



Your Business Bulletin from Thanet & East Kent Chamber

Thanet & East Kent Insider

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1. Picture This

Images from the “Get a Share of £40 million” Business Networking Breakfast of 2nd March 2012 are now available from the Chamber’s official photographer on-line at <http://www.photoboxgallery.com/DDCC>. As even the casual viewer will see, nearly 100 business leaders from the East Kent coastal community were in attendance as the Thanet & East Kent and the Dover District Chambers of Commerce celebrated the first corporate event at the new BayPoint Club on the site of the former Pfizer Sports & Social Club in Sandwich. On the top table from right to left are Graham Razey, Principal of Thanet College, John Wingfield CEO of Flambeau Europlast, Chris Lawson, Managing Director of London Fancy Box, David Foley, Chamber Chief Executive, Laura Sandys MP, Chamber Co-President and main speaker, Charles Buchanan, CEO of Manston Airport, Maureen Reid of Barnes Marsland Solicitors and Gerry Franks, Senior Policy Advisor at the UK Department of Business, Innovation and Skills. Images from the previous Business Breakfast featuring Chamber Co-President Sir Roger Gale, Thanet District Council Leader Cllr Clive Hart, former Leader Cllr Bob Bayford and Charles Buchanan are also available from the same site. The next business breakfast is expected to be on the theme of tourism when Chamber members will hear how they can benefit from recent initiatives to boost trade in East Kent.

2. Export USA

We are grateful to Samia Ounzab of Chamber member Canterbury Christ Church University for drawing our attention to an event aimed at companies interested in promoting their business on the East Coast of the

United States in Virginia and Richmond. There are already strong civic links between Kent and the area around Richmond and Boston. Members will be aware that the United States is the UK's top export destination and second largest trading partner after the EU. A free information morning hosted by Kent County Council will be taking place in Dartford on Friday 23rd March 2012. KCC informs us that: "If you are interested in finding out more about the US market in general or if you'd like to consider whether the market visit in September might be the right opportunity for your business then please register for this free event. Speakers include Greg Wingfield President & CEO, Greater Richmond Partnership Inc, Eliot Forster CEO of Creabilis SA who has run businesses in Boston." For more information, telephone 01622 692046 or register direct by email to international.affairs@kent.gov.uk with a brief outline of your company.

3. Growth in the Economy

Chamber member TV One is growing and growing quickly. This enterprising company in Margate is expanding its storage capacity with the addition of 79,705 ft. of space fully racked out with the latest automated distribution systems. A sharp growth in sales of the company's CORIOmaster and CORIOmatrix products has meant that more storage space is required to meet demand. With words that will sound like music to the ears of commercial property owners in East Kent, the General Manager of TV One's European operations, Steven Mattingly, said: "The Kent location close to mainland Europe is a great asset." For more information on TV One's award winning technology, contact Maria Silva, tel: 01843 873311. The Westwood Industrial Estate is also the home of a growing number of successful companies such as Connoisseur Renovations tel: 01843 231399; Drink Warehouse UK Ltd tel: 01843 297773; East Kent Coatings Ltd tel: 01843 293343; Emco Wheaton (UK) Ltd tel: 01843 221521; Fox's Removals & Transport tel: 01843 294422; MPL Waste Management tel: 01843 232584 and Twin Towers Trading Ltd tel: 01843 232346;

4. Chamber & Hastings

As the largest business support organisation in Thanet, the Thanet & East Kent Chamber is often requested to speak on commercial initiatives outside our immediate area of operations. Although the East Kent coastal business community is the main focus of our attentions and those of our sister Chamber based in the Dover district, when we are asked to comment by national news media organisations, we usually do. This was the case yesterday when Neil Pringle of BBC Sussex wondered whether the Jerwood Gallery due to open today in Hastings could learn anything from the effect of the Turner Contemporary's opening in April 2011. We were pleased to support our newest Margate arts venue and stressed the economic benefits arising from the 400,000 plus visitors to have arrived in Margate in the last ten months. A recording of the broadcast is available for the next five days at

http://www.bbc.co.uk/iplayer/episode/p00pgfzc/Sussex_Breakfast_16_03_2012/ fast forward to 1: 40.45.
2.:09.00

4. Simon Scharma At The Turner Contemporary

As promised in the previous edition of the Thanet & East Kent Insider, here are some more details of the visit to the Turner Contemporary of guest speaker Simon Scharma CBE, historian and Professor of History and Art History at Columbia University. He is perhaps best known for writing and hosting the 15-part BBC documentary series A History of Britain. Professor Scharma will speak at Turner Contemporary's inaugural

Turner Lecture and Dinner on Wednesday, 25th April 2012. With the promise of a drinks reception in the Sunley Gallery alongside Rodin's the Kiss, a lecture on Turner's paintings and a splendid dinner in the Foyle Rooms overlooking Margate Bay, interested parties are invited to purchase tickets direct from the gallery. Prices start at £85 per person if purchased before 25th March 2012. There are discounts for tables of 8. For more details, telephone 01843 233000 or email ldaly@turnercontemporary.org.

