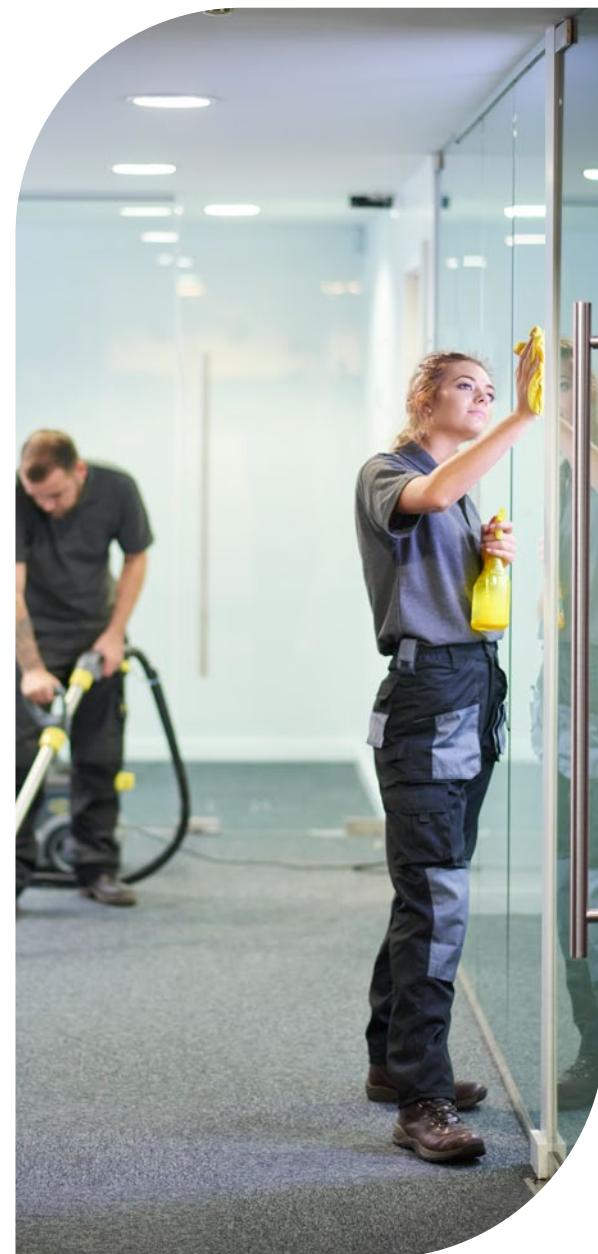
"Having a strong professional relationship with your service provider is key, it would be short sighted to think that nothing could ever go wrong with your service – what you want though, is the possibility of any issues occurring to be minimised and if anything does go wrong that it is handled promptly and professionally".

Christine goes on to say: "Another way to make sure you get the best from your service provider, is to have very clear service level agreements & scope of work in place. As the business owner, you need to know exactly what is going to be delivered each time and your service provider has clear guidelines on your expectations.

To get more of your questions answered on how to get the best from outsourcing and working with service providers, you can go to Christine's Knowledge HUB at [www.wpcs.cleaning/knowledge-hub/](http://www.wpcs.cleaning/knowledge-hub/). Find out how Christine can help your Bedfordshire business run more efficiently using Workplace Cleaning Solutions Commercial Cleaning & Facilities Services.



For more information email: [bdlu@wpcs.cleaning](mailto:bdlu@wpcs.cleaning) or call 01234 964 067



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](mailto:info@chamber-business.com)

### A F Blakemore

[afblakemore.com](http://afblakemore.com)

Retail logistics – family business

### Bedford Creative Arts

[bedfordcreativearts.org.uk](http://bedfordcreativearts.org.uk)

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

### Bedford Radio

(Home Counties Community Media)

[bedford.radio](http://bedford.radio)

Local Radio Station for Bedford

### CityFibre Holdings Limited

[cityfibre.com](http://cityfibre.com)

Provide full fibre networks across the UK – partners include Vodafone and Talk-Talk

### Constant and co (Bedford) Ltd

[constantandco.com](http://constantandco.com)