5. Kent Big Society Fund

Anne Charman of Kent County Council has contacted the Chamber with a reminder of the Kent Big Society Fund. We have learned that there is the possibility of securing a grant as well as loan finance for qualifying bids. The aim of the fund is to break down the barriers which prevent enterprising charities and social businesses from accessing finance. Investment from £10,000 to £100,000 is available to support social enterprise activity across Kent. To register your interest or for further details, log on to http://www.kentcf.org.uk/loan_funding.html

6. Discovery Park

The Chamber is in discussions with one member who is bidding to relocate a biological research company from its northern base to a home closer to Europe on the former site of Pfizer, now renamed the Discovery Park. Negotiations have been positive to date with the potential incentives available through the Enterprise Zone designation and possible incentives from the Regional Growth Fund being key issues. We will keep Chamber members updated on progress.

7. Far East

The Chamber Chief Executive will be visiting Hong Kong, Nagoya and Tokyo in the period 20th April to 6th May 2012. Any Chamber with business interests in the area might like to make these known by email to admin@tekc.co.uk with the subject line: "Far East Visit". The full range of Chamber services will be maintained throughout the period with the possible exception of the publication of the Thanet & East Kent Insider being delayed.

8. Edwin Boorman

It is with great sadness that we record the passing of Edwin Boorman OBE MA DL, the president and past Chairman of the KM Group, familiar to most Kent residents through its comprehensive portfolio of local newspapers, radio stations and on-line news services. This Chamber was his guest at the Carlton Club last July in support of the plans to build an extension to Maidstone Museum to house "the best collection of Japanese art outside London". An attentive and unassuming host, he could not have been more welcoming or attentive to his guests who all enjoyed a wonderful evening in his care. Bearing in mind that Japanese tourists spend more money on holiday than any other nationality, there is of course much to be gained for Kent businesses in strengthening cultural links with that part of the world. He was undoubtedly keen to promote a strong Japanese presence in our county town. Many company owners in Kent have every reason to be thankful to Edwin Boorman for his benevolent stewardship of the KM Group and many more will miss his warm encouragement at events throughout the county. A sad loss indeed.

9. How Are We Doing?

The latest unemployment figures for East Kent reveal a continually depressing picture. The 23 wards in Thanet show a collective year-on-year increase in joblessness of 14.7%. The increase from this time last year in unemployment benefit claimants in the Dover District is 18.1%. Just two districts in Kent record less than a double digit increase compared to twelve months ago; Ashford at +8.7% and Dartford at a more modest +3.3%. Over 5,000 people are now registered as unemployed in Thanet, the highest in modern times. Over 1,000 of the unemployed are residents of the Cliftonville West ward where unemployment is now above 20%. The three highest levels of youth unemployment in Kent are in Thanet at 14.8%, Swale at 12.1%, Shepway at 10.7% and Dover at 10.6%. These are dangerous levels that will inevitably contain an increasing proportion of disaffected youths who have no obligatory reason to get out of bed in the morning. The figure for Thanet is the highest in the South East and rising, up 0.4% since last month. Canterbury stands out at the most comfortable district for 18 – 24 year olds with just 3.3% of unemployed youngsters against a Kent average of 8.0%. Anyone cheering the delays in the development of Manston and the recent announcement by Infratil that it is seeking a buyer for the airport might like to reflect on how many other inward investors have promised 3,000 jobs by 2018.

10. Give Us the Facts

District	February 2012		Change since Feb 2011	
	Unemployed	% of workforce	Number	%
Ashford	2,147	3.0%	+172	+8.7%
Canterbury	2,655	2.7%	+376	+16.5%
Dover	2,790	4.3%	+428	+18.1%
Maidstone	2,704	2.8%	+416	+18.2%
Shepway	2,892	4.6%	+307	+11.9%
Swale	3,892	4.6%	+720	+22.7%
Thanet	5,069	6.4%	+648	+14.7%
Kent	39,174	3.7%	+5,098	+15.0%
South East	152,082	2.8%	+12,231	+8.7%
Great Britain	1,586,864	4.0%	+141,485	+9.8%

11. Sadd Is Happy

The rapidly expanding Safety & Management Solutions Limited is adding to its staff with the appointment of Paul Sadd who is to work alongside Claire in the training department. Fresh from his safety advisor role at Canterbury Cathedral, Paul is happy to join the SAMS team based at building 46 at Manston Airport. He can be expected to be seen in and around Kent as the company services its growing client list across the South East. SAMS welcomes enquiries from Chamber members interested in reviewing their safety and risk management procedures strategies; telephone 01843 821 406.

12. Mental Health

The recent sad case of the suicide of the football manager Gary Speed has thrown a spotlight on the issue of mental health in the workplace. We learn from the Mental Health Foundation and the Office for National Statistics that women are more likely to report a mental health problem than men, but suicide rates for males

are more than three times greater than for females. The figures for 2010 show a male suicide rate of 17.0 per 100,000 population against 5.3 per 100,000 population for women. A total of 5,675 UK suicides in 2010 may appear high, but in fact the figure represents a drop of 67 from 2009. Are we getting better at coping with stress or are we benefiting from an earlier diagnosis and improved training? Bearing in mind that 1 in 4 people in the UK will experience some kind of mental health problem in the course of a year, it is important for employers to recognise that they have a moral and legal duty to take account of the pressures on their staff. Organisations that can help include the Belmont Hypnotherapy Centre tel: 01843 587929; Dover Counselling Centre tel: 01304 204123; KI People tel: 0845 094 9186; South East Mediation tel: 01843 608105; K B Occupational Health & Safety Services Ltd tel: 07702951175; Health & Safety South East tel: 01304 821105; HSE Advisor Ltd tel: 01304 600999; St John Ambulance tel: 01732 876417; Marchant Services tel: 01304 821328 and Thanet Community Networks tel: 01843 609686.

13. Concessions In Open Space

Canterbury City Council informs us that it is offering commercial opportunities for street trading in commercial open spaces. Included in the offer are sports activities, catering opportunities, mobile catering, ice cream pitches and leased buildings in prominent locations. Canterbury City Council is also reviewing the opportunities for concessions in parks, amenity open space and on the seafronts within its area of responsibility. There is no application fee but successful applicants will be subject to an administration fee of £75 payable upon completion of the licence. The Council is open to new ideas for concessions. It all sounds very reasonable. More details are available on the website at

<http://www.canterbury.gov.uk/main.cfm?objectid=6051>

14. Openings In East Kent

The London Array Operations & Maintenance Centre was officially opened on 9th March 2012. Guests at the launch heard how this €2.2bn project is on course to produce 630 MW of electricity; enough to power two-thirds of the homes in Kent. Fourteen of the wind turbines had already entered operation and the other 161 were timetabled to be in position and producing power before the end of the year. Welcoming this important stage of what will soon become the largest off-shore wind farm in the world, Laura Sandys MP congratulated the London Array for their project management and looked forward to renewable energy playing a greater part in satisfying our needs in the future. Also opening that morning was the new IT Centre of Profile Development & Training, tel: 01843 609300, based at the Kent Innovation Centre in Broadstairs. This state-of-the-art computer suite will be available to companies wishing to upgrade the IT skills of their staff and upgrade their profits through making better use of their office systems and quicker attention to the needs of their customers. On a busy day for Laura Sandys, our Chamber Co-President opened the centre and encouraged all local companies to make better use of the opportunities presented by new technology. Chamber member Ian Waddilove of ICC Services supplied the computer equipment and welcomes enquiries from any Chamber member wishing to make capital purchases of hardware or software before the end of the financial year. We presume that enquiries after that date will also be welcomed. Ian can be reached by telephone to 01304 371494. Laura's working day extended to the evening when she again joined the Chamber further south along the coast where Sandwich Town Council had kindly opened the splendid Jury Room to allow three presentations on tourism from Steve Laslett, Laura and the Chamber. The great and good of

Sandwich provided a friendly welcome and listened with attention as the speakers outlined their respective visions for an East Kent approach to attracting visitors to our shops, hotels, pubs and venues. One of the key factors that emerged was that rather than compete for short-term day visitors, the coastal towns would all benefit from closer cooperation to encourage overnight stays which would have a much greater economic impact.

15. Management Styles

Whether firm management is always the right approach is a matter for employers and directors to decide for themselves. Some will favour the rasping boot-in-your-face style of Manchester United's Sir Alex Ferguson while others will pride themselves on their understanding of human frailties and adopt a more tranquil arm-around-the-shoulders approach as exemplified by Wigan Athletic's manager Roberto Martínez Montoliú. Genghis Khan sympathisers will note that Manchester United currently top the Premier League whereas Wigan Athletic sit at the bottom. The Chamber was recently reminded of a particularly strict style of management when seeing a repeat of a Spitting Image programme. You may recall the scene. Margaret Thatcher was sitting at the head of a table in a restaurant surrounded by her cabinet. The waitress approached and asked: 'Would you like to order, sir?' Margaret Thatcher replied: 'Yes. I will have a steak.' The waitress added: 'How would you like it?' Our first female Prime Minister replied: 'Raw, please.' The waitress continued: 'What about the vegetables?' With the full cabinet looking on, the iron lady replied: 'Oh, they'll have the same as me'. The scene was described later by Michael Heseltine with gentle self-deprecation as 'A rather good joke actually, unless you happen to be one of the vegetables. At that stage, I think I was'.

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It's happening now, it's happening in Thanet & East Kent.
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