Established in 1973 Constant & Co delivers a variety of highly effective enforcement, security and other supported services to remove trespassers for a wide range of clients, facilitating the use of Common Law and High Court. Client types include retailers, facilities management, landlords, solicitors, private landowners

### Control Print Solutions

[ctrl-print.co.uk](http://ctrl-print.co.uk)

Supply and support of photocopiers & printers

### Crew Homes Ltd /

Pay As U Stay Ltd

[crewhomes.co.uk/](http://crewhomes.co.uk/)

We are a provider of short-term accommodation for business travelers, contractors, holidaymakers, and anybody looking for flexibility and a tailored service during their stay in any of our locations within the Home Counties

### Equals Money plc

[equalsmoney.com](http://equalsmoney.com)

Leading Foreign Exchange Broker, listed on the stock exchange servicing corporate and private clients worldwide with their international payments and currency cards

### Gilson Scientific Ltd

[gb.gilson.com/](http://gb.gilson.com/)

Gilson manufacturers purification systems, automated liquid handlers, pipettes (including the renowned PIPETMAN® brand of pipettes), fraction collectors, solid phase extraction (SPE) systems, detectors, injectors and much more. From academia to industry – we deliver high-quality solutions for researchers

### Home of Production (HOP)

[homeofproduction.com](http://homeofproduction.com)

The provision of film and television studio space for high end television and motion pictures. Providing soundstages, workshops, on-site accommodation and childcare and production facilities

### K Consultants & Co Ltd

[kconsultants.co](http://kconsultants.co)

Sage Accounting Systems & Sage Payroll Consultants. Implementation, Training Support, Projects. Specialising in Training, Data Analytics, Management Reporting and maximising your investment in your Back Office Accounting Systems

### Kenect Recruitment

[kenectrecruitment.co.uk/offices/bedford/](http://kenectrecruitment.co.uk/offices/bedford/)

Our recruitment agency in Bedford is ideally located to recruit for Bedford, Kempston, Luton and surrounding areas. The team is dedicated to bringing candidates and clients together to fill local jobs

### Leidos Security Detection &

Automation UK Ltd

[leidos.com/](http://leidos.com/)

Aviation and automation manufacturing

### Leonard Business Services

[leonardbusiness.co.uk](http://leonardbusiness.co.uk)

Outsourced financial management – we provide a virtual accounts team for your business, supporting SMEs, delivering a service as your part-time Finance Director, or, we can support you with a complete outsourced finance department, or even finance business partner or CEO confidante

### Menu Fresh

[menu-fresh.co.uk/](http://menu-fresh.co.uk/)

Wholesale fresh food supply

### One YMCA

[oneymca.org](http://oneymca.org)

Supporting vulnerable people across Herts, Beds & Bucks – housing, families, domestic and sexual violence, youth work, nurseries, health & wellbeing

### Partners& Limited

[partnersand.com](http://partnersand.com)

Risk Protection and Insurance Advisory business covering all aspects of general Commercial and Personal Lines insurance, Business Protection (ie. Company Wills, Key Person cover, Relevant Life Cover, Shareholder Protection etc.) and employee wellbeing, Engagement and Benefits (WEB)

### Pearce Recycling

[pearce-recycling.co.uk](http://pearce-recycling.co.uk)

Waste & Recycling (Cardboard, Plastic, Paper, Wood & General Waste) – Equipment Manufacturers (Balers, Compactors, Bin Press, Wood Crushers) – Secure destruction of Confidential Waste & Goods

### Pro-Lite Technology Limited

[pro-lite.co.uk](http://pro-lite.co.uk)

Supplier of specialist equipment and services with a technical focus in the following areas of photonics: instruments for measuring light and the optical properties of materials; photometry; lasers and laser safety equipment; opto-mechanics and nano-positioning equipment; optics and optical materials; and spectroscopy and spectral imaging

### Right at Home Bedford

[rightathome.co.uk/bedford/](http://rightathome.co.uk/bedford/)

Home care services

### Samuel Whitbread Academy

[samuelwhitbread.org.uk](http://samuelwhitbread.org.uk)

Secondary education and 6th Form

### SMQ Legal Services LLP

[smqlegal.co.uk](http://smqlegal.co.uk)

Solicitors firm specialising in private client work – civil litigation, family and divorce work, children law, criminal law, personal injury, landlord and tenant, wills and probate

### TCUK Intl Ltd

[tc-transports.com](http://tc-transports.com)

TCUK Intl is a Transport and Haulage company. TCUK will continue servicing TC group's existing client in the UK, mainly within the automotive industry. In addition, we offer an hassle-free solution to UK SMEs to help them export to the EU (door2door transport + customs)

### The Green Business Network

[greenbusinessnetwork.co.uk/](http://greenbusinessnetwork.co.uk/)

Environmental support for businesses

### Tuskar Financial

Consultancy Limited

[tuskarconsultancy.co.uk](http://tuskarconsultancy.co.uk)

Virtual and on demand finance director support to SMEs who need expert financial advice but don't currently have the scale or budget to have a full time finance director. If you need guidance on your finances give us a ring for a no obligation conversation to understand how we can help you

### UK Truck & Plant Group Ltd

[truckandplantgroup.co.uk](http://truckandplantgroup.co.uk)

Vehicle and plant maintenance provider

### Zettle By PayPal

[zettle.co.uk](http://zettle.co.uk)

Supply of EPOS and card payment solutions, specialising in retail and hospitality

### Zurich Resilience Solutions

[zurich.com/en/products-and-services/protect-your-business/what-we-protect/zurich-resilience-solutions](http://zurich.com/en/products-and-services/protect-your-business/what-we-protect/zurich-resilience-solutions)

Provider of risk and resilience solutions and consultancy



# 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](mailto:info@chamber-business.com)

### Constant & Co (Bedford) Ltd

👤 Julie Lack-Jones  
☎ 01234 340091  
📍 [www.constantandco.com](http://www.constantandco.com)  
✉ [admin@constantandco.com](mailto:admin@constantandco.com)



We pride ourselves on the ability to deliver a variety of highly effective enforcement services and solutions for our clients throughout England and Wales utilising the process of Common and High Court Law. Our expertise means we have the ability to offer effective solutions to our clients' needs.

### Leidos Security Detection & Automation U.K. Ltd.

👤 Mark Edmunds   👤 Aiste Uzkurelyte-Taurine  
☎ 01234 413060  
📍 [www.leidos.com](http://www.leidos.com)  
✉ [mark.edmunds@leidos.com](mailto:mark.edmunds@leidos.com)  
✉ [aiste.uzkurelyte@leidos.com](mailto:aiste.uzkurelyte@leidos.com)



Leidos is a Fortune 500® technology, engineering, and science solutions and services leader working. To solve the world's toughest challenges. The company's 43,000 employees support vital missions for Government and commercial customers. Our comprehensive security detection portfolio based in Bedford has more than 24,000 products deployed across 120 countries.

### Pay As U Stay Limited

👤 Joanna Carr  
☎ 01234 481081  
📍 [payasustay.co.uk](http://payasustay.co.uk)  
✉ [info@payasustay.co.uk](mailto:info@payasustay.co.uk)



Pay As U Stay is a property management company specialising in serviced accommodation and short-term lettings. Offering landlords and investors a turn-key service, full management and increased cashflow from their properties, we pride ourselves on bringing flexibility to the rental market.

### Tuskar Financial Consultancy Limited

👤 Tomas Kavanagh  
📍 [www.tuskarconsultancy.co.uk](http://www.tuskarconsultancy.co.uk)  
✉ [info@tuskarconsultancy.co.uk](mailto:info@tuskarconsultancy.co.uk)



Tuskar Consultancy provide virtual and on demand finance director services for SMEs that need finance expertise but don't currently have it in house. Our aim is to help you better understand your business finances and support you in growing your business. We guide business to financial freedom.

### Gilson Scientific Ltd

👤 Salma Marshall  
📍 [gb.gilson.com](http://gb.gilson.com)



We are Gilson, a third-generation family-owned company developing liquid handling, purification, and extraction solutions for the life science industry. Since 1957, we have continued to develop innovative products designed to improve the reproducibility and traceability of data. We connect and collaborate with the scientific community to help researchers achieve verifiable results.

### Menu Fresh Ltd

👤 Chris Edwards  
📍 [www.menu-fresh.co.uk](http://www.menu-fresh.co.uk)  
✉ [chris@menu-fresh.co.uk](mailto:chris@menu-fresh.co.uk)



Menu Fresh is your single solution for the supply of fresh meat, fish, dairy, and produce. We're passionate about providing competitively priced, quality fresh food, to equally passionate businesses. We've made ordering food easy, leaving you free to focus on what matters most for your business.

### Pro-Lite Technology Ltd

👤 Jagoda Zajac  
☎ 01234 436110  
📍 [www.pro-lite.co.uk](http://www.pro-lite.co.uk)  
✉ [info@pro-lite.co.uk](mailto:info@pro-lite.co.uk)



Pro-Lite is a supplier of specialist equipment and services with a technical focus in the following areas of photonics: instruments for measuring light and the optical properties of materials; photometry; lasers and laser safety equipment; opto-mechanics and nano-positioning equipment; optics and optical materials; and spectroscopy and spectral imaging.

### Zurich Resilience Solutions

👤 Victoria Gibson  
☎ 07812 265180  
📍 [www.zurich.com/en/products-and-services/protect-your-business/what-we-protect/zurich-resilience-solutions](http://www.zurich.com/en/products-and-services/protect-your-business/what-we-protect/zurich-resilience-solutions)  
✉ [victoria.gibson1@uk.zurich.com](mailto:victoria.gibson1@uk.zurich.com)



ZRS supports businesses to manage risk and build resilience, drawing on our in-depth industry expertise, insight, risk mitigation and defensibility. Our wide range of solutions includes property, health and safety, wellbeing, supply chain, motor, cyber, climate change and sustainability. We also provide valuable risk insights, training events and thought leadership.

### Kenect Recruitment

👤 Stuart Amies  
☎ 01234 815410  
📍 [www.kenectrecruitment.co.uk](http://www.kenectrecruitment.co.uk)  
✉ [samies@kenectrecruitment.co.uk](mailto:samies@kenectrecruitment.co.uk)



Kenect Recruitment Ltd supports and provides local SME's and corporate entities with temporary & permanent staffing solutions in a wide range of sectors. Kenect Recruitment's mission is to be the first choice in meeting the needs of our clients through quality, caring, and professional service.

### One YMCA

👤 Donna Lawrie  
☎ 07717 348 915  
📍 [oneymca.org](http://oneymca.org)  
✉ [donna.lawrie@oneymca.org](mailto:donna.lawrie@oneymca.org)



One YMCA is a not-for-profit organisation, who exists to change and save lives in our local community. Subsidiaries include Early Childhood Partnership and Signpost Youth Counselling. Working across Herts, Beds and Bucks they ended rough-sleeping in Watford, support vulnerable families; domestic and sexual abuse victims; young people; nurseries and more.

### SMQ Legal Services LLP

👤 Suezanne King  
☎ 07585 610063  
📍 [www.smqlegal.co.uk](http://www.smqlegal.co.uk)  
✉ [suezanne@smqlegal.co.uk](mailto:suezanne@smqlegal.co.uk)



We are a solicitor firm with Offices in Bedford, Luton, and Oxford. We are focused on client care and pride ourselves on our accessibility for clients. We offer an array of legal services including divorce and financial settlement, conveyancing, wills and probate, children law, landlord and tenant, criminal defence.



# Wonderful WEBSITES Professional PRINTING Dynamic DESIGN

**ON BRAND. ON BUDGET. ON TIME.**

**ONLINE & OFFLINE MARKETING  
FOR BUSINESSES THAT WANT TO GROW!**



Download our  
marketing pack for  
details on how we  
can help you grow  
your business



Scan with your  
mobile device

**Treacle**  
**FACTORY**  
Think. DESIGN. PRINT. DIGITAL.

Incorporating

**nettl**  
of Luton

**EVERYTHING**  
**YOU NEED... FOR A BRAND**  
**THAT Sticks!**

☎ 01582 41 61 71

✉ info@**TreacleFACTORY**.co.uk

➡ [www.TreacleFACTORY.co.uk](http://www.TreacleFACTORY.co.uk)